

# 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, 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 & 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).**