

1 Problem

What	Problem(s)	Death, ambulance delay
When	Date	September 7, 2015
	Time	See timeline
Where	Different, unusual, unique	Service operations at 'purple-enhanced'
	Facility, site	London, England
	Unit, area, equipment	111 Emergency Call Center
	Task being performed	Seeking emergency treatment for ketoacidosis

Impact to the Goals

Patient Safety	Death of patient
Patient Services	Delayed emergency treatment
Schedule/ Operations	Ambulance capacity insufficient
	Call system capacity insufficient

DELAYED AMBULANCE LEADS TO DEATH

After 4.5 hours, patient found unconscious

Cause Map

A patient asked a friend to call an ambulance at about 5:00 pm on September 7, 2015. The friend dialed 111, which is the non-emergency medical helpline from the National Health Service. A clinical supervisor determined that it was an emergency that required an ambulance within 30 minutes. At this point it appears there was no contact until 10:15 pm, at which point a call-back was made to check on the patient's ongoing symptoms. The friend at this time found the patient unconscious, having suffered cardiac arrest, and called 999, the emergency call system, at 10:23 pm. The ambulance arrived at 10:30 pm and took the patient to a hospital, where she died 5 days later.

"The reason for the approximate four-and-a-half hour delay in an ambulance attending was because demand outstripped capacity. If Lisa had received definitive hospital care before she suffered a cardiac arrest in the evening of September 7, the likelihood is she would have survived."

- Coroner Mary Hassell

2 Analysis

Detailed Cause Map - Add detail as information becomes available.

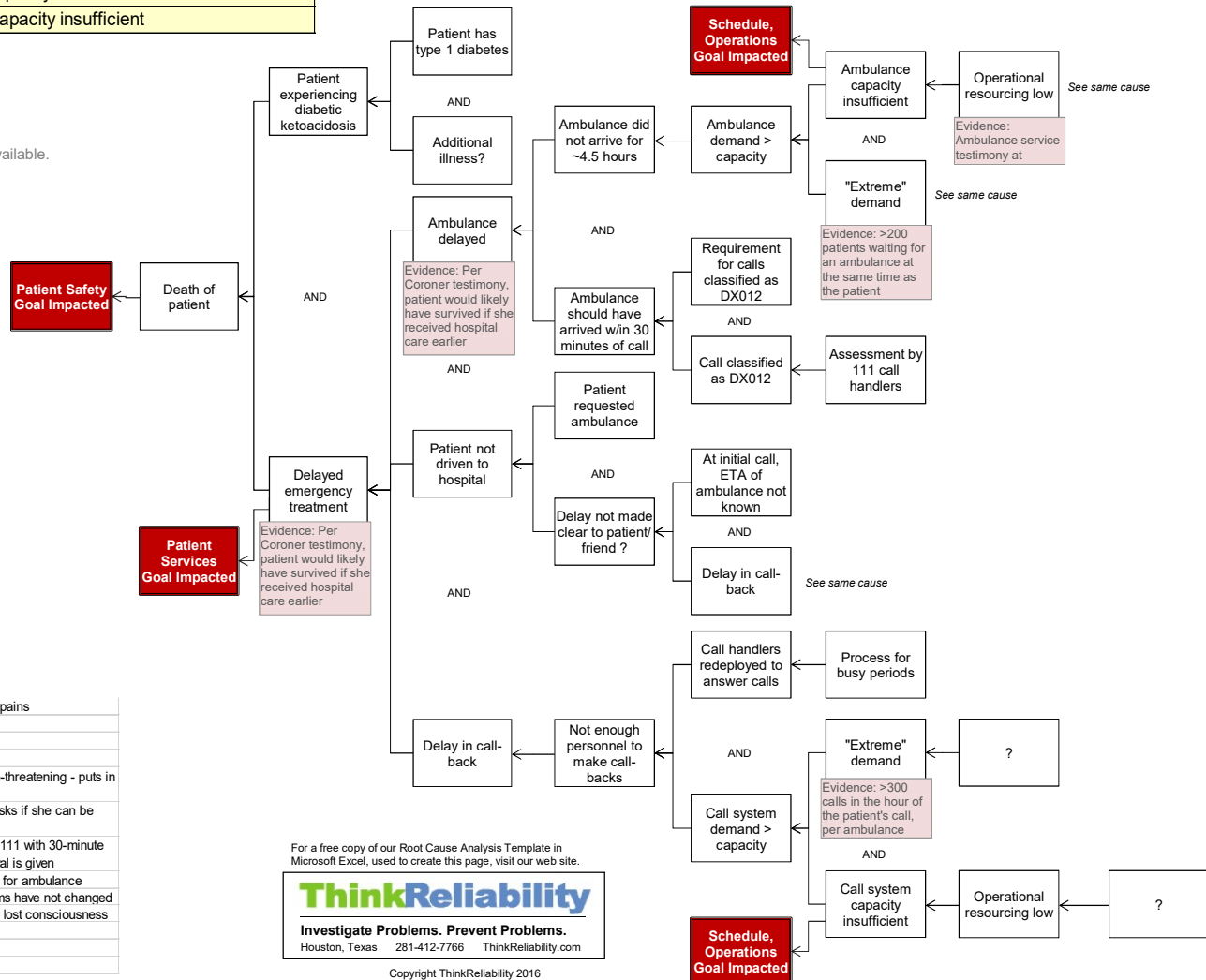
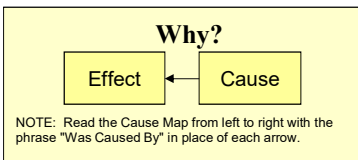
Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

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?



Date	Time	Description
September 7, 2015		Patient falls ill with headache & stomach pains
		Patient begins vomiting blood
	~5:00 PM	Patient asks friend to call an ambulance
		Friend calls 111 (NHS Direct)
		Call handler determined condition not life-threatening - puts in box for 20-minute call back
	5:42 PM	Clinical supervisor speaks with patient, asks if she can be driven to hospital; patient declines
	5:49 PM	Request is made for ambulance through 111 with 30-minute response time; no estimated time of arrival is given
		Friend is told no estimated time of arrival for ambulance
	10:15 PM	Call-back to friend to check that symptoms have not changed
	10:23 PM	Friend calls 999 after discovering patient lost consciousness
	10:30 PM	Ambulance arrives
		Patient is taken to the hospital
September 12, 2015		Patient dies

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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