

Root Cause Analysis: 5 Whys Method

How to Use the 5 Whys

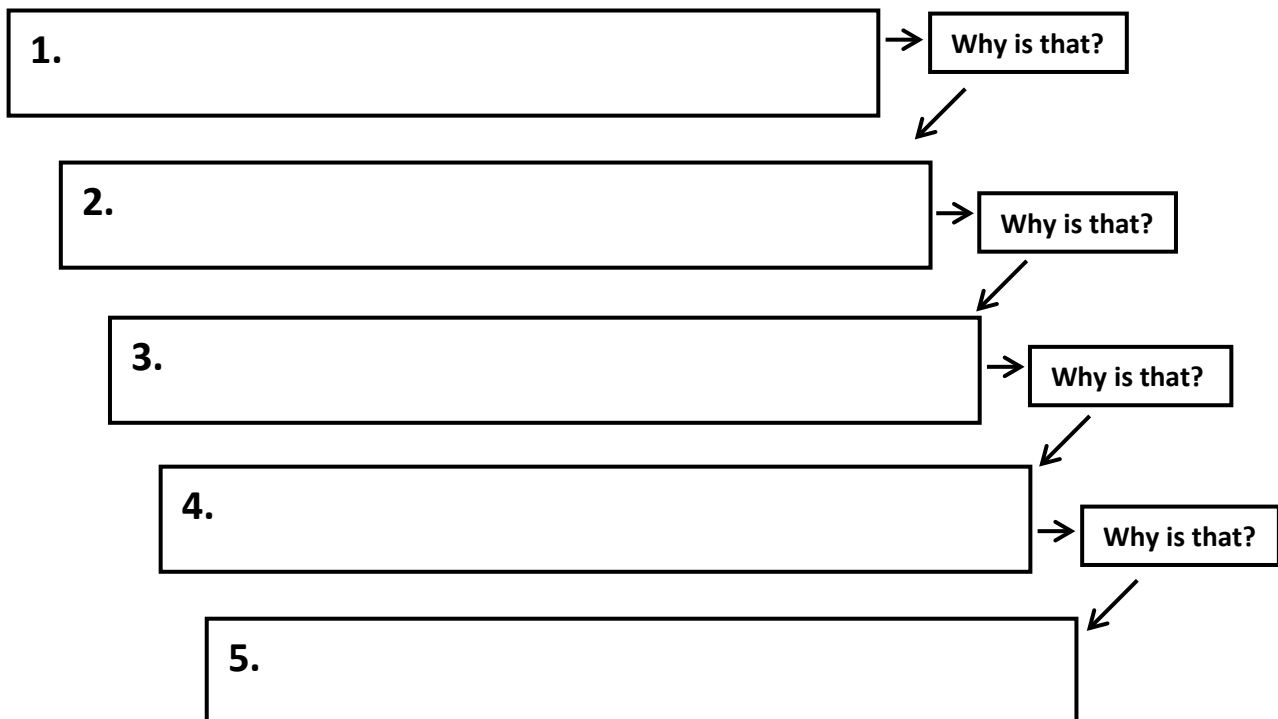
Root cause analysis (RCA) allows you and your team to discover the source of the problem, which you will be able to identify in your facility's processes and systems. By getting to the root causes of a problem, your team will be able to prevent the problem from happening again. The 5 Whys is an RCA method.

5 Whys Steps:

1. Define the problem.
2. Asked your team, "Why does the problem occur?"
3. Continue the process until you get to root of the problem. This may take less than 5 Whys, or it may take more than 5 Whys.
4. The deeper you can drill down on the problem, the more likely your team will be able get to root causes of the problem.
5. After completion of the 5 Whys, develop an action plan and conduct plan-do-study-act (PDSA) cycles of improvement.

The Problem: _____

Why does this occur?



5 Whys Example

The problem: Green Acres has a long-stay antipsychotic quality-measure rate of 35.4 percent, compared to the state of California's average of 20.0 percent.

Why does this occur?

