Telligen Ql Connect™ Partnering to improve health outcomes through relationships and data

Five Whys Root Cause Analysis Tool

DATE COMPLETED:

Five Whys is best suited for simple or moderately complex issues. For best results, use this tool with a role-diverse group who have experience with the issue. Start by defining the problem, then proceed to identifying potential reasons. Complete more than one reason "pathway." Although it's acceptable if you don't reach all five "whys," continue exploring until you have identified the root cause and found a controllable solution. The final "why" is considered your root cause. If the final answer is beyond your control, revisit and revise the previous response. This tool is designed to address processes within your facility, rather than individuals.



WHY IS THIS HAPPENING?



Use the <u>PIP</u> document to create a plan to prioritize and address all root causes. We recommend working on the highest priority first, then proceeding down the list one or two at a time to measure effectiveness of the intervention that addresses the cause. You can use this <u>PDSA</u> worksheet to test interventions.

This material was prepared by Telligen, a Quality Innovation Network-Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. This material is for informational purposes only and does not constitute medical advice; it is not intended to be a substitute for professional medical advice, diagnosis or treatment. 12SOW-QIN-08/21/24-5424