



TOOLKIT 8 · INCIDENT REPORTING · TOOL 3 OF 5

Root Cause Analysis — Worksheet

Timeline, five whys, contributory factors, and actions ranked by strength. For every high or extreme incident, in 45 days

Incident ref · date · type · severity score	
RCA team (lead, members — not the staff directly involved) · start date · due	

1 · WHAT HAPPENED — TIMELINE OF FACTS

Time	Event	Source (chart, interview, log)

2 · CARE-DELIVERY PROBLEMS (WHAT WENT WRONG, WITHOUT WHY)

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3 · FIVE WHYS (FOR THE MAIN PROBLEM)

Why?	Because...
1	
2	
3	
4	
5	

4 · CONTRIBUTORY FACTORS

Category	Factors found
Patient	
Individual staff (knowledge, fatigue)	
Task and technology (procedure, equipment, IT)	
Team and communication	
Work environment (staffing, layout, interruptions)	
Organisation and management (policy, culture, resources)	

5 · ROOT CAUSES (THE FEW THINGS THAT, IF CHANGED, WOULD HAVE PREVENTED IT)

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6 · ACTION PLAN — STRONGEST ACTIONS FIRST

Action	Strength	Owner	Due	How we will know it worked
	Strong ☐ Medium ☐ Weak ☐			
	Strong ☐ Medium ☐ Weak ☐			
	Strong ☐ Medium ☐ Weak ☐			

Strength of actions. Strong: remove the hazard, forcing functions, standardise equipment, simplify the process. Medium: checklists, double checks, redundancy, reduce workload. Weak: training, warnings, new policy, "be more careful". An action plan of only weak actions is not finished.

ASF standards: Governance — incident analysis; Sentinel Event Policy