

1 Problem

What	Problem(s)	Treatment of victims from bombing attacks
When	Date	April 15, 2013
	Time	~3 PM
Where	Different, unusual, unique	"Unprecedented" volume of injuries
	State, city	Boston, MA
	Facility, site	8 city hospitals
	Unit, area, equipment	Emergency department
	Task being performed	Treatment of trauma victims
Impact to the Goals		
	Patient Safety	Patient safety maintained
	Employee Impact	Staff safety maintained
	Patient Services	Treatment of 144 trauma patients
	Labor, Time	Use of extra staff
	Frequency	This incident ? Response of this magnitude very rare Annualized Cost ?

RESPONSE TO MARATHON BOMBINGS

Amazing response to 'unprecedented' event

Cause Map

"For many, many people in emergency medicine, these are once-in-a-lifetime events."
- Dr. Ron Walls, chairman of Department of Emergency Medicine at Brigham & Women's Hospital

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

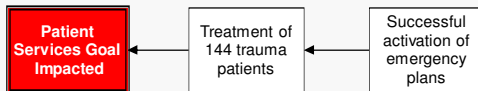
- Step 1 Problem** - What's the Problem?
- Step 2 Analysis** - Why did it happen?
- Step 3 Solutions** - What will be done?

2 Analysis

Basic Level Cause Map - Start with simple Why questions.

Basic Cause-and-Effect

The successful activation of emergency plans allowed 8 hospitals in the Boston area to treat 144 trauma patients injured in the bombings near the finish line of the Boston Marathon while ensuring continued safety of patients and staff, as well as assisting the police and FBI with the ongoing investigation.

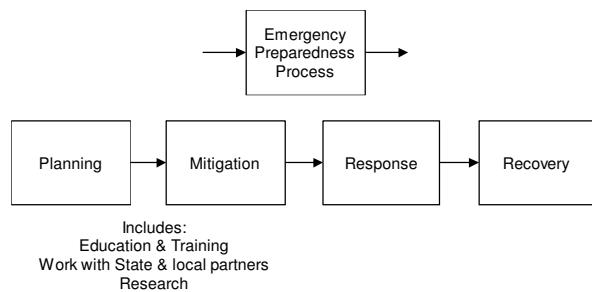


More Detailed Cause-and-Effect

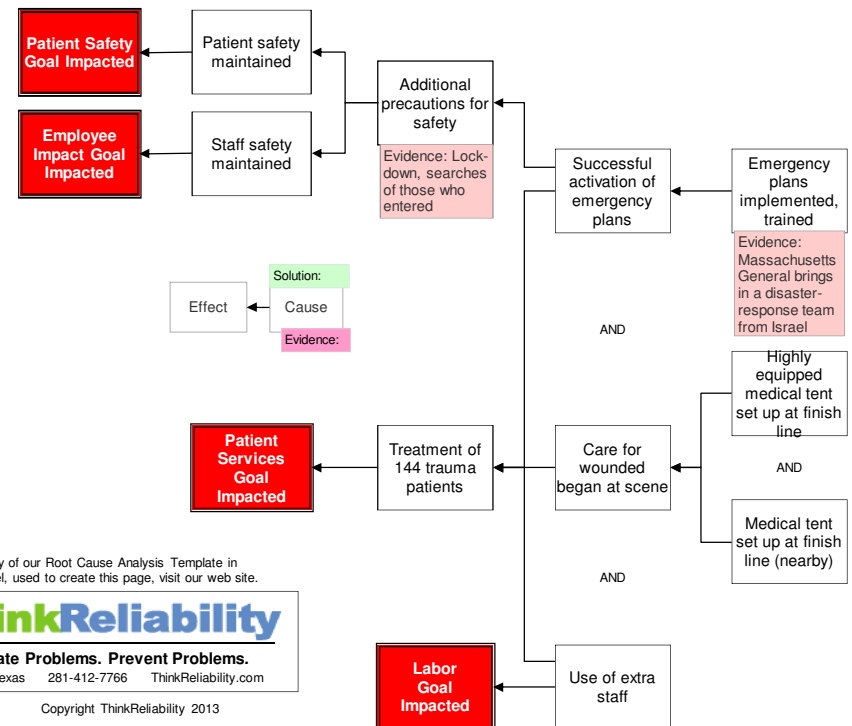
For once-in-a-lifetime events, facilities have to hope that the training and education they've provided to their staff, and the processes that they've developed for dealing with emergencies, can stand up to the tragedy. In this case, these Boston hospitals (once they have time to take a breath, which may not be for a while), should give themselves a pat on the back for their amazing handling of a tragic event. Hospitals elsewhere should take note and ensure that their emergency procedures will allow the same sort of successful response.

A pat on the back should also go out to the staff in the medical tent at the finish line, whose quick actions and extensive equipment allowed on-scene stabilization and quick transfer of the severely injured to the area hospitals. Lastly, the many spectators who kept their cool and assisted on scene should also be commended.

Massachusetts General Emergency Response Process



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



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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