

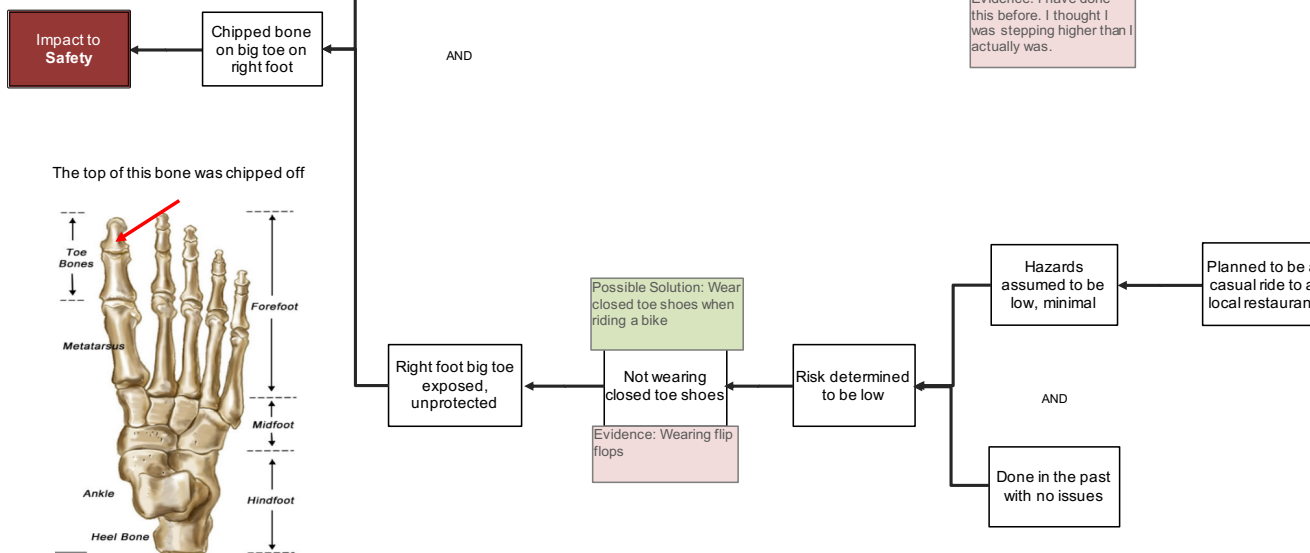
# Root Cause Analysis Case Study: Broken Big Toe

I suffered an injury recently and it left me wondering if it could have been reasonably prevented. As I was sitting in urgent care waiting to see a doctor, I began to mentally build a Cause Map™ diagram to see if there were any obvious hazards that I failed to recognize. This blog is an honest case study analysis of my own actions, consequences and possible solutions.

A *Cause Map* provides a visual explanation of why an incident occurred. It connects individual cause-and-effect relationships to reveal the system of causes within an issue. A *Cause Map* can be very basic or it can be extremely detailed depending on the issue.

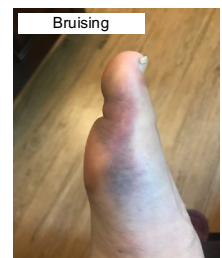
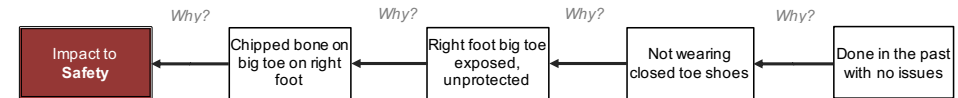
**Expand as Needed** Continue to ask why questions and capture the causes of the incident in a visual *Cause Map*. Using a *Cause Map* provides a thorough and intuitive explanation. *Cause Maps* reveal all of the causes required to produce the problem.

## 14-Why Cause Map

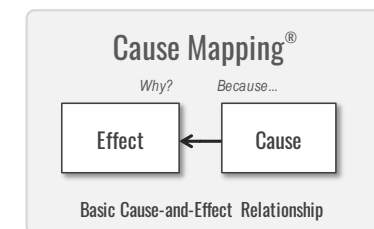


**Start Simple** Start with one goal that was impacted and ask why that goal was impacted. Investigating a problem begins with the problem and then backs into the causes by asking Why questions. If there are multiple goals that were impacted, you can start a 4-Why diagram with any of them.

## 4-Why Cause Map



**Develop Solutions** After you have revealed causes that led up to the incident, then you can brainstorm possible solutions that will reduce the likelihood of a similar incident from happening again.



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