



## Workshop name

### Mastering Root Cause Analysis Interviewing

Enhancing the ease, effectiveness and accuracy of root cause analysis interviews

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## Target audience

Professionals who interview clinicians after an adverse event to obtain information:

- Clinicians undertaking RCA interviews
  - Quality and Safety Managers
  - Defence Solicitors
  - Medical Defence Organisations Management
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## Duration

3 hours

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## Number of participants

Optimum: 7-15    Minimum: 5    Maximum: 25

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## Other recommended workshops

- Mastering Difficult Interactions
- Advanced Root Cause Analysis Interviewing – Dealing with Resistance and Difficult Situations

See overviews at [www.cognitiveinstitute.com.au](http://www.cognitiveinstitute.com.au)

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## Objectives

- To learn and practice a step-by-step RCA interview model developed by the Cognitive Institute
  - To understand the dynamics surrounding the tension often present in RCA interviews
  - To learn interviewing skills to improve information gathering
  - To develop techniques for empathising with, and supporting clinicians experiencing difficulty as a result of the adverse event or the interview process
  - To provide insight and guidance on framing questions that reduce resistance and encourage full responses
  - To develop skills for dealing with common challenges during the interview
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## Challenge & Premise

Interviewing a clinician after his/her involvement in an adverse event can be an emotionally charged situation.

Exacerbated by healthcare's "blame and shame" culture, many clinicians are understandably defensive, with feelings such as:

- I won't be able to cope with this
- I won't be given confidentiality/respect
- This could be used against me
- There won't be any benefits to me
- This process won't make a difference

Yet, these information gathering interviews are critical for improving the quality and safety of healthcare.

A successful RCA interviewer must have skills and techniques to address and cope with the intrinsic tension that often surrounding these difficult conversations.

Further, the accuracy and extent of information obtained can be significantly influenced by the interviewer's professionalism, conduct and interpersonal skills.

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## Format

Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities, rehearsal of skills.

Brief didactic presentations will provide the focus for small group sessions in which participants are able to share experience and pool knowledge, enabling critical comparison of their skills with their peers and peer learning. Videotaped case vignettes will be used to enable participants to analyse and reflect upon their own skills. The format has been carefully structured to enable a mix of lectures, discussion, critical reflection and evaluation.

## Presenter

All presenters of Cognitive Institute workshops are Doctors who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.

## Content

This is a practical skills development workshop designed to give RCA interviewers a thorough understanding of the issues surrounding the process and teach skills to effectively obtain important information about the adverse event.

### The workshop includes:

- Exploration of the inherent tension surrounding an RCA interview
- Understanding the emotions of the clinician about to be interviewed
- Examining the concerns the RCA interviewee brings to the conversation
- The basic skills of interviewing
- Cognitive Institute's ACE® Interviewing Model – a comprehensive, step-by-step guide to conducting an RCA interview
- Learning how to use Cognitive Institute's RCA interview checklist
- Overcoming the 5 common RCA interviewing challenges

For information on the Cognitive Institute, presenters and workshops visit [www.cognitiveinstitute.com.au](http://www.cognitiveinstitute.com.au)

To book a workshop call Head Office on 61 7 3876 5711  
or email [enquiries@cognitiveinstitute.com.au](mailto:enquiries@cognitiveinstitute.com.au)

