Step 1. Outline the Problem

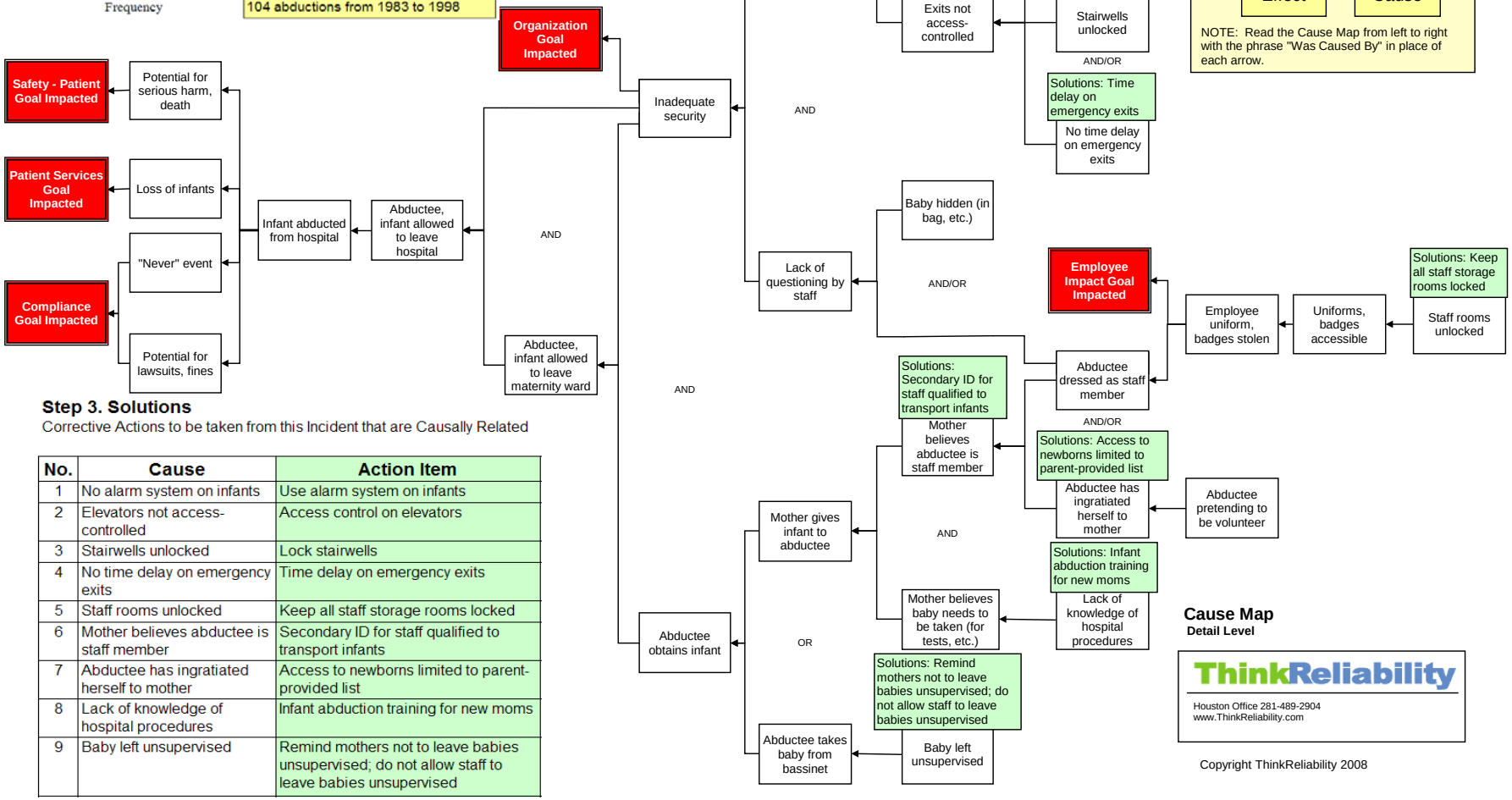
What	Problem(s)	Infant abducted from hospital
Where	Physical Location	Hospital
	Unit/Process/Equipment	Maternity ward, NICU

Impact to the Goals

Safety - Patient	Potential for serious harm, death
Employee Impact	Employee uniform, badges stolen
Compliance	"Never" event
	Potential for lawsuits, fines
Organization	Inadequate security
Patient Services	Loss of infants

Frequency: 104 abductions from 1983 to 1998

Infant Abductions from Hospitals



Step 2. Cause Map

Why?

Effect ← Cause

NOTE: Read the Cause Map from left to right with the phrase "Was Caused By" in place of each arrow.

Step 3. Solutions

Corrective Actions to be taken from this Incident that are Causally Related

No.	Cause	Action Item
1	No alarm system on infants	Use alarm system on infants
2	Elevators not access-controlled	Access control on elevators
3	Stairwells unlocked	Lock stairwells
4	No time delay on emergency exits	Time delay on emergency exits
5	Staff rooms unlocked	Keep all staff storage rooms locked
6	Mother believes abductee is staff member	Secondary ID for staff qualified to transport infants
7	Abductee has ingratiated herself to mother	Access to newborns limited to parent-provided list
8	Lack of knowledge of hospital procedures	Infant abduction training for new moms
9	Baby left unsupervised	Remind mothers not to leave babies unsupervised; do not allow staff to leave babies unsupervised

Cause Map
Detail Level

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