

عنوان مقاله:

Risk assessment of the selected processes in women's surgery ward by Healthcare Failure Mode and Effect Analysis (HFMEA) method, 2013

محل انتشار:

اولین کنفرانس بین المللی ابزار و تکنیکهای مدیریت (سال: 1393)

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خلاصه مقاله:

Making sure about patient's safety is the first critical step in care quality improvement. Women's surgery wards are known as the most high risk areas of a hospital. This study is conducted to assess the risk of selected processes in women's surgery ward of Ghaem education and treatment center by Healthcare Failure Mode and Effect Analysis (HFMEA) method in 2013. In this investigation, modes and effects of errors were identified and analyzed quantitatively and qualitatively by healthcare failure mode and effect analysis method. In order to find the cause of errors and determine the approaches to improve, we used Eindhoven classification model and the theory of inventive problem solving model, respectively. In 5 processes which were selected by voting method using rating, 26 steps, 82 sub processes and 249 potential failure modes were identified by HFMEA. 71 failure modes (28.5%) were identified as high risk failures and were transferred into the decision tree. The cause of failure in 10.4% of cases were related to the technical factors, 42.4% organizational factors, 39.7% human factors and 6.8% other factors. The prospective method of healthcare failure mode and effect analysis has a high efficiency in identifying probable failures in therapeutic processes, determining the effective factors of every failure mode and suggesting the approaches to improve women's surgery ward processes.

کلمات کلیدی:

women's surgery, Risk assessment, Failure

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