BABIES SWITCHED

Cause Map

Risk for communicable disease after being breastfed by wrong mom

After a newborn baby at a Minneapolis hospital was placed in the wrong bassinette, he was delivered to the wrong mother and breastfed.

"While hospital procedures require staff to match codes on the infant's and mother's identification bands in order to prevent incidents like this, it appears these procedures were not followed in this case." - Hospital statement

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?

1 Problem

What	Problem(s)	Babies switched, baby breastfed by wrong
When	Date	December 5, 2012
	Time	?
	Different, unusual, unique	Mother told 2 hours after switch occurred
Where	State, city	Minneapolis, Minnesota
	Facility, site	Hospital
	Unit, area, equipment	Nursery
	Task being performed	Baby placed in bassinette

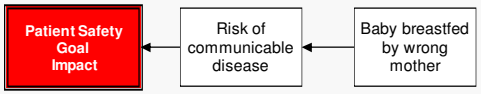
Impact to the Goals

Patient Safety	Risk of communicable disease
Employee Impact	Consequences for not following procedure
Organization	Hospital pays cost of additional testing
Patient Services	Babies switched/ misplaced
	HIV, hepatitis testing needed

Frequency: Similar incident in Virginia in March

2 Analysis

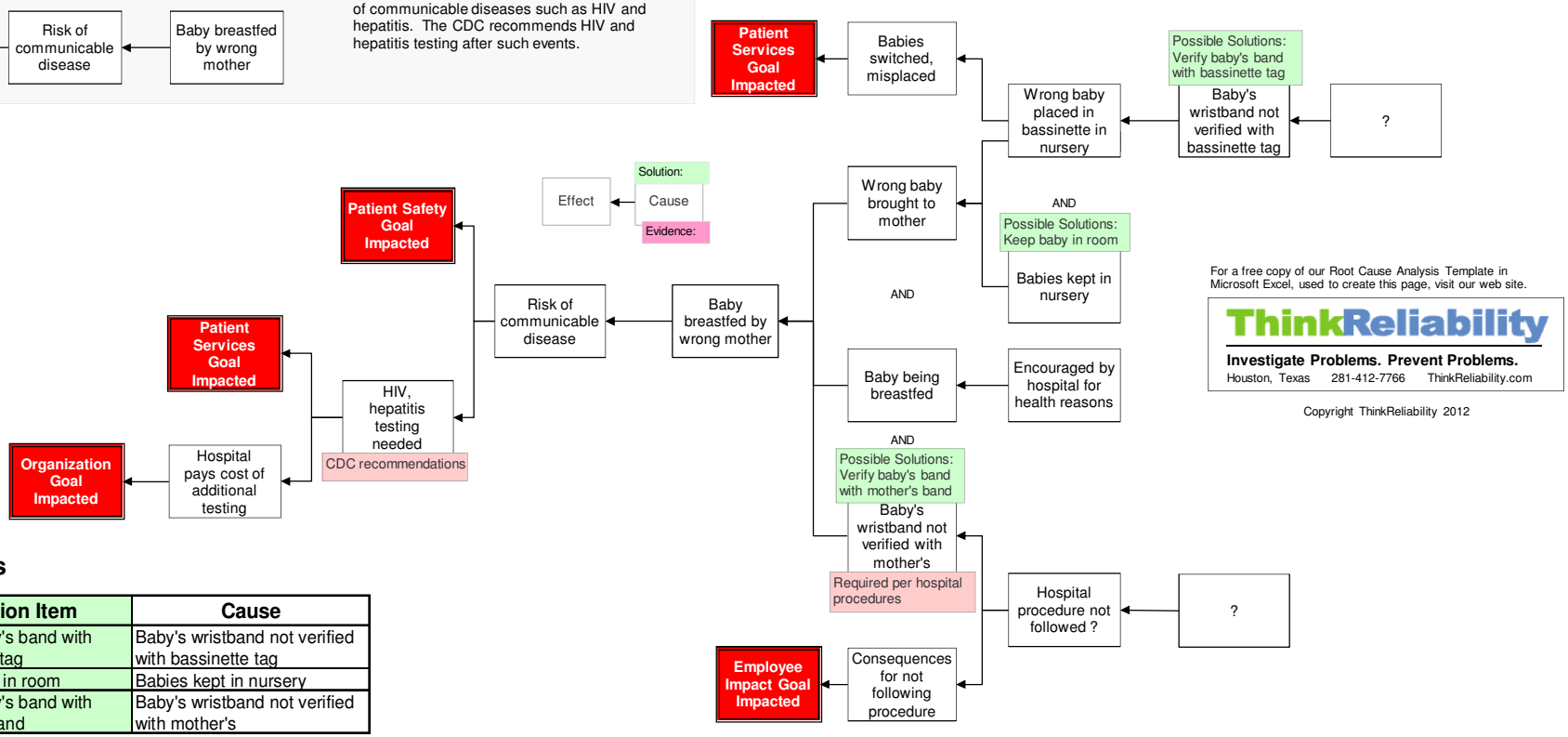
Basic Level Cause Map - Start with simple Why questions.



Basic Cause-and-Effect

Breastfeeding can carry risks of transmission of communicable diseases such as HIV and hepatitis. The CDC recommends HIV and hepatitis testing after such events.

More Detailed Cause Map - Add detail as information becomes available.



3 Solutions

No.	Action Item	Cause
1	Verify baby's band with bassinette tag	Baby's wristband not verified with bassinette tag
2	Keep baby in room	Babies kept in nursery
3	Verify baby's band with mother's band	Baby's wristband not verified with mother's

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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