

### When Things Go Wrong

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### Why do things go wrong?

- Lack of clinical competence
- Complications occur
- Negligent treatment
- Malpractice
- Non-professional interference

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### What happens when things go wrong

- Nothing
- Incident report for employing authority
- Complaint by patient

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### Why do patients complain?

- they think their treatment has been sub-standard
- they had unrealistic expectations
- they were not treated with care, consideration and courtesy
- reasonable requests were ignored or refused
- treatment was not fully explained
- they were discharged before fully fit
- they are chronic complainers

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### How do patients complain?

- direct to the clinician
- to the clinician's employing healthcare body
- through the Courts
- to the clinician's professional regulatory body
- through the media

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### The nature of the patient's complaint may depend on

- the severity of the mishap
- how speedily and effectively the mishap was treated
- the nature and duration of the necessary remedial treatment
- the final outcome following remedial treatment
- the pre-existing relationship between patient and clinician

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### How may the complaint be resolved?

- Discussion with the patient
- Written explanation to the patient
- Apology
- Refund of fees paid or cost of remedial treatment
- Formal procedure of the employing authority
- Legal proceedings
- Regulatory Body action

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### Multiple jeopardy

- Loss of personal professional reputation
- Censure or dismissal by employer
- Legal action and possible Court appearance
- Restrictions on future practice by regulatory body

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### Clinical Risk Management

- Avoiding the avoidable and managing the mishaps

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