

Template for Root Cause Analysis (RCA)
Entitle your document the name of your team

Meeting Date(s):

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Team Members:

AGENDA meeting one:

1. Just in time training on RCA (20 min)
2. Develop Opportunity Statement (15 min)
3. Create a flow chart of the *ideal* process and identify potential problems with each step (15 min)
4. Compare ideal process to process in place during event
5. Identify next steps and meeting (10 min)

AGENDA meeting two:

1. Continue comparing the idea process with what happened and identify gaps in process
2. Brainstorm Root Causes contributing to factors (using JC grid of contributing factors to supplement brainstorming)
3. Complete fishbone diagram

AGENDA meeting three:

1. Begin action plan

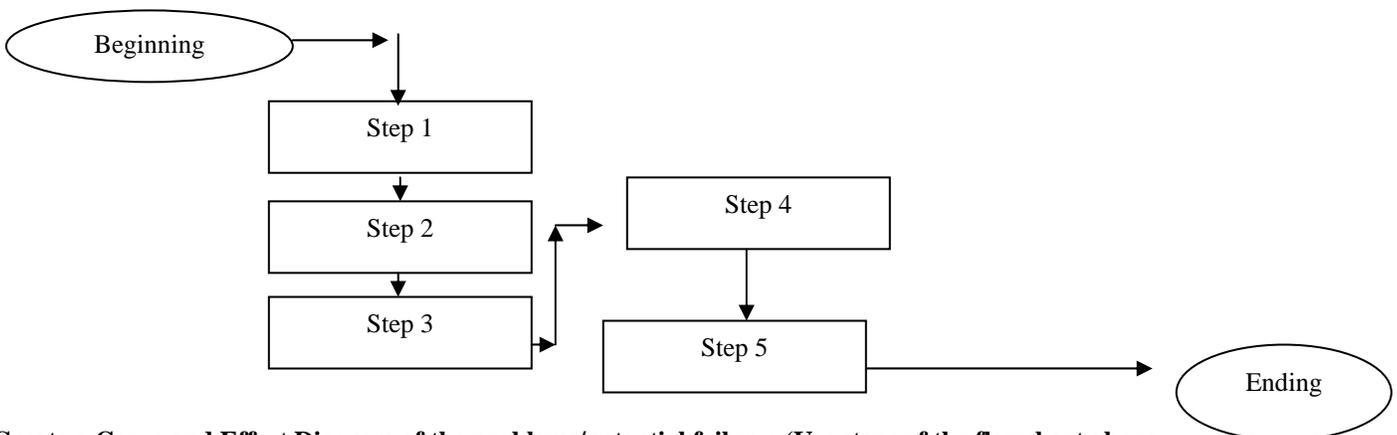
AGENDA meeting four:

1. Complete action plans
2. Action plans must include who, what, when, how communication and how to implement.

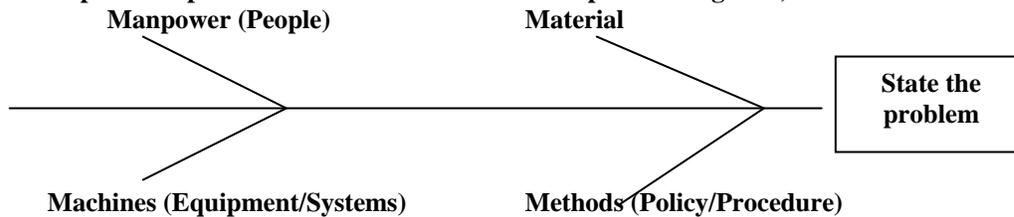
1. OPPORTUNITY STATEMENT/Problem and Impact (define the beginning and end of the process to improve):

We have an opportunity to improve _____ by _____.
 This process begins with _____ and ends with _____.

2. Create a Flow chart (Macro flow chart 6-7 main steps in the process)



3. Create a Cause and Effect Diagram of the problems/potential failures (Use steps of the flowchart above and brainstorm potential problems or failures under each step then categorize)



Parking Lot Issues

4. Data collection needs (specify what, who, when, how)
5. Benchmarking / best practice (look for positive deviance)
6. For RCA- review Specific Causes of the incident which initiated investigation
7. Identify the processes / systems involved- Look for common causes that may have contributed to the event
8. Develop an action plan and action steps (specify who, what, when and how to measure success)-RCA- Review the fishbone diagram and use multivoting (Nominal Group Technique) to determine priorities
9. Communicate the plan for improvement (who needs to know and buy into the process changes/action plan)
10. Follow-up evaluation of the effectiveness of the plan (what to measure, when to measure and by whom-How will we know we are successful and continuing to be successful?)