

# Outline: Facilitating Root Cause Analysis Process

- I. Introduction of Program and Participants
- II. Root Cause Analysis: A Review
  - A. Diagram Process
  - B. Describe Final Report Format
  - C. Identify Tools
    1. Facilitating a meeting
    2. Review of other tools describe in section III
- III. Facilitation
  - A. Facilitation: What is it?
    1. Definition
    2. Role of the facilitator
  - B. Facilitation in Practice
    1. Operationalizing the problem
      - a. Small group discussion
      - b. Fish bone diagram
      - c. Research (not an “Investigation”)
    2. Identifying Causes
      - a. Proximate, antecedent, “root”
      - b. Using a “why” matrix
    3. Identifying Solutions
      - a. Brainstorming
      - b. Affinity process and relationship to fishbone diagram
      - c. Voting tool
      - d. Assessment of ideas
        - i. Legality?
        - ii. Consistent with mission?
        - iii. Cost/benefit analysis
        - iv. Advantage/Disadvantage analysis
      - e. Consensus
- IV. Summary & Evaluation