



Gap/Root Cause Analysis (RCA)

Before completing this form, complete the Care Transitions Assessment. Identify one of the gap assessment items where the facility's response was either: (1) not implemented/no plan, (2) plan to implement/no start date set, or (3) plan to Implement/start date set. Use this gap/RCA form to get a better understanding of what factors are contributing to the gap and what steps can be taken for improvement.

Organization:	
Team Lead:	
Team Members:	
Assessment Item/Area of Focus: (refer to Care Transitions assessment)	

Component	Activities Completed	Key Findings
Data: What data specific to this gap area is available to help guide and measure this work? Supportive tools: <ul style="list-style-type: none"> • 7-Day Audit Chart Tool • 5 Whys • HSAG Data Report 		
Observational work: Evaluate the current processes related to patient transitions. Supportive tools: <ul style="list-style-type: none"> • 5 Whys 		
Individual and group interviews: Understand the voices of your patients and staff. Supportive tools: <ul style="list-style-type: none"> • Readmission Interview Tool 		



Component	Activities Completed	Key Findings
Financial review: Understand the financial impact of gap item.		