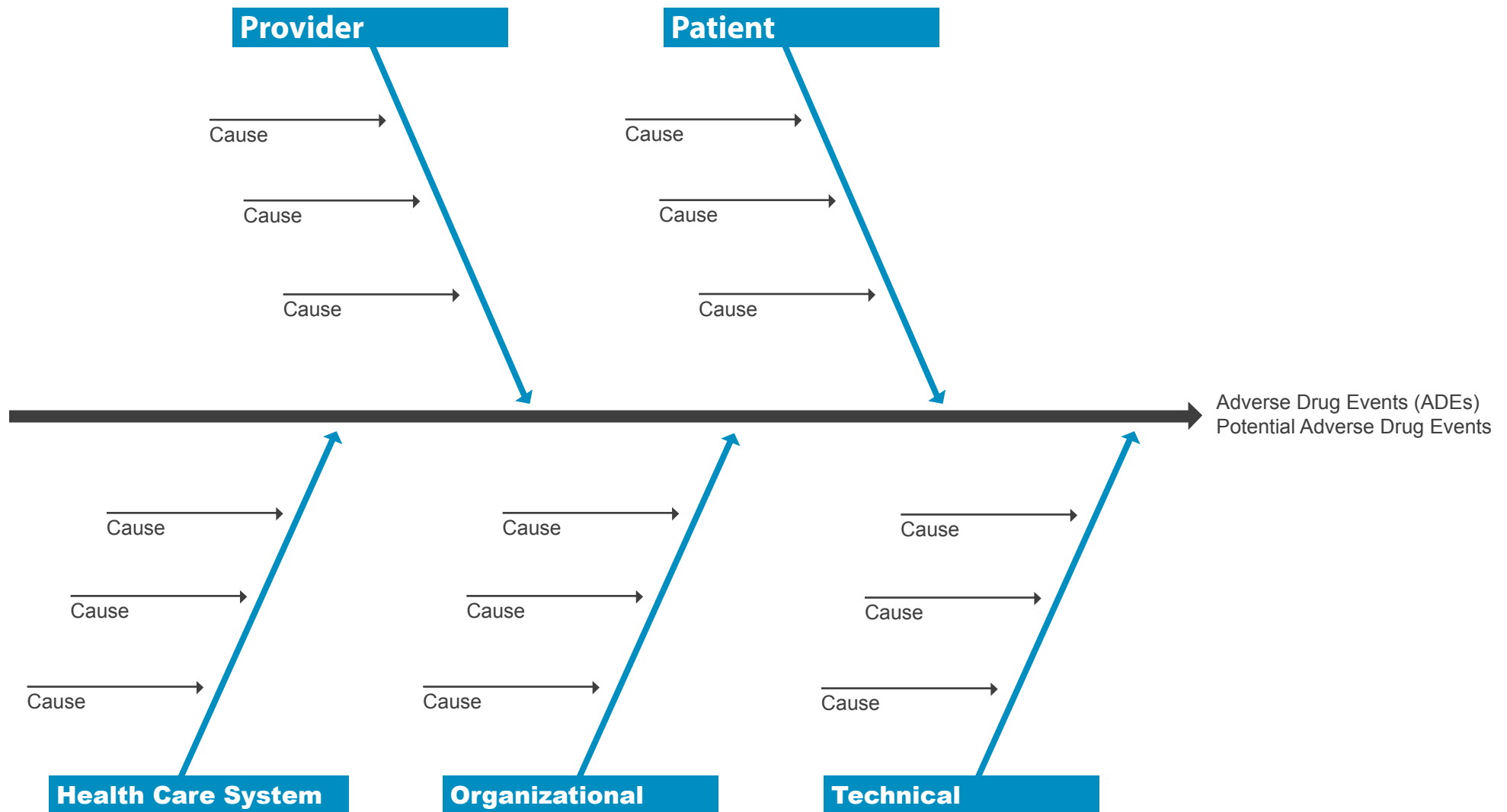


Fishbone Diagram



Examples of factors in each category

Provider	Medication reconciliation, discharge planning, follow-up care not arranged, no Primary Care Provider (PCP) identified, miscommunication between providers or provider and patient, lack of training, knowledge deficit, inappropriate prescribing, lack of access to accurate health information, inappropriate monitoring
Patient	Need for patient and family engagement, patient education, health coaching, poor health literacy, cognitive decline, polypharmacy, multiple providers, non-adherence, medication misuse, comorbidities, taking high-risk medications (e.g. anticoagulants, antidiabetics, opioids)
Health Care System	Information transfer between providers, fragmented care delivery, limited time for patient interaction, formulary restrictions
Organizational	Punitive environment, focus on individual instead of systems, high workload, lack of procedure to report and investigate ADEs, lack of safe medication use policies
Technical	Difficult to use materials, look-alike sound-alike medications, difficulties using technology

Adapted from: U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. (2014). National Action Plan for Adverse Drug Event Prevention. Washington, DC. This material was prepared by Qsource, the Quality Innovation Network-Quality Improvement Organization (QIN-QIO), for Indiana under a contract with the Centers for Medicare & Medicaid Services (CMS), a federal agency of the U.S. Department of Health and Human Services. Content does not necessarily reflect CMS policy. 20.QIO.08.032