Unit 6: HIT Facilitated Error – Cause and Effect

Component 7: "Working with HIT Systems"

Unit 6 Objectives

- Explain the concept of facilitated error in HIT
- Cite examples of situations where HIT systems could increase the potential for user error
- Analyze sources of HIT facilitated errors and suggest realistic solutions

Error in Healthcare

- High Stress – Distraction - Busy
- Cognitive Limitations
- Stuck in Thinking
- Unclear Directions
- Unclear Labeling/Poor Layout
  – Juxtaposition

"I was ordering Cortisporin, and Cortisporin solution and suspension comes up. The patient was talking to me, I accidentally put down solution, realized that's not what I wanted . . . . I would not have made that mistake, or potential mistake, if I had been writing it out because I would have put down what I wanted"

Slide 1

Error in Healthcare

Did I give that dose of Insulin?

Which patient's heart monitor is that?

Was that me they were paging?

I have to remember to tell the doctor this.

Slide 2

This slide contains a link to a video from YouTube that illustrates an avoidable medical error involving the Quaid twins. The link below was accurate as of August, 2010. A GOOGLE search on the Quaid twins and medication error will result in numerous links to this particular news item.

http://www.youtube.com/watch?v=XEbf9bliOus

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Slide 3

Error in Healthcare

- High Stress – Distraction - Busy
- Cognitive Limitations
- Stuck in Thinking
- Unclear Directions
- Unclear Labeling/Poor Layout
  - Juxtaposition

"I was ordering Cortisporin, and Cortisporin solution and suspension comes up. The patient was talking to me, I accidentally put down solution, realized that's not what I wanted . . . . I would not have made that mistake, or potential mistake, if I had been writing it out because I would have put down what I wanted"

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Error in Healthcare

- Role Change/Communication Change/Workflow Change
- Undue Trust?
- Currency & Appropriateness
- Alert Fatigue
- System Rigidity

Error Vocabulary

- Omission
- Commission
- Slips/Lapses
- Mistakes
- Facilitated Error

"Silent Cockpit"

!!STOP!!
Do not disturb! Passing medications

Technology Induced Error

- "Oh Schnocks!" The state of healthcare technology in 2009: http://www.youtube.com/watch?v=WxQLzdLjwp4

Addressing the Issue

"Human Factors"

Ergonomics (or human factors) is the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data, and other methods to design in order to optimize human well-being and overall system performance.

Human Factors in Surgery Video
From the Mayo Clinic
http://www.youtube.com/watch?v=xR78dXTYy9c

Finishing out – Helping to Avoid Error In HIT

- Computer screens/layouts/systems that are:
  - Easy to read
  - Easy to understand
  - Logical
  - Support cognition – not thwart
  - Agile & flexible
  - Help to prevent error
  - Make the right thing the easiest thing

CONCLUDING: Is it Easy? NO!

**This completes the slide deck for Unit 6:
HIT Facilitated Error Cause & Effect**

Component 7 "Working With HIT Systems"

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