

1 Problem

What	Problem(s)	Hearing loss
When	Date	Ongoing
	Different, unusual, unique	Price a concern
Where	Facility, site	US
	Task being performed	Suffering hearing loss

Impact to the Goals

Patient Safety	Risk of social isolation/ depression
	Risk of cognitive dysfunction/ dementia
Patient Services	Patients unable to hear properly
Financial	Out-of-pocket expense of hearing aids

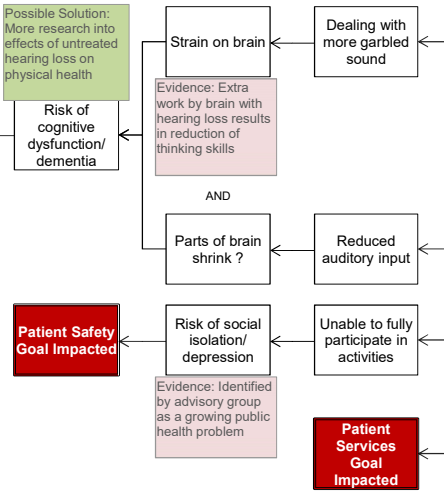
Frequency ~30 million Americans have hearing loss

2 Analysis

Cause Map

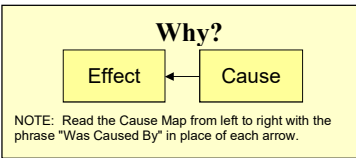
Add detail as information becomes available.

Patient Safety Goal Impacted



Patient Safety Goal Impacted

Patient Services Goal Impacted



3 Solutions

No.	Action Item	Cause	Owner(s) (Names)
1	More research into effects of untreated hearing loss on physical health	Risk of cognitive dysfunction/ dementia	Science/ medical community
2	Allow over-the-counter sales of simple devices	Only available by prescription	FDA
3	Evaluate coverage for hearing aids & related care	Medicare doesn't pay for hearing aids	Medicare/ other insurance providers
4	Provide consumers access to their hearing tests	Patients may not have access to their hearing tests	Hearing evaluation providers
5	Provide consumers itemized prices	Device/ service costs typically bundled	Hearing evaluation/ aid providers
6	Disclose if hearing aids can only be programmed by certain providers prior to purchase	Some devices can only be programmed by certain providers	Hearing air providers

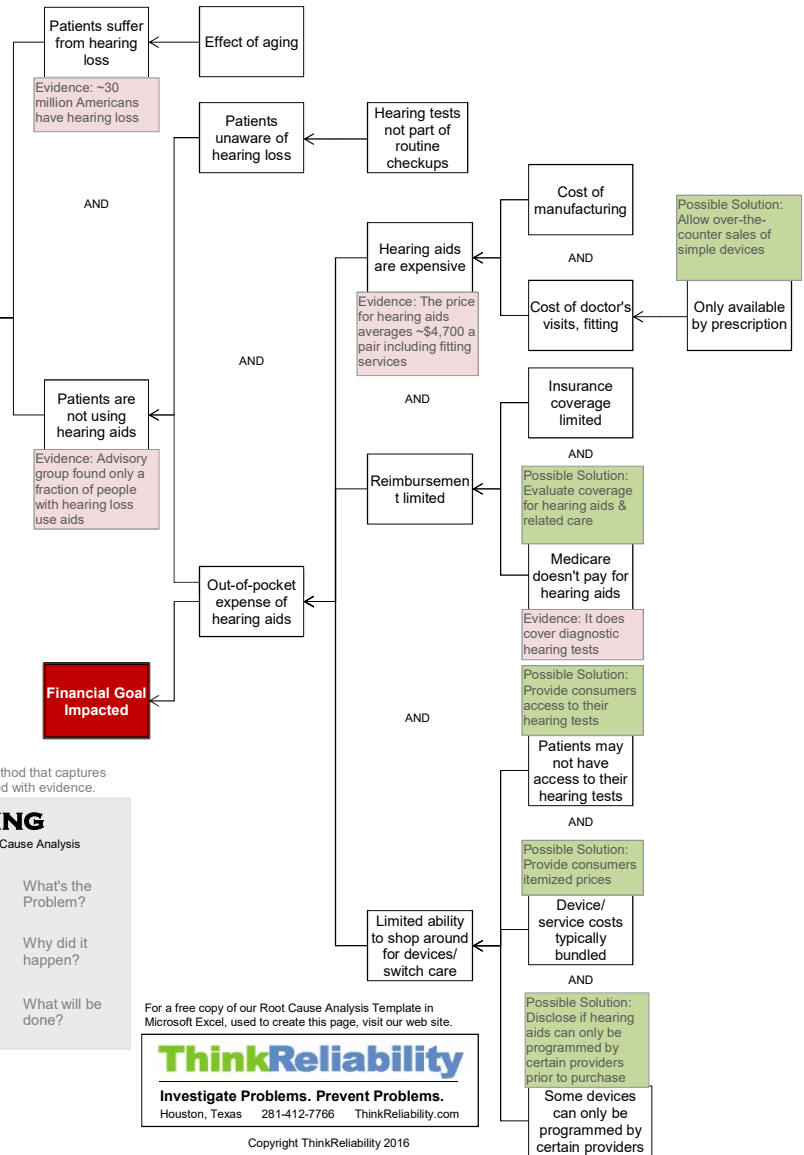
30 MILLION AMERICANS AFFECTED BY HEARING LOSS

Cause Map

For many, it's untreated, leading to even more health issues

"This is not something to be ignored."

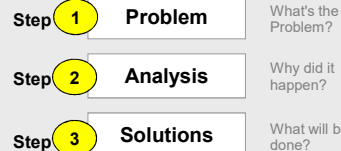
Dr. Dan Blazer, Duke University, chair of advisory group that studied hearing loss



Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis



For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.

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