

Root Cause Analysis Worksheet

1. Describe an event that you would like to use to practice root cause analysis.

- What happened?

MRS. SMITH FELL AND BRUISED HER HIP.

- Who was involved?

MRS. SMITH

- When did it happen? (date, day of week and time of day)

MONDAY 12/1/14 AT ABOUT 2:00 AM

- Where did it happen?

IN HER ROOM

- How did it happen?

MRS. SMITH SAID SHE GOT UP TO GO TO THE BATHROOM AND TRIPPED OVER THE SIDE CHAIR IN HER ROOM.

2. Brainstorm ideas about what you think the actual “problem” is.

- Using sticky notes, put one problem idea on each note. Try to think of as many as you can.
- Separate your problem ideas into two categories: Those that can be impacted or changed and those that cannot be easily impacted.
- Identify the one problem that, when you improve it, will have the greatest impact.
- And the “problem winner” is: RESIDENT FELL IN HER ROOM

3. List as many possible contributing factors as you can think of (communication, care management, policies and procedures, physical environment, staff education, equipment, individual resident needs, supervision, events leading up).

Example: Possible contributing causes/causal factors of fall include:

- Resident-related or internal factors.
- Resident related mobility or activity being undertaken at time of fall.
- Environmental/equipment or external factors.

RESIDENT TRIPPED OVER A CHAIR, SHE'S CONFUSED, MEDICATION??, WAS WEARING NON-GRIP SOCKS, DIDN'T USE CALL LIGHT, ROOM WAS DARK, NOT ENOUGH STAFF

4. Fill in the gaps. Identify other sources that might have additional information regarding the problem.

MEDICAL RECORD

INTERVIEW THE RESIDENT, STAFF, ROOMMATE, FAMILY

5. Walk through your problem using the 5-Whys method (use sticky notes).

PROBLEM: RESIDENT FELL IN HER ROOM

WHY? SHE TRIPPED OVER A CHAIR

WHY? DIDN'T SEE IT

WHY? THE ROOM WAS DARK - NO NIGHT LIGHT

WHY? NIGHT LIGHT IS NOT PART OF THE SERVICE PLAN

WHY? RESIDENT WAS ASSESSED AS NOT BEING AT RISK FOR FALLING