

5 Whys

Define the problem: Lack of staff time for engaging clients and/or families

Why is it happening?

- 1) Priority is given to being reactive vs proactive

Why's that?

- 2) Being proactive is not identified as an organizational priority

Why's that?

- 3) Organization is focused on quality of service not effective interactions

Why's that?

- 4) Quality service is measurable and reportable

Why's that?

- 5) It is a requirement for funding

Action: Find ways to implement, measure and report on effective interactions.