FISHBONE DIAGRAM

DESCRIPTION

A Fishbone (Cause-and-Effect) Diagram is a tool used to help identify the root causes to a problem. Causes are grouped into major categories to help identify sources of variation. It helps a team review the issue and consider multiple possibilities to a problem before identifying solutions.

Common categories to consider include:

- Machines (equipment)
- Methods (how work is done)
- Measurements (data generated)
- Materials (forms, job aids, parts, raw material)
- Environment (location, culture)
- People (involved in the process)

STRENGTHS	WEAKNESSES
Allows a team to look at all possible causes to a	Can possibly link causes to a problem that do not contribute to the
problem rather than jumping to a conclusion. It	problem. In addition, it can contain more detail than most problems
enables users to focus on the true cause of the issue.	require.
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- 1. Root cause analysis.
- 2. Team needs help with brainstorming efforts.

HELPFUL HINTS

To construct a Fishbone diagram:

- 1. Assemble a team of individuals from all affected sections of the process to ensure a wide range of possible causes for the problem are considered.
- 2. Draw a large arrow pointing to the problem with the branches off the arrow representing main categories or possible causes.
- 3. Record the problem statement at the "nose" of the diagram or along the main bone.
- 4. Use brainstorming techniques to identify possible causes. Causes can be related to several categories.
- 5. Review all causes with the team to determine the most likely cause for the problem.

EXAMPLES METHODS- procedures, PEOPLE- involved MACHINES- computers, tools, equipment policies, regulations in process used to fulfill task and job Inadequate process for label quality Computer LIS doesn't verification Two-person /electronic prevent multiple patient labels verification not performed from printing concurrently Training/competency not standardized Staff not appropriately Manual system used instead Policy doesn't provide trained of electronic method specific identifiers to verify Staff not familiar with downtime procedure Effect Misidentified specimen Multiple phlebotomists using the same printer Misidentified specimen Patient label was not present trends not shared with affected staff Insufficient workspace for Specimen label quality not specimen collection sufficient TS staff not documenting Adhesive not sufficient and Proximity of printer Mislabeled samples label comes off and patient to far ENVIRONMENT- time. MEASUREMENTS- data generated MATERIALS- parts, location, temp, culture raw materials from process used to evaluate