

Serious Incident Investigations

M026W

11 external CPD points

Introduction

This interactive and practical session provides participants with the opportunity to understand how and why serious incidents occur. It will consider the classification of serious incidents, including Never Events, and will aim to explore and test out a “basket of tools” to investigate serious incidents, using real case scenarios. It will also touch on “prevention being better than cure”, covering what can be done to make sure the same incident does not occur again, and will give delegates the opportunity to develop their interview and incident management skills

Course structure

- 1 day workshop with optional e-learning

What do I gain?

- The time and space in which to work with other doctors in understanding and exploring many of the issues around this complex subject
- The opportunity to develop and practise key skills with the support of colleagues and useful input from an experienced facilitator
- A valuable contribution towards your ongoing learning as the course delivers six external CPD points

Workshop objectives

- Consider the classification of serious incidents including Never Events
- Explore and test out a “basket of tools” to investigate serious incidents, using real case scenarios
- Understand how and why serious incidents occur
- Prevention being better than cure – make sure the same incident does not occur again
- To develop interview and incident management skills

Optional E-learning topics

- Never Events
- Root Cause analysis
- Complaint Management Action planning and clinical audit
- Serious incident investigation

To book or enquire about this programme please contact us
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