PATIENT PARALYZED BY MEDICAL ERRORS

1 Problem

What	Problem(s)	Paralyzed, medical errors
When	Date	May 11, 2013
	Time	?
	Different, unusual, unique	Missed diagnosis; poor communication
Where	Facility, site	Washington hospital
	Unit, area, equipment	Emergency room
	Task being performed	Treatment of back problems

Impact to the Goals

Patient Safety	Patient paralyzed	
Employee Safety	N/A	
Environmental	N/A	
Compliance	Settlement against hospital	$20 M
Patient Services	Patient suffered 2 weeks before treatment	
Schedule/ Operations	?	
Property/ Equipment	?	
Labor/ Time	Months of rehabilitation	
	This incident	$20 M
Frequency	83 preventable medical errors reported at hospital since 2006	
	Annualized Cost	?

2 Analysis

Cause Map - Add detail as information becomes available.

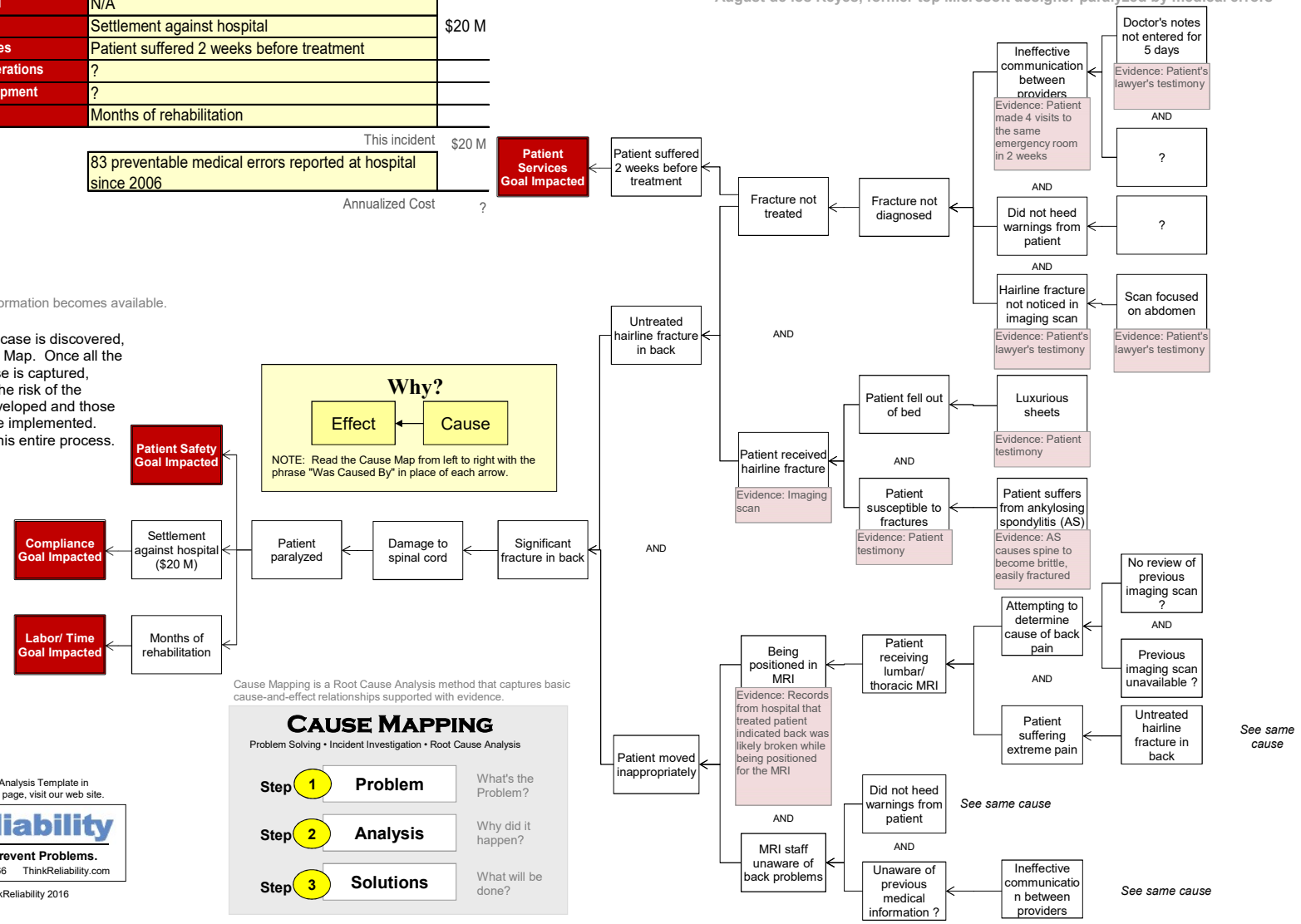
As more detail regarding the case is discovered, it can be added to the Cause Map. Once all the information related to the case is captured, solutions that would reduce the risk of the problem recurring can be developed and those that are most effective can be implemented. The patient will be a part of this entire process.

Cause Map

A patient paralyzed by being moved with an undiagnosed broken back is working with the hospital to make sure these types of errors don't happen to anyone else.

"It would be a mistake to treat this as an isolated incident limited to a single provider. Let's take all of the lessons we've learned and use them to make hospitals everywhere safer for patients."
"It's clear to me this was a systems problem."
"It's not an isolated incident."
"All I want is to make sure that this doesn't happen to anyone else."

- August de los Reyes, former top Microsoft designer paralyzed by medical errors



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?

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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