

1 Problem

What	Problem(s)	Patient death in ER without being seen
When	Date	January 13, 2014
	Time	6:40 AM (patient found dead)
Where	Different, unusual, unique	Patient did not respond to 3 calls to be seen
	Facility, site	Bronx, New York hospital
	Unit, area, equipment	Emergency room (ER)
	Task being performed	Seeking treatment for rash

Impact to the Goals

Patient Safety	Patient death while waiting to be seen
Employee Safety	N/A
Environmental	N/A
Compliance	?
Patient Services	Patient did not see doctor
Schedule/ Operations	Extended wait at emergency room
Property/ Equipment	N/A
Labor/ Time	Insufficient staff

Frequency: Rare, but similar cases have been seen

PATIENT DEATH IN ER

After 8 hours waiting for emergency treatment, man found dead

A man seeking treatment for a rash at a Bronx hospital was found dead eight hours later, of as-yet unknown cause.

"Probably this scenario in this shape and form has happened in any big hospital in New York City."
- Hospital spokesperson

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

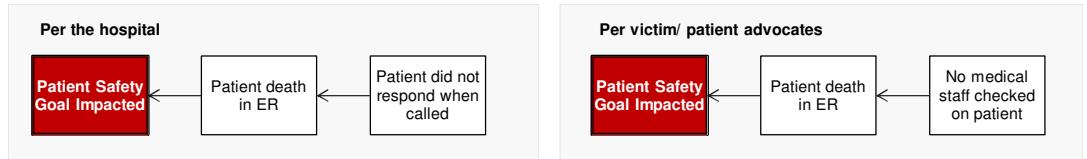
CAUSE MAPPING

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?

2 Analysis

Basic Level Cause Map - Start with simple Why questions.



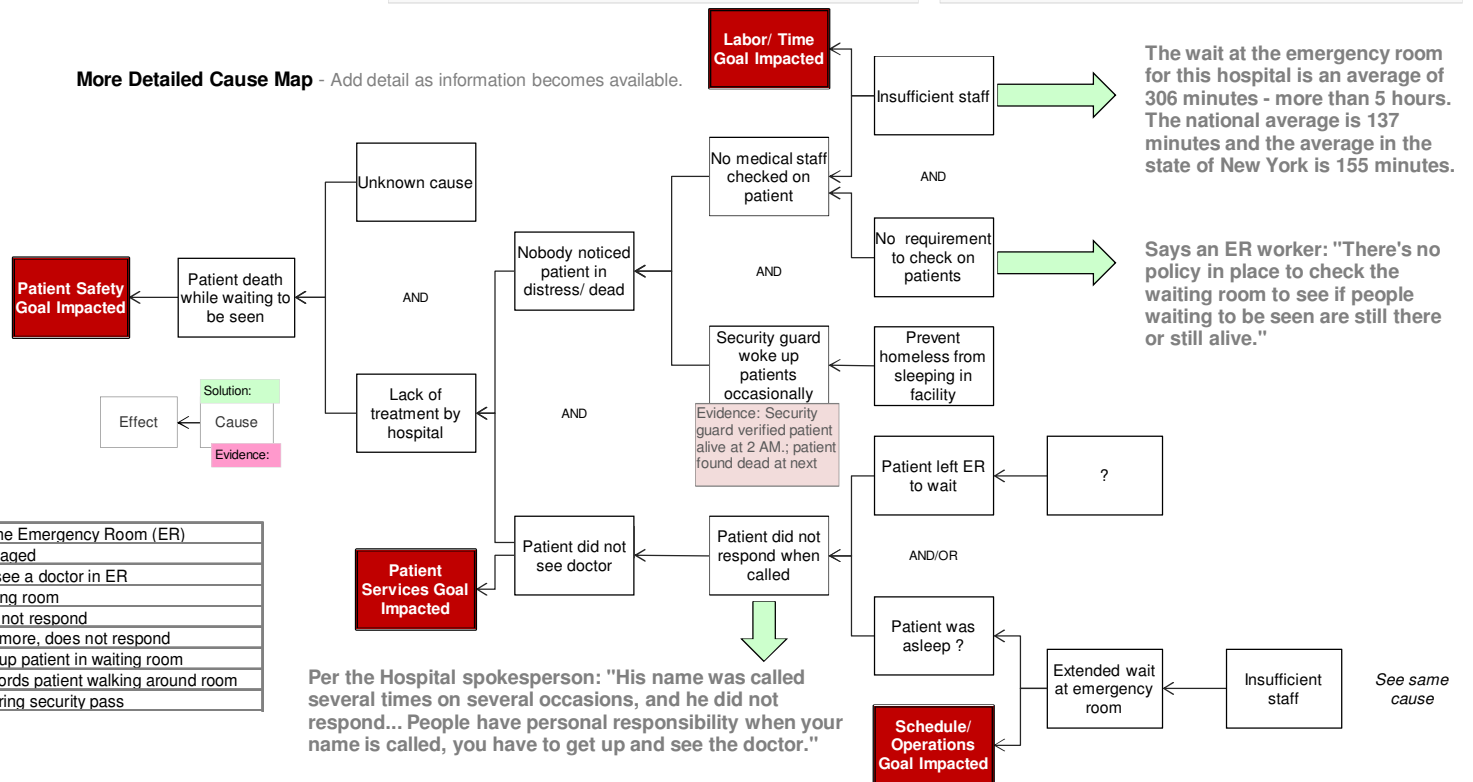
For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.



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



Timeline

Date	Time	Description
January 12, 2014	10:00 PM	Patient checked into the Emergency Room (ER)
		Patient registered & triaged
		Patient told to wait to see a doctor in ER
		Patient returns to waiting room
	12:35 PM	Patient is called, does not respond
		Patient is called twice more, does not respond
January 13, 2014	2:00 AM	Security guard wakes up patient in waiting room
	3:45 AM	Surveillance video records patient walking around room
	6:40 AM	Patient found dead during security pass