

The Fishbone Diagram

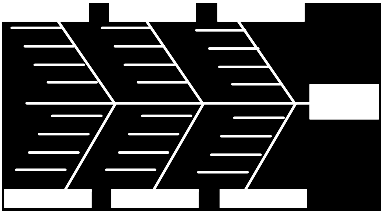
The Fishbone Diagram is called Ishikawa Diagram in honor of the man who developed this tool

It has been called the Cause & Effect Diagram because it's primary use is to assist in determining the root cause of a problem.

How do you use it? It's simple.

1. Assign the white box at the head of the fish as the problem statement.
2. Use the other white boxes to indicate these headers: people, materials, machine, methods (dialysis related), etc.
3. Use the bones to fill in details for each category.

Have you uncovered any root causes? Keep looking!



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(Also called the Ishikawa or Cause & Effect Diagram)

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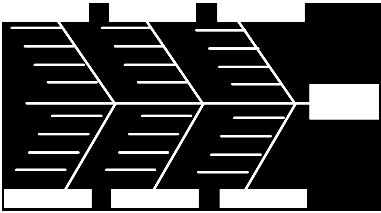
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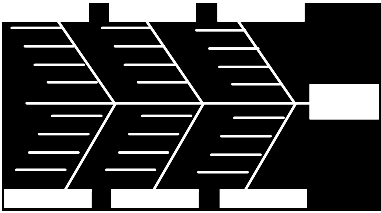
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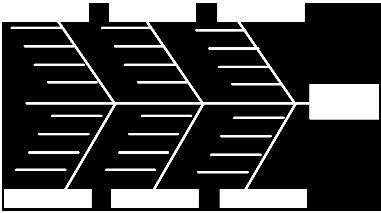
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Continuous Quality Improvement (CQI) Tools:

- **This CQI resource was developed while under contract with Centers for Medicare & Medicaid Services (CMS), Baltimore, MD. Contract HHSM-500-NW012C to Heartland Kidney Network.**

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