

Waterloo-Wellington

5 Whys

Define the problem: Family dynamics/power struggles when engaging with more than one family member.

Why is it happening?

- 1) No one person is designated as the primary contact

Why's that?

- 2) No process or documentation is in place to address family dynamics

Why's that?

- 3) It is easier for staff to avoid the conversation and to try to make everyone happy

Why's that?

- 4) There is a lack of skill to know when and how to facilitate a crucial conversation

Why's that?

- 5)

Action: Training for staff who are responsible for facilitating crucial conversations.