

Data Modernization Sustainability

Below is a walk-through of the 5 Whys practice, which is used during root cause analyses. This exercise helps determine the root cause of the problem to create more sustainable solutions. It digs deeper than surface-level issues and uncovers the origin. While termed the 5 Whys, it might take fewer or more times to identify the root cause. This practice is also particularly helpful when creating a value case as the team analyzes the root issue of the problem.

Directions

1. Write down the specific problem the health department faces. Note: there can be more than one problem you want to address, and if so, the team will complete multiple root cause analysis rounds.
2. After writing down the problem, ask and document why the problem happens.
3. If the answer provided doesn't get at the root cause of the problem, ask why.
4. Continue with steps two and three until you reach the root cause of the problem.

Round 1

Problem	Why?

Round 2

Problem	Why?

Continues on next page

Round 3

Problem	Why?

Round 4

Problem	Why?

Round 5

Problem	Why?