**Region 3 Learning Collaborative CQI Tools**

**“Fishbone Diagram” Table Top Exercise**

**Definition:**   
Quality improvement teams are typically made up of numerous process owners, each with a unique perspective and each with an opinion as to the root cause of the problem. **One way to capture these different ideas and stimulate the team’s brainstorming on root causes is the cause and effect diagram**, commonly called a fishbone. The fishbone will help to visually display, and potentially link, the many potential causes for a specific problem or effect. It is a great tool for assuring all perspectives and opinions are captured.

**Directions:**   
Select a specific/ unique DSRIP project at your table and identify a problem around the implementation of this project. For example, “why is there lack of access to Behavioral Health services for my patients?” After the team agrees on the question, you will place the question at the head of the fish.

Next, draw a line across the flipchart page attached to the problem statement/ question. Draw several lines, or “bones,” coming out vertically from the main line. These branches are labeled with different categories but these are typically EITHER the 5Ps OR the SIPOC categories. The 5Ps are policies, plans, procedures, people and plant. If your team chooses to use the 5Ps, label the top of each vertical bar with one of the Ps. Alternatively, if you team chooses to use the SIPOC categories of suppliers, inputs, process, output and customers, label each vertical bar with one of these categories.

Now lead the team on a root cause analysis to answer the problem question. Start with one of the categories and go around the table identifying potential causes of the problem that fall under this category. Once you have exhausted the possible causes, move to the next category. Note, you may have the same, or a similar, cause under two categories.

**Worksheet:**

Using a flipchart page and the template below, construct a fishbone diagram.

