Care Group Case Study

What process controls were needed to prevent this event from occurring?

If Caregroup had a problem management process in place, this unexpected event could have been prevented. They should have a general quality management best practices system such as root cause analysis, a incident reporting system that proactively analyze incident management data to identify and prevent hidden problems. This should also include the best practices guidelines and how to identify and diagnose potential risks and problems. A well defined contingency plan for business continuity should have been there in case of emergencies such as natural disaster, system malfunction and shortage.

The case states no significant harm occurred to any patient, however what do you believe were the likely relevant impacts to patient care during the event?

Although according to the the case study there was no immediate significant harm done to the patients, I believe that the patients were affected indirectly as the diagnosis and treatment were delayed. The lab test and report were also delayed. Furthermore, outdated films were used to to capture the x-rays. Overall the system outage hampered the workflow efficiency. Thus the quality of patient care was reduced.

As an IT leader, how would you evaluate the timeline of the response? Too long/short, too conservative/aggressive in approach to execution?

At Caregroup, the network collapse was a large incident – all services were disrupted for three days – and the response would have fallen under CareGroup's incident management process. But there were a number of problems that caused the incident and could cause further incidents if allowed to continue. Halamka and the IT team, along with the Cisco consultants, did an admirable job resolving many of the problems responsible for the recent crisis. Still, a formal proactive problem management process is important to improve overall IT reliability and reduce the costs associated with recovering from incidents.