

Step 5.2 – Identify Root Cause

Root Cause and Contributing Factors Worksheet Example

This example of the Root Cause and Contributing Factors Worksheet demonstrates how a team can use this tool to analyze and document the root cause and contributing factors of an event. See 1.2 Case Study. For instructions on how to use this tool see 5.1 Root Cause and Contributing Factors Worksheet.

Root Cause and Contributing Factors

Problem Statement: Person missed two of six therapy appointments over three days

Root Cause	Contributing Factors
Lack of consistent communication regarding therapy appointment times for residents	
	Therapy appointments are not always scheduled in the best interest of the individual
	Current and accurate therapy schedules are not consistently communicated from the therapy department to the nursing staff
	Rehabilitation goals and plans are not determined with the individual and family on admission
	Not enough therapy staff or equipment to meet all residents' therapy needs
	Nursing assistants feel rushed at the start of the shift; not always "enough time" to check the therapy schedule

To determine if the team has truly found the root cause, ask these questions:

- Would the event have occurred if this cause had not been present?
- Will the problem recur if this cause is corrected or eliminated?

If "No" is the answer to both questions, then the team has identified the root cause. If the answer is "Yes" to either question, the team needs to do some further analysis.

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