

1 Problem

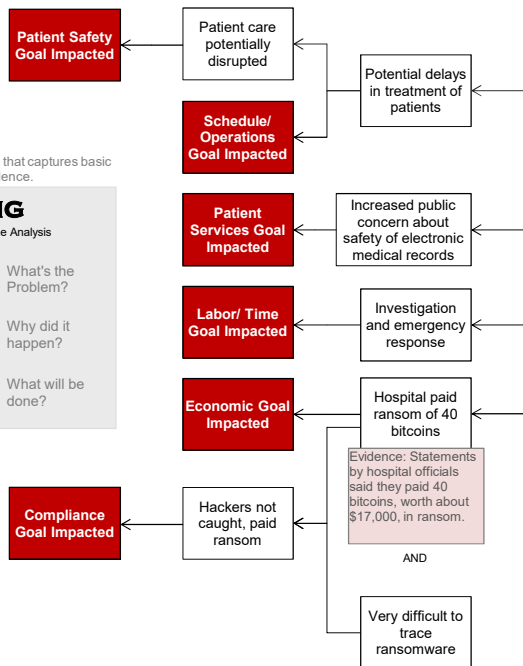
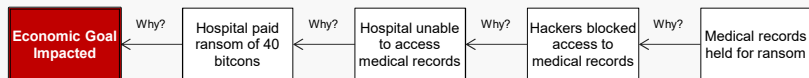
What	Problem(s)	Patient medical records held for ransom, hospital unable to use email or access medical records
When	Date	February 5, 2016
	Different, unusual, unique	?
Where	Facility, site	Hollywood Presbyterian Medical Center
	Unit, area, equipment	Hospital computer network
	Task being performed	Accessing electronic health records, using network for email

Impact to the Goals

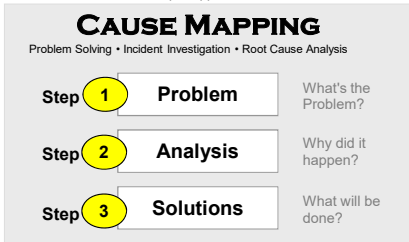
Patient Safety	Patient care potentially disrupted
Compliance	Hackers not caught, paid ransom
Patient Services	Increased public concern about safety of electronic medical records
Schedule/ Operations	Potential delays in treatment of patients
Economic	Hospital paid ransom of 40 bitcoins
Labor/ Time	Investigation and emergency response

2 Analysis

Basic Level Cause Map - Start with simple Why questions.



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



HOSPITAL HACKED

Cause Map

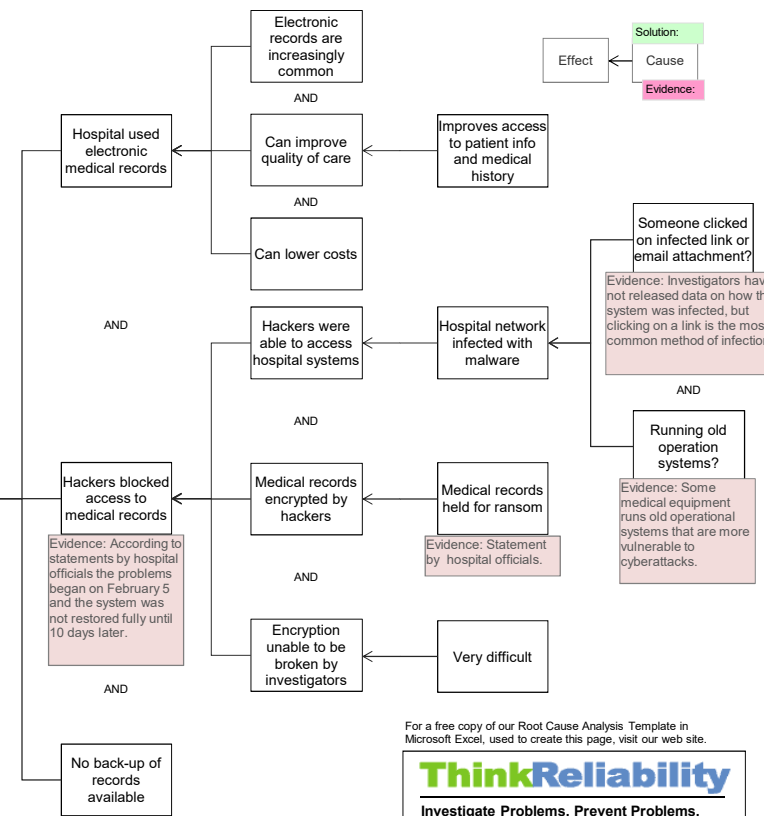
Hospital pays ransom of 40 bitcoins to release medical records

In February 2016, Hollywood Presbyterian Medical Center's computer network was hit with a cyberattack. The hackers took over the computer system, blocking access to medical records and email, and demanded ransom in return for restoring the system. After days without access to their computer system, the hospital paid the hackers 40 bitcoins, worth about \$17,000, in ransom and regained control of the network.

"The quickest and most efficient way to restore our systems and administrative functions was to pay the ransom and obtain the decryption key. In the best interest of restoring normal operations, we did this."

- Allen Stefanek, president and chief executive of Hollywood Presbyterian Medical Center

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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