Figure 5-1 (Fishbone Diagram)

- **Departmental Policies**
  - No Clear guidelines regarding patients to be seen in PRAM 2
  - No Escalation policy
  - The area is crowded
  - Misuse of the initial assessment using the pediatric assessment triangle
  - Nurses driving the flow
- **Patient/Family**
  - Inadequate communication process with the multidisciplinary team
  - Patient/family are not satisfied
  - The area is not culturally sensitive
  - Physicians’ personal preference in seeing pts
  - Team leader not being aware of pt flow
- **Nursing staff**
  - Nurses dealing with high influx of patients
- **Doctors**
  - Poor understanding of the process flow
  - Time management of Physicians
  - Compliance with the flow process
  - Inadequate communication process with the multidisciplinary team

Figure 5-2 (Pareto Chart)

**PARETO ANALYSIS for the causes of Increased Length of Stay in PRAM**

- Team awareness
- Designated place
- Communication process...
- Compliance with the...
- Clear guidelines
- Staffing understanding...
- Crowded
- Escalation policy
- Flow