

# 1 Problem

<b>What</b>	Problem(s)	Wrong organ removed, patient sepsis, death
<b>When</b>	Date	See timeline
	Different, unusual, unique	Open surgery performed by two trainees
<b>Where</b>	State, city	Romford, UK
	Facility, site	Hospital
	Task being performed	Open surgery to remove appendix

## Impact to the Goals

<b>Patient Safety</b>	Patient death
	Miscarriage
<b>Employee Impact</b>	Investigation into 8 hospital staff
<b>Compliance</b>	"Never event"
<b>Organization</b>	Hospital Trust liability for death
<b>Patient Services</b>	Wrong organ removed
<b>Labor, Time</b>	Additional surgeries required

# WRONG ORGAN REMOVED

## Pregnant patient dies as appendix finally removed, 19 days after diagnosis

When two trainees were allowed to perform the open surgery to remove the patient's appendix, they mistakenly removed her ovary instead. The error was not noticed until the patient returned to the hospital for pain and suffered a miscarriage. The Hospital Trust has admitted liability.

"An extensive trust-wide action plan was drawn up following Mrs De Jesus' death in 2011 to ensure that such a tragic accident will not happen again."  
- Hospital CEO

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

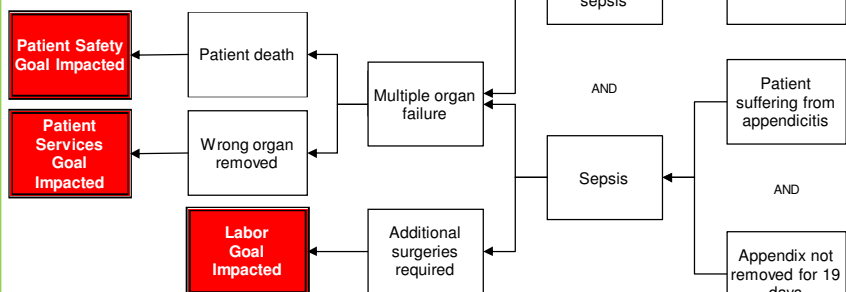
### CAUSE MAPPING

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

## More Detailed Cause Map



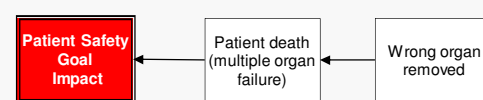
## Timeline

Date	Description
October 23, 2011	Initial operation to remove patient's appendix
October 29, 2011	Patient discharged from hospital
October 31, 2011	Pathology tests that showed appendix was not removed available
November 7, 2011	Patient returns to hospital in pain
November 9, 2011	Patient suffers miscarriage Pathology report read Emergency operation to remove septic fluid
November 11, 2011	Operation to remove appendix Patient dies on operating table

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### Basic Level Cause Map - Start with simple Why questions.



### Basic Cause-and-Effect

A pregnant patient died of multiple organ failure after her ovary was removed rather than her inflamed appendix, causing sepsis and the

