

**ST. JAMES'S
HOSPITAL**



**Lorcan Birthistle
Chief Executive**

Responding to serious events...are
we in it together?

Yes & No

What I will cover

- **Our Environment**
- **Stakeholders**
- **Health Professional**
- **CEO**
- **Apology**
- **Publicity**
- **Reviews**
- **Questions**

Something happened.

- What?
- Who?
- How?
- Why?
- When?
- Can it happen again?

Our Complex Environment

- Inherently high risk
- Hospitals are dangerous places
- Dealing with issues in public
- Highly politicised
- Highly regulated
- Governance
- Litigious.



HSE

Political System

Media

Professional Bodies

Dept of Health

CEO

General Public

Hospital Board

Health Professional
(second victim)

Patient

Patient Advocacy
Groups

Regulators

Serious Event

Medical Director

Professional Register

Insurers

Patient Family

Suppliers

Legal System

Trade Unions

Coroner

Expert Witness

ST. JAMES'S
HOSPITAL



Health professional.

- Respond to immediate patient need?
- What happened?
- What did I do?
- What did others do?
- Am I responsible?
- What do I tell the patient?
- Do I stay on duty?
- Who do I talk to?
- Who can I trust?



“I'm a good doctor and it happened to me ”

**“People who make serious decisions can make serious
mistakes”**

CEO

- Protect patient
- Protect other patients
- Protect staff
- Protect organisation
- Inform relevant bodies
- Protecting patients, staff, corporate reputation.



The Apology

- “I just wanted an apology”
- The non apology
- Apology as guilt
- We don’t know
- We failed
- We are sorry.

The Publicity

- Healthcare is interesting
- Media need a story
- Media provide transparency
- Heroes and villains
- Very personal very quickly
- Systematic errors “not good enough”
- Coroner or legal action revisits event.

The Review

- Investigate or not
- Internal or external
- Independent
- Include patient/family
- Takes time
- Action outcomes of investigation.

THANK YOU

&

ANY QUESTIONS

**ST. JAMES'S
HOSPITAL**

