

Organization:

## **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.

ream Lead:		
Team Members:		
Assessment Item/Area		
of Focus: (refer to Care		
Transitions assessment)		
Component	Activities Completed	Key Findings
Data: What data specific		
to this gap area is		
available to help guide		
and measure this work?		
Supportive tools:		
• 7-Day Audit Chart Tool		
• 5 Whys		
HSAG Data Report		
Observational work:		
Evaluate the current		
processes related to		
patient transitions.		
Supportive tools:		
• 5 Whys		
Individual and group		
interviews: Understand		
the voices of your		
patients and staff.		
Supportive tools:		
<ul> <li>Readmission Interview</li> </ul>		
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Component	<b>Activities Completed</b>	Key Findings
Financial review: Understand the financial impact of gap item.		

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