

QI in Healthcare

<https://www.youtube.com/watch?v=jq52ZjMzqyl>

<https://www.youtube.com/watch?v=IX3uQ72-iXs>

Root Cause Analysis

5 Whys

<https://www.youtube.com/watch?v=EOIW8j8MH10>

<http://www.apiweb.org/>

Root cause analysis utilizing '5 Whys' Tool

The '5 Whys' tool lends itself to a more narrative version when examining adverse events. One of the benefits derived from using this tool is the ability to drill down to the problem's root cause by peeling away peripheral data and focusing the reasons the adverse event occurred. However, once defined the steps leading to the adverse event can be scrutinized.

How to Complete the '5 Whys'

1. Write down the specific problem. Writing the issue helps you formalize the problem and describe it completely.
2. Ask "Why" the problem happens and write the answer down below the problem.
3. If the answer you just provided doesn't identify the root cause of the problem that you wrote down in step 1, ask "Why" again and write that answer down.
4. Look back to step 3 until the team is in agreement that the problem's root cause is identified.

Note: This process may take fewer or more times than five "Whys".



Quality
Insights
Renal Network 3

109 South Main St, Suite 21
Cranbury, NJ 08512
Phone: 609.490.0310
Patient Toll Free 888.877.8400
Fax: 609.490.0835
www.qirn3.org

PDSA

Institute For Healthcare Improvement (IHI)

<https://www.youtube.com/watch?v=-ceS9Ta820&feature=youtu.be>

https://www.youtube.com/watch?v=eYoJxjmv_QI

QIO Program Domestic Lean Goddess

<https://www.youtube.com/playlist?list=PL8A2OpniaYn5EqqCx6A0qW7FUGPQEGuqQ>

<https://www.youtube.com/watch?v=t8Sab61Ok80&index=3&list=PL8A2OpniaYn5EqqCx6A0qW7FUGPQ>