

Tools for RCA

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CAUSE AND EFFECT DIAGRAM

- The Cause & Effect Diagram was developed to represent the relationship between some "effect" and all the possible "causes" influencing it. The effect or problem is stated on the right side of the chart and the major influence or "causes" listed to the left.

Fishbone

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Cause and Effect Diagram

- This is a way to categorise factors that cause a certain effect
- Provides structure to a brain storming process
- Ensures that no important factors are forgotten
- Provides different perspectives from all team members

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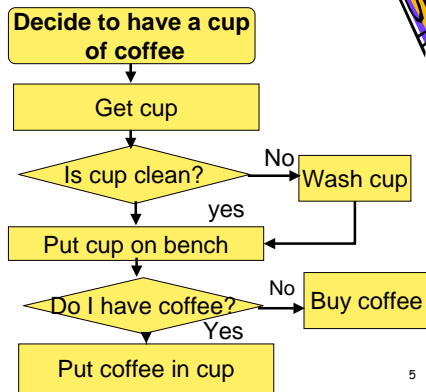
Flow Charts

- A flow chart is a pictorial summary of the flow of steps of a system or process and is useful in setting out clearly what a system or process does, in order to identify problems
- The flow chart helps identify:
 - Suppliers/customers for each step
 - Where measurements can be taken to see what the process is doing
 - Redundant steps
- EG: making a cup of coffee- first steps

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Flow chart



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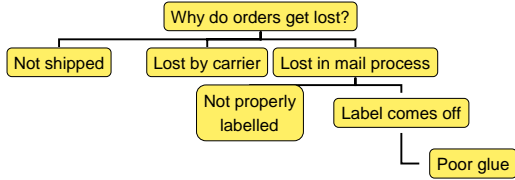
Flow chart

- Enables all of the options to be identified
- Enables all causes of variation to be identified
- Wherever there is a variation, there is an opportunity for error
- Decreasing variations enables barriers to be put in place to decrease errors

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WHY-WHY DIAGRAMS



Keep asking "why", then answer "because" until you get to the root cause

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Why- why diagram

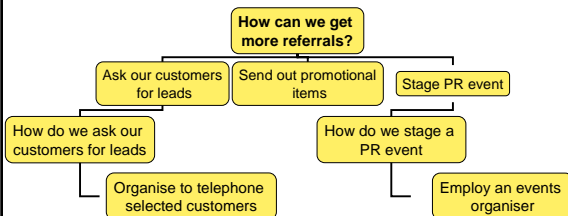
- Provides a disciplined approach to identifying causes and drilling down to root causes
- Can be used after having identified all causes using the cause and effect chart
- Takes time to do effectively

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How-How diagrams

Ask "how do we do this" and answer "by taking a certain action"



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How-How diagram

- Provides a disciplined approach to preparing action plans
- Ensures that all actions that need to be taken are identified at the outset
- Assists in ensuring that action taken will be successful

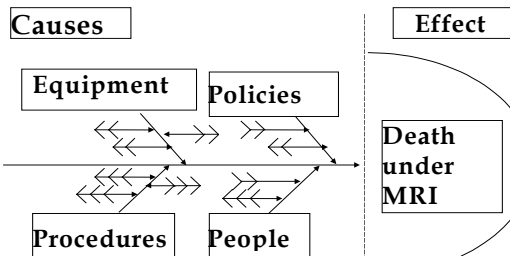


Flow charting

- Admission decided and lower limb weakness noted/
- MRI needed?
- discuss with Radiology registrar
- MRI organised
- request for MRI completed by ED Registrar
- Patient goes for MRI
- Are there contraindications?
- What discussions were held about contraindications
- What did the staff know about contraindications?
- Does form have a space for contraindications?
- What further conversations occurred between the registrars?
- What should the checking process in MRI suite consist of ?



Death under MRI



Fishbone

