

## Step 4.6 – Identify All Factors

## Five Whys Worksheet Example

This example of the Five Whys demonstrates how a team using this technique can get to the root cause of the problem quickly. Refer to 1.2 Case Study. For instructions on how to use the Five Whys technique, refer to 4.5 Five Whys Worksheet.

<b><i>Problem statement</i></b>	Person missed a physical therapy appointment
<b><i>Why? ➡</i></b>	Person was in bed sleeping at the scheduled time for her appointment at 8:30 AM
<b><i>Why was the resident in bed? ➡</i></b>	Nursing assistant was not aware of the therapy appointment, so did not wake up the person in time to prepare for the therapy session
<b><i>Why wasn't the nursing assistant aware of the physical therapy appointment? ➡➡</i></b>	This information was not shared in morning report and the nursing assistant forgot to check the posted therapy schedule
<b><i>Why wasn't this information shared in report? ➡</i></b>	Report was cut short due to another individual being transferred to the hospital during morning report
<b><i>Why didn't the nursing assistant check the therapy schedule? ➡</i></b>	Sometimes staff forgets to check the schedule and the schedule is not always correct. It is not consistently updated with changes.
<b><i>Root Cause(s)</i></b>	Lack of consistent communication regarding accurate therapy times

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