

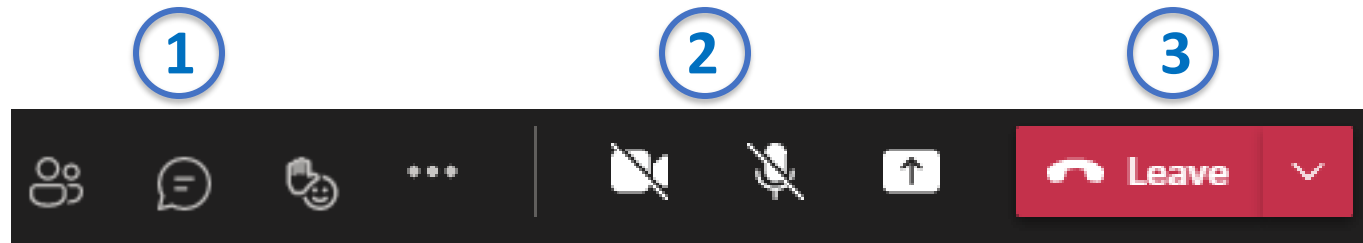


Healthcare
Improvement
Scotland

Primary Care Improvement Collaborative

QI Skills Session 3: Cause and Effect/Fishbone Diagram and 5 Whys

Housekeeping



- 1. Open and close the chat panel** – use the chat box to introduce yourself, raise any questions you may have or add comments about the session.
- 2. Cameras and mics have been disabled** – this session is being recorded and will be available as a resource. The chat box will not be visible during the recording, so please use it for any questions you may have that we will answer at the end of the session.
- 3. Leave the meeting** – use this to leave this session at the end.

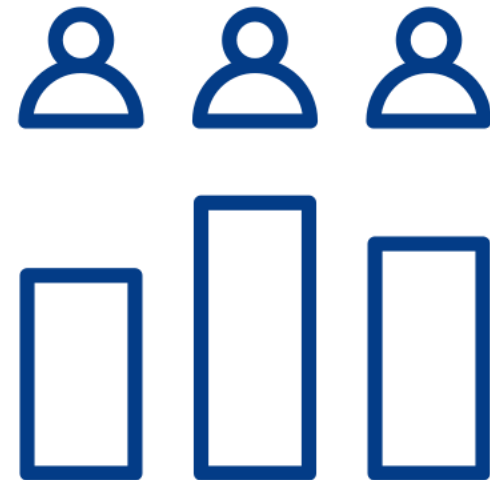
Background

- QI Skills sessions are part of the Primary Care Improvement Collaborative
- Developed to support the collaborative to understand how to use QI tools in a primary care setting, particularly PCAP, pharmacotherapy and CTAC
- Sharing practical application of QI tools drawing on our learning from our previous programmes.

Poll

Please rate your knowledge of **cause & effect/fish bone diagram and 5 whys:**

- 1- Not aware
- 2- I know what it is
- 3- I can apply in identified situations
- 4- Know how, when and where to use
- 5- Can adapt and explain
- 6- Can teach theory and use method



Overview of Fishbone Diagram

Cause and Effect and Fishbone are terms used interchangeably to describe the same diagram.

The Fishbone Diagram:

- identifies the problem
- helps to break down some of the bigger issues that are adding to the problem into themes/groups, and
- helps to outline the root causes of each theme/group.

Why the Fishbone Diagram is useful

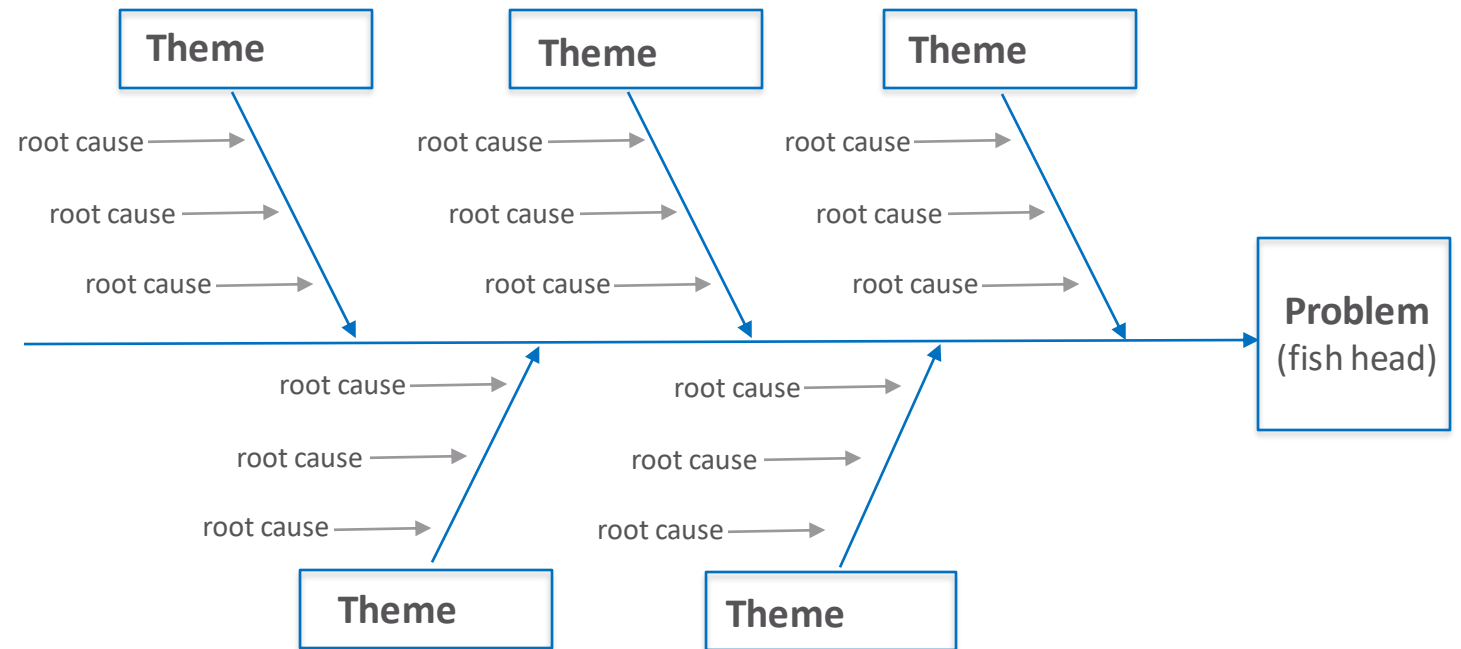
The Fishbone Diagram:

- Helps teams to think about possible solutions by visually breaking down the bigger issues/groups and the root causes.
- can help to identify change ideas and develop an improvement plan, and
- allows teams to focus on the issue at hand and solutions instead of passing judgement on why the issue exists or differences within the team.

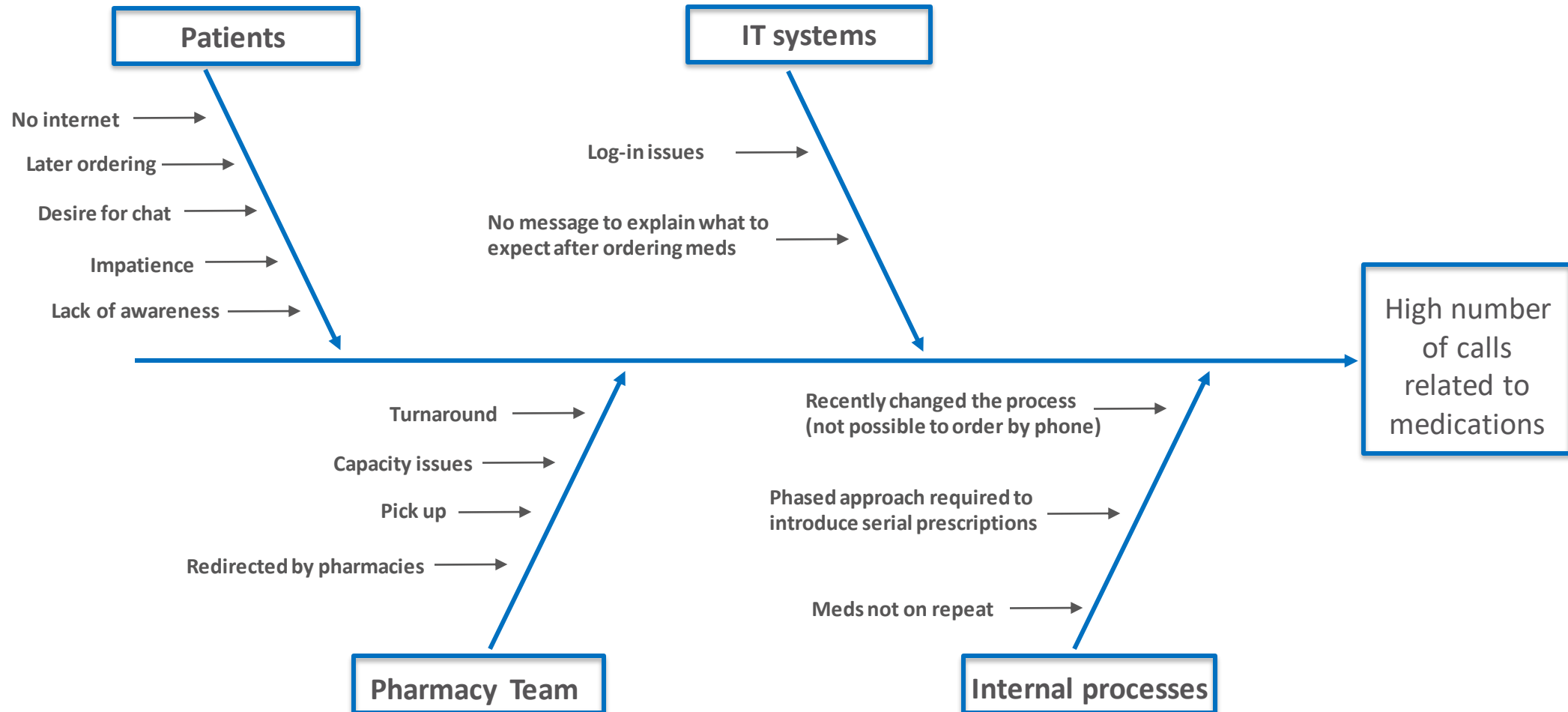
How to use the Fishbone Diagram

The team should:

- Define and agree what the problem is avoiding pre-judgement and put the name in the fish head
- Brainstorm the contributing factors to the problem
- Group these into themes, add each theme at the end of a Fishbone (e.g. people, materials, methods, machines)
- Add the contributing factors under each appropriate bone (group/theme).
- allow all team members to reflect on it for agreement.



Fishbone/Cause and Effect example



Overview of 5 Whys

The 5 Whys is most useful for:

- relatively simple problems
- looking beyond the symptoms of a problem and establish the root causes, and
- ensure the real causes of the issue/problem are addressed.

Why the 5 Whys is useful

The 5 Whys:

- supports understanding of work as it is, rather than as it is imagined to be
- eliminates blaming people and helps to identify where system changes/improvement are needed
- supports the development of sustainable changes which prevents the problem/issue reoccurring, and
- supports a culture of improvement.

5 Whys example

Pharmacist stays late every Thursday



Still has prescriptions to complete before weekend



Does not get the prescriptions until 4pm



Reception bring them over once per day



System agreed previously for prescriptions to be completed in a single batch

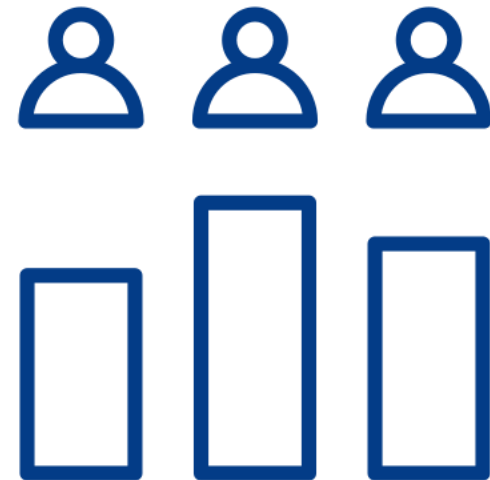
Questions



Poll

Please rate your knowledge of **cause & effect/fish bone diagram and 5 whys:**

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- 4- Know how, when and where to us
- 5- Can adapt and explain
- 6- Can teach theory and use method



Thank you

Keep an eye out for a range of tools, learning and resources, including this recording, that will be available soon!

*Thank
You*