

1 Problem

What	Problem(s)	Patient missing, discharged alone
When	Date	November 1, 2015
	Time	~1:30 PM
Where	Different, unusual, unique	Patient discharged by herself
	Facility, site	New York City, New York
	Unit, area, equipment	Hospital Emergency Room
	Task being performed	Patient sought treatment for belly pain

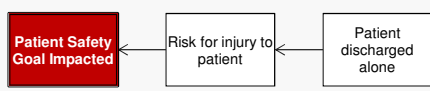
Impact to the Goals

Patient Safety	Risk for injury to patient
Employee Safety	?
Environmental	None
Compliance	Risk for lawsuit/ regulatory action
Patient Services	Patient improperly discharged
Schedule/ Operations	?
Property/ Equipment	?
Labor/ Time	Investigation

Frequency: Unknown

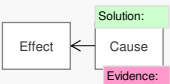
2 Analysis

Basic Level Cause Map - Start with simple Why questions.



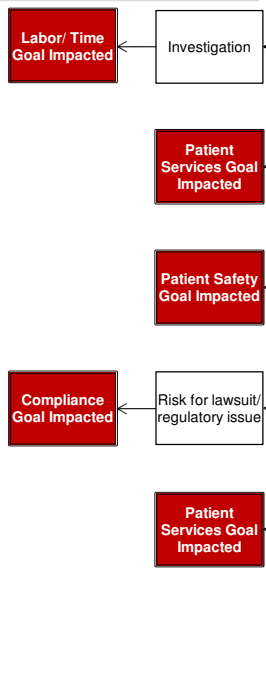
Basic Cause-and-Effect

A patient was discharged alone from an emergency room, leading to a serious risk of injury to the patient.



Timeline

Date	Time	Description
November 1, 2015	~8:30 AM	Patient picked up by ambulance for belly pain
	1:30 PM	Patient delivered to "first" hospital emergency room
	~3:00 PM	Patient is discharged from first hospital by herself
November 2, 2015		911 caller reports patient in altered mental state on street
		Patient delivered to "second" hospital
		Second hospital called first hospital to get medical information but weren't able to get family contacts
		Patient receives emergency surgery for perforation in digestive tract at second hospital
		Administrator informs patient's daughter that she was discharged alone from first hospital that afternoon
November 3, 2015		Patient's daughter reported mother missing to police precinct
		Patient's daughter contacts Spanish-language news channel 47
		Patient's daughter contacts first hospital for more information on what happened to her mother
November 4, 2015		First hospital sends patient's daughter brochure on how to find a missing person
		First hospital acknowledges filing of "grievance"



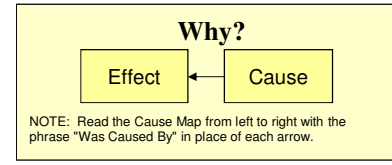
PATIENT'S DISCHARGE CAUSES ALARM

Family unaware of whereabouts for 3 days

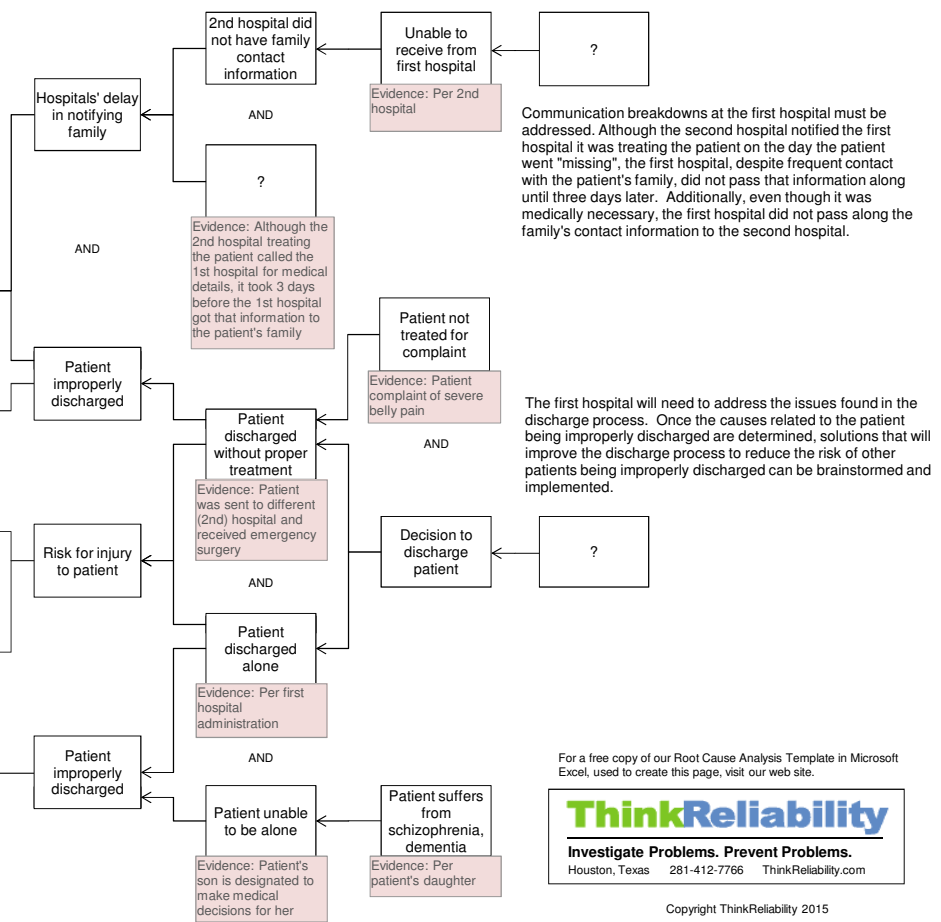
Cause Map

A patient with schizophrenia and dementia was discharged from a New York City emergency room alone and without treatment. Less than two hours after her discharge, she was taken via ambulance to another hospital, which performed emergency surgery on a perforation in the digestive tract. However, because of various communication issues, the family was not notified of her whereabouts until three days later.

"When my mom is missing, something is wrong. We needed to take action right away."
- Patient's daughter



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.

