

**Outline**  
Define the Problem

<b>What</b>	Problem(s)	Shoulder Dystocia Risk
<b>When</b>		Proactive assessment
<b>Where</b>	Task being performed	Delivering baby
<b>Impact to the Goals</b>		
<b>Patient Safety</b>		Potential for injury to, death of baby
		Potential for maternal injury

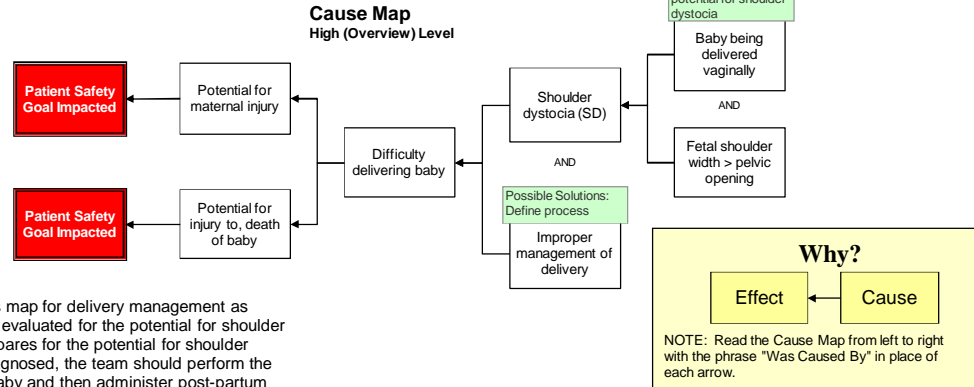
**Shoulder Dystocia**

Shoulder dystocia (SD) happens during childbirth when a baby's shoulder gets stuck in the pelvic opening. Shoulder dystocia can cause injury to or death of the baby and maternal injury. These are impacts to the patient safety goals.



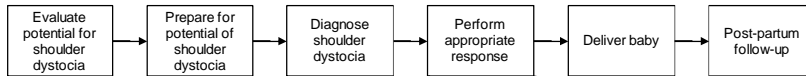
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A very basic Cause Map shows that the potential for maternal and infant injury occurs from difficulty delivering the baby. The difficulty is caused by a combination of shoulder dystocia (which occurs during vaginal delivery when the fetal shoulder width is greater than the pelvic opening) and improper management of the delivery. Based on this very simplified Cause Map, two solutions are to plan for a cesarean section (C-section) when there is the potential for shoulder dystocia, and to define the process for delivery when shoulder dystocia occurs.



We can define a very basic process map for delivery management as shown. First, the patient should be evaluated for the potential for shoulder dystocia. Then, the labor team prepares for the potential for shoulder dystocia. If shoulder dystocia is diagnosed, the team should perform the appropriate response, deliver the baby and then administer post-partum follow-up. The key to this, of course, is to define the appropriate response.

**Process Map High (Overview) Level**



We add more detail to part of this process map as shown below. Specifically, the additional detail outlines the "HELPERRZ" process used by some medical facilities for the management of shoulder dystocia. (Keep in mind that this map, although more detailed than above, still does not contain enough detail to be considered a detailed process map. The detailed process map for management of shoulder dystocia contains more than 50 steps. This map just demonstrates the process of developing such maps.)

**Process Map Detail of one step from Overview**

