ROOT CAUSE ANALYSIS

SUMMARIZING PROTOCOL

This protocol is designed to summarize the findings from a Root Cause Analysis (RCA) process. It is intended to summarize knowledge gained by a team engaging in an investigation together and to support surfacing any additional learnings and/or wonderings. This protocol includes a summary document.

Participants

Roles: Facilitator, Notetaker

Group Size: 2+

Time: 10-20 minutes

Materials

In-person: post-its, pens, pencils, copies of the summary document, or poster paper

Virtual: note-taking materials, share the summary document for all to see

Instructions for Use

1. Complete each portion summary table.
   a. Invite participants to reflect on each of the sections and write down their responses.
   b. Document participant reflections. Invite participants to share their thoughts, one section at a time, and/or write or type them into a shared document or poster

2. Reflection. Invite participants to spend 2-3 minutes reviewing the summary and document things that stand out to them, things that may be missing and any surprises.

3. Document reflections. Following the reflection, invite participants to share what came up for them. (Use the documentation method that aligns to your facilitation approach; virtual, in-person on post-its to move to poster paper, the summary document, or a note-taking tool)


5. Document Questions. Invite participants to write down any lingering questions.

*Utilize the affinity protocol to synthesize the reflections
**Summarizing Document**

**Team members names, roles:**

<table>
<thead>
<tr>
<th>Root Cause Analysis Step</th>
<th>Root Cause Analysis Activity</th>
<th>Summary</th>
</tr>
</thead>
</table>
| 1                        | Problems identified in data analysis.  
* Summary of strengths and weaknesses |         |
| 2                        | Dig Deeper: Investigative methods |         |
|                          | Dig Deeper: Key takeaways |         |
|                          | Problem and 1-2 root causes to address through improvement activities |         |