



FISHBONE DIAGRAM INSTRUCTIONS

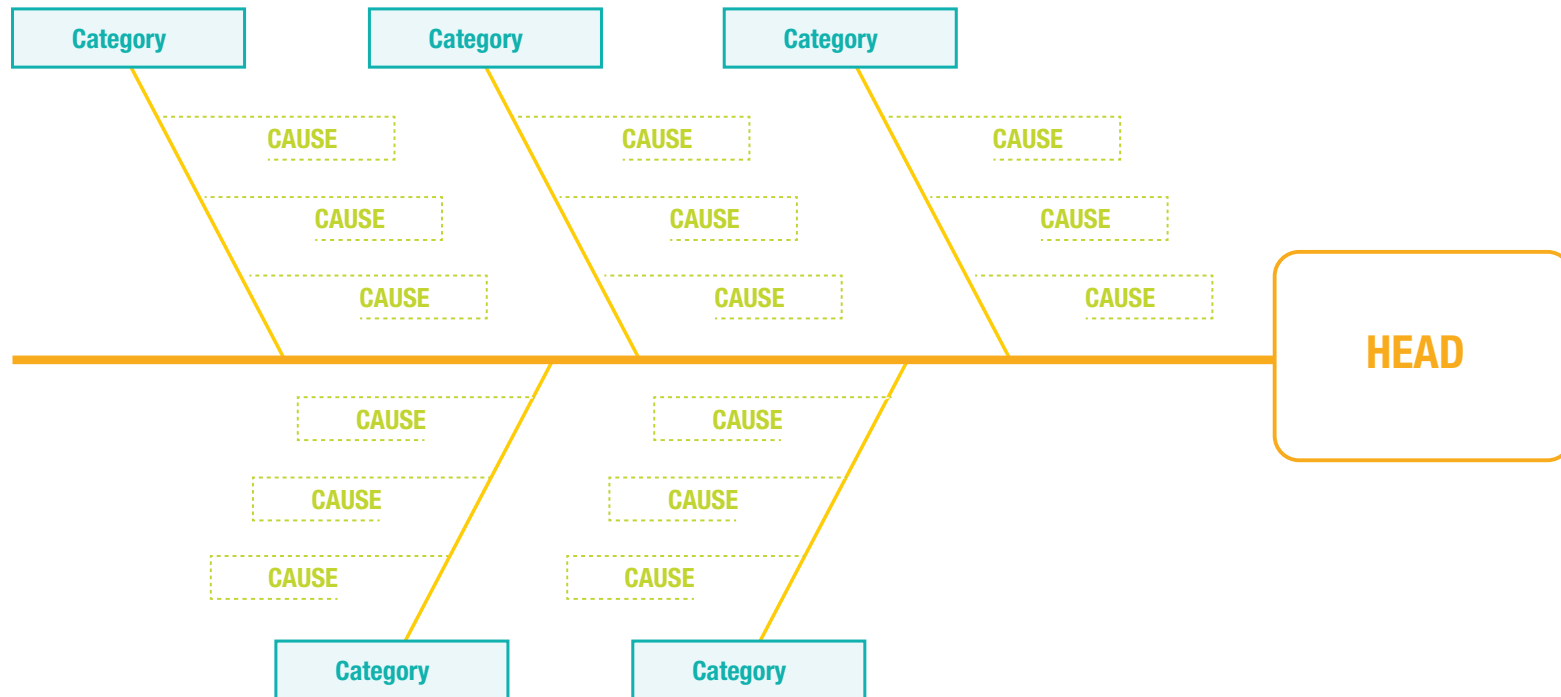
STEP ONE: Start constructing your Fishbone by placing the Problem Statement you developed at the head of the fish.

STEP TWO: Label each of the large rib bones with a category you can use to brainstorm potential contributing factors. As a reminder, when constructing a Fishbone Diagram, it is important to use categories that are relevant to your current QI project. These categories are often labeled using the 5 Ps: Place or Equipment, Processes, Providers, Policies and People.

STEP THREE: Once the categories are identified, it's time to start brainstorming all of the potential causes or factors that are contributing to the problem.

Review and analyze your findings with your team. Questions you may ask include:

- Do you need more information to decide what to do next?
- What could help you identify where to focus your efforts?
- Who else might you want to involve to ensure you have identified all of the factors that may be contributing to the problem? In other words, is your list of factors complete?





QI TOOLS + RESOURCES



TEMPLATE

FISHBONE TEMPLATE

