

Root Cause Analysis Resources

CMS has recommended that health care professionals look at the root cause of patient, staff and facility problems. By using **Root Cause Analysis** methods, facilities can learn how to define the problem, identify the underlying issues and focus on determining what they can learn from the situation. Root Cause Analysis is directed at the causes that relate to the underlying issues, understanding why they exist, and changing the conditions that create them. It is a process of continuous improvement designed to find solutions to problems and develop strategies for prevention. The Network does not endorse specific resources listed, but provides the list as a resource for you.

Helpful **Root Cause Analysis** resources

Root Cause Analysis

This website explains the philosophy of root cause analysis, lists resource links, articles and training tools

<http://www.bill-wilson.net/root-cause-analysis>

DECISION systems, inc.

Root Cause Analysis- The Nine Keys to Successful Deployment. This article lists nine success principles which can be used in large, mid-sized and small organizations in all industries and fields to assure a successful Root Cause Analysis Program. By using these principles, organizations will produce immediate and sustaining effectiveness and avoid pit-falls. Tel. (903) 236-9973

<http://www.rootcause.com/ArticleSuccessPrinciples.htm>

Southeastern Kidney Council, Inc.

This site provides forms that help define Root Cause Analysis problems and a sample algorithm to identify underlying causes. Tel. (919) 855-0882

<http://www.esrdnetwork6.org/data-forms/resources.html>

MIND TOOLS

This website lists five identifiable steps in the Root Cause Analysis Process, and it provides a free template to help log problems, likely root causes and potential solutions. The site includes resource articles on brainstorming, mind mapping and other topics related to Root Cause Analysis

http://www.mindtools.com/pages/article/newTMC_80.htm

Southern California Renal Disease Council

This website has a copy of the Fishbone Diagram (also known as the Cause and Effect Diagram) and instructions on how to use the tool.

http://www.esrdnetwork18.org/pdfs/QI%20-%20NW18%20QI%20Projects/CQI_FishB_InstructDiag.pdf

PRIMARIS Healthcare Business Solutions

PRIMARIS, the Medicare Quality Improvement Organization for Missouri provides a booklet titled *Quality Improvement in Focus Your Rapid-Cycle Improvement Guide to Achieving Results*. This booklet focuses on cutting-edge quality improvement methodologies and techniques, and it provides worksheets which were developed to see improvements quicker, thus eliminating wasted activity and efforts.

<http://www.primaris.org/documents/resources/rapid%20cycle%20improvement.pdf>

