

Example of Five Whys

Problem: Patient fails to show up for appointment	
Five Whys	Response
Why does the patient fail to come?	Patient was not aware of appointment date
Why was the patient not aware of appointment?	Appointment not indicated on the patient's appointment card.
Why was appointment date not issued?	Nurse forgot
Why did the nurse forget to give appointment?	Nurse was too busy to record after rendering service.
Why was the nurse too busy?	Busy with needs of other patients.