May 11, 2016

**Potential Root Cause #1A1**

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| **Identify the Root Cause: The 5 Why’s** | | |
| **Statement of the Problem**  Employees are unclear on priorities | | **Why?** |
| Not fully trained on priorities | | **Why?** |
| Priority list not a component of training | | **Why?**  **Potential Root Cause #1A1** |
| Priority list out of date | | **Why?** |
| **Identify the Root Cause: The 5 Why’s** | | |
| **Statement of the Problem**  Superbills waiting in the processing basket | **Why?** | |
| Not seen as a high priority | **Why?** | |
| Compliance is not reviewed with staff | **Why?** | |
| No accountability measure for timeliness | **Why?** | |

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| **Identify the Root Cause: The 5 Why’s** | |
| **Statement of the Problem:**  Employees filed CSR late | **Why?** |
| Protocol unclear | **Why?** |
| Timeliness standards have not been communicated to all staff | **Why?** |
| Difficult to find all standards | **Why?** |
| Not easily accessible | **Why?** |
| CSR filing standards pulled from multiple sources | **CSR**  **Potential Root Cause #1A1** |
| **Identify the Root Cause: The 5 Why’s** | |
| **Statement of the Problem :**  CSRs stack up in processing basket | **Why?** |
| Provider held superbill | **Why?** |
| Needed superbill to enter information into Eaglesoft | **Why?** |
| Did not have time to enter at time of service | **Why?** |
| Have to duplicate work | **Why?**  **Potential Root Cause #1A1** |
| Scanning into Multiple systems | **Why?** |
| **Identify the Root Cause: The 5 Why’s** | |
| **Statement of the Problem:**  CSRs stack up in processing basket | **Why?** |
| Employees did not have time to enter | **Why?** |
| Employees had to stop to perform other duties | **Why?** |
| Employees enter them into HMS in between other duties | **Why?** |
| No designated time for entering services into HMS | **Why?** |

**Potential Root Cause #1A1**

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| **Identify the Root Cause: The 5 Why’s** | |
| **Statement of the Problem:**  Processing basket not centrally located | **Why?** |
| Equipment/materials are spread out | **Why?** |
| The setup of newly remodeled space was not assessed for efficiency | **Why?** |

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