

MEDICAL ERROR

&

PATIENT SAFETY LIABILITY

2018 CRITICAL
LEGAL UPDATE

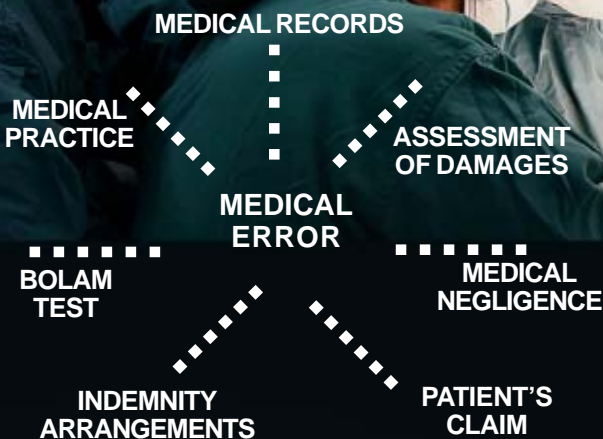
Critical coverage and update on laws, Rules & Regulations to prevent and mitigate re occurrence thus avoiding financial and reputation damage

9th (Mon) & 10th (Tue) April, 2018 - The Empire, Brunei Darussalam



4th Masterclass in Brunei

- (1st workshop - March, 2011
- 2nd workshop - April, 2012
- 3rd workshop - August, 2015)



PRESENTED BY - PS RANJAN

- An advocate and solicitor since 1976
- Member of the Medico-Legal Society of London and the Medico-Legal Society of Singapore
- Dealt with over **3,000 medico-legal cases**
- Excellent ratings for workshop presentation & content delivery in Singapore, Kuala Lumpur & Brunei
- Highly knowledgeable, energetic and passionate Presenter



"Many medical errors are avoidable at very little cost. The consequences of many medical errors are heavy financial payouts, many years of litigation and great stress for healthcare providers." - PS Ranjan

EXCLUSIVE COMPREHENSIVE DOCUMENTATION

Each Participant receives a set of comprehensive documentation comprising:

- Articles on Standard of Care, Medical Negligence Claims & Preservation of Medical Records
- 8 Critical Modules, citing 17 Cases (Authorities) from Singapore, UK & other countries
- Plus 16 case studies (Inter-active Discussions)

Organised by



Registered with



For details contact:
Tel: (603) - 9200 8500
Fax: (603) - 9281 1176
email: nadie@fikintl.com
vanan@fikintl.com
www.fikintl.com

Brunei

OUR FIRST (MARCH, 2011) MEDICAL ERROR WORKSHOP IN BRUNEI. THE HONORABLE HEALTH MINISTER TOOK TIME OFF FROM HIS BUSY SCHEDULE TO PRESENT CERTIFICATES OF ATTENDANCE TO EACH DELEGATE.



Medical Error and Patient Safety Liability

Very Good Presentation & Content! – Generally it is a well organised workshop. It has provided me a good insight on patient safety & aspects of medico-legal liabilities. It will certainly help me to strengthen the process within my hospital. The examples of cases were very helpful!

**- Dato Paduka Dr Haji Md Isham Bin Jaafar,
Current Health Minister
(Former, Medical Director, Consultant & Surgeon –
Admin/Cardiac Jerudong Park Medical Centre (JPMC))**

Excellent Presentation & Content! – The topics covered in this event are relevant to my profession as Acting CEO because we had previously faced with medical error and patient safety issues..... This class is so very informative & knowledgeable for all of us - Thank You! -

- Acting CEO, Suri Seri Begawan Hospital Min. of Health Brunei

Excellent Presentation & Content! – A very thorough medico-legal workshop! An eye-opener to healthcare team!

- Senior Staff Nurse, Jerudong Park Medical Centre

Very Good Presentation & Content! – A very engaging presenter whose talk opens up a lot of interesting issues to ponder. This event has been an eye-opener. I appreciate that the presenter does not always have a ready answer to the questions asked, but that it made everyone (myself included) to think about the issues. It is also interesting to know the perspective of the medical professions on the way they undertake their duties and the networking established between the medical & legal professionals is valuable indeed! -

- Senior Legal Officer, AG's Chambers

Excellent Presentation & Content! – Examples Mr Ranjan gave were very good. Good that we can learn from others mistakes. Let's have a longer session, perhaps start early, shorter & less heavy breaks.

- A & E Senior Medical Officer, Ministry of Health Brunei

Excellent Presentation & Content! – Small group seminar worked nicely. Adequate & perfect timing of breaks is wonderful.

- Medical Officer-Critical Care, RIPAS/JPMC

Excellent Presentation & Content!

- Senior Counsel, Attorney General Chamber's Brunei

Excellent Presentation & Content!

- Cardiologist, RIPAS Hospital

Very Good Presentation & Content! – The case studies were excellent and the discussions were very eye-opening.

- Specialist Surgeon-Gen. Surgery Min. of Health Brunei

Excellent Presentation & Very Good Content! – Excellent workshop! Well done & thank you! It was something very new to the Nursing Services in Brunei..... Most shared court cases were relevant to the profession.

**– Head of Nursing Monitoring & Quality Control,
Dept of Nursing Services Min of Health Brunei**

Singapore

MR RANJAN SHARING SOME THOUGHT-PROVOKING INSIGHTS WITH
SENIOR PARTICIPANTS AT OUR MEDICAL ERROR WORKSHOP IN SINGAPORE



DELEGATES REMARKS ON RANJAN'S WORKSHOPS

Excellent Presentation & Content! – CGQM Director SINGHEALTH

Excellent Presentation & Content! – Head of Surgery, Changi General Hospital

Excellent Presentation & Content! Cases, illustrations & stories very useful adjunct as example for the slides & easy to understand, Very useful & applicable to my work.
- Lab Medicine /Clinical Service. - KTPH

Excellent Presentation & Content! Presents with an engaging manner –
Li Ching Pharmacy Manager, NHGP

Excellent Presentation & Content! – CSRMP Parkway Hospital

Excellent Presentation & Very Good Content! – Endocrinology Assoc. Consultant Singapore GH

Excellent Presentation & Very Good Content! Case Studies have been useful -
Executive Director Pharm, National Health Group

Excellent Content & Very Good Presentation! – Patient Safety Ministry of Health

Very Good Presentation & Content! Slides were not crowded & allowed focus to hear the trainer.
– Senior Manager, Risk Management Office, SINGHEALTH

Very Good Presentation & Content! – Medical Consultant KTPH

Very Good Presentation & Content! – Head Choa Chu Kang Poly, NHGP

Very Good Presentation & Content! - CGQM Senior Manager SINGHEALTH

Kuala Lumpur

OUR MEDICAL ERROR WORKSHOP
ACTIVELY PROGRESSING



DELEGATES REMARKS ON RANJAN'S WORKSHOPS

"Excellent & Very Good!" - Pengarah Ketua Perundangan Bahagian Amalan Perubatan, CICAPS, Ministry of Health

"Excellent! Very interesting & informative real life case histories" - Principal Asst. Director of Health JKN Perak

"Excellent workshop! – I gain a lot of insights into medico-legal aspect of cases" - Director, Hospital Lahat Datu

"Excellent! – Very candid & to the point. Witty & humorous, cases interesting & mind boggling."

– Chairman, Hospital Pusrawi

"Excellent Speaker! All doctors should have similar lectures at the start of their career!"

- Medical Officer, General Hospital, Kuala Lumpur

"Excellent! It has been an eye-opener to real medico-legal scenarios that has happened and hapenning around us. A very informative & interactive session! - Head of Plastic Surgery, General Hospital, Kuala Lumpur

"Excellent!" Director, Hospital Port Dickson

"Excellent! – Very Good exposure for junior doctors"

– Medical Officer, Hospital Port Dickson

"Excellent! – Cases for discussion were very good! –Topics discussed are relevant & our real solutions. I would strongly suggest the session to be attended by our Hospital Administrators & specialist in future."

– Senior Clinical Assistant Director Hospital Melaka

"Excellent! – Very enlightening & feels for factual comments"

– Medical Director Hospital Pusrawi

"Excellent course!" – Medical Officer, Hospital Jasin Melaka

"Excellent Content & very Good presentation!" –

Med-Legal, Pantai Hospital

"Excellent!" – Human Resource Manager, Pusrawi Hospital

"Excellent Presentation & Very Good Content!" -

General Manager, Hospital Pusrawi

"Excellent!" – Medical Officer, Kajang Hospital

"Excellent!" – General Surgeon, Hospital Serdang

"Excellent Presentation & Very Good Content!"

– Director, Hospital Pakar Sultanah Fatimah

"Excellent! Very good Seminar-Workshop!" –

Senior Principal. Asst. Director MO, Ministry of Health

"Excellent!" – Dep. Director Medico-Legal Ministry of Health

"Very Good! – Congratulations for an excellent event! – Very informative interactive learning session" – Deputy Director – Ministry of Health

About your workshop leader - P S Ranjan

P S Ranjan has been an advocate and solicitor since 1976. He holds an LL.B. (Hons.) (Malaya) degree and obtained an M.A. degree in Healthcare Ethics and Law (Manchester) in 2004. He is a member of the Medico-Legal Society of London and the Medico-Legal Society of Singapore. He was a visiting lecturer to the Judicial and Legal Training Institute of Malaysia and an external examiner to certain universities on medico-legal subjects.

He was also a contributing editor to the Malayan Law Journal and had undertaken law reporting for law publications. He writes and speaks at conferences on medico-legal issues. He is a legal adviser to various institutions on medico-legal issues. He is a member of Anti-Slavery International, the world's oldest human rights organisation.

Since 2010 PS Ranjan has presented over 25 intensive Sessions for Flk International on Medical Legal related field in Malaysia, Singapore and Brunei. His Sessions continue to attract senior management from both private and public sectors.



RANJAN'S WORKSHOP IN PROGRESS IN KUALA LUMPUR (2015)



WHY THIS WORKSHOP

Participants will be taken through key areas of the medical malpractice landscape. They will be exposed to practical examples of the vital issues that impact on the exposure of healthcare providers to medico-litigation. Scenarios from daily hospital work will be brought up and discussed. The aim of the workshop is to equip participants with the necessary knowledge, skills and tools so as to avoid and reduce malpractice claims, and to manage them in a cost-effective and time-effective manner. Above all, the knowledge, skills and updates acquired will help participants and the organizations that they represent to provide high-quality healthcare to patients and to ensure public confidence in their healthcare providers.

To ensure critical issues and challenges are covered in detail this workshop is intentionally kept to 30 delegates only. Group exercises are also included to encourage participants to interact and solve issues raised in the case studies. Delegates who have attended this presentation shared their appreciation that the take-back from this workshop has extended beyond legal aspect as extensive knowledge shared made them to scrutinize their current policy, patient/customer service, work flow processes, communication with co-workers and patients, working environment and ethics.

WHO SHOULD ATTEND THIS WORKSHOP

- Board of Directors
- CEOs
- Chief Medical officer
- Medical Directors
- Doctors
- Surgeons
- Legal Officers
- Head of Departments
- Hospital Management
- Pharmacists
- Head of Quality Improvement Processes

WORKSHOP TIMING FOR BOTH DAYS:

08:00 AM	Registration
08:30 AM	Workshop commences
10:00 AM	Morning Refreshments (15 minutes)
12:45 PM	Networking Luncheon
02:00 PM	Workshop Resumes
03:15 PM	Afternoon Refreshment (15 minutes)
04:30 PM	Workshop Ends

SESSION 1 - HOW AND WHY MALPRACTICE OCCURS – AN OVERVIEW

- Consequences of System Failures & Administrative and Clerical Errors
- See one, do one and teach one - Inadequate Training, Accreditation and Acquisition of Skills by Healthcare Workers
- Impact of Errors in Delegation, Co-ordination and Supervision of Healthcare Workers
- The often-overlooked facilities and equipment failures
- The risk of having poor facilities
- Costly Errors and Deficiencies in Medical Records
- Poor Clinical Assessment of Cases
- Flawed hospital systems and consequences
- What to look for during Recruitment, Credential Supervision and Peer Reviews

SESSION 2 - MEDICAL RECORDS

- The Legal perspective - the Purpose of Medical Records
- The Preparation of Medical Records – what need to be done and to be avoided?
- Legal requirements regarding the Preservation of Medical Records and Other Vital Information
- “Pruning” and Destruction of Medical Records
- Limitation periods to be considered when preserving or destroying medical records
- Consequences of ignoring the limitation periods when destroying medical records
- Solving the riddle of Ownership of and Access to Medical Records
- Critical issues surrounding disclosure of medical records to patients, the courts, the police, and other authorities

SESSION 3 - MEDICAL NEGLIGENCE - BOLAM TEST

- Medical Negligence claims against Healthcare Practitioners
- A clearer picture now from the Courts
- The **Bolam** test: when does it apply and when does it not?
- The **Bolitho** qualification to **Bolam**
- The Patient-Centered Test regarding giving Information and advice to patients

SESSION 4 - CLAIM AGAINST HOSPITALS

- Medical Negligence claims against Hospitals
- Hospitals as Providers of Healthcare: the implications in negligence
- Vicarious Liability of Hospitals for the negligence of others
- Direct Liability of hospitals for Breach of non-delegable duty
- Disputes between Hospitals and Healthcare Practitioners regarding accidents in hospitals

SESSION 5 - MEDICAL ERRORS, DEFENSIBLE AND INDEFENSIBLE

- Administrative and Clerical Errors compared with Errors of Professional Judgment
- Errors of professional judgment – when do they amount to negligence?
- Checking the pulse of ‘Standard of Care’ in Medical Negligence
- Errors not causing damage – any legal liability?

SESSION 6 - DEALING WITH COMPLAINTS AND GRIEVANCES

- Complaints and Grievance Procedures – Monitoring at the other end of the stethoscope
- Explaining Hospital Accidents to Patients and their Families – Who, how, when and what should and should not be said
- Taking advice from lawyers and indemnity providers regarding potential claims

SESSION 7 - DEALING WITH CLAIMS

- The importance of establishing an Early Warning System regarding patients’ claim
- Seeking advice and assistance from lawyers, experts and indemnity providers
- Identifying potential medico-legal cases
- The usual features of a potential medico-legal case, taking into account such factors as the age, occupation, income and personal circumstances of the patient or potential plaintiff, the nature of the damage suffered, the likelihood of the patient recovery from the injury, the merits of a potential claim, the size of the potential claim, and the limitation period
- Steps and procedures in assessing a claim – the factual evidence, the expert opinion, and the legal opinion
- Settling a claim – the indefensible claim and the “non-negligent settler”
- The financial implications of a settlement
- Defending a claim – evidence, witnesses, documents, legal advice, trial and appeal processes, and legal costs
- How to seek Contribution and Indemnity from Others
- Quantum

SESSION 8 - INDEMNITY ARRANGEMENTS

- Medical defence organisations
- Professional Indemnity Insurance
- Insurance for Hospitals
- Employers’ Vicarious Liability for their Employees’ Negligence
- Employers Seeking Indemnity from their Employees
- Claims - made Indemnity and Occurrence – based Indemnity – the Difference between the two
- The dangers of inadequate indemnity
- Tax Implications



REGISTRATION CONTRACT

Please complete this form immediately and fax it back to
(603) 9281 1176

Medical Error & Patient Safety Liability

9th (Mon) & 10th (Tue) April, 2018
The Empire Hotel, Brunei Darussalam



A. Delegate's details

1. Name : _____
Position : _____
Email : _____
2. Name : _____
Position : _____
Email : _____
3. Name : _____
Position : _____
Email : _____
Organisation : _____
Address : _____
Town : _____
State : _____ Postcode : _____
Nature of Business : _____
Tel: _____ Fax: _____

B. The Invoice should be directed to Mr/Ms (Dept):

Name : _____
Dept : _____
Tel: _____ Fax: _____
Email : _____

C. Authorising Manager's details

Name : _____
Position : _____
Tel: _____ Fax: _____
Signature : _____
Date : _____

This booking is invalid without a signature

2-Day Fee

- BND1590** per delegate (booked before 1st March, 2018)
 BND1790 per delegate (booked after 1st March, 2018)
 BND1390 per delegate for group registration of **5** and above

(Fee includes documentation, refreshment & lunch)

METHOD OF PAYMENT :

Online Payment is required within **10 working days** from the invoice date. Our bank details:

FIK Research Centre Sdn Bhd
Maybank, Desa Pandan Branch,
Kuala Lumpur
Account Number : **514543136325**

(Quoting your Company Name and **our invoice no** as reference)

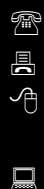
CANCELLATIONS & SUBSTITUTIONS : All cancellations of registration must be made in writing. If cancellation is received before 1st March, 2018 you will be entitled to a 50% refund. Regrettably, no refund will be made for cancellation after 1st March, 2018. However, a complete set of documentation will be sent to you. Substitutions are welcomed at anytime.

NOTE : It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participants of the change. FIK International should not be held liable for any costs arising from this change without prejudice.

HOTEL ACCOMMODATION : Accommodation is not included in the workshop fees. To reserve accommodation at the workshop venue, please contact Ms Dini at The Empire Hotel at (673) 241 8888 and inform that you are attending a FIK International event.

REGISTER NOW

Contact Nadie or Vanan
FIK Research Centre Sdn Bhd
23-1, Jalan 2/76C, Desa Pandan,
55100 Kuala Lumpur, MALAYSIA
(603) 9200 8500 / 51031128
(603) 9281 1176
nadie@fikintl.com
vanan@fikintl.com
www.fikintl.com



Singapore Mumbai Shanghai Hong Kong Jakarta
Bangkok Manila Kuala Lumpur