

1 Problem

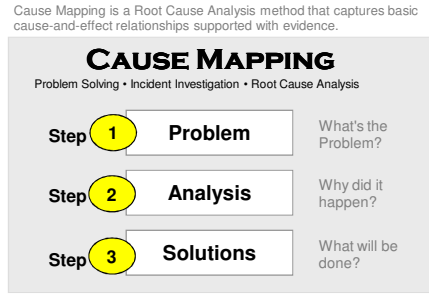
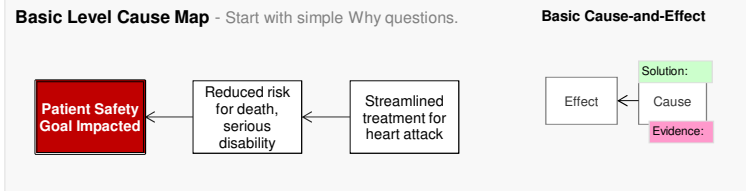
What	Problem(s)	Streamlined emergency treatment for heart attack
When	Date	March 29, 2015
	Time	~1:30 AM
Where	Different, unusual, unique	Young patient with ambiguous symptoms
	Facility, site	Our Lady of Lourdes Medical Center, NJ
	Unit, area, equipment	Emergency room, operating room
	Task being performed	Treatment for heart attack

Impact to the Goals

Patient Safety	Reduced risk for death, serious disability
Employee Safety	N/A
Environmental	N/A
Compliance	National goal for stent inserted within 90 minutes of arrival at hospital
Patient Services	
Schedule/ Operations	Streamlined treatment for heart attack
Labor/ Time	

Frequency: ~735,000 heart attacks every year in US

2 Analysis



HEART ATTACK TREATMENT PROCESS IMPROVED

Cause Map

Typical time for treatment halved

When the blood supply to the heart is cut off, it's known as a heart attack and it can be deadly. Treatment to restore blood flow is generally a balloon (which pushes aside the blockage) and a stent (which holds the artery open). Time is of the essence when treating heart attacks. One hospital was able to decrease the time from patient arrival to treatment from 93 to 50 minutes, as shown in the process maps below.

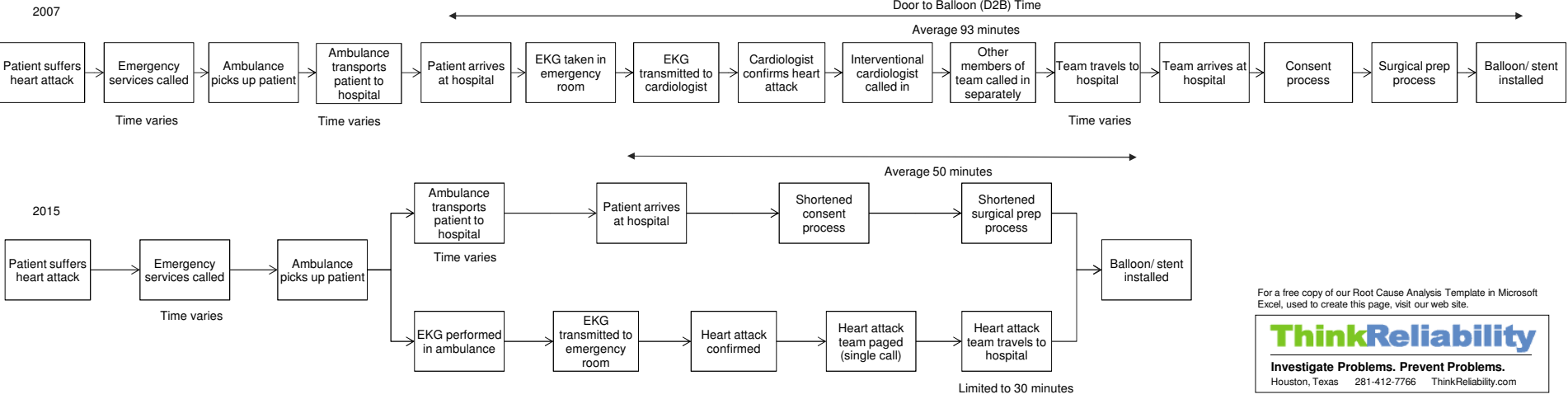
"What I feel about this, what is really meaningful to me, is when we finally stopped saying, 'You know, this stuff happens,' and started taking control and saying, 'This is not acceptable.'"

- Dr. Brahmajee Nallamothu, cardiologist at the University of Michigan

Timeline	Date	Time	Description
	March 29, 2015	~1:30 AM	Patient suffers a heart attack Emergency services called Patient receives electrocardiogram confirming heart attack in ambulance Electrocardiogram transmitted to ER
		1:54 AM	Ambulance delivers patient to operating room Staff members prepare for surgery
		2:00 AM	ER doctor orders another EKG (This is atypical because patient's symptoms were vague and added about 9 minutes to the D2B time)
		2:03 AM	Heart attack team paged with single phone call
		2:27 AM	Operating room prepared Heart attack team arrives
		2:35 AM	Cardiologist obtains consent from patient Patient moved to operating room
		2:49 AM	Surgery begins Balloon and stent inserted into patient's wrist and maneuvered to heart

D2B (Door to Balloon) Time: 55 minutes

Process Map - Heart Attack Treatment



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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