

Root Cause Analysis (RCA) Reflection

(Those familiar with TAIS planning)

Step 1: As a team discuss if your problems (gaps based on data) still exist:

- Reflect on all problem statements
- Determine if the problems still persists and if the problems will carry over to the next plan
- Move on to next step to determine the need to carry over the root cause

Step 2: Reflect on the initial root cause process. As a team, discuss and check off what was done:

- Assembled a team (best to do with stakeholders involved with planning process)
- Brainstormed a list of possible reasons “why” problem exists (example: 10, 5, 5)
- Identified which reasons on the list were within the team’s control (example circle of control and influence)
- Arrived at a team consensus
- Drilled down to the root cause (example: 5 whys)
- Substantiated root cause with data

*If the team checked ALL of the boxes above, refer to the cards labeled “On Track with the Root Cause.”

*If the team did NOT check all of the boxes above, refer to the cards labeled “Off Track with the Root Cause.”

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Off Track with the Root Cause

Rationale: The problem still persists and the team has determined one or more of the steps were missed in the initial root cause analysis process. Missing one or more of these steps may have impacted selecting the “best” root cause.

**The following cards will guide the team on how to revise the root cause for this persistent problem.*

Off Track with the Root Cause

Step 1: Reflect on what step(s) were missed in the initial root cause analysis process; dig deep, discuss, and record **WHY**:

- Assembled a team (best to do with stakeholders involved with planning process)
 - If not, why?
- Brainstormed a list of possible reasons “why” problem exists (example 10, 5, 5)
 - If not, why?
- Identified which reasons on the list were within the team’s control (circle of control and influence)
 - If not, why?
- Arrived at a team consensus
 - If not, why?
- Drilled down to the root cause (5 whys)
 - If not, why?
- Verified root cause with data that the root cause is not subjective or an opinion
 - If not, why?
 -

Step 2: Once complete, move to the next card so the team can begin to revise the root cause for this persistent problem.

Off Track with the Root Cause

Step 3: Determine if you have the necessary team to conduct a root cause analysis:

- If yes, proceed to step 4
- If no, skip step 4 and proceed to step 5

Step 4: Conduct a root cause analysis:

1. Brainstorm a list of possible reasons “why” problem exists (example: 10, 5, 5)
2. Identify which reasons on the list are within the team’s control (example: circle of control and influence)
3. Arrive at a team consensus
4. Drill down to the root cause (example: 5 whys)
5. Verify root cause with data

Outcome to step 4: Arrive at REVISED root cause to be added to the 15-16 targeted improvement plan

Resources available on TCDSS website: RCA handouts, 10, 5, 5; 2 circles, and 5 whys

Step 5: Develop next steps to conduct a complete root cause analysis once back on campus with the necessary team members. Consider:

- when the root cause analysis will take place
- to whom the information about the root cause analysis will be communicated
- resources and data necessary for the root cause analysis process to take place

Outcome to step 5: For the purposes of this training, arrive at a draft root cause to the persistent problem

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On Track with the Root Cause

Rationale: The problem still persists and the team has determined a complete root cause analysis was conducted. Now the team needs to determine if something was off track in the planning process and/or implementation/monitoring process.

** The following cards will guide the team on what to consider when carrying over the root cause for this persistent problem.*

On Track with the Root Cause: Off Track with Planning

Step 1: Discuss as a team, **what worked** and **what didn't work** when planning for the following:

- Annual Goal
- Strategy
- Quarterly Goal
- Interventions
- Data

Step 2: What elements of your planning process may have contributed to the persistence of your problem? Why?

**Once complete, move on to the next card to reflect on implementation and monitoring.*

On Track with the Root Cause: Off Track with Implementation/Monitoring

Step 3: Discuss as a team, **what worked** and **what didn't work** when implementing and monitoring the following (*consider midcourse corrections, communication, monitoring schedules, etc.*):

- Annual Goal
- Strategy
- Quarterly Goal
- Interventions
- Data

Step 4: What elements of your implementation and monitoring process may have contributed to the persistence of your problem? Why?

Activity Outcome: *For the purposes of this session, the root cause will carry over, along with the persistent problem, to the 15-16 targeted improvement plan. More time will be needed to adequately assess the effectiveness of planning processes and implementation & monitoring processes.*

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