



# 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

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**Roles:** Facilitator, Notetaker

**Group Size:** 2+

**Time:** 10-20 minutes

### Materials

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**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

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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)
4. **Document Learnings.** Invite participants to write down 2-3 things they learned.
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:

Root Cause Analysis Step	Root Cause Analysis Activity	Summary
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	