

## Waterloo Wellington Peer Learning Circle - 5 Whys Worksheet

Define the Problem: Lack of skills to engage clients/caregivers

Why is it happening?

1. Client/caregiver engagement is not part of the traditional training/skill sets healthcare providers have.

Why's that?

2. Healthcare providers' day-to-day roles focus on problem-solving for the client.

Why's that?

3. Focus is on helping the client and meeting targets and staff do not have other methods/ways to engage with clients/caregivers solicits problems/feedback.

Why's that?

4. Staff have not received specific training or tools to engage.

Why's that?

5. Organization has not developed tools or training as it has not been a priority.

N.B.

If your last answer is something you cannot control, go back up to the previous answer.

Cannot be because of a person

**Action:** Develop tool and procedures front-line staff can use to engage clients and caregivers. E.g. A survey provided at the end of service or a list of questions to ask.