

Root Cause Analysis Worksheet

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

- What happened?
- Who was involved?
- When did it happen? (date, day of week and time of day)
- Where did it happen?
- How did it happen?

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: _____

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.

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

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