

**A3: Left Hand Side:**  
"Symptom" & "Diagnosis"

**DON'T MOVE QUICKLY TO RIGHT! Be sure of root causes first!**

**A3: Right Hand Side:**  
"Treatment Plan"

**Problem Statement** (1-2 sentences, no solutions or causes!):

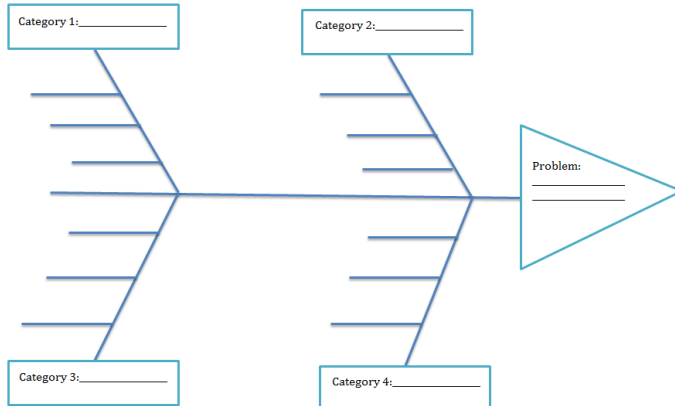
**Baseline:**

**Goal:**

**Background/Context** (brief narrative of how we got here):

**Current Process** (Use cartoon, flowchart, or sketch to illustrate process):

**Root Cause Analysis** (what is causing the problem?):



**Future Process** (process that would address the primary root causes):

**Action Plan** (How we are going to implement our future process?):

**What:**

**Who:**

**When:**

**Expected Impact** (what will be the quality, safety, satisfaction, or efficiency improvements? Try to quantify or estimate and include assumptions):