

Problem of Practice Change Management Framework Conference

October 25, 2018



Agenda

- Overview of Rennie Center process
- Problem of practice overview
- Root cause analysis overview
 - Fishbone diagram
 - 5 whys
- Closing reflection

Problem of Practice

Problem of Practice (PoP) Overview

Before deciding how to fix a problem, the team needs to understand the underlying causes and have a clear sense of the need for change

To identify a PoP, an improvement team must:

- **Determine** the overall need
- **Consider** various reasons/factors leading to the need, and
- **Ensure** that all members are involved in the decision-making process

A Foundation for Improvement

Improvement projects benefit from investing time up front to coalesce around a shared PoP

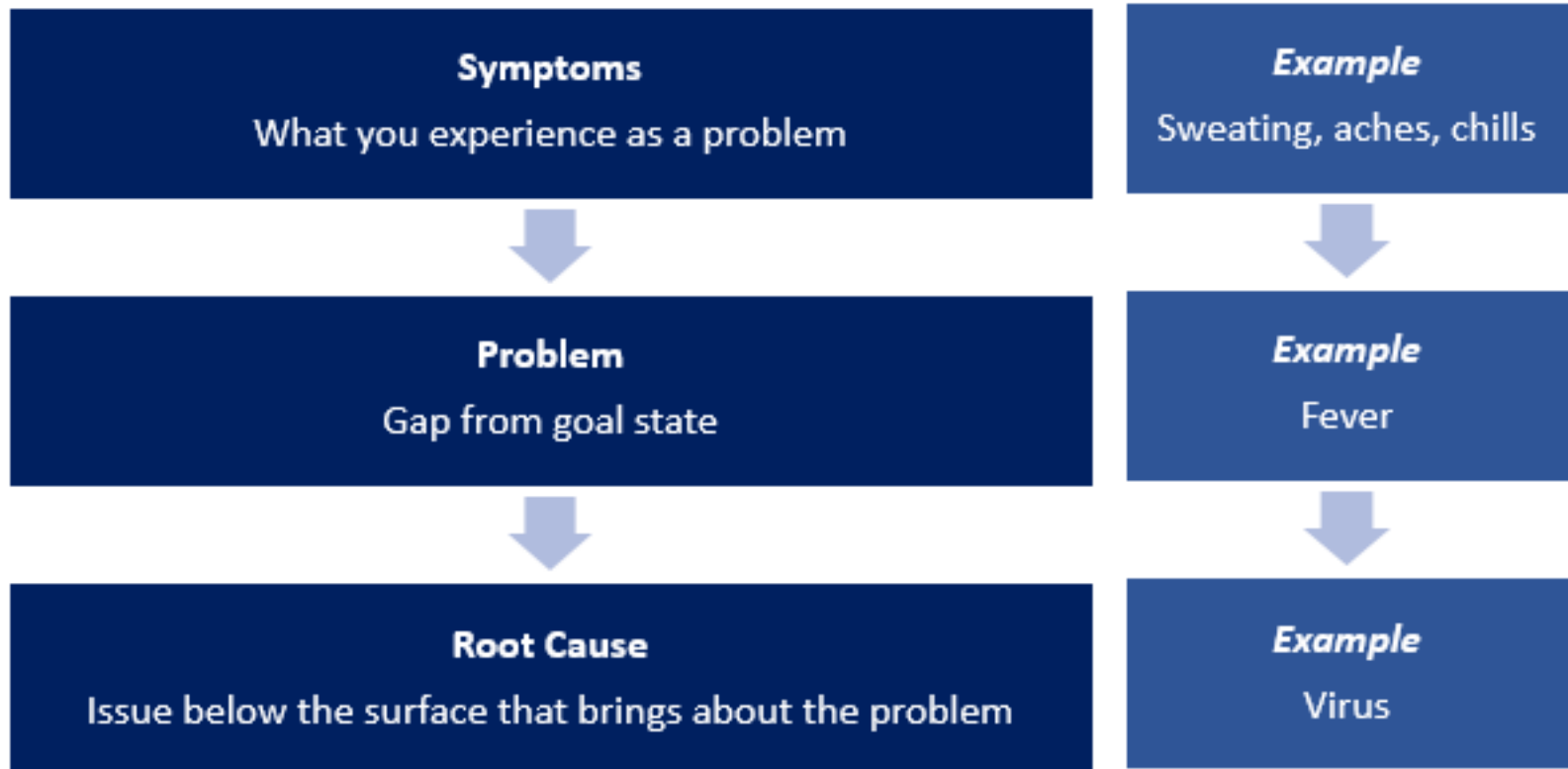
Evaluating the team's foundation:

- Have all members had the opportunity to express their unique challenges?
- Has the team agreed upon an actionable PoP?
- Has the team clearly identified the root causes of the PoP?
- Are practitioners the owners of the improvement effort?

Root Cause Analysis

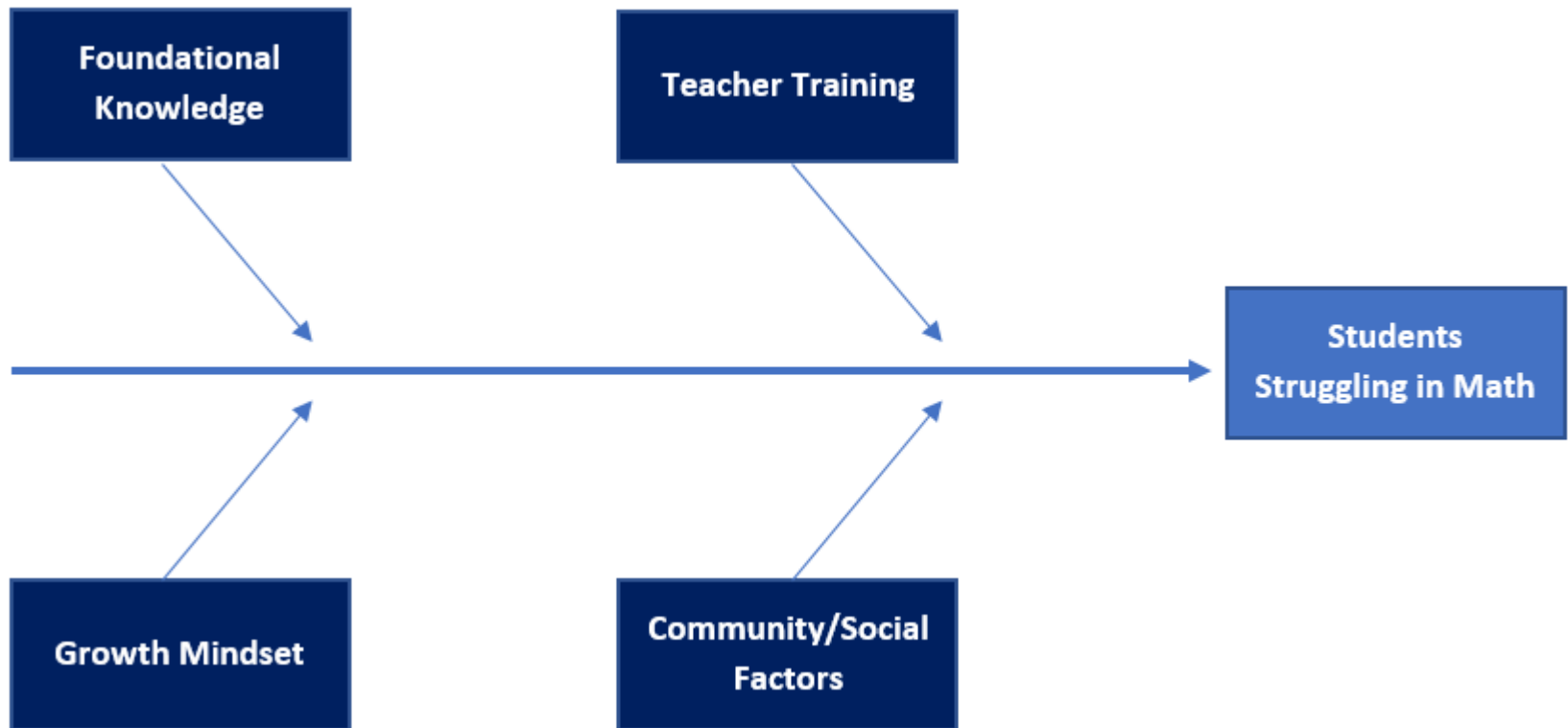
What is a Root Cause?

A root cause is the issue(s) at the very foundation that sets off a chain reaction leading to a problem and its associated symptoms



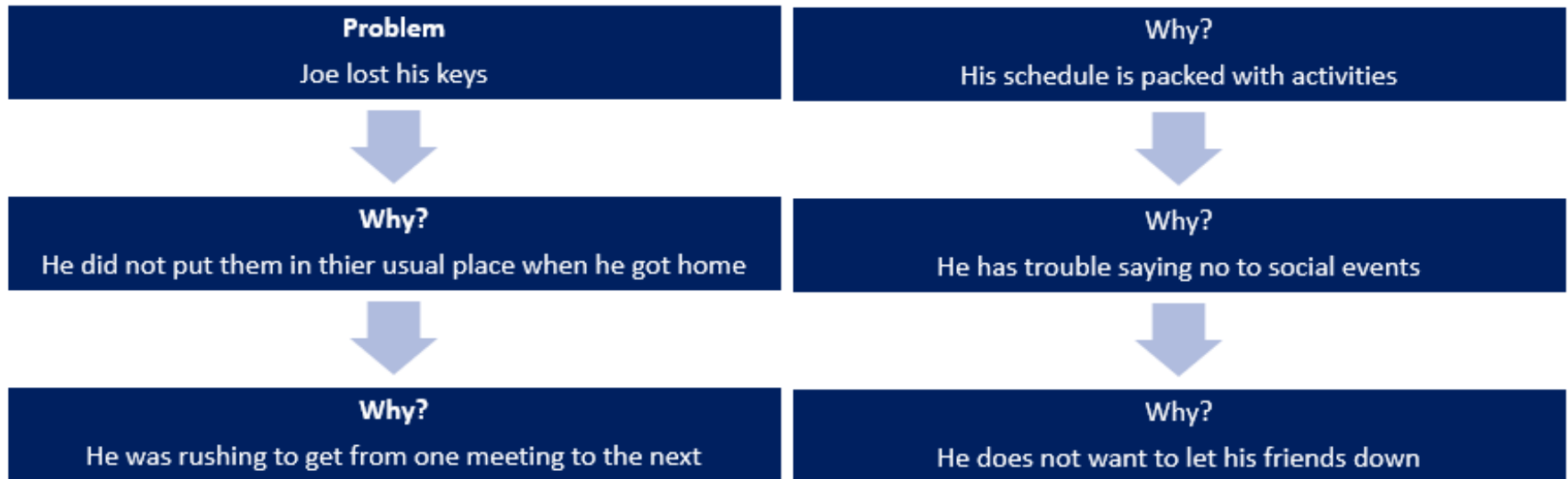
Fishbone Diagram

Different categories of problems may contribute to the same issue. Within each category, there may be several causes.



5 Whys

The 5 Whys is a simple tool to get past the symptoms of a problem to identify root causes



Closing Reflection

Additional Resources

The following links provide information on identifying an actionable PoP

- [Rennie Center Blog Post](#)
- [Understanding the Challenge](#)
- [Improving Education Together Resources](#)
- [Driver Diagram](#)

