



Fishbone Exercise

ROOT-CAUSE ANALYSIS USING THE FISHBONE DIAGRAM

The root cause analysis allows Quality Improvement teams to identify the “root” of the problem; where and why the problem exists.

Once the analysis is performed, the Quality Improvement teams make decisions based on data rather than “hunches” and look for lasting solutions rather than relying on “quick fixes” and “band-aid” approaches.

PROCESS OF BUILDING THE FISHBONE DIAGRAM

1. Identify a problem. To successfully build a fishbone diagram make sure that all AI team members agree on the identified problem.
2. Consider all factors of the problem, such as, “we do not perform adequate pain assessments because...”
3. Once all factors causing the problem are identified, it should be evaluated and grouped in categories.
4. Then a “cause and effect” diagram, such as fishbone diagram, can be created.
5. General categories may include Environment, Equipment, People, Methods (process) and Materials. Another alternative is to brainstorm. To brainstorm effectively with your team, avoid the use of the general categories.

THE FISHBONE DIAGRAM

1. The cause and effect diagram (fishbone) starts with a problem at the head of the fish.
2. Under each general category of the fishbone, answer the questions, “Why?” in regard to the problem identified.
3. Once the fishbone diagram is done, the various causes are discussed to determine the root of the problem. The results of this discussion drive the focus for the improvement plan.
4. There may be several causes of the problem. The team should prioritize which one cause, if solved, would have the most positive impact on the largest number of residents.