**MIHP QI Fishbone Diagram**  
**(Progress Note Root Cause Analysis)**

**People**
- Interruptions in the office (staff/multiple programs)
- Coverage for staff (sick/vacay)
- Lack of defined roles
- Lack of time for training opportunities
- Interruptions in the home (kids/pets)
- Staff safety in the field

**Procedures**
- Cheat sheets need updated
- Individual charting preferences
- Tracking & reporting guidelines
- State guidelines vs. Q&A revisions (very unclear)
- Completion of note by Tuesday
- Flexibility with multiple programs

**Environment**
- Insight slow in the office
- 2 versions of Insight being used (need license)
- Working out the bugs in Insight (fields on forms)

**Technology**
- A lot of tech support needed
- Hotspots have limited effectiveness

**Effect (Problem)**
Delays for completing Progress Notes