



新界東醫院聯網
NEW TERRITORIES
EAST CLUSTER



Health Care Providers Experience of Clinical Incident in Hong Kong

Impact and Prevalence (F-P7.18)

Coping Strategies and Needs (F-P7.28)

Acknowledgements:

- (1) Alice Ho Miu Ling Nethersole Charity Foundation for providing research fund.
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91 First contact person

154 Co-Workers/Supervisor/Friends

245 respondents **personal encounter of clinical incidents (69.4%)**

353 Valid for analysis (48 doctors, 229 nurses, 62 allied health and 14 undisclosed)

387 returned Online questionnaires

Invitation card + email (June to Sept 2017)

Stratified random sample (n=2077)

NTEC email list (N=6171)
including doctors, nurses and allied health staff



威爾斯親王醫院
Prince of Wales
Hospital



白普理寧養中心
Bradbury Hospice



沙田
Chesham



雅麗氏何妙齡
那打素醫院
Alice Ho Miu Ling
Nethersole Hospital



大埔醫院
Tai Po Hospital

Negative Impacts

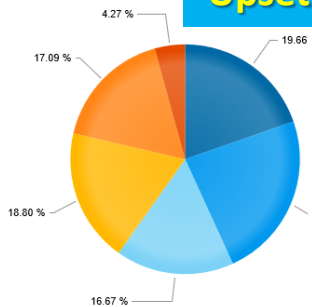
Physical

- Sleep disturbance
- Poor appetite
- Extreme fatigue

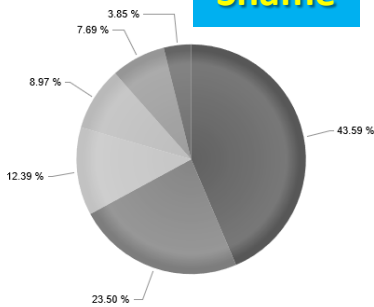
Spirituality-Social

- Social withdrawal
- Affect working relationship
- Decline in work performance
- Affect professional reputation
- Decrease meaning at work
- Feeling of worthlessness
- Reduction in job satisfaction

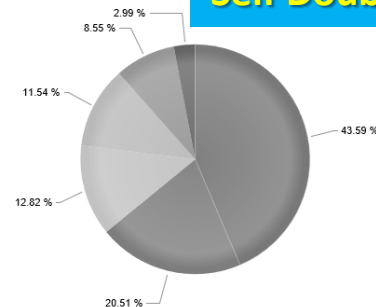
Upset



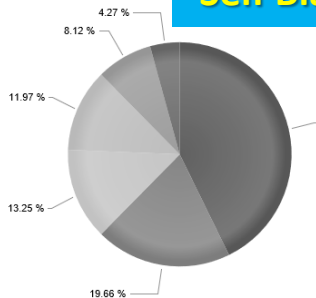
Shame



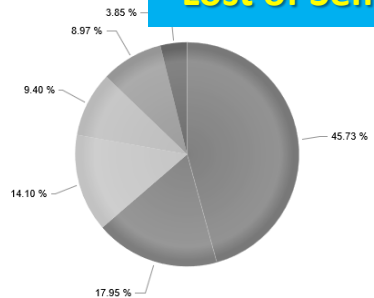
Self Doubt



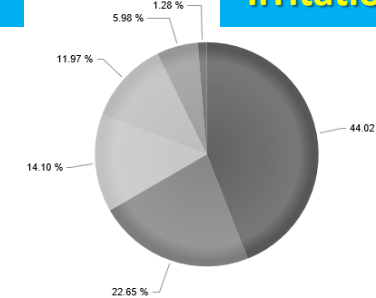
Self Blame



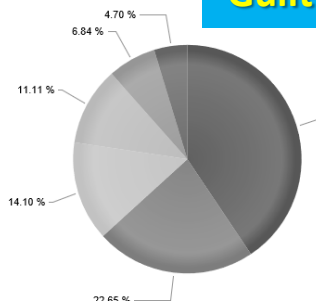
Lost of Self Confidence



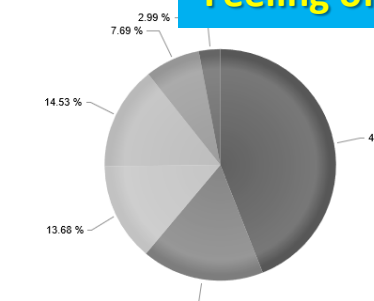
Irritation



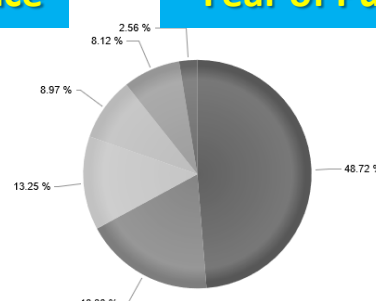
Guilt



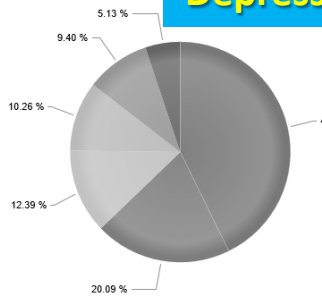
Feeling of Incompetence



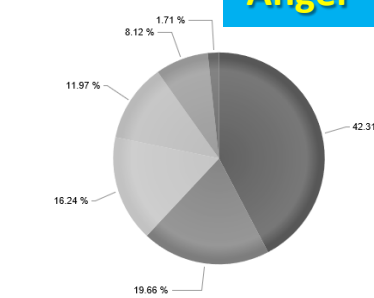
Fear of Punishment



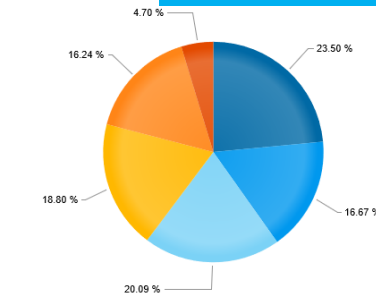
Depression



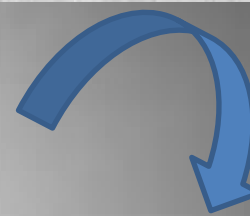
Anger



Anxious about future errors



Coping Strategies and Needs (F-P7.28)



Mean psychological score for the healthcare provider seeking staff psychological services is **2.67** (OASIS, CIPS, or CIST)



91 First contact person

**Second victim
Prevalence is 24.2%
when the degree of impact severity is considered**

oversea study varied from 10.4% up to 43.3%

Reference:

Seys, D., Wu, A.W., Gerven, E.V., et al. (2013) Health Care Professionals as Second Victims After Adverse Events. *Evaluation & the Health Professions*, 36(2):135-162.