

Getting to root causes: 5 Whys Exercise

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Kahoot!



Photo by [Keagan harris](#) on [Unsplash](#)

Problem Statement

```
graph TD; A[Problem Statement] --> B[Why? ]; B --> C[Why? ]; C --> D[Why? ]; D --> E[Why? ]; E --> F[Why? ]
```

Why?

Why?

Why?

Why?

Why?

Let's practice!

Problem statement: It is a problem when chickens cross roads.

This is a problem because: There is an increased risk of chickens being struck by moving vehicles, thereby reducing available chicken inventories, increasing chicken costs, and increasing reputation risk caused by adverse publicity from the public's perception of potentially poor poultry placement.

Why? Why? Why? Why? Why?



Photo by Jordan Whitt on Unsplash

Define the Problem

```
graph TD; A[Define the Problem] -- Why? --> B[ ]; B -- Why? --> C[ ]; C -- Why? --> D[ ]; D -- Why? --> E[ ]
```

Why?

Why?

Why?

Why?

Why?

Small Group time

5 Whys discussion



THE ICEBERG MODEL

Use this tool to help you think more systemically!



EVENTS

What is happening?

PATTERNS OF BEHAVIOR

What trends are there over time?

SYSTEMS STRUCTURE

How are the parts related?

What influences the patterns?

MENTAL MODELS

What values, assumptions, + beliefs shape the system?

Increasing Leverage



Academy for Systems Change

Chickens crossing the road

THE ICEBERG MODEL



Chickens crossing the road

Numerous chickens crossing the road in the evening

There's no good consistent data on chicken deaths or accidents caused by road chickens
Also no accountability for chickens getting hit by cars

People might think there are plenty of chickens and it's no big deal if one or several die

Serena Williams reveals she had blood clots, burst C-section after pregnancy scare

Williams says she was bed-ridden for six weeks after giving birth to her daughter, Alexis Olympia



By [Nate Peterson](#) Jan 10, 2018 at 3:14 pm ET • 3 min read

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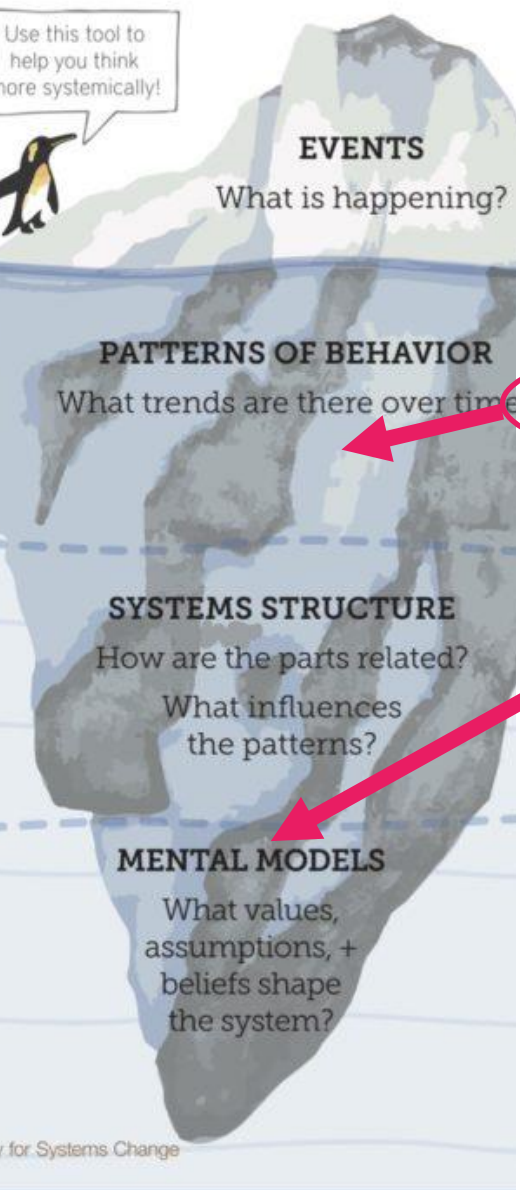
What values, assumptions, + beliefs shape the system?

The next day, while recovering in the hospital, Serena suddenly felt short of breath. Because of her history of blood clots, and because she was off her daily anticoagulant regimen due to the recent surgery, she immediately assumed she was having another pulmonary embolism. (Serena lives in fear of blood clots.) She walked out of the hospital room so her mother wouldn't worry and told the nearest nurse, between gasps, that she needed a CT scan with contrast and IV heparin (a blood thinner) right away. The nurse thought her pain medicine might be making her confused. But Serena insisted, and soon enough a doctor was performing an ultrasound of her legs. "I was like, a Doppler? I told you, I need a CT scan and a heparin drip," she remembers telling the team. The ultrasound revealed nothing, so they sent her for the CT, and sure enough, several small blood clots had settled in her lungs. Minutes later she was on the drip. "I was like, listen to Dr. Williams!"

How we fail black patients in pain

Janice A. Sabin, PhD, MSW

January 6, 2020



Half of white medical trainees believe such myths as black people have thicker skin or less sensitive nerve endings than white people. An expert looks at how false notions and hidden biases fuel inadequate treatment of minorities' pain.

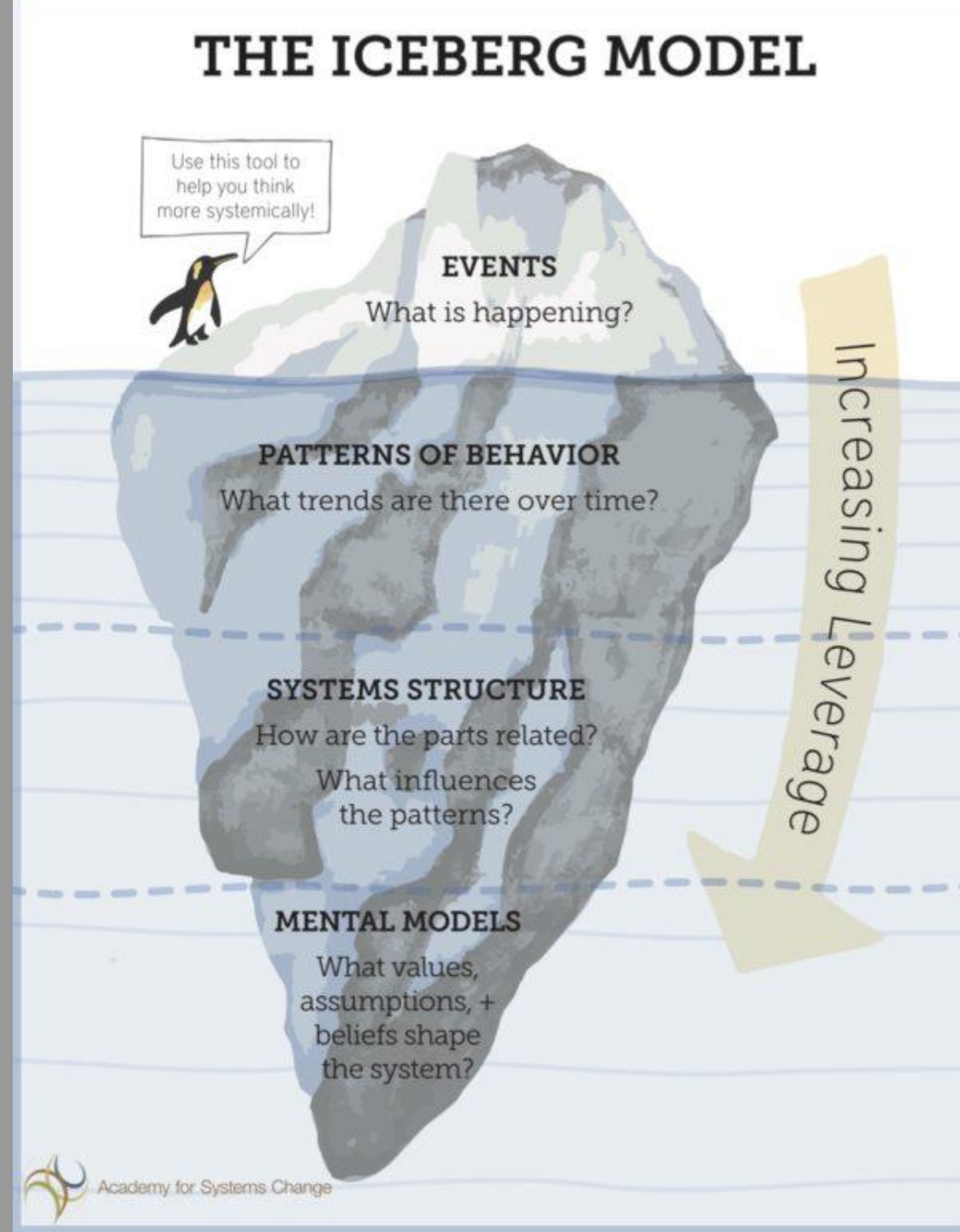
Editor's note: The opinions expressed by the author do not necessarily reflect the opinions of the AAMC or its members.

"Black people's nerve endings are less sensitive than white people's." "Black people's skin is thicker than white people's."
"Black people's blood coagulates more quickly than white people's."

These disturbing beliefs are not long-forgotten 19th-century relics. They are notions harbored by far too many medical students and residents as recently as 2016. In fact, half of trainees surveyed held one or more such false beliefs ■, according to a study published in the *Proceedings of the National Academies of Science*. I find it shocking that 40% of first- and second-year medical students endorsed the belief that "black people's skin is thicker than white people's."

Small Group time

Iceberg model discussion



Kahoot! Part deux



Photo by [Ot van Lieshout](#) on [Unsplash](#)

>Q&A

