

IDEAS STEP 1

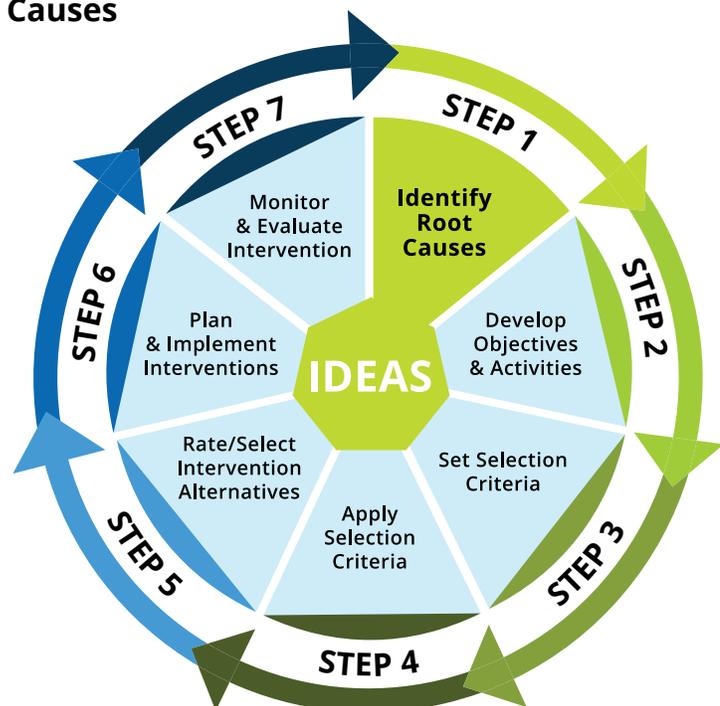


Identify Root Causes of a Health, Safety, and Well-being Concern

DT Design Team Handouts

Handouts:

- Design Team Agenda
- Definitions
- Fishbone “Coffee Spill” Example and Worksheet
- IDEAS Step 1: Identify Root Causes “Coffee Spill” Example
- Fishbone Notes
- IDEAS Step 1: Identify Root Causes
- To Do



IDEAS Step 1: Identify Root Causes



Design Team Agenda

Meeting Intent:

The intent of this meeting is to fully understand all the factors that contribute to the health, safety, well-being concern that we selected as our focus area.

Desired Outcomes:

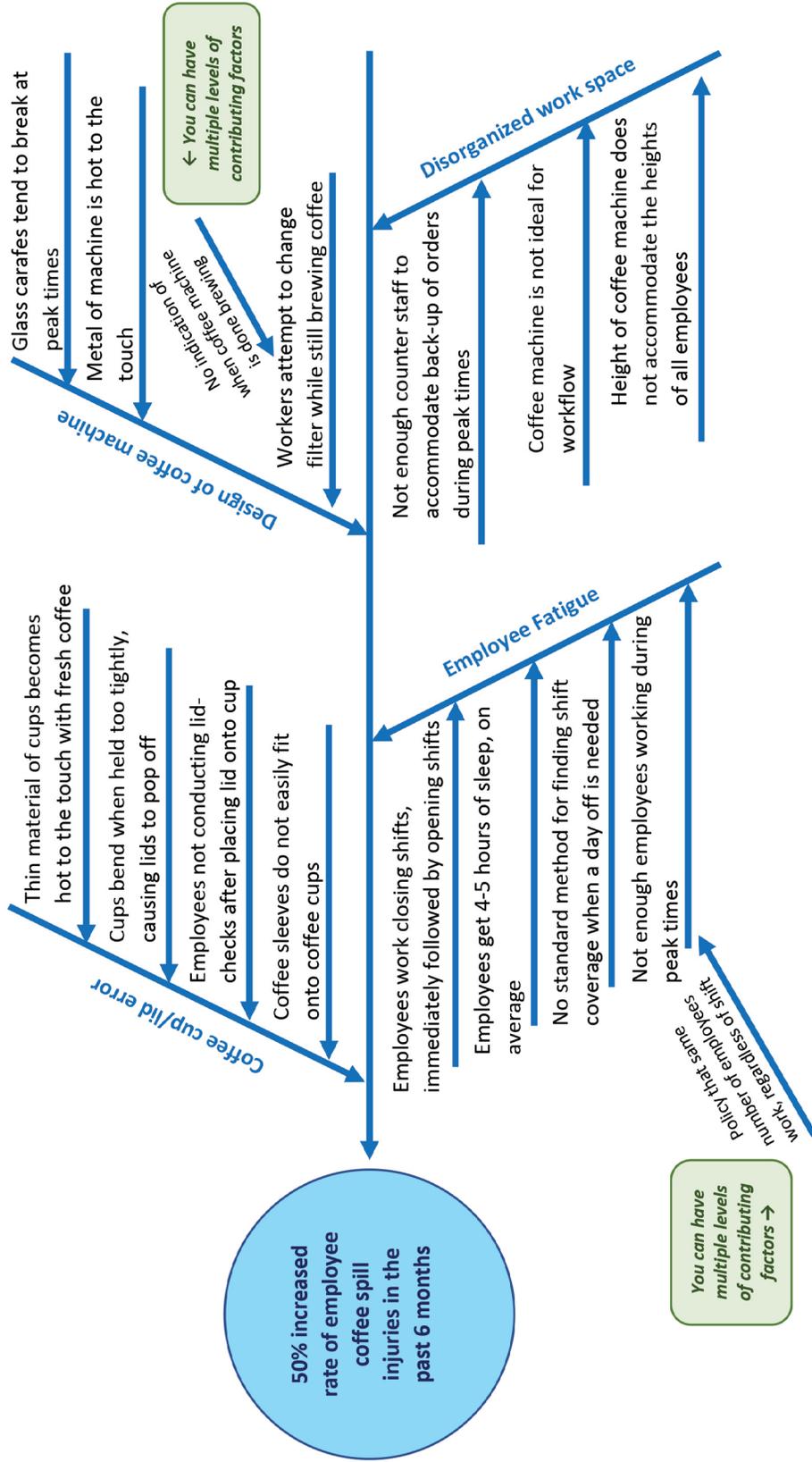
1. Understand the concept and rationale for doing a Root Causes Analysis (RCA).
2. Understand how to use a fishbone diagram for conducting a RCA.
3. Create a fishbone diagram to map the Sub-issues and Contributing Factors underlying the chosen health, safety, and well-being concern.

When	What	Discussion Questions
0:00 (9 min)	Arrival/Check-in	<i>How am I arriving to this meeting?</i>
0:9 (1 min)	Approve meeting minutes	
0:10 (5 min)	Review Meeting Plan	<i>How do we think about well-being at work? What is this program all about?</i>
0:15 (15 min)	1. Clarity on the concept and process of a RCA Handouts: Definitions, Fishbone coffee spill example and worksheet, IDEAS Step 1: Identify Root Causes (coffee spill example)	<i>What are the roles of program participants? How will the two committees interact?</i>
0:30 (40 min)	2. Shared understanding of the root causes of the HS&W concern Handouts: Fishbone notes	<i>What is the main problem we want to address (head of the fish)?</i> <i>What are some of the reasons for the main problem we want to address? What could be contributing factors to that cause? - 2-3 minutes for each spine (cause)</i> 1. Repeat for each spine (cause)
1:10 (5 min)	3. Next steps	
1:15 (5 min)	Check-out	<i>One word to describe how you are feeling as you leave this meeting</i>

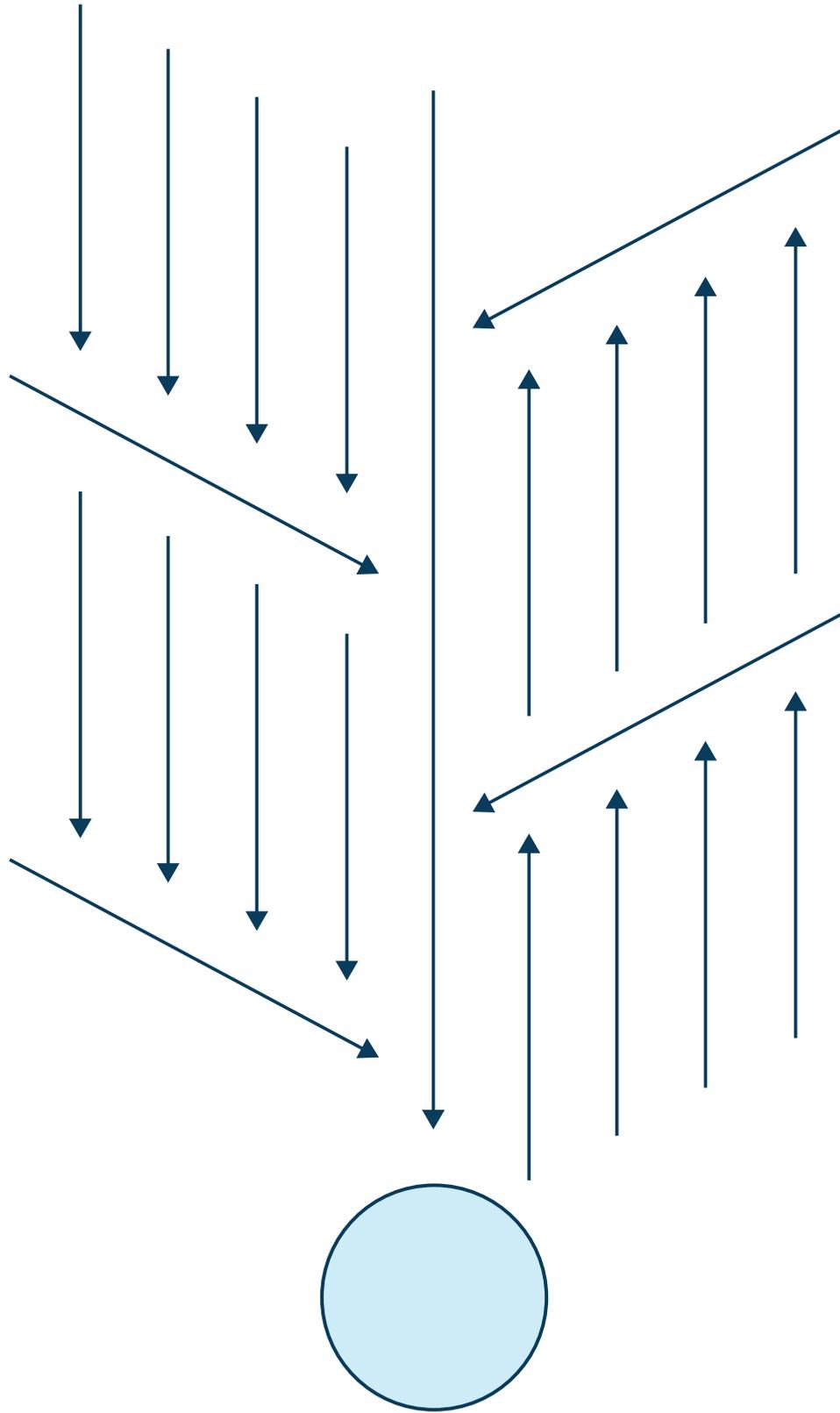
Key Definitions

<p>Health, Safety, and Well-being (HS&W) Concern</p>	<p>Anything that places employees' physical and/ or mental wellbeing at risk.</p>
<p>Root Causes Analysis (RCA)</p>	<p>A problem-solving process to identify all the underlying causes of a health or safety concern. There may be several sub-issues, each with their own contributing factors.</p>
<p>Sub-issue</p>	<p>A smaller part or aspect of the main health & safety concern. For example, filling too many hot coffee orders at one time may be one sub-issue that explains workers' coffee burns.</p>
<p>Contributing Factors</p>	<p>Anything on the job or off the job that can lead to the sub-issue. For example, having too few coffee servers may be a contributing factor to filling too many hot coffee orders at one time.</p>
<p>Fishbone Diagram</p>	<p>A way of structuring a RCA that is relatively easy to follow. Please see Activity 1 handout for an example of the fishbone process.</p>

Fishbone Coffee Spill Example



Fishbone Notes



Step 1: Identify Root Causes -- Sub-Issues and Contributing Factors

General Health and Safety Concern:

More employee injuries due to spilled hot coffee over the past six months

Sub-Issue:	Sub-Issue:	Sub-Issue:	Sub-Issue:
Coffee cup/lid error	Design of coffee machine	Employee fatigue	Disorganized work space
Contributing Factors:	Contributing Factors:	Contributing Factors:	Contributing Factors:
Cups are too thin Lid-checks not performed Coffee cup sleeves do not easily fit	Coffee machine does not indicate when it is done brewing Glass carafes dribble when filling orders	Late-night closers often have opening shift next day Average of 4-5 hours of sleep Finding shift coverage not standardized Understaffed during peak hours	Not enough counter space Coffee machine in an inconvenient location Coffee machines too close to food prep area

Step 1: Identify Root Causes -- Sub-Issues and Contributing Factors

General Health and Safety Concern:

Sub-Issue:	Sub-Issue:	Sub-Issue:	Sub-Issue:
Contributing Factors:	Contributing Factors:	Contributing Factors:	Contributing Factors:

