

IDEAS STEP 1

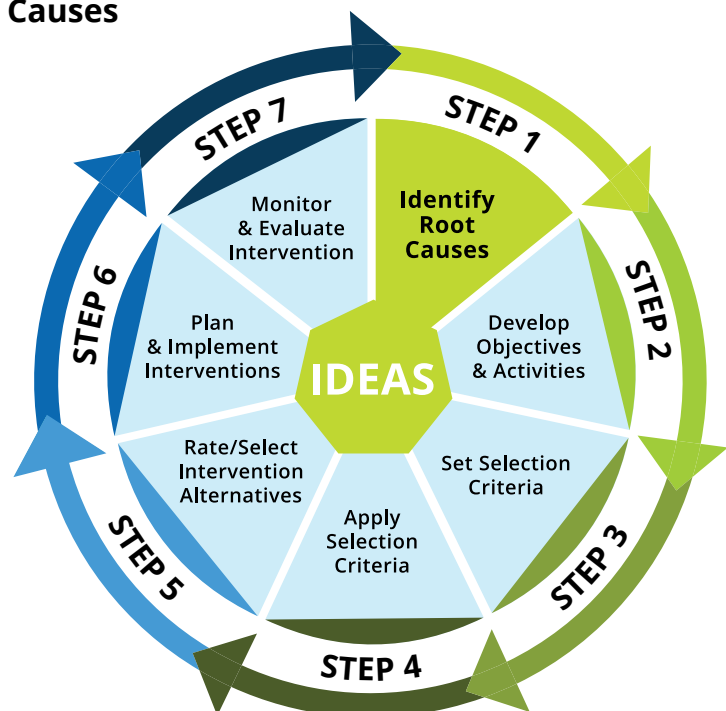


Identify Root Causes of a Health, Safety, and Well-being Concern

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





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:

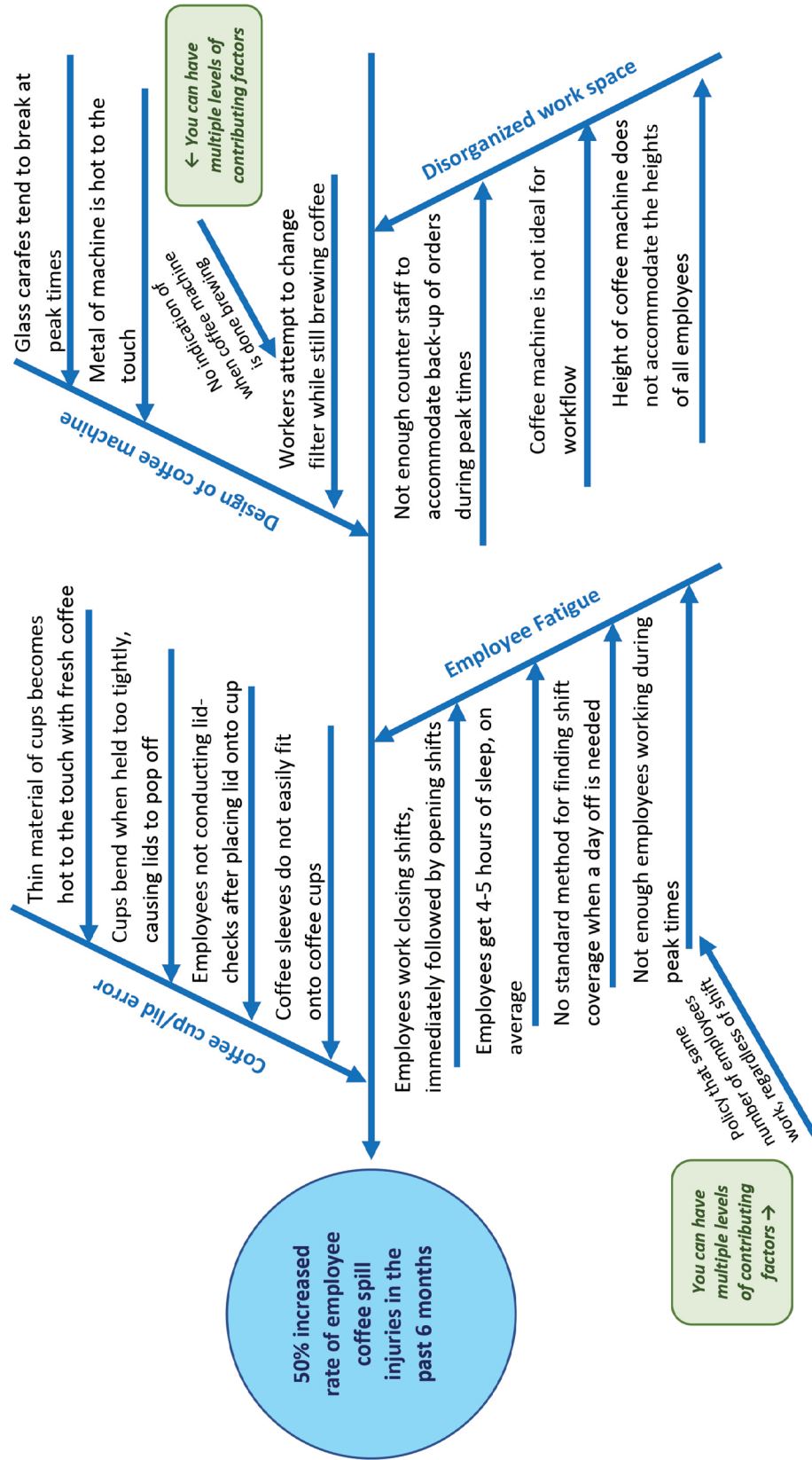
1. Understand the concept and rationale for doing a Root Causes Analysis (RCA).
2. Understand how to use a fishbone diagram for conducting a RCA.
3. Create a fishbone diagram to map the Sub-issues and Contributing Factors underlying the chosen health, safety, and well-being concern.

| 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> |

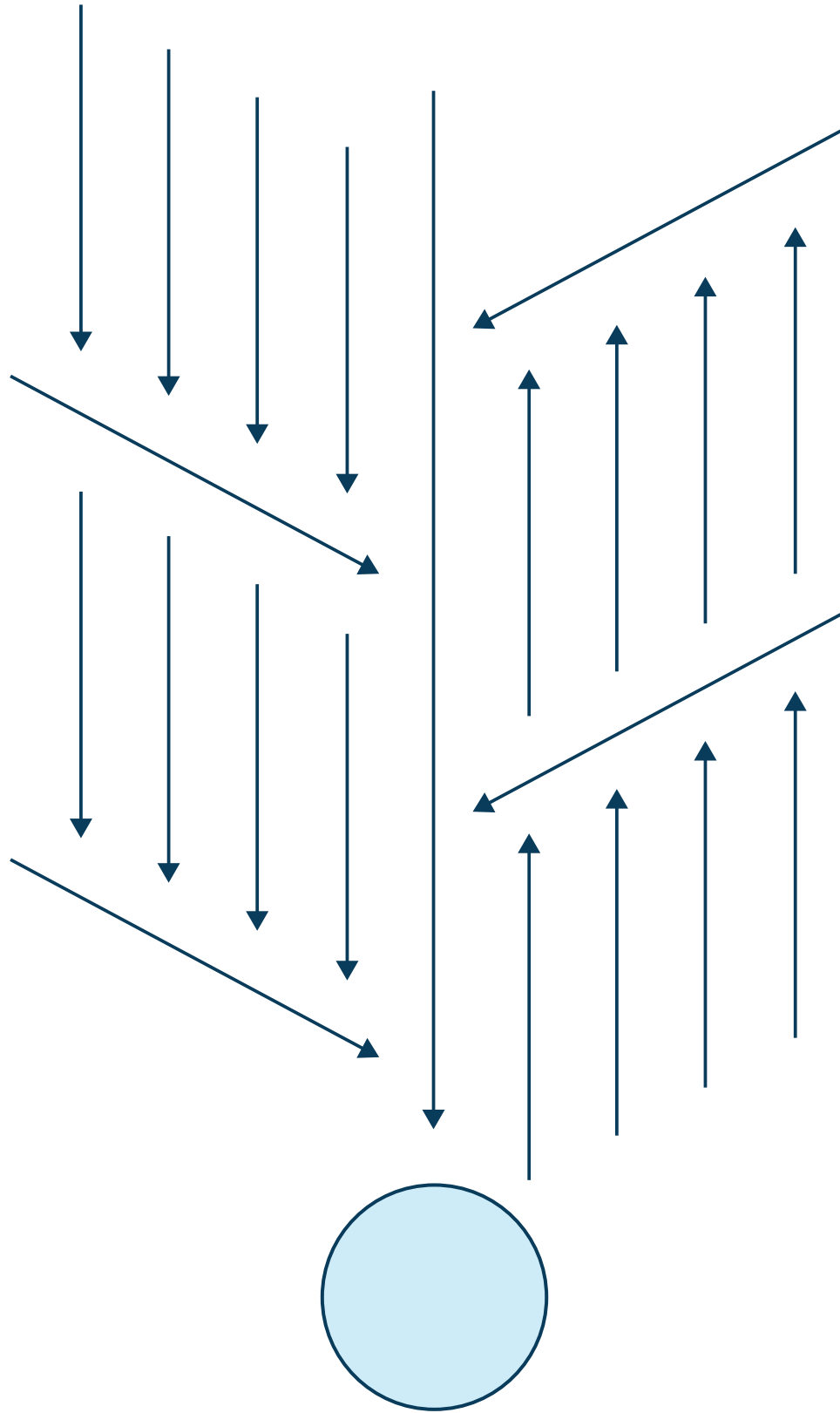
Key Definitions

| | |
|--|--|
| Health, Safety, and Well-being (HS&W) Concern | Anything that places employees' physical and/ or mental wellbeing at risk. |
| Root Causes Analysis (RCA) | 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. |
| Sub-issue | 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. |
| Contributing Factors | 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. |
| Fishbone Diagram | A way of structuring a RCA that is relatively easy to follow. Please see Activity 1 handout for an example of the fishbone process. |

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

Developed by the Center for the Promotion of Health in the New England Workplace with support from NIOSH grant #U19-OH008857

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: |



I will...



.....

Notes:

[illegible]