

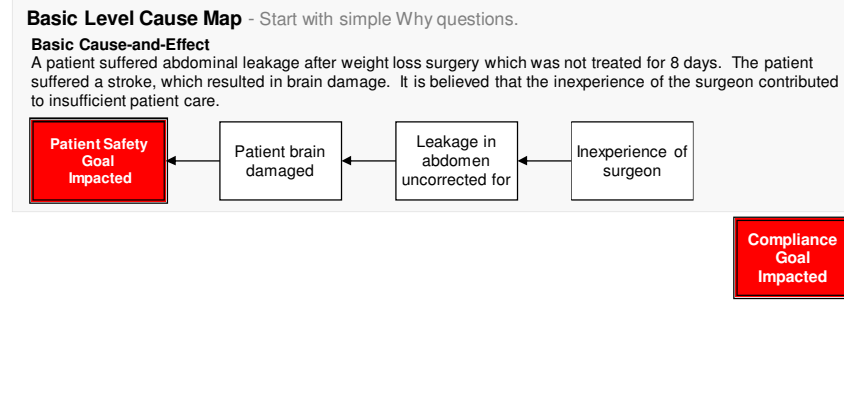
# 1 Problem

<b>What</b>	Problem(s)	Brain damage to patient, fraud
<b>When</b>	Date	2007
	Different, unusual, unique	Advertised as "Center of Excellence" designation
<b>Where</b>	State	Florida
	Facility, site	Hospital
	Task being performed	Weight loss surgery
<b>Impact to the Goals</b>		
<b>Patient Safety</b>	Patient brain damage	
	Patient loss of eyesight	
<b>Employee Impact</b>	Malpractice verdict	
<b>Compliance</b>	Verdict against hospital for fraud	
<b>Organization</b>	Compensatory damages	\$168 million
	Punitive damages	\$10 million
<b>Patient Services</b>	Uncorrected leakage in abdomen	
		This incident \$178 million

# 2 Analysis

When a patient suffers brain damage, the patient safety goal is impacted. In addition to the brain damage, the patient also suffered from loss of eyesight, another impact to the patient safety goal. The doctor was convicted of malpractice, which is an impact to the employee. Additionally, the hospital was convicted of fraud, which can be considered an impact to the compliance goal. The hospital was assigned \$178 million in compensatory damage and \$10 million in punitive damages. Last but not least, the patient services goal was impacted due to the uncorrected leakage in the patient's abdomen.

We begin with the impacted goals and ask "why" questions to add more detail to the map.



# Patient Brain Damaged Due to Malpractice, Surgeon Inexperience

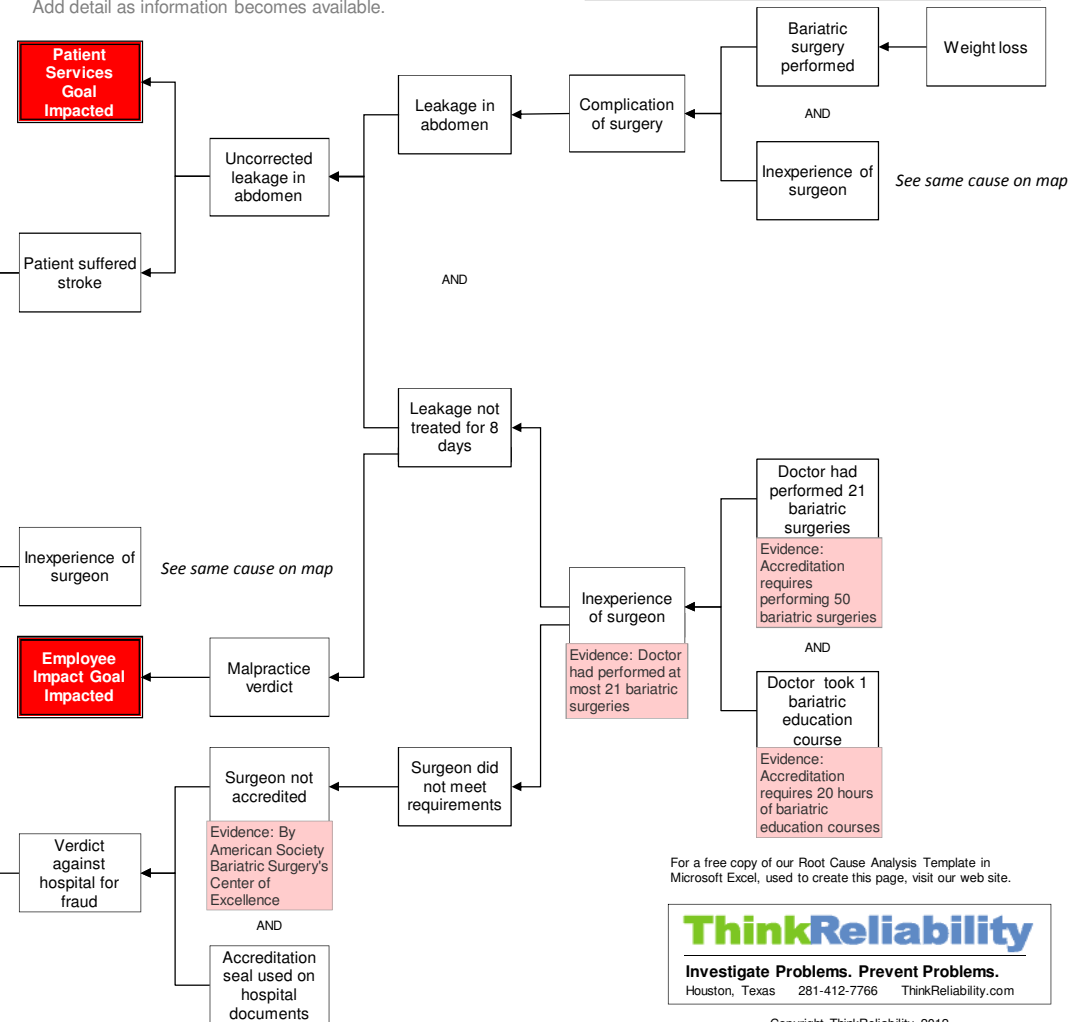
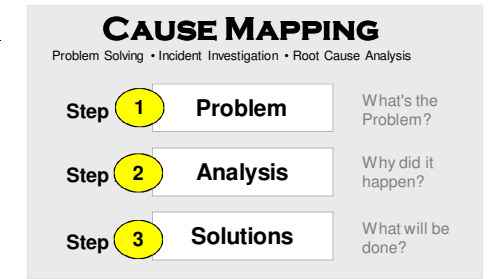
## Cause Map

When complications occur during surgery, an experienced surgeon and surgical team can help ensure a positive outcome for the patient. Inexperience can lead to problems - in this case, brain damage. A special concern in this case is that hospital documentation advertised that the surgeon was accredited when he did not meet the requirements. They were convicted of fraud.

## More Detailed Cause Map

Add detail as information becomes available.

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.



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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