THE PROVIDER 360 PROGRAM

5 WHY'S TEMPLATE

5 Why's is a simple root cause analysis technique where you ask "Why?" repeatedly (usually five times) until you identify the underlying cause of a problem. Use the 5 Whys when you need a quick, straightforward method to get past symptoms and uncover root causes. Best for problems that are not overly complex and have a clear cause-and-effect chain.

Instructions

Step 1: Identify the problem

Clearly state the issue you are experiencing. Describe exactly what is happening and where it is occurring. Enter this information in the Problem field.

Step 2: Ask "Why?" (First Why)

Ask why the problem is occurring. Enter the question in the Question field and type the answer in the green Answer field directly below it.

Step 3: Ask "Why?" Again (Second Why)

Take the answer from the first "why" and ask, "Why is this happening?" Enter the second question in the Question field and input the answer in the green Answer field.

Step 4: Continue the Process (Third, Fourth, and Fifth Why)

Repeat the cycle of questioning. Each new "why" should be based on the previous answer. Continue until you have asked "why" five times, entering each question and answer in the corresponding fields.

Step 5: Identify the Root Cause

By the fifth "why," you should have uncovered the underlying root cause of the problem. Mark "Yes" for the response that represents the true root cause. Mark "No" for responses that are not root causes.

Step 6: Take Corrective Action

Determine which countermeasure(s) will effectively eliminate or mitigate the identified root cause. A countermeasure is a specific action taken to remove, reduce, or control the root cause so the problem does not recur. Enter the countermeasure(s) in the Countermeasure(s) field next to the response marked "Yes."

EXAMPLE—Problem

Describe the specific problem/issue that occurred

Unable to receive appropriate documentation from provider

1 **Why are you not able to receive appropriate documentation from provider?**

Describe the answer to why

Physician's office not cooperative

2 **Why is Physicians office not cooperative?**

Describe the answer to why

Repeated offender not giving proper documentation

3 **Why are they a repeaeted offender not giving the proper documentation?**

Describe the answer to why

Have called several times and have not heard back

4 **Why have you called several times and have not heard back?**

Describe the answer to why

Have not attempted to go to office or speak with Office Manager to help us get the information we need to bill a quality claim

ROOT CAUSE

5 **Have not attempted to go to office or speak with indivudual to help us get the information we need to bill a quality claim?**

Describe the answer to why

Have not build relationships with provider

 © 2026 Copyright, CGS Administrators, LLC.

1	Countermeasure(s)
	Describe a possible solution to the root cause
	Build relationship with providers office manager, billing department, or offending physician if possible. If there are several provders, work with one or 2 at a time before moving to the next.

Standardize
Document as Current Best Practice in Work Instructions
Share plan with office and document as you standard operating procudure. Develop excel sheet with physicians that are top offenders starting with the highest offender.

Problem

Describe the specific problem/issue that occurred

1

Describe the answer to why

2

Describe the answer to why

3

Describe the answer to why

4

Describe the answer to why

ROOT CAUSE

5

Describe the answer to why

© 2026 Copyright, CGS Administrators, LLC.

1	Countermeasure(s)
	Describe a possible solution to the root cause



Standardize
Document as Current Best Practice in Work Instructions

© 2026 Copyright, CGS Administrators, LLC.