Cause & Effect Diagram for PDCA
Improvement of PHER Drill Response

Environment
- Poor cell phone coverage
- Person other than employee picks up call, doesn't acknowledge
- Employee doesn't understand process
- Cost of minutes prevents answering cell phone
- Personal life conflicts prevent answering phone

People
- No orientation or training on PHER drills/Code Red
- Phone list is not updated/incorrect

Materials/Resources
- No feedback from previous drills
- No consequence for not participating
- No expectations to participate

Motivation/Incentives
- Can only respond via phone
- Time of day/day of week of call is inconvenient
- System doesn't tell if acknowledgement was received

Methods/Procedures
- Messaging is unclear
- Message is too long
- Message unavailable in other language(s)
- Process inconvenient if have to return a call

Low response rate for PHER drill

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