



## **Intensive Review: Root Cause Analysis (RCA)**

1. Identify the problem statement (also known as the outcome of the event).
2. Use the Fishbone Diagram to understand the “cause and effect” relationship of the problem.
3. Perform the 5 Why(s) exercise on the top 2-3 causes identified on the Fishbone Diagram to identify the root cause.
4. Complete the idea generation exercise.
5. Assess solutions using the Impact Effort Matrix
6. Complete documents and upload them into the SAS.

### **Problem Statement:**

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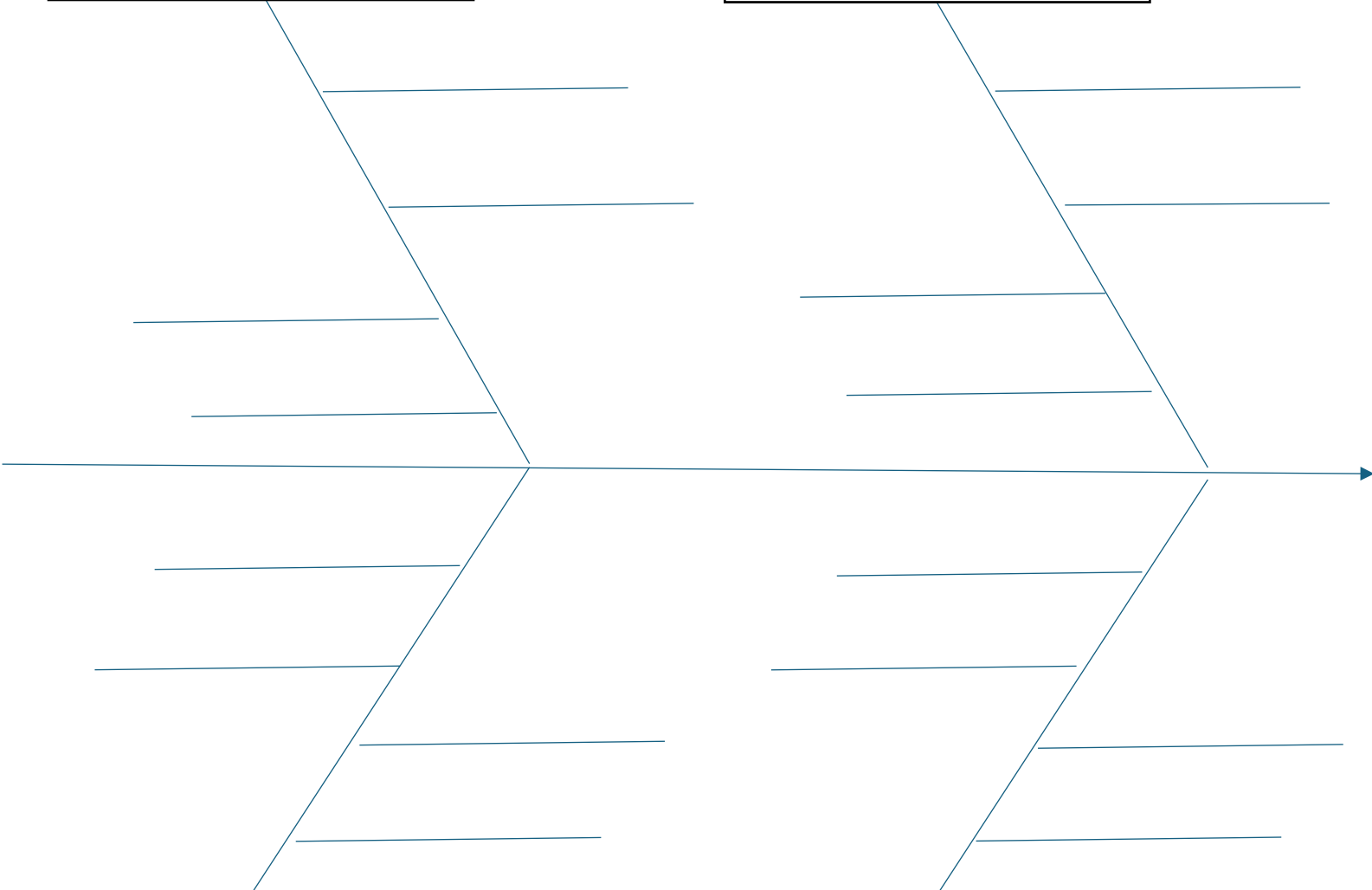
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**Fishbone Diagram**

**Materials**

**Environment**



**Problem Statement:**

**Method**

**People**

## 5 Whys Exercise

The Five Whys technique, also known as the why-why chart, is a tool used to identify the root cause of a situation. Identifying the root cause is essential to ensuring the actions implemented will address the problem.

- 1. Determine the starting point by selecting one of the causes from the fishbone diagram.**
- 2. Ask, “Why did this occur? If an answer surfaces, that is the cause leading to the assumed root cause.**
- 3. Put the new cause below the originally assumed root cause.**
- 4. Repeat the “why” question, continuing until no new answer results. The last answer is the root cause.**

### Fishbone Cause # 1:

WHY	
WHY	
WHY	
WHY	
WHY	

**Fishbone Cause # 2:**

<i>WHY</i>	
<i>WHY</i>	
<i>WHY</i>	
<i>WHY</i>	
<i>WHY</i>	

**Fishbone Cause # 3:**

<i>WHY</i>	
<i>WHY</i>	
<i>WHY</i>	
<i>WHY</i>	
<i>WHY</i>	

## Idea Generation Exercise

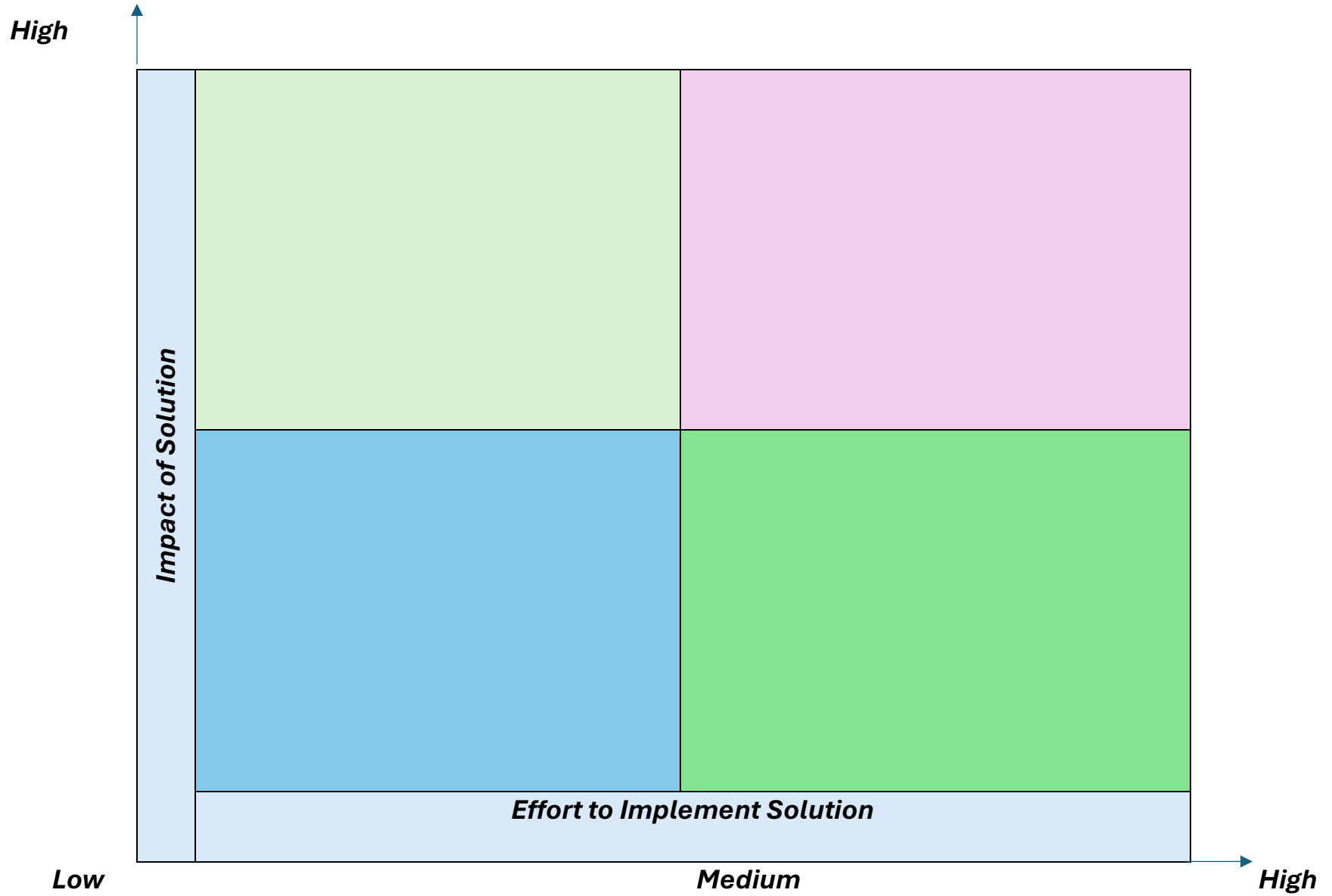
- 1. Give the team 5 minutes to write down as many ideas to address the root causes.**
- 2. Have the team report their ideas to the group.**
- 3. Sort the ideas in the Impact Effort Matrix.**

## Impact Effort Matrix

*An Impact Effort Matrix is a tool for deciding which of possibly many suggested solutions should be implemented. The intent of this tool is to determine the effort required to implement a solution vs. the impact of the solution.*

- 1. Sort the ideas into categories.**
- 2. Assess effort and impact and place each solution in the diagram according to the assessment.**
- 3. Solutions falling into the upper left-hand quadrant will yield the best return on investment and should be considered first.**

# Impact Effort Matrix Template



**Date of Intensive Review:** \_\_\_\_\_

<b>Attendance:</b>	<input type="checkbox"/> <b>Clinical Director:</b> <input type="checkbox"/> <b>Clinic Manager:</b> <input type="checkbox"/> <b>Medical Director:</b> <input type="checkbox"/> <b>Dietitian:</b> <input type="checkbox"/> <b>MSW:</b> <input type="checkbox"/> <b>Attending Nephrologist:</b> <input type="checkbox"/> <b>Nutrition Manager:</b> <input type="checkbox"/> <b>MSW Manager:</b> <input type="checkbox"/> <b>Other:</b>
<b>Learnings:</b>	
<b>Action Plan:</b>	
<b>Action Items &amp; Accountability</b>	

## Safety Event Debrief Form

### 1. General Information

**Safety Event:**

*(Provide the name of the process being reviewed)*

**Date of Debrief:**

*(Date of debrief session)*

**Team Members:**

*(List the individuals involved in the review)*

**Objective of Debrief:**

*(Briefly describe the goal or aim of the debrief)*

### 2. Key Observations

**What worked well during the process?**

*(List successful steps, tools, or approaches that helped the process run smoothly)*

**What did not work as expected?**

*(Identify any parts of the process that encountered issues, delays, or did not meet expectations)*

**Were there any bottlenecks or delays?**

*(Describe any points in the process that slowed progress or created inefficiencies)*

**Do you feel safe? What support do you need, if any?**

*(Offer EAP, MSW partnership, HR resources)*

**Was there a need to offer patient support? If so, what support did we provide to the patients?**

### 3. Challenges Encountered

**What were the biggest challenges faced during the process?**

*(Provide details on specific obstacles that hindered the process)*

**Were there any resource constraints (e.g., time, budget, personnel)?**

*(Identify any limitations or shortages that affected performance)*

**Were there communication or collaboration issues?**

*(Discuss if there were breakdowns in communication or collaboration across teams)*



## 4. Successes and Achievements

**What were the key successes or positive outcomes of the process?**

*(List any major wins or positive results achieved by the process)*

**Did the process meet the original goals and expectations?**

*(Evaluate if the process achieved its intended purpose)*

**Were there any unexpected benefits or improvements?**

*(Identify any positive outcomes that were not anticipated)*

## 5. Suggestions for Improvement

**What specific changes can be made to improve this process in the future?**

*(Provide actionable recommendations to improve efficiency, effectiveness, and quality)*

**Were there any tools, technologies, or systems that should be updated or replaced?**

*(Discuss potential upgrades or changes to tools or software used)*

**How can collaboration or communication be enhanced in future processes?**

*(Suggestions for better team coordination, information sharing, or stakeholder engagement)*

## 6. Action Plan for Next Steps

**What immediate steps need to be taken to address the challenges and improve the process?**

*(List any tasks or follow-up actions required to implement improvements)*

**Who is responsible for each of the next steps?**

*(Assign roles or individuals responsible for implementing the changes)*

**What is the timeline for these improvements?**

*(Set deadlines for completing specific improvement actions)*