

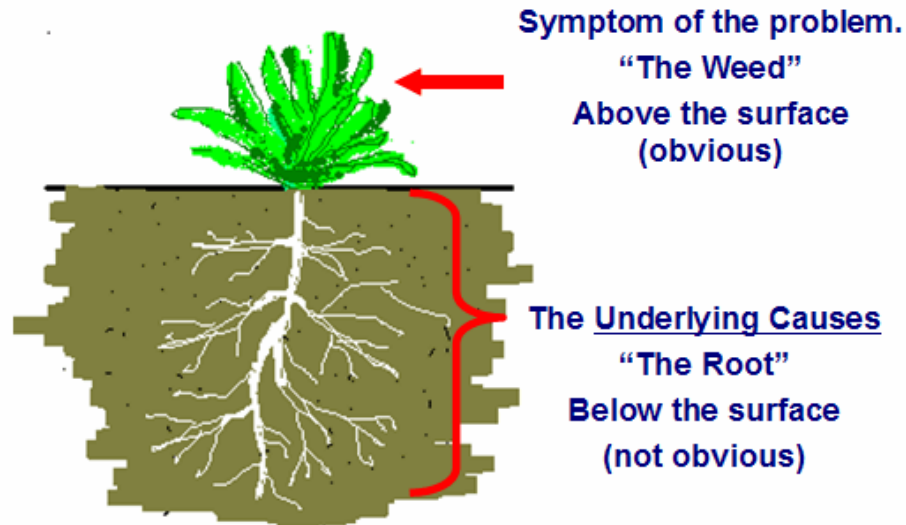


Identifying Problems in Newborn Screening

Root Cause Analysis and the 5 Whys



Root Cause Analysis Basics



The word root, in root cause analysis, refers to the underlying causes, not the one cause.

Identifying the problem

- The bigger problem: It is taking longer than 30 days of life to diagnose all babies who are positive CF
- Which is the bigger problem for you?
- What are you seeing or not seeing that lets you know this is a problem? (this is the “weed”)



Identifying Root Causes

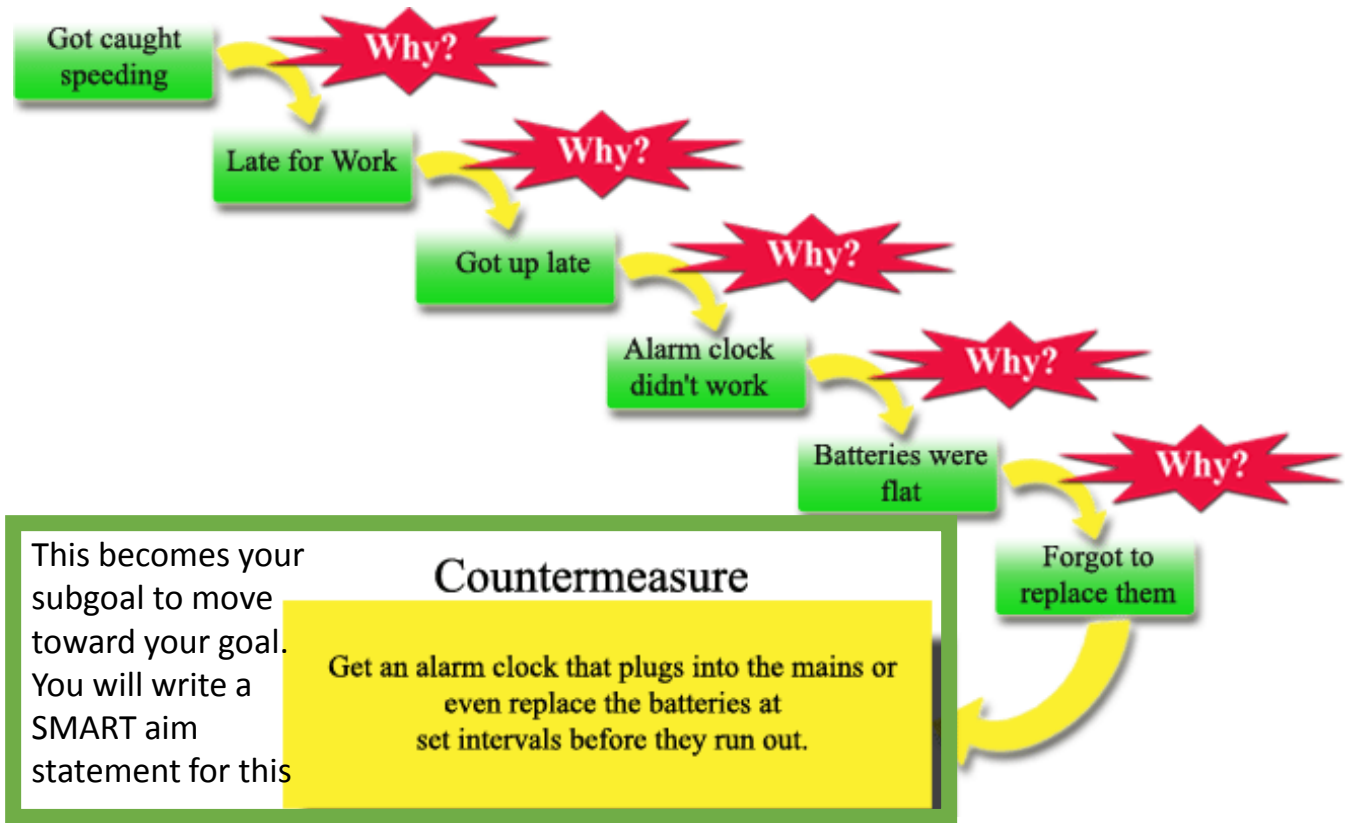
- The Steps of Identifying the Root Cause (**page 16** in the Workbook)
 - Step One: Define the Problem
 - Step Two: Collect Data
 - Step Three: Identify Possible Causal Factors
 - Step Four: Identify the Root Cause(s)
 - Step Five: Recommend and Implement Solutions



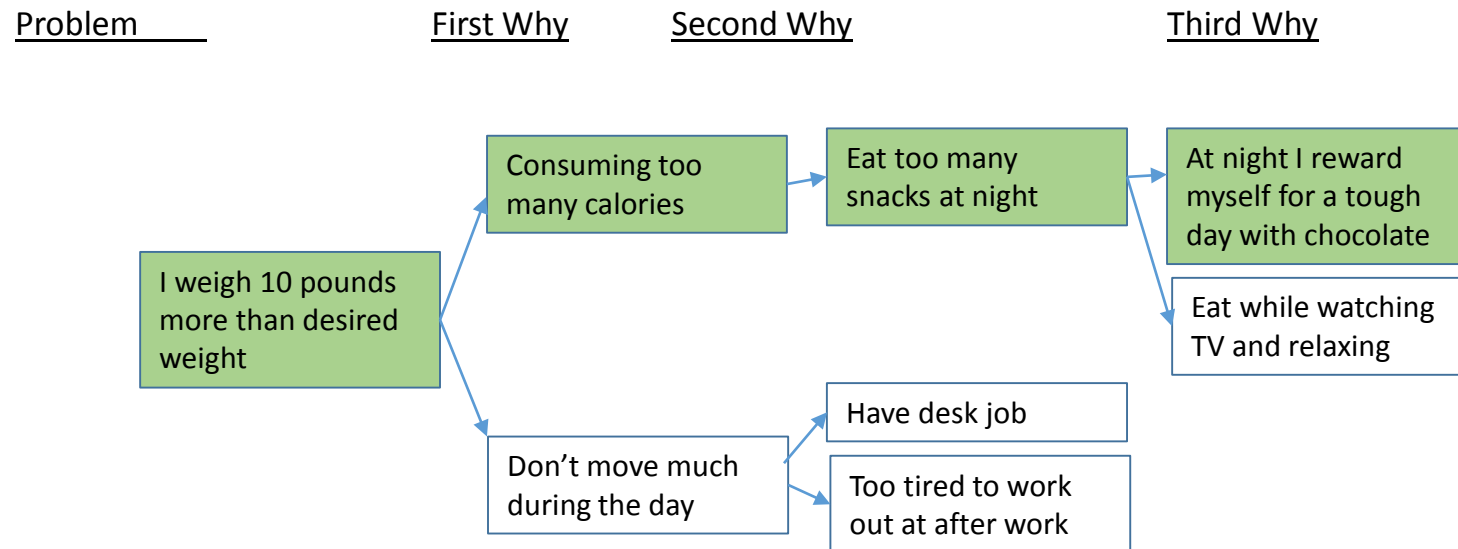
Some Tools To Identify Root Causes

- Brainstorming
- Flowcharting
- Fishbone Diagram
- 5 Whys
 - We'll focus on the 5 whys

5 Whys Overview



Another Way This Might Look –



3 Elements to Using Five Whys Effectively

- Accurate and complete statements of the problem
- Complete honesty in answering the questions
- Determination to get to the bottom of the problem and resolving it

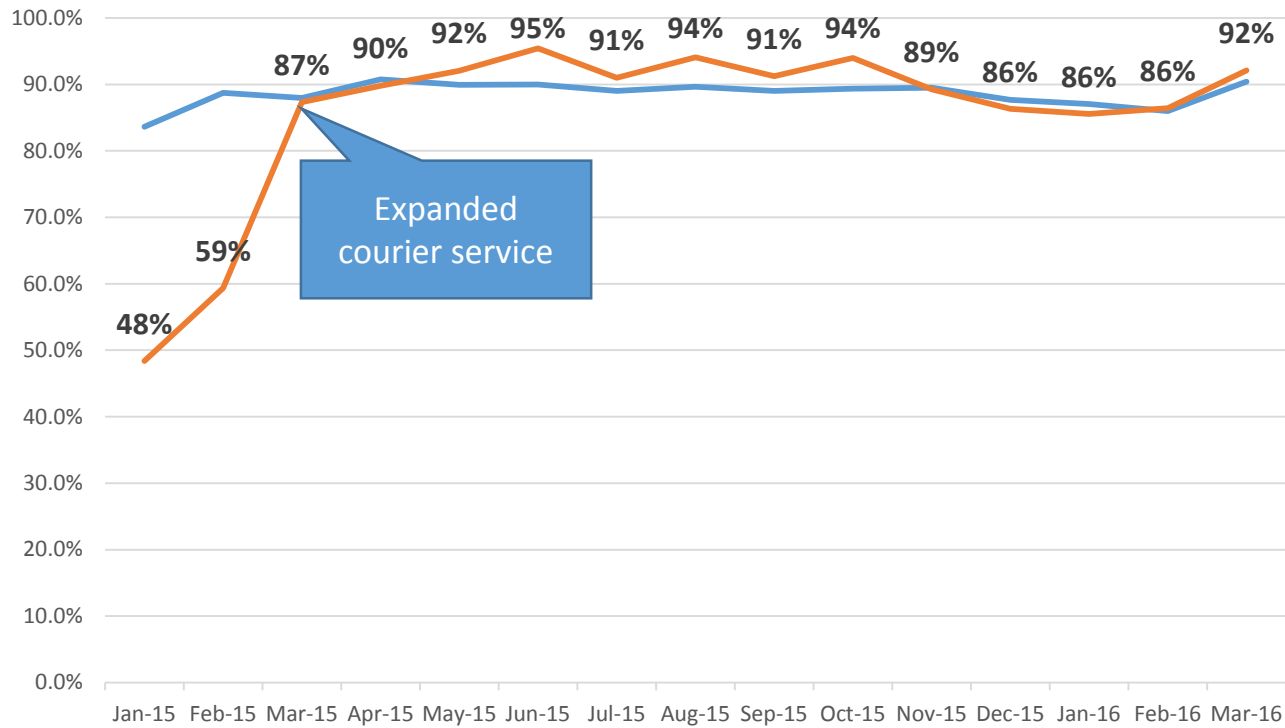
Group Work

- Fill out the 5 whys worksheet (p. 17 of CQI Workbook)



Task

- Break out in 'state' groups
- Identify the root cause(s) of timeliness challenges in your state
 - Choose up to 3
 - Write the root causes on a sticky note
 - Find the focus area **LARGE STICKY** on the wall that most closely associates with your root cause



— 5a - birth to collection 24-48 hours
— 5b arrived with 24 hours of collection

