



## Gap/Root Cause Analysis (RCA)

Before completing this form, complete the Care Transitions Assessment. Identify one of the gap assessment items where the facility's response was either: (1) not implemented/no plan, (2) plan to implement/no start date set, or (3) plan to Implement/start date set. Use this gap/RCA form to get a better understanding of what factors are contributing to the gap and what steps can be taken for improvement.

<b>Organization:</b>	
<b>Team Lead:</b>	
<b>Team Members:</b>	
<b>Assessment Item/Area of Focus:</b> (refer to Care Transitions assessment)	

Component	Activities Completed	Key Findings
<b>Data: What data specific to this gap area is available to help guide and measure this work?</b>  Supportive tools: <ul style="list-style-type: none"> <li>• 7-Day Audit Chart Tool</li> <li>• 5 Whys</li> <li>• HSAG Data Report</li> </ul>		
<b>Observational work: Evaluate the current processes related to patient transitions.</b>  Supportive tools: <ul style="list-style-type: none"> <li>• 5 Whys</li> </ul>		
<b>Individual and group interviews: Understand the voices of your patients and staff.</b>  Supportive tools: <ul style="list-style-type: none"> <li>• Readmission Interview Tool</li> </ul>		

Component	Activities Completed	Key Findings
<b>Financial review: Understand the financial impact of gap item.</b>		