

WHY FALLS

5 WHYS

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WHAT IS THE 5 WHYS

- **Created by Toyota Motor Company**
- **Problem solving strategy**
- **Get to the root cause of any problem**

STAND DOWN

- **Performed immediately following an event**
 - **Debriefing, Stand Down, post huddle**
- **Include the team that was involved with the event (fall)**
 - **Multidisciplinary team**
- **Don't place blame**
 - **Uncover the cause**
- **Team should be relaxed and know that you are fact finding**
 - **Focus on the issues not the person**

STAND DOWN

- **Select a team lead (Supervisor/Nurse Managers)**
- **Assign responsibilities to problems**
- **Share results with the team and spread through out the hospital**

EAR CONCEPT

- **LISTEN TO WHAT THE TEAM IS SAYING**
 - **EVENT = Problem**
 - **ACTIONS = The team member took to prevent the fall or contribute to the event**
 - **RESULTS = (Outcome or effects)**

RESOLUTIONS

- **Assign problems to be resolved**
- **Follow-up**
- **Spread resolutions**

5 WHYS EXAMPLE

Why did the patient fall

- **THE BED ALARM DID NOT GO OFF/ALARM**

WHY

- **THE BED WAS NOT PLUGGED INTO THE WALL**

WHY

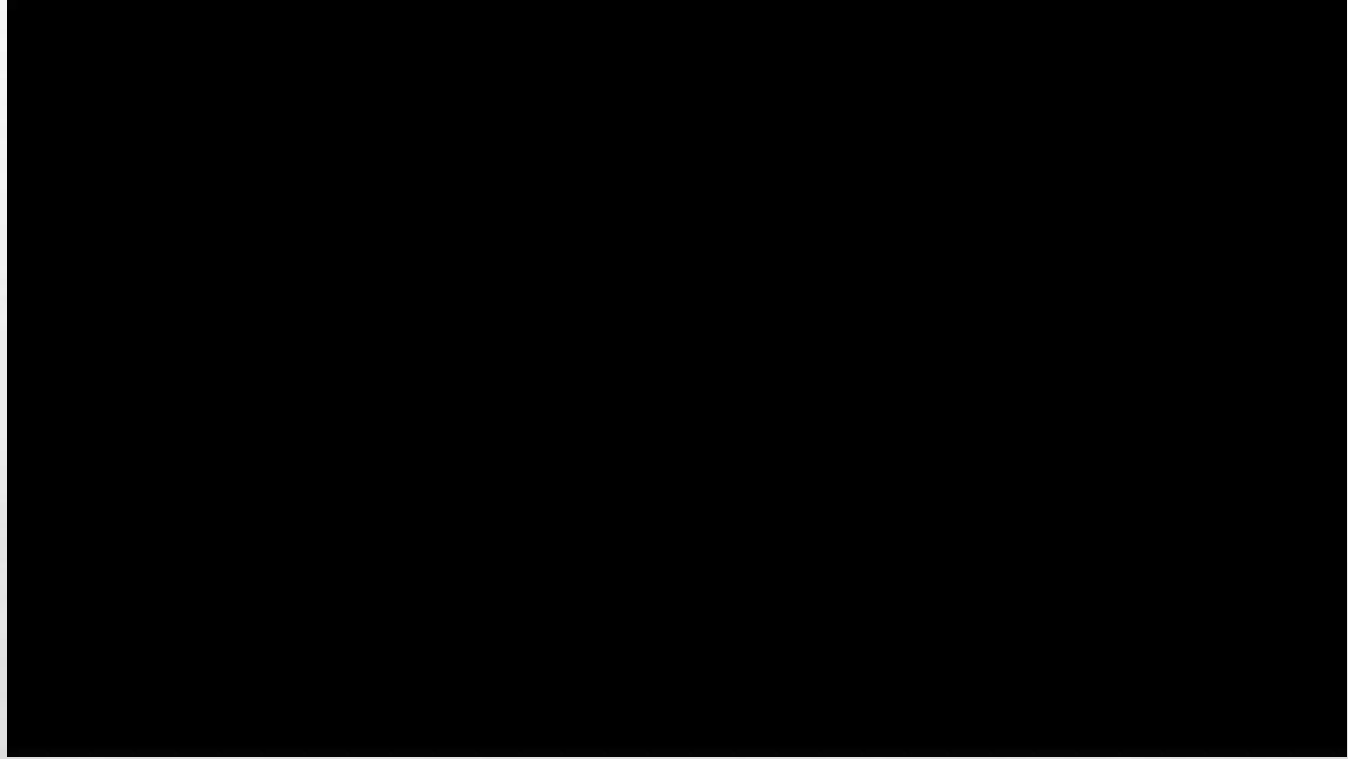
- **THE TRANSPORTER DID NOT PLUG THE BED IN WHEN PT. RETURNED TO THE FLOOR**

WHY

- **NOBODY TOLD ME TO PLUG THE BED BACK IN**

WHY

- **I JUST STARTED LAST WEEK**



SCENARIO

- **PRACTICE CASE**

