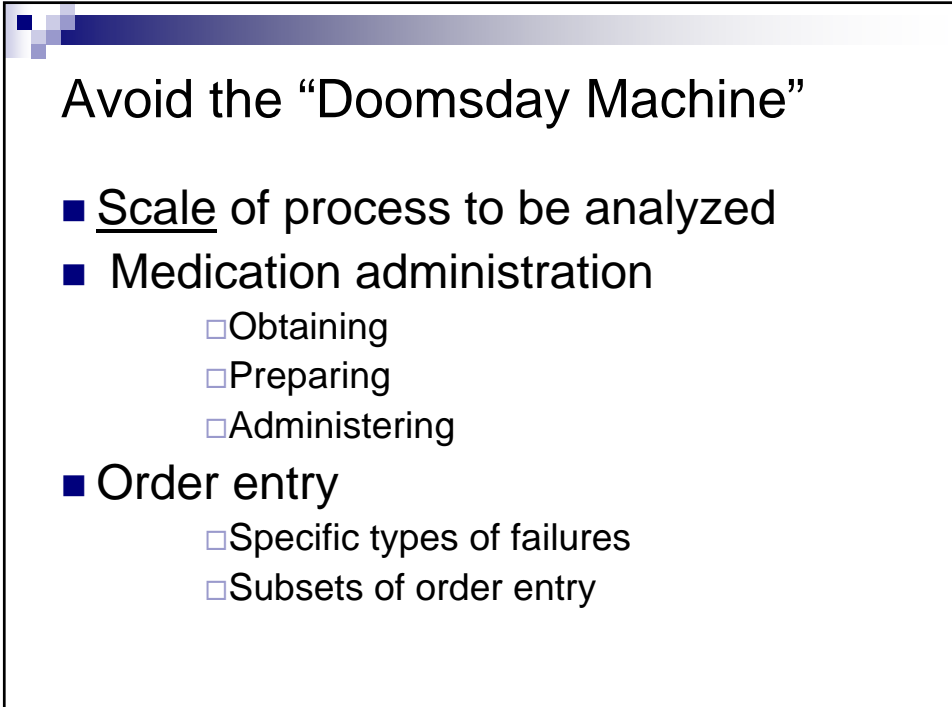


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Dr. Failuremode: Or, How I Learned to Stop Worrying and Love the FMEA Process

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Avoid the “Doomsday Machine”

- Scale of process to be analyzed
- Medication administration
 - Obtaining
 - Preparing
 - Administering
- Order entry
 - Specific types of failures
 - Subsets of order entry

Choose your Generals wisely

- Efficient leader
 - Focus on efficiency and accuracy
- Front line staff
- Blocks of time
 - 4 hours +
- Identify improvements in subsequent meetings

Order your planes to attack

- Honesty is key
 - Reality vs. policy
- Embrace the minutiae
- Encourage creativity
 - Improvement recommendations should not be limited by status quo

“He’s a little funny in the head...”

- Be consistent

- Scoring will vary, but ensure consistent outcomes and related scores

- If multiple failure modes lead to a wrong dose error, be sure they all share the same severity score

- Scoring has maximum value when you improve and re-measure

Understand the impact

- Prioritize improvement opportunities for hospital leaders

- Present entire FMEA to communicate scope; focus on key failures

- Direct efforts toward high scores *and* quick wins

Why you'll learn to love it

- Full understanding of a process
- Measurable improvements
 - Track over time (IHI FMEA Tool)
- Clarifying key risk points for hospital leadership
 - Calculate impact of new technology on risk scores
- Improve staff satisfaction