

1 Problem

What	Problem(s)	Patient death, camera collapse
When	Date	June 5, 2013
	Time	~12:30 PM
	Different, unusual, unique	Loose bolts
Where	Facility, site	New York Veterans Affairs (VA) Medical Center
	Unit, area, equipment	Gamma camera/ nuclear medicine scanner
	Task being performed	Diagnostic scanning of patient

Impact to the Goals

Patient Safety	Patient death
Employee Safety	Risk of employee injury
Environmental	N/A
Compliance	"Never event"
Patient Services	Scanner camera collapse on patient
Schedule/ Operations	Scanner recall
Property/ Equipment	Potential damage to scanner, camera
Labor/ Time	Inspections/ recall activities

Frequency: Rare; one other known incident where camera fell on a patient

CAMERA COLLAPSE KILLS PATIENT

Cause Map

Loose bolts result in Class 1 Recall

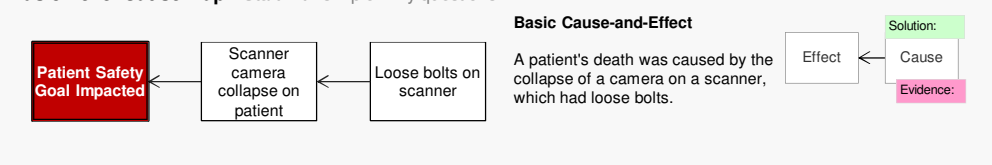
A gamma camera was being used for a diagnostic procedure when it collapsed on a patient, causing his death. Investigation determined the collapse to be caused by loose bolts and the machines were recalled until inspections and, if needed, preventive maintenance could be performed by the manufacturer.

"If no issue is found with the support mechanism fasteners, the site can resume use of the device. If an issue with the support mechanism fasteners is found on a system, the GEHC Field Engineer will coordinate the replacement of impacted parts, and ensure that the system is operating appropriately and meets all specifications."

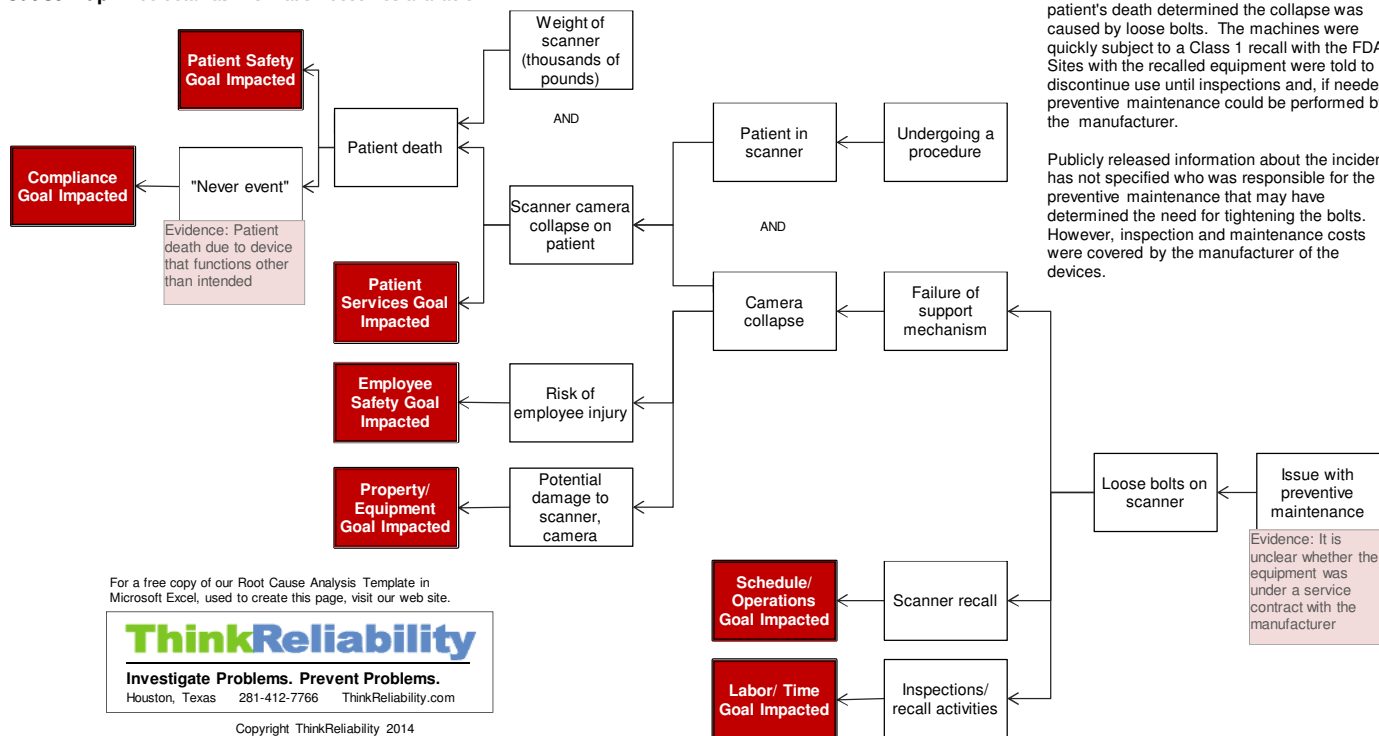
- Benjamin Fox, spokesperson for scanner manufacturer

2 Analysis

Basic Level Cause Map - Start with simple Why questions.



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



3 Solutions

Sites that are using the affected models should have been notified and should stop use until the recommendations of the recall are met. Although details of broader solutions were not available, both the manufacturer of the devices and the healthcare facilities using them will surely take a look at the preventive maintenance schedule to decrease the risk of patient injury from this type of event.

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?

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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