

Outline
What happened

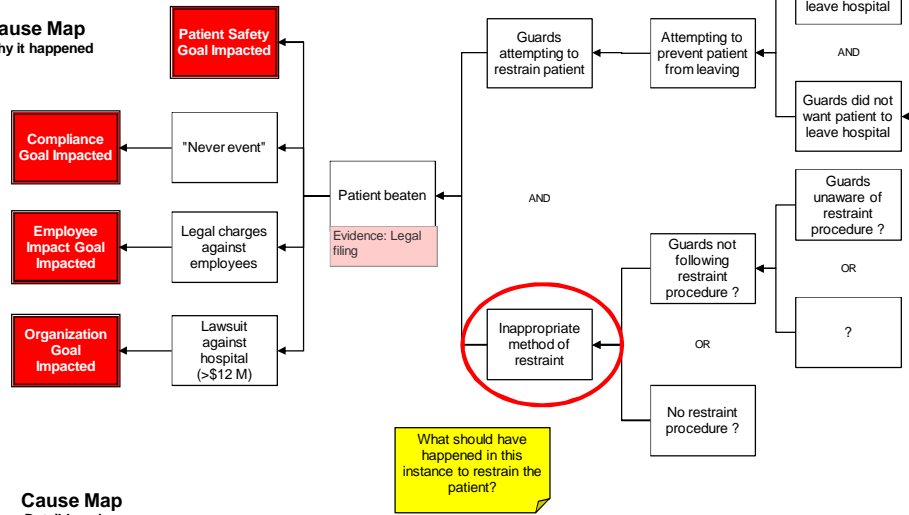
What	Problem(s)	Patient misidentified, beaten
When	Date	June 24, 2010
	Different, unusual, unique	Patient misidentified
Where	Facility, site	Maryland Hospital
	Task being performed	Seeking treatment after car accident

**Patient Physically Assaulted
Maryland Hospital
June 24, 2010**

Impact to the Goals

	Patient beaten
Patient Safety	Potential for patient to receive unnecessary surgery
Employee Impact	Legal charges against employees
Compliance	"Never event"
Organization	Lawsuit against hospital (>\$12 M)
Patient Services	Patient misidentified
Environmental	None
Property, Equip, Mtls	None
Labor, Time	None

Cause Map
Why it happened



Timeline
When it happened

Date	Time	Description
June 23, 2010	1:20 p.m.	Patient sustains injuries from a serious car accident
		Patient transported to Maryland hospital via helicopter
		Patient treated for blunt torso trauma and chest pain
		Patient admitted to hospital
June 24, 2010	1:00 p.m.	Patient woke up and asked for something to eat
		Nurse tells patient he cannot eat because he is scheduled for surgery
	1:40 p.m.	Doctor tells patient surgery has already been discussed
		Nurse returns to room, checks patient's ID bracelet
		Nurse leaves room
	2:10 p.m.	Nurse returns and informs patient he is having surgery to remove cancerous mass from his chest
		Patient tells nurse he is being treated for a car accident
		Nurse apologizes and leaves room
		Patient checks ID bracelet and discovers it's not his
		Patient decides to leave hospital
		Patient removes IV
		Nurse tells patient he is not allowed to leave and calls for security
		Vocal and physical exchange between patient and two security guards
		Security Lieutenant arrives
		Lieutenant looks at patient's ID bracelet; acknowledges he was misidentified
		Patient tells the Lieutenant that he fears for his safety and wants to leave
		Lieutenant tells patient he can not leave
		Patient calls 911 on cell phone
		Security officers wrestle phone away from patient
		Administrator ordered patient to sign a "Release From Responsibility Discharge Against Medical Advice" form
		Patient attempts to leave the hospital
		Verbal and physical exchange with security guard
		Administrator orders security guards to leave the scene
		Patient leaves hospital
		Patient checks in to second Maryland hospital
		Patient is diagnosed with four broken ribs, a sprained shoulder, a ruptured spleen, and a concussion
June 27, 2010		Patient is released from second hospital

Cause Map
Detail Level



Copyright ThinkReliability 2010

