

(Pending CDSHK CME Points)

## Certificate Course on Complaint Management 2024 (C414)

For enquiry and application, please free feel to contact Ms TOTO CHAN at 2527 8898 or email to [toto.chan@fmshk.org](mailto:toto.chan@fmshk.org)

**Certificate Course for Doctors, Nurses, Paramedics and Allied Health Workers**

Course No. C414 CME/CNE Course

# Certificate Course on Complaint Management 2024

*(Video Lectures)*

**Jointly organised by**



The Federation of Medical Societies of Hong Kong



Hong Kong Society for Healthcare Mediation

**Objectives:**

- Understand current regulatory system for healthcare professionals
- Recognise key elements in a fair complaint management process and system
- Familiarise with current developments in complaint management
- Gain confidence in management of adverse incident with media involvement
- Establish the patients' needs through questions and listening
- Appreciate key skills and qualities needed to handle patient complaints effectively

Date	Topics	Speakers
22 Oct 2024	Complaint System - 1. The rights-, interest-, and power-based Complaint System 2. Complaint System Design - with resolution and preventive focus	Dr. Ludwig Chun-hing TSOI Specialist in Emergency Medicine
29 Oct 2024	Complaint - is somebody at fault? Complaint System of Medical Council and other regulatory bodies	Dr. Robert Chi-lim LAW Specialist in Obstetrics & Gynecology
5 Nov 2024	Media in Complaint - Handling media in adverse events	Dr. Carl Ka-kui LEUNG President The Hong Kong Society for Healthcare Mediation
12 Nov 2024	Complaint - how-to Practical tips on handling complaints and how to survive a legal action	Ms. Suk-chong LEUNG Ms. Asha Rani SHARMA * Lawyers
19 Nov 2024	Complaint - what's new Just culture, open disclosure and apology handling	Dr. Kai-ming CHOW Specialist in Nephrology
26 Nov 2024	Patients' Complaint - 1. Patients' Complaint avenue in HK 2. What motivate patients to complain 3. What they want and deserve	Dr. Kim-lian ONG Specialist in Emergency Medicine

**Date :** 22, 29 October and 5, 12, 19, 26 November 2024 (Tuesday)  
**Duration of Session :** 1.5 hours (6 sessions)  
**Time :** 7:00 pm – 8:30 pm  
**Course Feature :** Video lectures (with Q&A platform for participants to post the questions)  
**Quiz for doctors :** DOCTORS are required to complete a quiz after the completion of each lecture  
**Language Media :** Cantonese (Supplemented with English) or English \*  
**Course Fee :** HK\$1,200  
**Certificate :** Awarded to participants with a minimum attendance of 70% (4 out of 6 sessions)  
**Deadline :** 15 October 2024  
**Enquiry :** The Secretariat of The Federation of Medical Societies of Hong Kong  
Tel.: 2527 8898 Fax : 2865 0345 Email : [toto.chan@fmshk.org](mailto:toto.chan@fmshk.org)



**CME / CNE Accreditation in application**  
Online Application from website: <http://www.fmshk.org>

### **Details of video lectures:**

1. This course is conducted by recorded video lectures (NOT via Zoom or Facebook lectures).
2. Each video will be posted by every week.
3. Participants will be allowed to watch the videos within **3 days**.
4. Participants have a maximum of **3 times** to login and access each video link
5. Attendance record will be collected by the login and logout times.
6. Attendance report will be generated for CME/CNE record.
7. Participants can submit the questions by clicking the Q &A tab after watching the videos. All answers will be returned by email after collected from the speakers
8. Participants who have achieved 70% (4 of 6 lectures) or above attendance will be entitled to a Certificate.
9. Participants are required to fill in the online evaluation form, which will be send by email around three weeks after the course finished.
10. e-Receipt and e-Certificate will be provided about 3 weeks after the course finished and the submission of Online Evaluation. The link for Online Evaluation Form will be permanently removed about 3 weeks later. Should you wish to apply / re-apply the e-Receipt and e-Certificate after the deadline, an administrative fee of HKD 100.00 is required.
11. Quiz for doctors: DOCTORS are required to complete a quiz after the completion of the videos.