**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 ____________________________________________________________

**Step 2: Identify the Causes (Analysis)**

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

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**Step 3: Solutions (Action taken)**

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

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

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