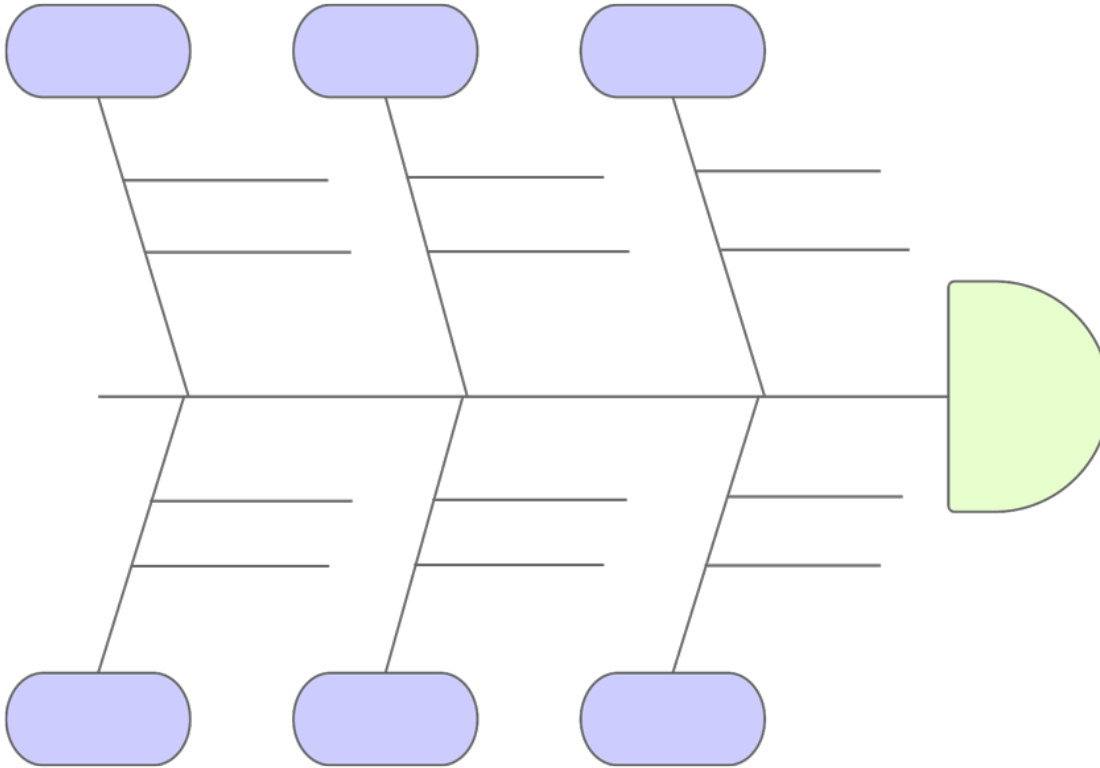- Create a fishbone to identify reasons why the care gap/opportunity occurred. Common categories include: Materials, People. Processes, Environment, Machines, Measurement
- Using the 5 Whys, identify a root cause for one of the fishbone "symptoms"

Define the problem

Why is this happening?

1.   Why is that?

2.   Why is that?

3.   Why is that?

4.   Why is that?

5.

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