Apollo Root Cause Analysis™ in Health
What’s the Problem?

“Why did that happen?”
“How can we stop that happening again?”

It’s about prevention, not blame

Apollo Root Cause Analysis™ is a structured problem solving method that pinpoints the underlying cause[s] of adverse events which occur in many work environments, and results in timely solutions which eliminate recurrence. It is a critical tool for people who want to enhance their problem solving techniques and is invaluable in avoiding costly and potentially lethal situations.

Why Root Cause Analysis & Health?

Worldwide there is an increasing emphasis on the reporting of Sentinel Events through Incident Reporting Management Systems. Root cause analysis is a well known and widely used tool to investigate these events. In the health field it has become accepted as a methodology over the past two decades, with the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) in the US mandating its use for the investigation of Sentinel Events in accredited hospitals in 1997.

The Apollo Root Cause Analysis™ methodology is the perfect tool for the investigation of these events, delivering quality outcomes for many large companies which have adopted it globally. Equip your people with this proven problem solving methodology and recurrence of problems will be a thing of the past.

Apollo Root Cause Analysis™ Objectives

The courses provide a working knowledge of the Apollo Root Cause Analysis™ way of thinking. They help anyone understand fundamental problem solving processes and examine the basic concept of problem solving, and how to undertake an effective investigation.

Participants undertaking root cause analysis training will develop the following skills:

- Problem Definition - using a systematic approach to define the nature and significance of a problem to be investigated
- Cause and Effect Analysis - improve your ability to recognise and describe cause and effect relationships
- Charting - Learn techniques that allow you to chart cause and effect relationships
- Application - learn how to apply the Apollo Root Cause Analysis™ technique to both day to day problems and catastrophic events through a range of practical activities
- Solutions - Learn how to use the Apollo Root Cause Analysis™ methodology to generate solution options for the problem you are examining

Participants undertaking this training will receive the following:

- Apollo Training Manual
- Optional software Licence for RealityCharting®, a proprietary software application specifically created to facilitate problem solving analysis with the Apollo method.
Root Cause Analysis Training

ARMS has provided root cause analysis training since 1997 and now extends its services to include the health sector. A number of programs have been established to meet health requirements, allowing for the practical examination of real world events in the health industry.

Root Cause Analysis for Participants (1 days)

Attendees of this program obtain the skills needed to effectively participate in an incident investigation. Participants will often be subject matter experts for the investigation. They will often implement the corrective actions identified in the investigation. This program is available as an on-site course, for a maximum of 25 participants.

Root Cause Analysis for Facilitators (2 days)

This program equips participants with the skills required to effectively lead an incident investigation. This program builds on the Participants course and includes facilitation, interviewing and dealing with group dynamics. This program is available as an on-site course, for a maximum of 25 participants.

Root Cause Analysis for Managers [4 hours]

This program is designed to assist in system wide adoption of the Apollo methodology and will define the program goals, identify key players and make resources available. Managers play a critical role in supporting the root cause analysis process and it is vital that they are involved.

Investigation Services

Third-party investigation and/or facilitation services are provided by all our instructors when an outside service is required to conduct high-level investigations, remove prejudice or help manage sensitive or emotional issues. ARMS can provide experienced investigators with quick turnaround
Some of Our Customers:

- Alcoa
- BHP Billiton
- Nokia
- Honeywell
- Bunge
- Worksafe Victoria
- Australian Department of Defence
- Fonterra
- Dow
- GE
- Shell
- Rio Tinto
- BASF

ARMS Training Programs:

ARMS regularly runs public training programs at a variety of locations across Australia and New Zealand. Visit our website or call us for details of our next course in your location.

ARMS also runs onsite training programs to meet the specific needs of our industry partners.

Call us for a proposal on designing a training program to meet your needs.

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