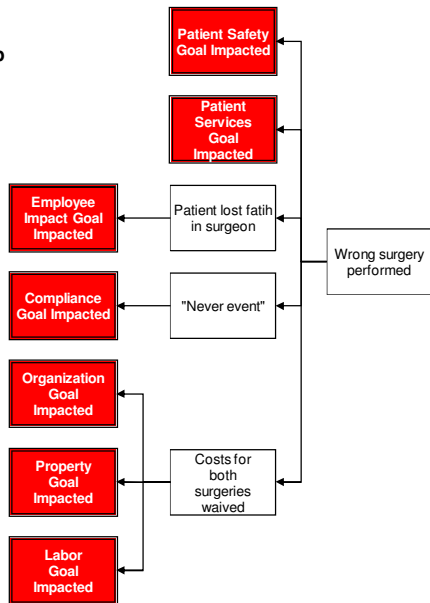
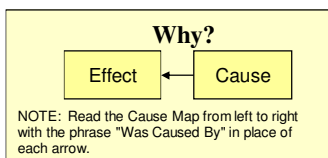


Step 1. Outline Define the Problem		
What When	Problem(s)	Wrong surgery performed
	Date	?
	Different, unusual, unique	Patient spoke only Spanish Patient moved to different operating room No tournique in operating room Nursing change mid-procedure
Where	Facility, site	Hospital
	Unit, area, equipment	Day-surgery unit
	Task being performed	Release of trigger finger
Impact to the Goals	Patient Safety	Wrong surgery performed
	Patient Services	Wrong surgery performed
	Employee Impact	Patient "lost faith" in surgeon
	Compliance	"Never event"
	Organization	
	Property, Equip, Mtls	Costs for both surgeries waived
	Labor, Time	

Step 2. Cause Map Detailed Analysis



Wrong Surgery Performed on Patient

