

Quality Management

Cause and Effect Diagram



What is a Cause and Effect Diagram?

- A tool used to help teams explore and display the many causes contributing to a certain effect or outcome

Why do we use a Cause and Effect Diagram?

- To Identify changes that can improve a process

How do we use a Cause and Effect Diagram?

- Brainstorm and categorize ideas on paper-Fishbone



Draw a Fishbone Diagram

- Effect: What we want to change
- Label Categories: Materials, Methods, Equipment, Environment and People
- Draw diagonal lines above and below the horizontal line (backbone) to create fishbones
- **Brainstorm reasons why, or what causes the effect to happen.**
 - Keep asking “Why” until you have the desired detail
- Draw branches from the fishbones to list the causes

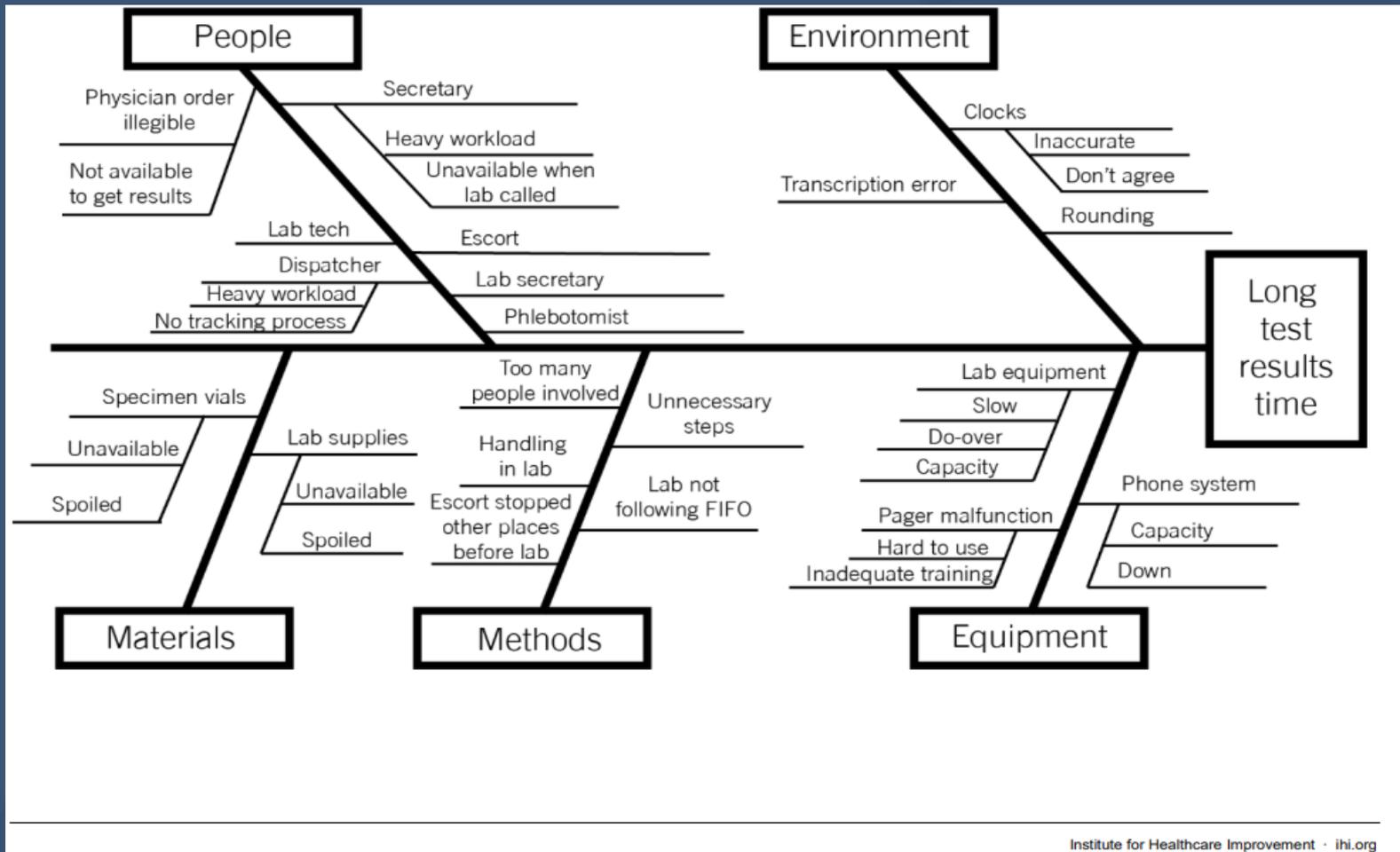
Example Case: Elevated Inpatient Psychiatric Facility (IPF) 30-Day Readmission rate

- What we know: most return in the first week, have mood disorders and/or Schizophrenia, and go home after discharge

QI Essentials Toolkit: Cause and Effect Diagram(n/d). Institute for Healthcare Improvement, Boston Massachusetts, USA. Retrieved on 11/12/18 from <http://www.ihl.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx>.



Example of a Cause and Effect Diagram



Now what?

- What are the root causes of our effect?
- How do we choose what to improve?
 - What is the low-hanging fruit?
 - What will give us the most bang for our buck?
 - What is our budget?
- Who is our leader and who is on the team?
- What improvement program? (PDSA, Lean, Six Sigma, TQM)
- How will we measure success?



Thank You!

Questions?

Contact: Shelly Rives, MSHS, CPHQ

Project Manager, HealthInsight

801-892-6651

srives@healthinsight.org

