

FIGURE 9.14 Pareto Chart of ADE Occurrence by Associated Factors

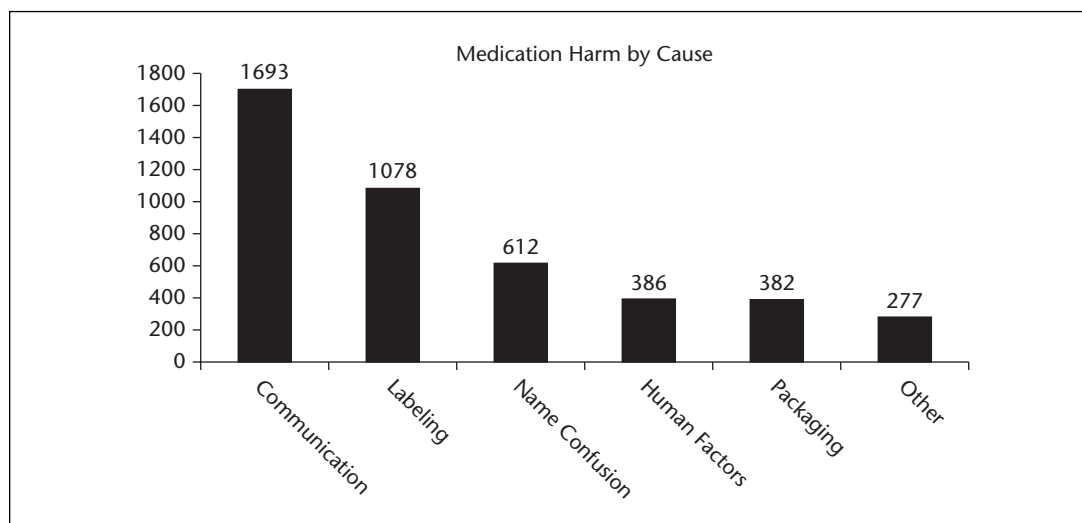


Table 9.23 Completed Drill Down Log Studying Common Factors Related to ADEs

Our Theory	How Will We Test Our Theory?	Actual Results	Next Steps
Studying the remaining common cause hospitals to learn more about the types of ADEs we are having would be helpful to our entire system.	Combine data from hospitals that are common cause (D and G) and create Pareto chart categorizing most common factors associated with ADEs.	The Pareto chart revealed two major causal factors associated with their ADEs. Communication and Labeling resulted in 62.5% of the ADEs.	<p>A. Create a sub-team to study communication problems and adapt proven changes such as: standardizing abbreviations, using leading zeros but not trailing zeros.</p> <p>B. Create a sub-team to study labeling problems and adapt proven changes such as: separate look-a-likes and sound-a-likes by label, by time, and by distance.</p>

Drill Down Log for: ADE Rate

Indicator: ADE per 1,000 doses per month (# ADE / # doses administered/1,000)

Drill Down Pathway Step Six

- Implement changes proven successful during testing
- Track aggregate data and display on Shewhart chart to determine impact of changes implemented.

The ADE team tested and implemented a number of changes. They continued to collect and display aggregate data on their Shewhart chart. Their data is presented in Figure 9.15. This chart indicates that the changes implemented have resulted in a real improvement. The safety leaders on the team confirmed this was a clinically desirable change in the ADE rate.