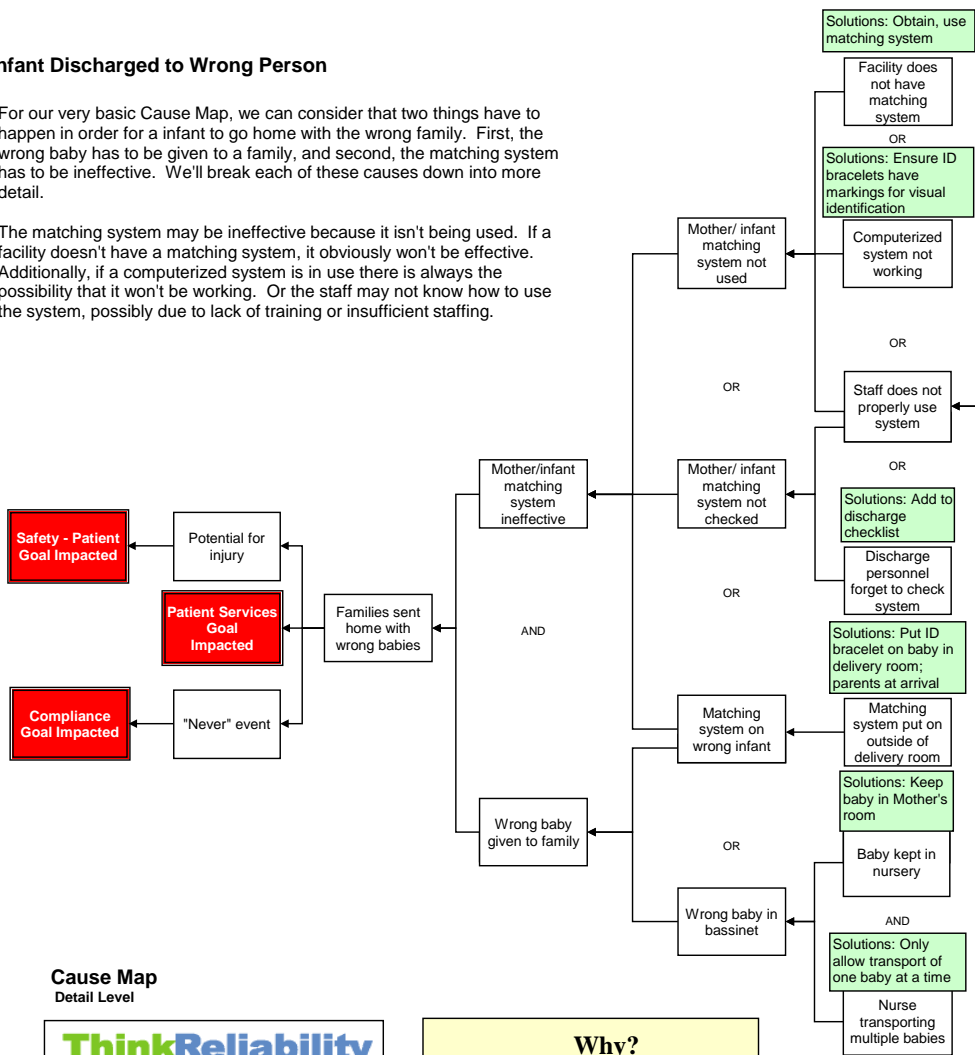


Infant Discharged to Wrong Person

For our very basic Cause Map, we can consider that two things have to happen in order for an infant to go home with the wrong family. First, the wrong baby has to be given to a family, and second, the matching system has to be ineffective. We'll break each of these causes down into more detail.

The matching system may be ineffective because it isn't being used. If a facility doesn't have a matching system, it obviously won't be effective. Additionally, if a computerized system is in use there is always the possibility that it won't be working. Or the staff may not know how to use the system, possibly due to lack of training or insufficient staffing.



If the system is being used but not being checked, it won't be effective. Again, this could be because the staff doesn't know how to use the system, or it could just be that the discharge personnel forget.

The wrong baby could be given to a family if the matching system is on the wrong infant. (This is only likely to happen if the matching system is put on outside the delivery room.) Or, the wrong baby could be in a bassinet. This could happen if the baby is kept in an nursery and a nurse is transporting more than one baby.

It's possible to add even more detail to this Cause Map as the analysis continues. As with any investigation the level of detail in the analysis is based on the impact of the incident on the organization's overall goals. Once the Cause Map is complete, solutions can be brainstormed that match up with causes. The solutions are shown in the box below.

Solutions

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

No.	Cause	Action Item
1	Facility does not have matching system	Obtain, use matching system
2	Computerized system not working	Ensure ID bracelets have markings for visual identification
3	Inadequate training	Provide training on matching system to all employees
4	Insufficient staffing	Ensure sufficient staffing
5	Discharge personnel forget to check system	Add to discharge checklist
6	Matching system put on outside of delivery room	Put ID bracelet on baby in delivery room; parents at arrival
7	Baby kept in nursery	Keep baby in Mother's room
8	Nurse transporting multiple babies	Only allow transport of one baby at a time

Cause Map
Detail Level

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Why?

Effect ← Cause

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