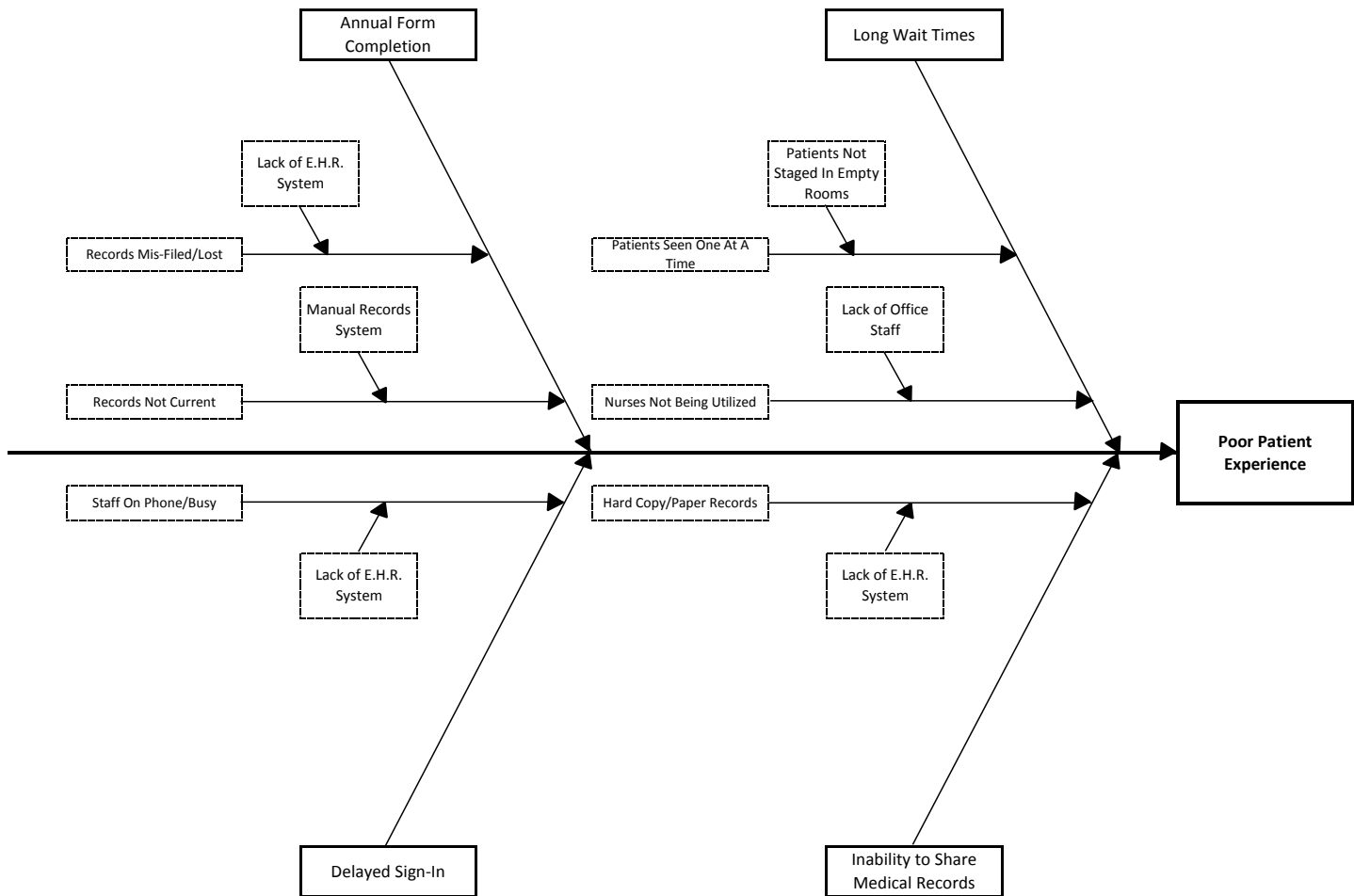


Physician Family Clinic Cause-Effect Diagram - Poor Patient Experience



In this situation, a fictitious neighborhood medical clinic called "Physician Family Clinic" is trying to resolve the problem of "Poor Patient Experience".

The clinic is owned/operated by a single doctor, who operates the clinic similar to the day it was opened almost 40 years ago. The doctor also has 2 nurses in the practice, with no office staff. All medical records are in paper form, and due to the limitations of this method, patients are required to fill out annual forms to ensure all information (including insurance) is up-to-date. Patients currently experience a delayed check-in process, as 1 of the nurses is usually on the phone scheduling appointments, filing paperwork or other office tasks. Once checked in, patients tend to have a 1-2 hour wait (minimum) as only 1 of the 3 patient rooms is being utilized by the doctor and available nurse. Another limitation of the clinic is the inability to share medical records with hospitals or other specialists. On the right side, the diagram shows the effect (problem) being experienced. To the left, the 4 most outer boxes are the primary categories of the problem (poor patient experience). The 2 primary categories are listed on the top, while the 2 secondary categories are listed on the bottom. Within each category, you will see the 1-2 primary causes (e.g. under "Long Wait Times" you will see "Patients Seen One at a Time" and "Nurses Not Being Utilized"). Above that, there are sub-causes which are contributing to that cause. For "Patients Seen One at a Time", the sub cause is "Patients Not Staged In Empty Rooms". For "Nurses Not Being Utilized", the sub cause is "Lack of Office Staff". For this example, only 1 cause/sub-cause is needed for the secondary categories. The lack of an E.H.R. System (Electronic Health Records - i.e. computers) in the practice, means all records are paper based and may be mis-filed and/or lost, while preventing the sharing of records to other medical professionals.

The FISHBONE Diagram is an effective tool in assisting you to view the overall problem, diagnose the root cause and address each issue step-by-step until the problem has been resolved.