



中華人民共和國香港特別行政區政府總部食物及衛生局
Food and Health Bureau, Government Secretariat
The Government of the Hong Kong Special Administrative Region
The People's Republic of China

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Clerk to Panel on Health Services
Legislative Council Secretariat
3/F Citibank Tower
3 Garden Road
Hong Kong
(Attn: Miss Mary SO)

Dear Miss So,

**LegCo Panel on Health Services
Fu Shan Public Mortuary Incident**

At its meeting on 31 March 2006, the Panel on Health Services discussed the captioned subject. Members asked the Administration to set out the disciplinary actions taken against the staff who had committed dereliction of duty in the incident, and to report the progress made in taking forward the medium and long-term measures recommended by the Independent Committee on Public Mortuary Incident (Independent Committee).

Disciplinary Actions

The two Mortuary Attendants directly involved in the release of wrong body have been redeployed to other duties outside the mortuaries in March 2006. Legal proceedings against the staff concerned are underway.

Upon completion of the proceedings in court, the Administration will take disciplinary actions as appropriate.

The Medium and Long-term Measures

In order to brief the bereaved family members of the body identification procedures and other useful information, user-friendly guidelines are shown by computer presentation slideshow in the public mortuaries. Besides, training has been strengthened to enhance the staff's knowledge on proper procedures, and improve their skills in communication and handling enquiries from clients or other members of the public.

As regards the Independent Committee's recommendation on the better use of manpower resources in public mortuaries, clerical staff have been deployed to undertake registration counter duties at the mortuaries, thereby relieving the other mortuary staff to concentrate on the technical duties. In addition, various improvements have been launched to enhance operational efficiency in the mortuaries, including computerisation and a revamp of the body identification workflow. These enable better communication with clients and reduce waiting time.

The Independent Committee also emphasized the need to strive for professionalism in the management and daily operation of public mortuaries. In this connection, a professional consultant was commissioned to design and deliver a series of tailor-made training programmes on concepts and skills for quality client-oriented service to all levels of staff in the Department of Health's Forensic Pathology Service. Besides, management briefings and on-the-job training are conducted to equip the Medical Officers, Mortuary Officers and Mortuary Technicians with the necessary supervisory skills and familiarise them with their respective management responsibilities. Mortuary staff are also required to take regular job-related proficiency tests. Additional mortuary staff posts will be created to strengthen the manpower of the public mortuaries.

In addition, key operational features in the Mortuary Work Manual have been strengthened and will be regularly reviewed to provide clear guidance to staff.

A referral system has been put in place in the mortuaries for the bereaved families to obtain bereavement support and counselling services

from voluntary organisations and a pilot study is being conducted on the different modes of provision of bereavement services for families of suicide victims.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Pamela Lam', with a stylized flourish at the end.

(Miss Pamela LAM)
for Secretary for Food and Health