

A

A

From Failure to Success

What to learn from failed process

Larry Ozeran, MD

Associate Clinical Professor, UC Davis Health Informatics Program

9 July 2010

Redwood MedNet

HIE Technology Conference

B

C h a n g e

B



Order



Chaos

**NO
ENTRY**



C

C

D

D

Today's topics

- failure as a tool
- case studies and analyses
- failure analysis in your organization

Failure as a tool

- morbidity and mortality (M&M)
- other industries
- conference panel discussion
- book of anonymized cases

F

F

Health Information Technology (HIT) Failure:

an HIT project failure is one in which an unintended negative consequence occurred, such as
a project delay,
a substantial cost overrun,
a failure to meet an intended goal or objective,
or
an abandonment of the project

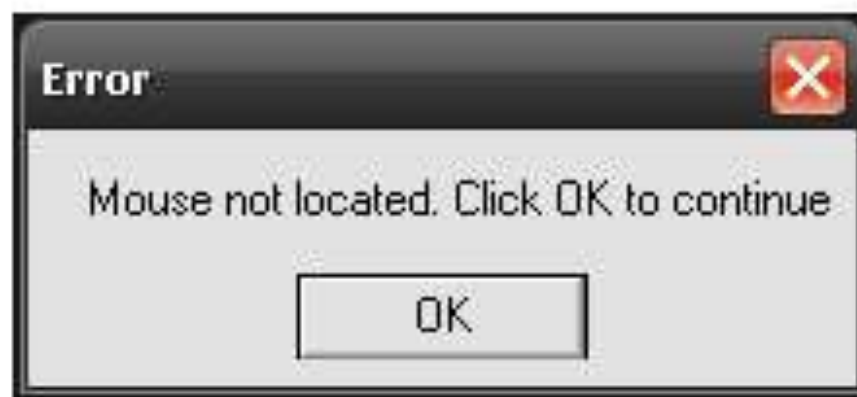
G

G

Case studies and analyses

- Ignore users
- Double after splitting
- Technology is cool

FAIL



failblog.org

Ignore users at your peril

- new CIO
- transition to single vendor
- assume the users will follow

J

J

Double each part after splitting a dose

- staff notice unexplained rise of INR
- patient is receiving twice ordered dose
- failure analysis finds ePharmacy error

K

K

Technology is cool

- environmental monitors
- automated, orderly shutdown
- redundancy

Unattended,
lit candle

+

Laptop
Computer

=

Oops!



Failure analysis

- Process focused
- Singularities are uncommon
- Many right answers (usually)

Failure analysis

- Meet regularly
- Perform exception analyses
- Minimize the blame game



Contact information:

Dr. Larry Ozeran

1002 Live Oak Blvd.

Yuba City, CA 95991

(530) 755-3507

Doc@DrOzeran.com