

# NYC Hospital Unexpected Evacuated During Sandy

New York City, New York  
October 30, 2012

On October 30, 2012, power outages forced evacuation of a New York City hospital amidst the onslaught of Hurricane Sandy. All 217 patients in the hospital had to be moved, including 20 infants staying in the neonatal intensive care unit.

This incident can be analyzed by building a Cause Map, an intuitive format for performing a root cause analysis. The first step in the process is to fill in an Outline that lays out the basic background information and also identifies the impact to the goals. In this example, the safety goal is clearly impacted because it is risky to evacuate patients during a hurricane. Although the potential for injury was very real, no one was hurt during the evacuation and the hospital staff did an amazing job of carrying patients down darkened stairwells and ensuring basic life support remained stable. The customer service goal is also worth considering since the unexpected evacuation received a large amount of negative publicity.

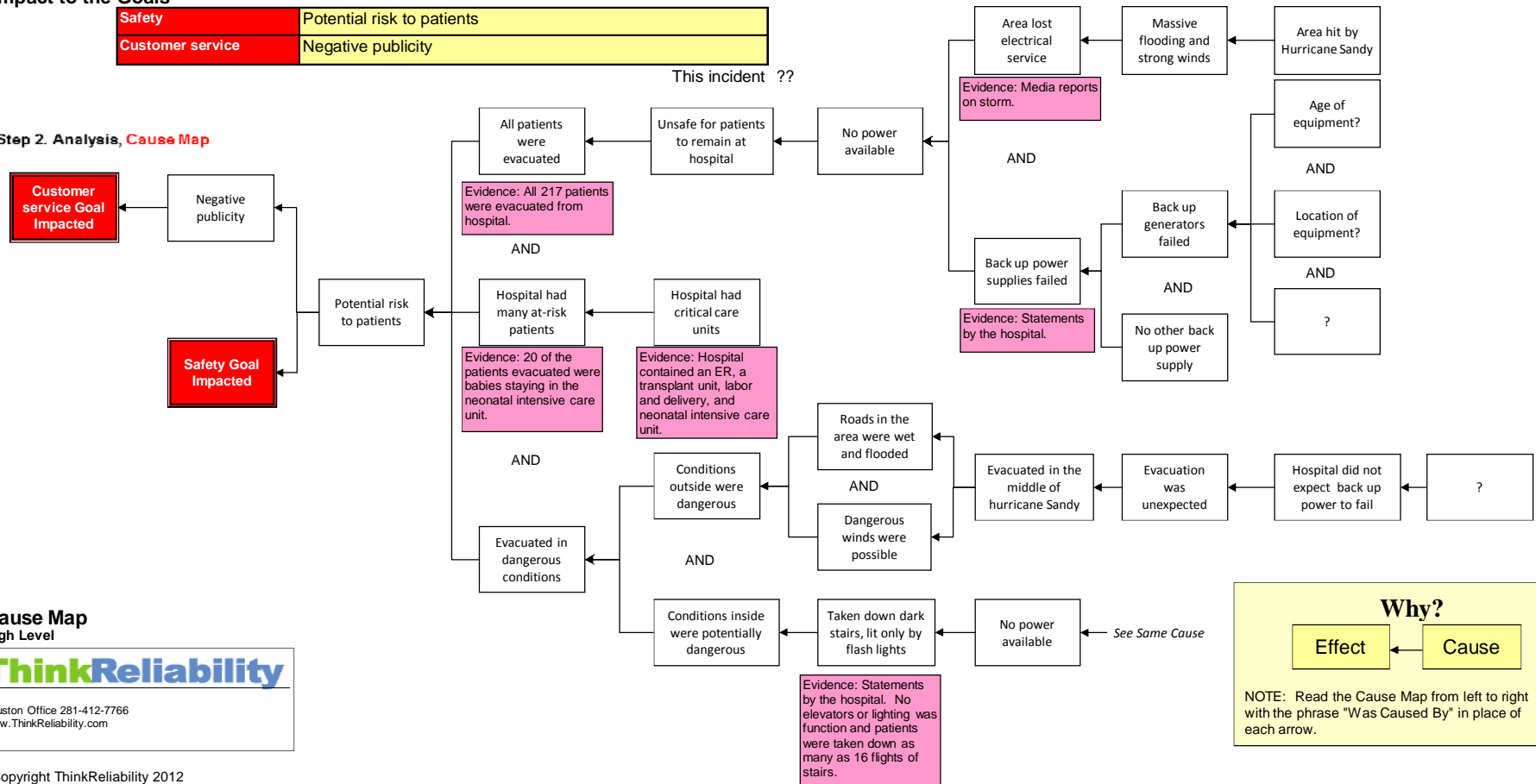
After the Outline is completed, the next step is to ask "why" questions to add Causes to the Cause Map.

## Step 1. Outline the Problem

<b>What</b>	Problem(s)	Hospital evacuated during middle of hurricane
<b>When</b>	Date	10/30/12
	Differences	Back up generators were old, massive flooding in area
<b>Where</b>	Physical Location	Hospital in NYC
<b>Impact to the Goals</b>		
<b>Safety</b>		Potential risk to patients
<b>Customer service</b>		Negative publicity

This incident ??

## Step 2. Analysis, Cause Map



Cause Map  
High Level

**ThinkReliability**

Houston Office 281-412-7766  
www.ThinkReliability.com

Copyright ThinkReliability 2012

**Why?**

Effect ← Cause

NOTE: Read the Cause Map from left to right with the phrase "Was Caused By" in place of each arrow.