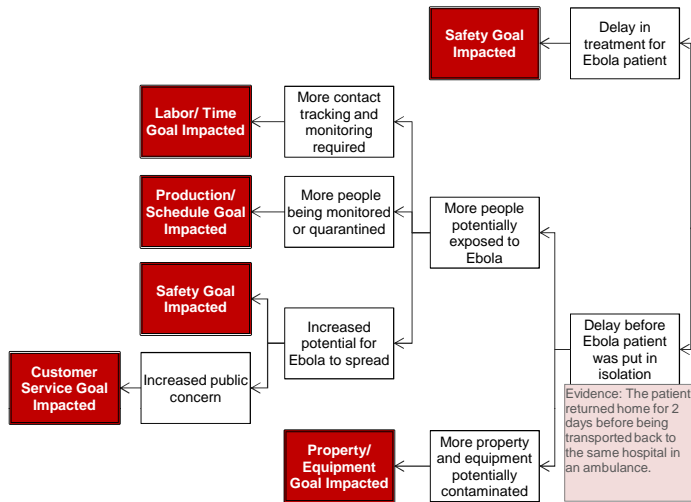


PATIENT WITH EBOLA SENT HOME FROM ER

Timeline

Date	Description
September 19, 2014	Patient leaves Monrovia, Liberia.
September 20, 2014	Patient arrives in Dallas after changing planes in Brussels, Belgium and Washington Dulles International Airport.
September 24, 2014	Patient feels ill.
September 26, 2014	Patient goes to emergency room and is sent home with antibiotics.
September 28, 2014	Patient is transported by ambulance back to the same hospital and is admitted. He is put in isolation in the ICU.
September 30, 2014	Patient is confirmed to have Ebola.
October 1, 2014	Patient's condition is upgraded from critical to serious.
October 8, 2014	Patient dies.

Analysis - Intermediate Cause Map



For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.



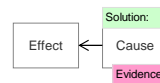
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Problem Outline

What	Problem(s)	Patient with Ebola sent home from ER
When	Date	September 26, 2014
	Different, unusual, unique	Patient had recently been in West Africa
Where	Facility, site	Texas Health Presbyterian Hospital in Dallas, TX
	Unit, area, equipment	Emergency Room
	Task being performed	Treating sick patients

Impact to the Goals

Safety	Increased potential for Ebola to spread
	Delay in treatment for Ebola patient
Environmental	N/A
Customer Service	Increased public concern
Regulatory	?
Production/ Schedule	More people being monitored or quarantined
Property/ Equipment	More property and equipment potentially contaminated
Labor/ Time	More contact tracking and monitoring required



"I feared other people might also get infected if he wasn't taken care of, and so I called them [the CDC] to ask them why is it a patient that might be suspected of this disease was not getting appropriate care."

-Josephus Weeks, Nephew of Ebola patient as reported by NBC News

