



IMPROVEMENT THROUGH INVESTIGATION

Systematic incident investigation training course

Our CPD accredited interactive course gives participants an understanding of the systematic investigative process and its practical application to investigate a wide range of incidents, including safety breaches, complaints, safeguarding and professional misconduct or capability concerns.

The course is relevant for a wide range of sectors, including the following:

- Healthcare
- Voluntary and community organisations
- Registered charities
- Social enterprises
- Education
- Any company, business or industry that needs to carry out an investigation or review

Participants learn how systematic investigation can be used to discover why an incident occurred and identify solutions to prevent similar incidents happening again. Participants work in groups and use a case study to investigate a serious incident. The course covers every step of an investigation from start to finish and includes the following:

Human error theory

In this part of the training participants learn that all health care workers are susceptible to committing any type of error depending on the context and task at hand. Different types of human error are explained and the importance of the investigator understanding these is explored.

Setting terms of reference

The importance of setting clearly defined terms of reference is discussed and applied to a case study

Supporting and involving those affected by the incident

The importance of sharing the terms of reference with those affected by the incident is discussed and making sure that they are offered and provided with the right support. Examples of good practice are provided and the pitfalls of getting this wrong are explored

Securing and collating written evidence

The different types of evidence are discussed and participants carry out a practical exercise gathering evidence for the case study that they are investigating

Establishing a comprehensive chronology

Participants learn the importance of understanding what happened and developing a sequence of events

Investigative tools and models to analyse data

Different types of root cause analysis tools and techniques are explored including the fishbone and the 5 why technique are used to show how data can be analysed

Findings and recommendations

Participants use their case study to get to the bottom of what has gone wrong and develop recommendations that are specific, measurable, achievable, relevant and timescaled (SMART).

Writing the report

Participant learn about writing an accurate, well written, evidence based report that the reader will find easy to read

Benefits of this course for organisations

This course provides a framework for organizations of how to undertake an investigation or review enabling peace of mind that they have a robust, consistent coherent and evidence based approach to this high risk area.

Knowing that employees have been trained in systematic incident investigation techniques means that organisations can be assured that the investigations and reviews that are being carried out are to a high standard. This in turn means that the organisation can learn from incidents and minimise the possibility of a reoccurrence of a similar event.

Benefits of this course for individuals

This course provides all the information needed to carry out a proportionate investigation or review. Participants will possess the tools, techniques so they have the confidence to investigate any type of incident.

