Step (1) Define the Problem

What	Problem(s)	
When	Date	
	Time	
	Different, Unusual	
Where	Physical Location	
	Unit, Area	
	Task being done	

Impact to the Goals

Patient Safety	
Employee	
Compliance	
Environmental	
Organization	
Patient Services	
Materials, Labor	
Frequency	

Timeline (Sequence of events)

Date	Time	Desciption

Step (2) Identify the Causes (Analysis)

Write down the Goal (or Goals) impacted. Ask "Why?" questions moving to the right (capture basic caues-and-effect relationships). Add supporting evidence as needed.

Goal Impacted ← [ ] ← [ ] ← [ ] ← [ ] ← [ ] ← [ ]

Step (3) Solutions (Action taken)

Write any solutions directly on the cause that it controls (above) or explain the action taken here.

Diagrams, Sketches or Process steps - add here or on back