

Step 1. Outline

What	Problem(s)	Tools improperly cleaned
When	Date	November - December 2004
	Different, unusual, unique	Elevator hydraulic fluid stored in detergent container
Where	State, city	North Carolina
	Facility, site	Hospitals
	Unit, area, equipment	Surgical instruments
	Task being performed	Cleaning, sterilization

Impact to the Goals

Patient Safety	Potential for safety risk to patients
Employee Impact	?
Compliance	?
Organization	?
Patient Services	Improperly cleaned tools used on 3,650 patients
Environmental	?
Property, Equip, Mtls	?
Labor, Time	Re-clean, sterilization of tools

Step 3. Solutions

No.	Action Item	Cause
1	Long-term monitoring of patients	Potential for safety risk to patients
2	Notify patients of safety risk, provide follow-up with physicians	
3	Re-clean tools	Tools cleaned with hydraulic fluid
4	Replace solution	Hydraulic fluid in detergent containers
5	Addition of verification process prior to delivery	Containers delivered to hospital by provider
6	Process to alert users when product integrity has been compromised	Did not notice tampering with containers
7	Employee training on container management	Containers stored in pick-up location ?

Surgical Tools Cleaned with Hydraulic Fluid North Carolina, 2004

Step 2. Cause Map

