Identifying Problems in Newborn Screening

Root Cause Analysis and the 5 Whys
I meant to do that. Then it worked very well.
Root Cause Analysis Basics

Symptom of the problem.
“The Weed”
Above the surface
(observable)

The Underlying Causes
“The Root”
Below the surface
(not observable)

The word root, in root cause analysis, refers to the underlying causes, not the one cause.
Identifying the problem

• The bigger problem: It is taking longer than 30 days of life to diagnose all babies who are positive CF
• Which is the bigger problem for you?
• What are you seeing or not seeing that lets you know this is a problem? (this is the “weed”)
Identifying Root Causes

• The Steps of Identifying the Root Cause (page 16 in the Workbook)
  • Step One: Define the Problem
  • Step Two: Collect Data
  • Step Three: Identify Possible Causal Factors
  • Step Four: Identify the Root Cause(s)
  • Step Five: Recommend and Implement Solutions
Some Tools To Identify Root Causes

- Brainstorming
- Flowcharting
- Fishbone Diagram
- 5 Whys
  - We’ll focus on the 5 whys
5 Whys Overview

This becomes your subgoal to move toward your goal. You will write a SMART aim statement for this.

**Countermeasure**

Get an alarm clock that plugs into the mains or even replace the batteries at set intervals before they run out.
Another Way This Might Look –

Problem: I weigh 10 pounds more than desired weight

First Why: Consuming too many calories
Second Why: Eat too many snacks at night
Third Why: At night I reward myself for a tough day with chocolate

Don’t move much during the day

Have desk job
Too tired to work out at after work

Eat while watching TV and relaxing
3 Elements to Using Five Whys Effectively

- Accurate and complete statements of the problem
- Complete honesty in answering the questions
- Determination to get to the bottom of the problem and resolving it
Group Work

• Fill out the 5 whys worksheet (p. 17 of CQI Workbook)
Task

• Break out in ‘state’ groups
• Identify the root cause(s) of timeliness challenges in your state
  • Choose up to 3
  • Write the root causes on a sticky note
  • Find the focus area LARGE STICKY on the wall that most closely associates with your root cause
5a - birth to collection 24-48 hours
5b arrived with 24 hours of collection

Expanded courier service
In January implemented SCID testing.