

# Contents

Preface .....	xiii
About the Author .....	xv
<b>Chapter 1</b> Introduction .....	<b>1</b>
1.1 Need for Reliability Technology, Human Error Studies, and Quality in Health Care .....	1
1.2 History .....	1
1.2.1 Reliability Technology .....	1
1.2.2 Human Error .....	2
1.2.3 Quality .....	2
1.3 Facts and Figures .....	2
1.4 Terms and Definitions .....	4
1.5 Useful Information on Reliability Technology, Human Error, and Quality in Health Care .....	5
1.5.1 Journals .....	5
1.5.2 Books .....	6
1.5.3 Conference Proceedings .....	6
1.5.4 Organizations .....	7
1.6 Problems .....	7
References .....	8
<b>Chapter 2</b> Basic Mathematical Concepts .....	<b>11</b>
2.1 Introduction .....	11
2.2 Range, Arithmetic Mean, and Standard Deviation .....	11
2.2.1 Range .....	11
2.2.2 Arithmetic Mean .....	12
2.2.3 Standard Deviation .....	12
2.3 Boolean Algebra Laws and Probability Properties .....	13
2.4 Basic Probability-Related Definitions .....	16
2.4.1 Probability Density Function .....	16
2.4.2 Cumulative Distribution Function .....	17
2.4.3 Expected Value .....	17
2.4.4 Variance .....	18
2.5 Probability Distributions .....	18
2.5.1 Exponential Distribution .....	18
2.5.2 Weibull Distribution .....	19
2.5.3 Normal Distribution .....	20
2.5.4 General Distribution .....	21

2.6	Laplace Transform Definition, Common Laplace Transforms, Final-Value Theorem, and Laplace Transforms' Application in Solving First-Order Differential Equations.....	21
2.6.1	Laplace Transform: Final-Value Theorem .....	22
2.6.2	Laplace Transforms' Application in Solving First-Order Differential Equations .....	23
2.7	Problems.....	24
	References .....	25

**Chapter 3** Introduction to Reliability Technology, Human Error, and Quality..... 27

3.1	Introduction.....	27
3.2	Bathtub Hazard Rate Curve .....	27
3.3	Commonly Used Formulas in Reliability Analysis .....	28
3.3.1	General Formula for Reliability .....	29
3.3.2	General Formula for Hazard Rate.....	29
3.3.3	General Formula for Mean Time to Failure.....	30
3.4	Reliability Configurations .....	31
3.4.1	Series Configuration.....	31
3.4.2	Parallel Configuration .....	33
3.4.3	<i>m</i> -out-of- <i>K</i> Configuration.....	35
3.4.4	Standby System .....	37
3.5	Reliability Analysis Methods.....	38
3.5.1	Markov Method.....	38
3.5.2	Failure Modes and Effect Analysis .....	40
3.5.3	Fault Tree Analysis.....	41
3.6	Human Error Facts, Figures, and Causes.....	44
3.7	Human Error Classifications.....	44
3.8	Human Error Analysis Methods .....	45
3.8.1	Root Cause Analysis .....	45
3.8.2	Man-Machine Systems Analysis .....	46
3.9	Human Error Data Sources .....	46
3.10	Factors Affecting Product Quality and Services .....	47
3.11	Quality Assurance System Tasks .....	47
3.12	Total Quality Management versus Traditional Quality Assurance .....	47
3.13	TQM Elements and Obstacles to TQM Implementation .....	48
3.14	Problems.....	49
	References .....	50

**Chapter 4** Medical Device Safety and Quality Assurance .....

4.1	Introduction.....	53
4.2	Medical Device Safety versus Reliability and Types of Medical Device Safety .....	53

4.3	Medical Device-Related Safety Requirements and Safety in Device Life Cycle .....	54
4.4	Safety Analysis Tools for Medical Devices and Considerations for Selecting Safety Analysis Methods.....	56
4.4.1	Considerations for Selecting Safety Analysis Methods .....	59
4.5	Regulatory Compliance of Medical Device Quality Assurance and Program for Assuring Medical Device Design Quality .....	60
4.6	Methods for Medical Device Quality Assurance .....	64
4.6.1	Flowcharts .....	64
4.6.2	Check Sheets .....	64
4.6.3	Scatter Diagram.....	65
4.6.4	Histogram.....	65
4.6.5	Cause-and-Effect Diagram.....	65
4.6.6	Pareto Diagram .....	66
4.7	Problems.....	66
	References.....	67

<b>Chapter 5</b>	<b>Medical Device Software Quality Assurance and Risk Assessment .....</b>	<b>69</b>
5.1	Introduction.....	69
5.2	Medical Device Software Failure Examples .....	69
5.3	Classifications of Medical Software .....	70
5.4	Framework for Defining Software Quality Assurance Programs in Medical Device Manufacturing Organizations .....	71
5.5	Software Design, Coding, and Testing .....	72
5.5.1	Software Design .....	72
5.5.2	Software Coding.....	74
5.5.3	Software Testing.....	74
5.6	Software Metrics.....	76
5.6.1	Metric I: McCabe's Complexity .....	76
5.6.2	Metric II: Halstead Measures.....	77
5.7	Risk Management Definition and Program Steps.....	78
5.8	Factors in Medical Device Risk Assessment .....	79
5.8.1	Design and Manufacturing.....	79
5.8.2	Materials Toxicity and Degradation.....	80
5.8.3	Human Factors .....	80
5.8.4	Interaction with Other Devices .....	81
5.9	Integrating Risk Assessment into Medical Device Design Control .....	81
5.10	Medical Device Risk Assessment-Related Data.....	81
5.11	Problems.....	82
	References.....	82

<b>Chapter 6</b>	<b>Medical Device Maintenance and Sources for Obtaining Medical Device-Related Failure Data</b>	85
6.1	Introduction.....	85
6.2	Medical Equipment Classifications.....	85
6.3	Medical Equipment Maintenance Indexes.....	86
6.3.1	Broad Indexes.....	86
6.3.2	Medical Equipment-Specific Indexes.....	87
6.4	Medical Equipment Computerized Maintenance Management Systems .....	89
6.5	Mathematical Models for Medical Equipment Maintenance .....	91
6.5.1	Model I .....	91
6.5.2	Model II.....	92
6.6	Medical Device-Related Failure Data Sources .....	93
6.7	Organizations for Obtaining Medical Device-Related Failure Data .....	94
6.8	Medical Device Failure-Related Data.....	95
6.9	Problems.....	96
	References.....	96
<b>Chapter 7</b>	<b>Human Error in Health Care.....</b>	99
7.1	Introduction.....	99
7.2	Human Error in Health Care-Related Facts, Figures, and Examples .....	99
7.3	Human Error in Medication.....	100
7.3.1	Types of Medication Errors.....	100
7.3.2	Common Reasons for Occurrence of Medication Errors.....	101
7.3.3	Useful General Guidelines to Reduce Occurrence of Medication Errors .....	101
7.4	Human Error in Anesthesia .....	102
7.4.1	Common Anesthesia Errors .....	103
7.4.2	Common Causes of Anesthesia Errors.....	103
7.4.3	Useful Methods to Prevent or Reduce Anesthetic Mishaps Due to Human Error .....	104
7.5	Human Error in Medical Devices .....	106
7.5.1	Medical Devices with High Incidence of Human Errors.....	106
7.5.2	Human Errors Causing User-Interface Design Problems .....	106
7.5.3	Medical Device-Associated Operator Errors.....	107
7.5.4	Human Error Analysis Methods for Medical Devices.....	107
7.6	Human Error in Miscellaneous Health Care Areas.....	108
7.6.1	Human Error in Emergency Medicine .....	108
7.6.2	Human Error in Intensive Care Units .....	109
7.7	Useful Guidelines to Prevent Occurrence of Human Error in Health Care .....	109
7.8	Problems.....	110
	References.....	111

<b>Chapter 8</b>	<b>Health Care Human Error Reporting Systems and Models for Predicting Human Reliability and Error in Health Care .....</b>	115
8.1	Introduction .....	115
8.2	Key Points Associated with Current Event Reporting Systems and Methods Practiced in Such Systems .....	115
8.3	Health Care Human Error Reporting Systems .....	116
8.4	Medical and General Human Error-Related Data .....	117
8.5	Model I: Human Reliability in Normal Work Environment.....	117
8.6	Model II: Human Reliability in Fluctuating Work Environment .....	120
8.7	Model III: Human Reliability with Critical and Non-Critical Human Errors in Normal Work Environment .....	124
8.8	Problems.....	126
	References .....	127
<b>Chapter 9</b>	<b>Patient Safety.....</b>	129
9.1	Introduction.....	129
9.2	Facts and Figures .....	129
9.3	Patient Safety Goals .....	130
9.4	Patient Safety Culture and Its Assessment.....	131
9.5	Patient Safety Program .....	132
9.6	Patient Safety Measure Selection and Patient Safety Measures and Analysis Methods.....	134
9.7	Patient Safety Organizations.....	136
9.8	Problems.....	136
	References .....	137
<b>Chapter 10</b>	<b>Introduction to Quality in Health Care .....</b>	141
10.1	Introduction .....	141
10.2	Reasons for Escalating Health Care Costs and Quality Dimensions of Today's Health Care Business.....	141
10.3	Health Care Quality Goals and Their Associated Strategies .....	143
10.4	Health Care and Industrial Quality Comparisons and Quality Improvement versus Quality Assurance in Health Care Institutions .....	144
10.5	Common Health Care Administrators' Appeals for Total Quality and Physicians' Reactions.....	145
10.6	Steps for Improving Quality in Health Care.....	145
10.7	Implementation of Six Sigma Methodology in Hospitals and Its Advantages and Implementation Barriers.....	147
10.8	Quality Indicators for Use in Hospital Departments .....	148
10.8.1	Department: Nursing, Acute Care.....	149
10.8.2	Department: Physiotherapy .....	149
10.8.3	Department: Social Work Services .....	149
10.8.4	Department: Pharmacy .....	149
10.8.5	Department: Food Services Excluding Therapeutic Nutrition.....	149

10.9 Problems.....	150
References.....	150
<b>Chapter 11 Quality Methods for Use in Health Care .....</b>	<b>153</b>
11.1 Introduction.....	153
11.2 Group Brainstorming .....	153
11.3 Cause-and-Effect Diagram .....	154
11.4 Quality Function Deployment.....	155
11.5 Process Flow Diagram .....	156
11.6 Affinity Diagram.....	156
11.7 Check Sheet.....	157
11.8 Force Field Analysis.....	157
11.9 Multivoting .....	158
11.10 Pareto Chart .....	159
11.11 Scatter Diagram .....	159
11.12 Control Chart .....	160
11.12.1 The C-Chart .....	160
11.13 Problems.....	162
References.....	163
<b>Bibliography .....</b>	<b>165</b>
<b>Index.....</b>	<b>191</b>