Problem

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

Step 1. Problem

What's the Problem?

Why did it happen?

What will be done?

Step 2. Analysis

Step 3. Solutions

Wrong Dye Injected into Spine During Surgery

A woman died unexpectedly after a routine procedure to insert a pump underneath her skin to administer medication. The wrong dye was injected into her spine during the surgery, which is the type of error that should be entirely preventable.

“He said he asked for one dye and they gave him another. I said, ‘You didn’t check it?’ He said, ‘The nurse gave it to me and I used it.’ ”

—the patient’s son, Michael Carcerano, as reported in the Boston Globe

Followings this incident, the hospital did make changes in their work process to help reduce the likelihood of a similar error occurring. The hospital now uses detailed written orders for medications except in emergencies when that isn’t possible. The written order includes information about how the medication will be administered, which would have clarified that the dye was intended for use in the spine in this case.