

Enhancing Patient Safety Through Good Quality of Services

LAM Chi Yau Alex

林志紬

Alex Lam 林志綸

- 🌐 Vice-Chairman – Hong Kong Alliance of Patients' Organizations 香港病人組織聯盟
- 🌐 Member – Steering Committee on Strategic Review on Healthcare Manpower Planning & Professional Development, Medical Sub-Group (F&H Bureau)
- 🌐 **PHD** in Public Health Care (**P**ast **H**istory with **D**octors)





 SOCIETY

 FOR

 NURSING

 EDUCATION

 ERUDITIO

 SOCIETY

 FOR

 NURSING

 EDUCATION

 ERUDITIO

Sentinel & Serious Untoward Events 2012-2013

-  26 Sentinel Event 嚴重醫療事件
-  104 Serious Untoward Event 重大風險事件

醫管局嚴重醫療事故政策 下須呈報的事件

嚴重醫療事件 SE

1. 錯誤為病人或某身體部位進行外科／介入手術程序；
2. 因手術／介入程序後在病人體內遺留工具或其他物料；
3. 進行**ABO**血型不配合的輸血；
4. 錯誤處方藥物引致病人永久喪失主要功能或死亡；
5. 因出現血管內氣體栓塞而導致病人死亡或神經損害

醫管局嚴重醫療事故政策 下須呈報的事件

嚴重醫療事件 SE

- 6. 住院病人自殺死亡(包括當時正暫時返家休養的病人)；
- 7. 在分娩過程或生產時發生嚴重事件引致孕婦死亡；
- 8. 錯配初生嬰兒或發生擄拐嬰兒事件；及
- 9. 導致病人永久喪失功能或死亡的其他嚴重事故；

醫管局嚴重醫療事故政策 下須呈報的事件

重大風險事件 SUE

- 1. 可導致病人死亡或永久受損的處方藥物錯誤；及
- 2. 可導致病人死亡或永久受損的錯辨病人身份事件

醫管局第三十三期 《風險通報》季刊

- 🌐 進一步加強公立醫院通報及監察具警示作用的醫療事件。

醫管局第三十三期 《風險通報》季刊

- 公立醫院在二〇一三年第四季共呈報**11宗嚴重醫療事件 SE**，分別涉及
 - 5宗在病人體內遺留醫療物料、
 - 1宗輸注錯誤藥物劑量及
 - 1宗在錯誤部位施行麻醉程序的事件，
 - 另外4宗是病人自殺個案。

醫管局第三十三期 《風險通報》季刊

- 同一季度亦接獲**23宗重大風險事件 SUE**的呈報，當中包括
 - 20 宗藥物事件，及
 - 3 宗錯誤識別病人身份的個案。
- 《通報》分析了**15宗**忽略病人已知對藥物敏感的事件
- 同時提出多項議，減少同類事件再發生的風險。

The Worst Adverse Event

- 🌐 Your beloved family member is hospitalized. You know she is in good hands because the hospital had good reputation, the doctors and nurses are polite – and seem competent.
- 🌐 What may be the worst adverse event that could happen to her during her stay?
- 🌐 The next question is: From a healthcare professional's position, what is the worst adverse event?

(Dr Derrick AU, Director (Quality & Safety))

3 Things to Destroy your Career

-  Patient
-  Complaint
-  Legal Action

3 Things to Destroy your Career

 Patient



Alex Lam – Patient (QEH) 2003

3 Things to Destroy your Career



Complaint



Alex Lam – Member

– HA Public Complaints Committee

3 Things to Destroy your Career





 Legal Action



Alex Lam – Solicitor

HA Public Complaints Committee






醫管局公眾投訴委員會

-  Medical Service (149)
-  Staff Attitude (32)
-  Administration procedure (28)
-  Others (10)

HA Public Complaints Committee

醫管局公眾投訴委員會






Overall Complaints - Hospital

-  Medical Service (1402) [18,510]
-  Staff Attitude (544) [8,187]
-  Administration procedure (444) [1,402]
-  Others (77) [11,115]
-  TOTAL (2,641) [39,522]

HA Public Complaints Committee

醫管局公眾投訴委員會

Overall Complaints **[Appreciation]** - Hospital

-  Medical Service (1402) **[18,510]**
-  Staff Attitude (544) **[8,187]**
-  Administration procedure (444) **[1,402]**
-  Others (77) **[11,115]**
-  TOTAL (2,641) **[39,522]**

Thank You 😊