

## 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.

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| <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><br><br>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><br><br>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><br><br>Supportive tools: <ul style="list-style-type: none"> <li>• Readmission Interview Tool</li> </ul>  |                      |              |

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