

These concepts are explored through a case study in a dialysis unit where a malfunction of a medical equipment device (central venous catheter) was identified” Phillips et al (2016).

Abstract:

Technology and medical equipment devices have become integrated in the delivery of health care. These technologies and devices can introduce new risks, either through user error or malfunction. When these incidents occur, it is important they are reported so that learning and improvements are possible.

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A just culture encourages reporting of incidents by not blaming individuals, but rather by seeking to understand incidents in relation to how they occurred because of the systems in place. These concepts are explored through a case study in a dialysis unit where a malfunction of a medical equipment device (central venous catheter) was identified. The process for addressing the issue is defined and includes reviewing applicable data, reporting incidents, and evaluating devices that malfunctioned. Finally, the role of the frontline health care professional is identified as an important stakeholder in identifying issues with technology and medical devices, reporting these incidents, and participating in the process that resolves the issues.

Reference:

Phillips, J.M., Mossop, P., Bartol, C. and Hodgson, B. (2016) When medical devices fail: Lessons learned in a hemodialysis unit. CANNT journal. 25(2), p.36-9.

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