ROOT CAUSE ANALYSIS WORKSHEET

5 WHY'S EXAMPLE

DEFINE THE PROBLEM	We have a backlog of prescriptions not being processed in time

WHY	**Why is there a backlog of prescriptions not being processed in time?**	*Because there aren't enough trained staff members to handle the workload.*
WHY	**Why aren't there enough trained staff members to handle the workload?**	*Because some staff members have called in sick and others have been assigned to other tasks.*
WHY	**Why do staff members call in sick frequently?**	*Because they are overworked and stressed, which leads to burnout and illness.*
WHY	**Why are staff members overworked and stressed?**	*Because there is a higher demand for prescriptions due to closures of local pharmacies and we don't have enough staff who can help in the dispensary (i.e. ACT)*
WHY	**Why do we not have enough staff who can help in the dispensary?**	*Because we are having difficulty recruiting and we are also struggling financially to pay higher salaries for qualified staff*

ROOT CAUSE	*The root cause in this case is the **inadequate skill mix** in the team, which leads to overworked and stressed staff members, who are then more likely to call in sick, creating a backlog of prescriptions that cannot be processed.*

POSSIBLE SOLUTION	*The pharmacy may need may need to consider strategies such as recruiting the right trained staff, investing in staff training and development, and how the increase in prescription volume may help funded higher skilled staff. Other solutions may be to look at the efficiency of your dispensing process or how technology may fill the productivity gap.*

ROOT CAUSE ANALYSIS WORKSHEET

5 WHY'S EXAMPLE

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