

1 Problem

What	Problem(s)	Wrong surgical procedure performed
When	Date	2010
	Different, unusual, unique	?
Where	State	California
	Facility, site	Hospital
	Task being performed	Tongue lesion resection
Impact to the Goals		
	Patient Safety	Increased risk of bleeding & infection
		Increased risk of complications from anesthesia
	Employee Impact	?
	Compliance	Never event
	Organization	Fined by State
	Patient Services	Wrong procedure performed
	Environmental	N/A
	Property, Equip, Mtls	?
	Labor, Time	Performance of additional procedure
		This incident \$50,000
	Frequency	Hospital's 5th administrative penalty since 2009
		Annualized Cost ?

WRONG PROCEDURE

Cause Map

Tongue tie release performed in case of tongue lesion resection

A California hospital is fined \$50,000 - its fifth administrative penalty - for performing the wrong procedure on a 6-year-old boy.

"Either time-out was not done or it was done, but I could not recall what procedure was said."
 "Usually, I don't examine anybody."
 - Surgeon who performed the wrong procedure

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

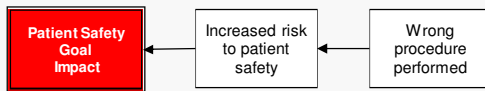
CAUSE MAPPING

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

A California hospital has been fined for performing the wrong procedure on a patient. This is its fifth administrative penalty from the State since 2009. The boy was supposed to receive a tongue lesion resection, but instead a tongue tie release was performed.

Timeline

Date	Time	Description
Day of surgery	10:00 a.m.	Time-out initiated
	10:05 a.m.	Anesthesia start
	10:19 a.m.	Time-out performed
	10:20 a.m.	Surgery start time
	10:26 a.m.	Operative report indicates tongue tie release performed
	10:28 a.m.	Patient delivered to Post Anesthesia Care Unit
	10:32 a.m.	Mother asks about surgery Surgeon brought in to talk to family
		Surgeon brings patient back into OR to perform correct surgery

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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