



HRSA Ryan White HIV/AIDS Program

**CENTER FOR QUALITY
IMPROVEMENT & INNOVATION**

Basic Root Cause Analysis

By Kevin Garrett, MSW



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Fishbone Diagrams

A Root Cause Analysis

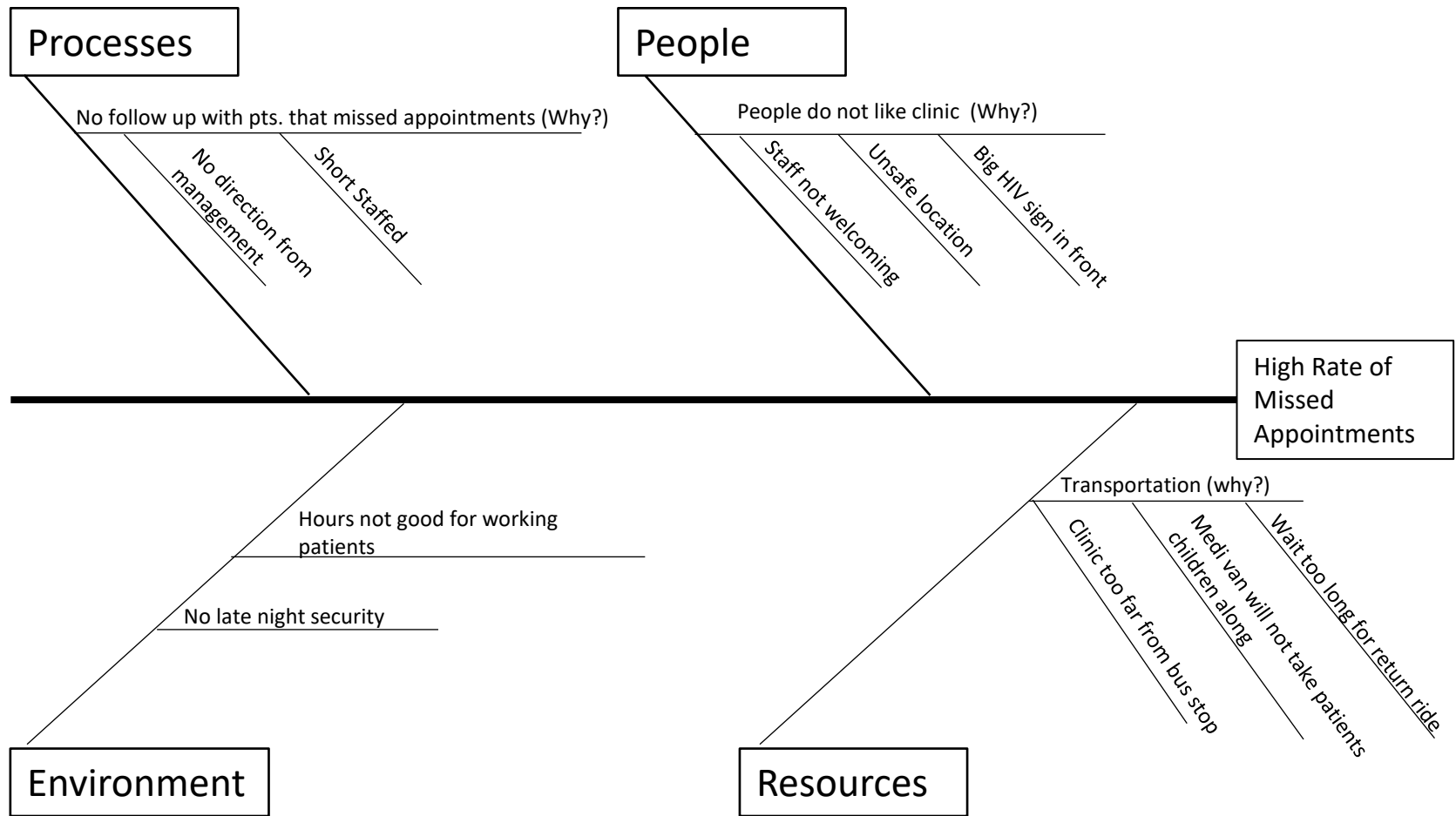
- Also called cause and effect diagrams, or Ishikawa Diagrams
- Created by Karou Ishikawa
- Examines the root causes of a particular problem
- Created by a team, preferably composed of different mind sets or skill sets
- A facilitator asks “why” a problem exists, and the reasons are organized on the bones of the fish
- The facilitator may ask “why” several times to get to the root of the problem

Fishbone Diagrams

A Root Cause Analysis

- Asking “Why”
 - Helps you drill down and see all the issues
 - Read more about the Lean Tool called the “5 Whys” [here](#)
- Stabilizing your process
 - Think of all these issues as the behaviors of the system
 - The more issues you address, the more stable your system will be
- Be proactive
 - Data that’s dated

Root Cause Analysis (Ishikawa Diagram)



High Number of Missed Appointments

- We looked at our data and found a high number of missed appointments

Contact Information

Kevin Garrett, MSW

Kevin.garrett@health.ny.gov

212-417-4730