Healthcare FMEA Course Outline

- Introduction to Healthcare Failure Mode and Effects Analysis (HFMEA)
- History and Purpose of FMEA
- Quality-One Healthcare FMEA Three-Path Model
- Team Structure and Rules for Efficiency
- How to Determine Risk and When to Take Action
- JCAHO Defined Standard for HFMEA Principles
  - Leadership
  - Reduction in Sentinel Events
  - Reduction of Medical / Healthcare Errors
  - Identify High Risk Processes
  - Identify Failure Modes and Effects of Failure
  - Conduct a Root Cause Analysis on items with highest Severity
  - Re-design Process to Mitigate Risks
  - Protect Patient from Effects of the Failure
  - Test to Verify Effectiveness of Process Changes
  - Maintain Effectiveness
- Practical Application of the HFMEA Technique
  - Pre-work
    - Failure Mode Avoidance (FMA)
    - Sentinel Events
    - Past Experiences with Failure
  - Path 1
    - Define the Topic
    - Assemble a Cross-Functional Team of Healthcare Professionals
    - Create a Process Flow Chart or Diagram
    - Select Focal Point from Process Flow (if complex process)
  - Path 2
    - Perform Hazard Analysis
• Failure Modes and Effects
• Causes of Failure
• Rankings for Severity and Probability
• Hazard Score
• Decision Matrix / Decision Tree for Single Point Failure, Existing Controls and Detectability

○ Path 3
  ▪ Assign Action Type
  ▪ Determine Actions to Improve Tests and Verification Techniques
  ▪ Action Clarification Follow-up & Responsibility / Management
    Concurrence
  ▪ Closure of the Issue
  ▪ Revisit Rankings
  ▪ Establish Standard Work Practices