

MSQH Training:

Advancing Patient Safety Through Effective Root Cause Analysis



2 December 2025



08:00 AM – 04:30 PM



Dewan Aminuddin Baki, Wisma Sejarah

Registration Fee:

MSQH Member Price: RM850.00 per pax

Non-Member Price: RM1,000.00 per pax

REGISTER HERE



COURSE OVERVIEW

Patient safety events can cause serious harm, making it essential to uncover true root causes and apply system-based solutions. Too often, RCAs lack depth, focus on individuals, or produce weak corrective actions—limiting real improvement.

This training equips participants with proven frameworks, practical tools, and interactive learning to conduct credible RCAs that meet accreditation standards, uncover system issues, and drive lasting improvements in patient safety.



+603-2681 2232



+603-2681 2230



www.msqh.com.my



tnm@msqh.com.my



OBJECTIVES

By the end of this workshop, participants will be able to:

- Identify and gather relevant information to uncover variations and potential issues.
- Use appropriate RCA tools to analyze incidents and drill down to root causes.
- Develop and implement effective system-based solutions to prevent recurrence.
- Embed lessons learned into organizational practice to sustain improvements.

TENTATIVE PROGRAMME

08:00 AM	Registration
08:15 AM	Opening Remarks & Overview of Objectives and Agenda
08:30 AM	Module 1: Introduction to RCA
09:15 AM	Module 2: Prepare & Initiate
10:15 AM	Tea Break
10:30 AM	Module 3: Study & Analyze
12:45 PM	Lunch Break
14:00 PM	Module 4: Design & Implement Corrective Actions
15:00 PM	Tea Break
15:15 PM	Module 5: Evaluate & Sustain
16:00 PM	Reflection & Action Plan
16:15 PM	Q & A Session , End of Day 1

