



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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27 October 2015

Ms Maisie LAM  
Clerk to Panel  
Panel on Health Services  
Legislative Council Complex  
1 Legislative Council Road  
Central

Dear Ms LAM,

**Panel on Health Services**

**Sentinel and serious untoward event management  
in the Hospital Authority**

At the meeting of the Panel on 16 February 2015 on the captioned, the Panel requested that supplementary information be provided. Having consulted the Hospital Authority (HA), I provide the relevant information in the ensuing paragraphs.

**(a) *The number of complaints lodged with HA's Public Complaints Committee in relation to medical errors***

2. During the reporting period from 1 October 2013 to 30 September 2014, the Public Complaints Committee (PCC) handled 197 cases related to medical services. 11 of them were partially substantiated, of which three were related to delay of re-assessment or diagnosis<sup>1</sup>. As for the remaining eight cases, the PCC considered that

<sup>1</sup> The three cases were:

- (a) Delay in recognition of pneumothorax;
- (b) Delay in recognition of rib fracture; and

there was room for improvement with quality issues other than clinical management. These quality issues included nursing care and explanation/communication to patient.

***(b) The breakdown of the number of sentinel and serious untoward events since the implementation of the relevant policy***

3. The breakdown of the number sentinel events (SEs) and serious untoward events (SUEs) by cluster is set out in the following two tables.

**Number of SEs**  
(from October 2009 to September 2014)

<b>Cluster</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>Total</b>
<b>HKEC</b>	1	7	2	2	3	15
<b>HKWC</b>	3	7	5	3	6	24
<b>KCC</b>	8	5	1	0	7	21
<b>KEC</b>	4	7	1	4	7	23
<b>KWC</b>	6	7	11	11	13	48
<b>NTEC</b>	6	4	10	6	9	35
<b>NTWC</b>	5	7	4	0	4	20
<b>Total</b>	<b>33</b>	<b>44</b>	<b>34</b>	<b>26</b>	<b>49</b>	<b>186</b>

**Number of SUEs**  
(from January 2010 to September 2014)

<b>Cluster</b>	<b>2010<sup>2</sup></b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>Total</b>
<b>HKEC</b>	3	9	11	5	7	35
<b>HKWC</b>	12	12	13	15	13	65
<b>KCC</b>	12	20	23	12	22	89
<b>KEC</b>	18	13	14	20	9	74

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(c) Arranging a 1-week follow up after assessment at specialist out-patient clinic while the patient was diagnosed to have intestinal obstruction 3 days after.

<sup>2</sup> Nine-month data from January to September 2010.

<b>KWC</b>	13	13	13	24	17	80
<b>NTEC</b>	14	17	19	14	19	83
<b>NTWC</b>	9	13	9	14	7	52
<b>Total</b>	<b>81</b>	<b>97</b>	<b>102</b>	<b>104</b>	<b>94</b>	<b>478</b>

(c) *The breakdown of the disciplinary actions taken by HA against its staff arising from sentinel and serious untoward events in the past five years*

4. HA has put in place an established mechanism to handle disciplinary matters of its staff, including those arising from medical incidents. Disciplinary actions are considered in respect of staff misconduct and are not restricted to medical incidents or events. HA has not kept record on the number of disciplinary actions taken solely arising from SEs or SUEs.

5. The number of disciplinary actions taken in the past five years are as follows:

Year	Number of disciplinary actions - all	Number of disciplinary actions - doctors
2010/11	267	9
2011/12	324	10
2012/13	302	8
2013/14	363	7
2014/15	322	11

Yours sincerely,

  
( Patrick LEE )

for Secretary for Food and Health

cc: Chief Executive, HA (Attn: Ms Emily Chan)