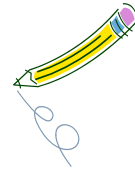


DATE OF ISSUE: _____ FIRST NAME OF PATIENT/VISITOR INVOLVED: _____



PROBLEM OR NEED: _____

ANY DATA TO QUANTIFY?

DESCRIBE WITH A DRAWING THE STEPS AND PEOPLE INVOLVED IN THE SPECIFIC ISSUE:



Patient

DESCRIBE WITH A DRAWING THE TARGET CONDITION (WHAT WILL THE PROCESS THAT BROKE DOWN LOOK LIKE AFTER YOU ELIMINATE THE IDENTIFIED PROBLEMS?)

HYPOTHESIS FOR CHANGE:

IF _____

THEN _____



Patient

ROOT CAUSE OF THE PROCESS BREAKDOWN OR PROBLEM:

PROBLEM #1: _____

WHY DID THIS HAPPEN? _____

WHY? _____

WHY? _____

WHY? _____

WHY? _____

PROBLEM #2: _____

WHY DID THIS HAPPEN? _____

WHY? _____

WHY? _____

WHY? _____

WHY? _____

ACTION PLAN (SPECIFIC CHANGES/ COUNTERMEASURES EXPECTED TO REMOVE ROOT CAUSES):

Problem	Who	What	By When	Test of Value

KEY LEARNINGS:

ANY DATA SHOWING RESULTS?

PLEASE ROUTE TO QUALITY SERVICES WHEN COMPLETE – THANK YOU!

TARGET CONDITION: IF WE ELIMINATE THE PROBLEM THEN WE WILL SUCCEED AT OUR GOAL

IDEAL:

- DEFECT FREE
- ON DEMAND
- 1 X 1
- IMMEDIATELY
- WITHOUT WASTE
- SAFE – PHYSICAL, EMOTIONAL, & PROFESSIONAL

4 RULES IN USE:

RULE 1: ALL WORK MUST BE HIGHLY SPECIFIED AS TO CONTENT, SEQUENCE, TIMING, LOCATION, & EXPECTED OUTCOME

RULE 2: EVERY CUSTOMER-SUPPLIER CONNECTION MUST BE HIGHLY SPECIFIED, DIRECT, AND THERE MUST BE AN UNAMBIGUOUS YES-OR-NO WAY TO SEND REQUESTS & RECEIVE RESPONSES

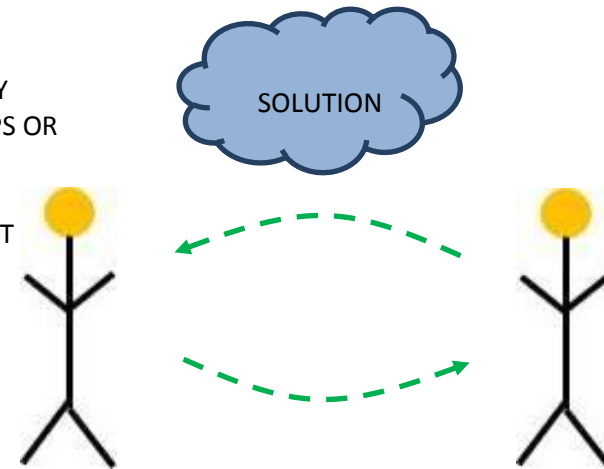
RULE 3: THE PATHWAY FOR EVERY PRODUCT & SERVICE MUST BE HIGHLY SPECIFIED TO BE PREDEFINED, SIMPLE, & DIRECT WITH NO LOOPS OR FORKING

RULE 4: ANY IMPROVEMENT MUST BE MADE USING THE SCIENTIFIC METHOD, UNDER THE GUIDANCE OF A TEACHER, AT THE LOWEST POSSIBLE LEVEL IN THE ORGANIZATION TOWARD THE IDEALS

ALL 4 RULES HAVE BUILT-IN INTERNAL TESTS THAT LET US KNOW IF THE ACTIVITIES, CONNECTIONS, PATHWAYS, & IMPROVEMENTS ARE BEING DONE AS EXPECTED

HOW WILL WE KNOW WHEN WE HAVE A NEW PROBLEM?

THANK THE PARTICIPANTS FOR THEIR HELP



BARRETT

HOSPITAL & HEALTHCARE

A3 TEMPLATE

FOR PROBLEM SOLVING

AS QUICKLY AS POSSIBLE AFTER THE PROBLEM HAS BEEN CALLED OUT

GO TO WHERE THE ISSUE HAPPENED

DESCRIBE THE PROBLEM OR NEED

SHOW ACTIVITIES, CONNECTIONS, & PATHWAYS

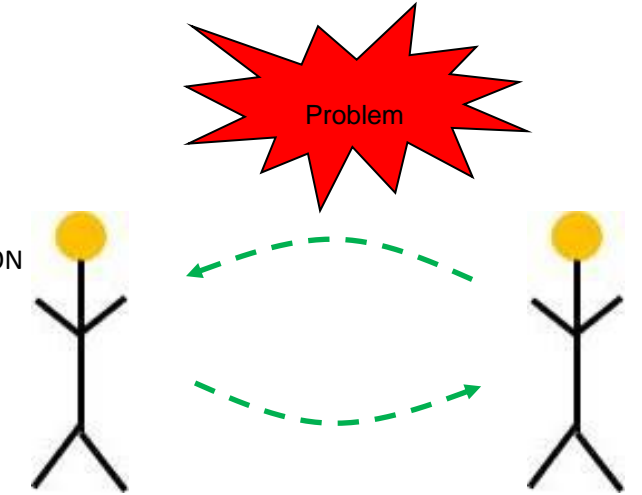
ACTIVITY INFORMATION: CONTENT, SEQUENCE, TIMING, LOCATION
EXPECTED OUTCOMES

CONNECTION INFORMATION: YES/NO OR OPEN ENDED

PATHWAY INFORMATION: SIMPLE OR COMPLEX/LOOPS/FORKS

ALWAYS START WITH THE PATIENT IF YOU CAN

THANK THE CAREGIVER FOR CALLING OUT THE ISSUE



ACTION PLAN:

IF MULTIPLE PROBLEMS, WHICH PROBLEM ARE YOU ADDRESSING?

WHO WILL TAKE RESPONSIBILITY FOR PERFORMING THE ACTION?

WHAT SPECIFIC ACTIONS WILL BE TAKEN?

WHEN DO THE ACTIONS NEED TO BE COMPLETED?

TEST OF VALUE – HOW WILL WE KNOW WE SOLVED THE PROBLEM WITH THE ACTION?

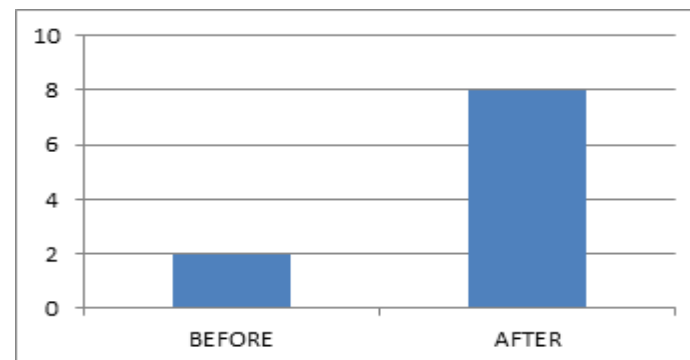
KEY LEARNINGS:

DID WE ACHIEVE THE TARGET CONDITION?

IF NOT, WHY NOT?

WHAT DID WE LEARN?

THANK THE PARTICIPANTS FOR THEIR HELP & ROUTE FORM TO QUALITY SERVICES



ROOT CAUSE:

ACCURATELY IDENTIFY WHERE THE PROCESS BROKE DOWN

ASK WHY UNTIL WE CAN'T ASK WHY ANYMORE

DON'T STOP AFTER 1 PERSON IF MORE PEOPLE CAN HELP ANSWER WHY

DO STOP WITH EACH PERSON WHEN THEY ARE OUT OF INFORMATION

CONNECT THE ROOT CAUSE TO A "RULE IN USE" – ACTIVITY, CONNECTION, PATHWAY, IMPROVEMENT

THANK THE CAREGIVER & THE FIRST RESPONDER FOR THEIR HELP

5 WHY ANALYSIS