

### Step 1. Outline

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

### Impact to the Goals

<b>Patient Safety</b>	Potential for safety risk to patients
<b>Employee Impact</b>	?
<b>Compliance</b>	?
<b>Organization</b>	?
<b>Patient Services</b>	Improperly cleaned tools used on 3,650 patients
<b>Environmental</b>	?
<b>Property, Equip, Mtls</b>	?
<b>Labor, Time</b>	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

