From Failure to Success

What to learn from failed process

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Change

NO
ENTRY
Welcome.
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Process Failure

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

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Health Information Technology (HIT) Failure:

an HIT project failure is one in which an un-intended 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

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Case studies and analyses

- Ignore users
- Double after splitting
- Technology is cool

FAIL
Error
Mouse not located. Click OK to continue
OK
failblog.org

Ignore users at your peril

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

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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

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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

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