Step 4.4 – Identify All Factors

Fishbone Diagram Worksheet Example

This example of the Fishbone Diagram demonstrates how a team uses this tool to sort all the factors related to the problem. Refer to case study (1.2 Case Study). For instructions on how to use the Fishbone Diagram, refer to 4.3 Fishbone Diagram Worksheet.

Problem: Missed therapy appointments

- Equipment/Supplies
  - Not enough equipment to meet therapy needs
  - No process to communicate updated therapy schedules
  - No process to discuss rehab plans with person/family on admission
  - No process to schedule appointments by individual’s choices or needs (i.e., pain management)
  - No process in place to ensure complete report at shift change

- Environmental
  - Therapy gym is far from neighborhoods
  - Nursing assistant didn’t review therapy schedule
  - Not enough staff to meet therapy needs

- Rules/Policies/Procedures
  - Standards or Compliance with Standards Documentation issues

- Staff/People
  - Lack of knowledge/Information
  - Lack of ability/supervision/staffing
  - Scheduling
  - Communication

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