

1 Problem

What Problem(s)
When Date
Where State, city
 Facility, site
 Unit, area, equipment
 Task being performed

Loss of property, records
Ongoing
Various
Healthcare facilities
TVs, computers, microscopes, cameras
Theft accounts for 66% of reported data breaches

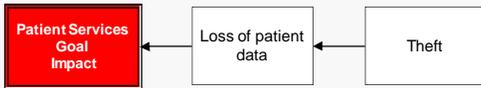
Impact to the Goals

Patient Safety	Risk of impacts to patient's medical record	
Employee Impact	Loss of property	
Compliance	Loss of patient data	
Organization	Loss of property	
Patient Services	Loss of patient data	
Property, Equip, Mtls	Loss of property	Varies
Frequency	This incident >1/2 of healthcare organizations reported at least one issue since 2009	?
Annualized Cost		?

2 Analysis

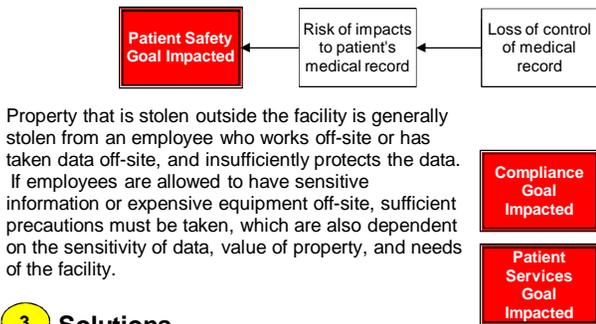
Basic Level Cause Map - Start with simple Why questions.

Basic Cause-and-Effect



When valuable property (including computers, microscopes, and cameras) is stolen from healthcare facilities, it's possible that health data is found on this property. This can result in the loss of patient data, which can lead to identity theft, and can potentially result in inaccurate information being included in a patient's health record.

More Detailed Cause Map - Add detail as information becomes available.



Property that is stolen outside the facility is generally stolen from an employee who works off-site or has taken data off-site, and insufficiently protects the data. If employees are allowed to have sensitive information or expensive equipment off-site, sufficient precautions must be taken, which are also dependent on the sensitivity of data, value of property, and needs of the facility.

3 Solutions

No.	Action Item	Cause
1	Encryption of medical data	Data insufficiently encrypted
2	Background checks for employees	Property stolen by employee
3	Increased security	Insufficient security at facility
4	Do not allow employees to remove property from facility	Employee removes property from facility
5	Specific guidelines for creating, updating inventory	Insufficient guidelines for creating records of inventory

PROPERTY THEFT

Loss of property can cause patient data breach Cause Map

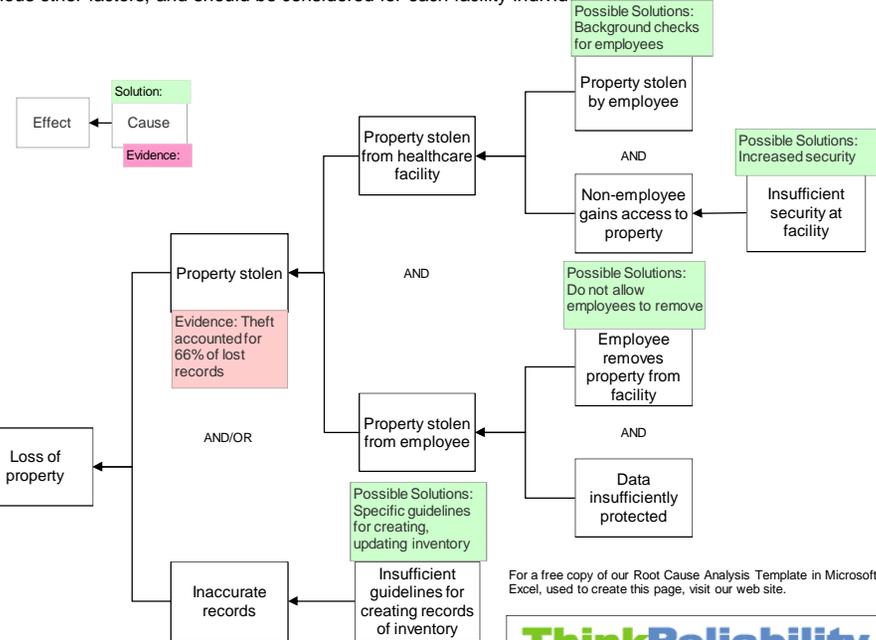
More than half of healthcare facilities have reported at least one health data breach since 2009. It is estimated that 66% of reported breaches are due to theft.

"We've had these kinds of problems before, and it boils down to either this is theft or it's messed up records or it's both and it's got to stop."

-Senator Bill Nelson (D-Florida)

Regarding theft of property, there is the risk of impact to the patient safety goal if patient medical records are impacted. The loss of property can be considered an impact to employees, the organization, and the property goal. The loss of patient data can be considered an impact to the patient services and compliance goal (as compliance with privacy regulations may be affected). In this case, we look specifically at loss of equipment and data due to theft.

Beginning with the impacted goals, we can ask "Why" questions to add detail to our map. Loss of property can result from theft, and insufficient inventory records can contribute. (This was noted in the case of the VA loss.) Theft can occur within or outside a healthcare facility. Within a facility, property can be stolen by either employees, or non-employees. If it is determined that property was only accessed by employees, more intense background checks may be in order. In either case, security needs to be considered. The levels of security depend on the type of facility, type of property and data contained in various spaces, and various other factors, and should be considered for each facility individually.



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

- Step 1 Problem** - What's the Problem?
- Step 2 Analysis** - Why did it happen?
- Step 3 Solutions** - What will be done?

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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