

# Health Care Providers Experience of Clinical Incident in Hong Kong: Coping Strategies and Needs

LUK LA<sup>1</sup> , LAM CS<sup>2</sup> , SO HY<sup>2</sup> , WONG YYM<sup>2</sup> , LUI WSW<sup>3</sup> , WONG WYR<sup>1</sup>

1. Nethersole Institute of Continuing Holistic Health Education,  
Alice Ho Miu Ling Nethersole Charity Foundation, Hong Kong
2. Quality & Safety, New Territories East Cluster, Hong Kong
3. Oasis - Center for Personal Growth & Crisis Intervention, Corporate Clinical Psychological  
Services, Hospital Authority, Hong Kong

## Method

A stratified random sample of healthcare providers (N=2077) from NTEC email list (N=6171)

## Results

Three hundred fifty-three (353) out of 387 returned questionnaires were valid for analysis. Sixty-nine percent (69.4%) of respondents (48 doctors, 229 nurses, 62 allied health and 14 undisclosed) had personal encounter of clinical incidents.

# Table 1: Coping with clinical incident

<b>Coping strategies</b>	<b>%</b>
Think positively	65.7
Peers	64.1
Friends	41.2
Family / good food	38.8
Music	30.2
Prayer	29.8

# Table 2: Immediate needs after a clinical incident

Source of support	%
Peer	58
Supervisor	58
OASIS	37.6
Q&S officer	35.1
Critical Incident Psychological Services	30.2

## Table 3: Pre-incident educational need

Needs	%
Risk alert	41.6
AIRS	30.6
Emotional support	27.3
Patient's family handling techniques	23.3
iSmart	20.4
Medical-legal	18.4
Open disclosure	15.9

## Summary

- The EQUALsafe course meets the needs of the respondents in the pre-incident education.
- After a clinical incident, peers and seniors in the department are the most important coping resources. Q&S officers and staff psychological services are also important to meet the needs.