Root Cause Analysis (RCA) and
Performance Improvement Project (PIP) Development

Identify problem *or* opportunity

Select team members

Start PIP Charter
Add your resources and budget

Set SMART goals

Root cause analysis

Action plan

Act | Plan
Study | Do

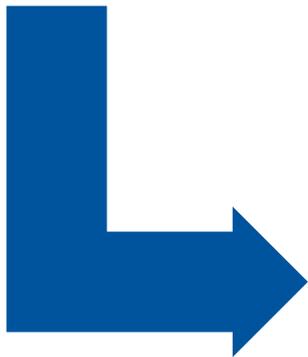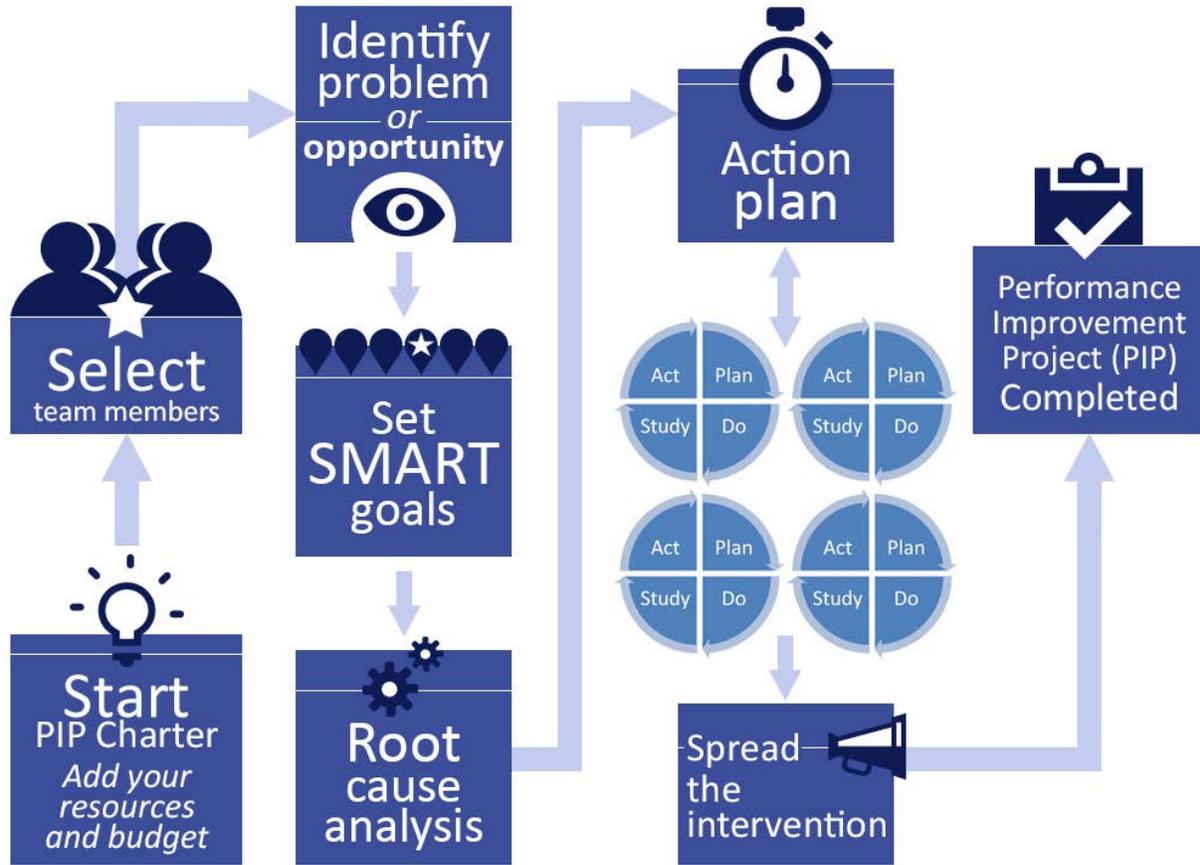Act | Plan
Study | Do

Act | Plan
Study | Do

Act | Plan
Study | Do

Spread the intervention

Performance Improvement Project (PIP) Completed

What is RCA?

Why is RCA important?

What is the *facilitator's* role in RCA?

_____

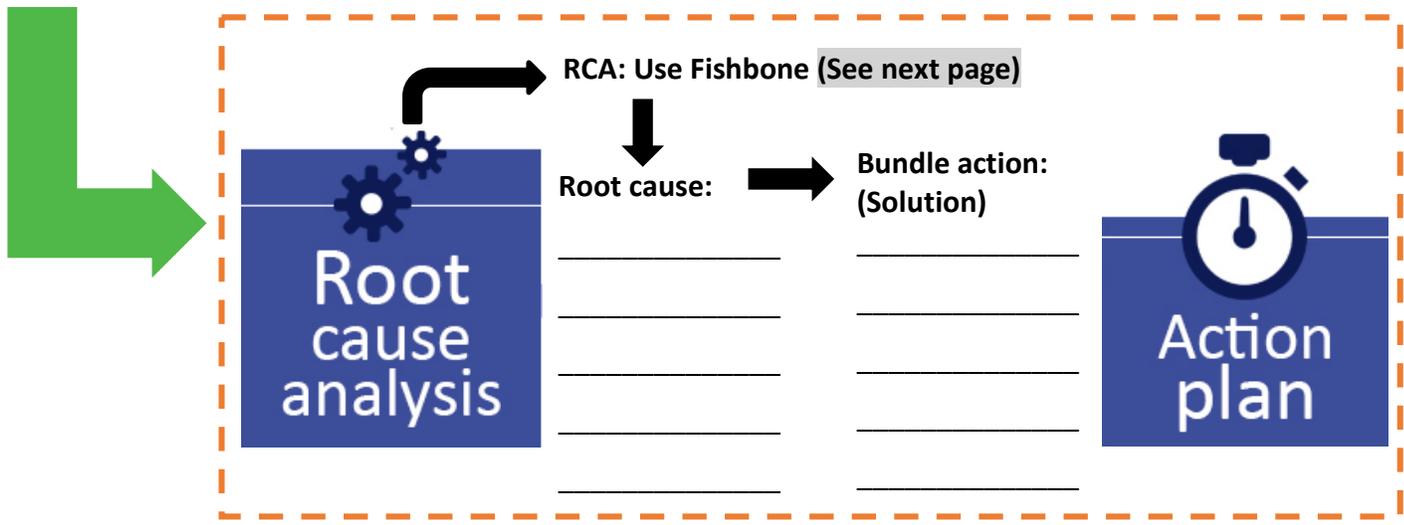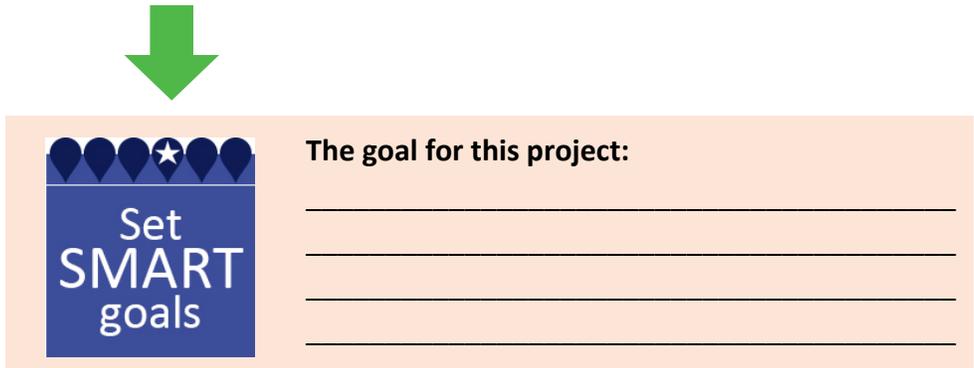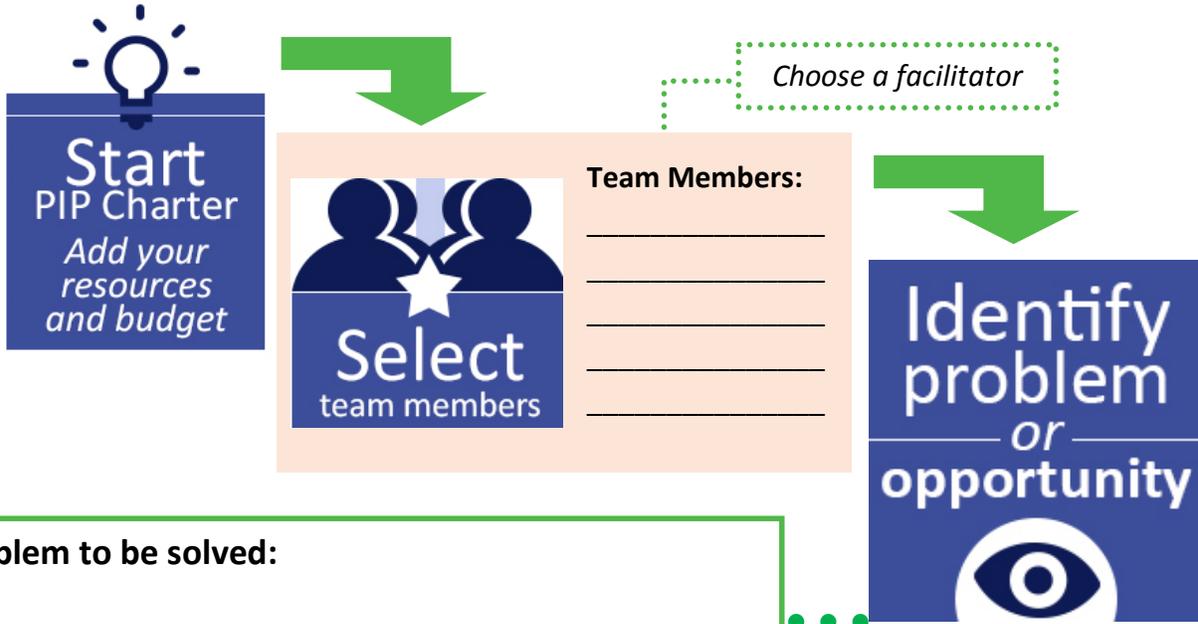_____

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PIP/RCA Case Study

Start
PIP Charter
Add your resources and budget

Select team members

Team Members:
_____
_____
_____
_____
_____

Choose a facilitator

Identify problem or opportunity

Problem to be solved:

Set SMART goals

The goal for this project:
_____
_____
_____
_____

RCA: Use Fishbone **(See next page)**

Root cause analysis

Root cause:
_____
_____
_____
_____
_____

Bundle action:
(Solution)
_____
_____
_____
_____
_____

Action plan

Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES
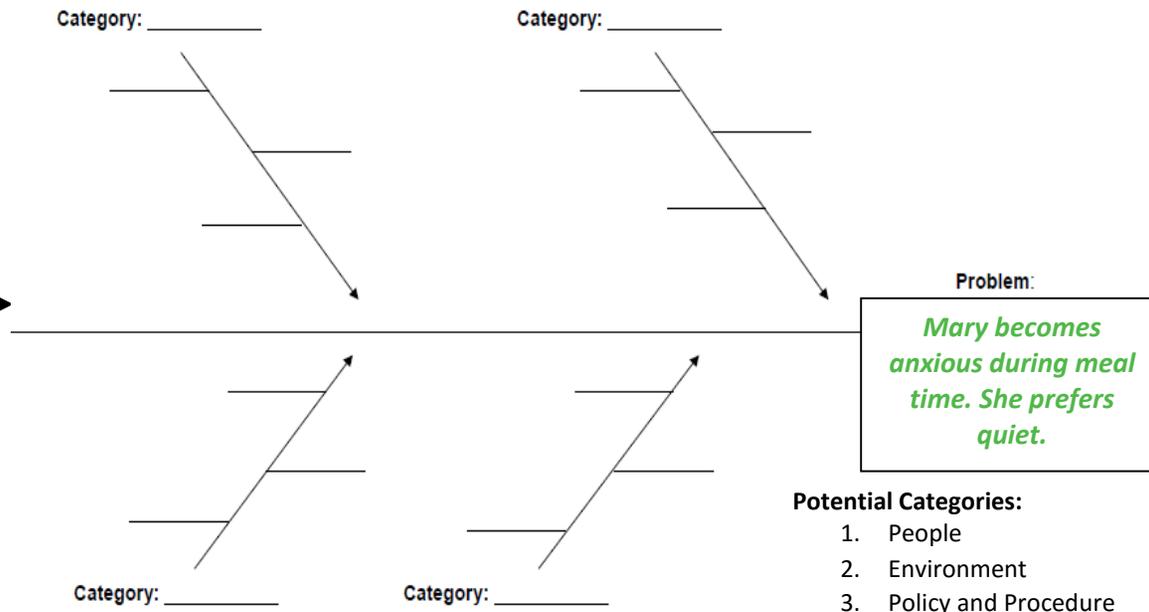
HSAG HEALTH SERVICES ADVISORY GROUP

PIP/RCA Case Study

RCA/Causes: After interviewing the resident and family members, the team discovered that prior to moving into the nursing home, Mary was living alone at home. On most days, she would eat meals by herself in a quiet environment. After conducting meal observation and staff interviews, the team identified the following causes for Mary's anxiety:

- Certified nursing assistants turned on the radio during meal time
- TV was on during meal time
- Mary was sitting with three residents at the same table
- Some residents in the dining room were shouting or talking loudly while eating
- Right before meal time, there were activities in the dining room. As a part of the standard procedure, the Activity staff turned the TV on during activities and left it on after activities were over.

FISHBONE DIAGRAM

Goal: *To decrease Mary's episodes of anxiety during meal time from four meals in two days to one meal in two days before the end of next week.*

Category: _____

Category: _____

Category: _____

Category: _____

Problem:

Mary becomes anxious during meal time. She prefers quiet.

- *Which root causes do you have the highest control over?*
- *Which root causes have the highest impact on the problem?*

Potential Categories:
1. People
2. Environment
3. Policy and Procedure