

Steps in Root Cause Analysis

Regardless of structure, sequential steps are the same:

1. Gather the facts using a timeline
2. Understand what happened (and compare to what could have/should have happened)
3. Identify root causes using causal statements, fishbone and/or causal diagramming tool
4. Determine system improvements to minimize risk of repeating the event
5. Implement thorough, credible, acceptable action plan considering strength of potential actions

(Amo, 1998; Nicolini et al., 2011)