

MEDICO LEGAL UNIT E-NEWSLETTER

INDEPENDENT INQUIRY COMMITTEE (IIC)

INITIATION OF IIC

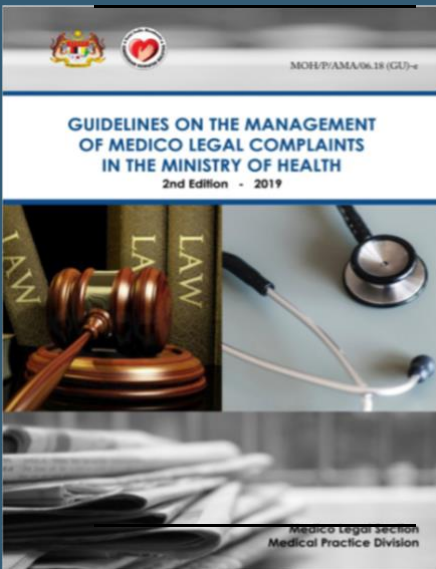
The formation of an IIC is instructed by the Director of the Medical Practice Division based on the following criteria:

- Patient/complainant was not satisfied with the findings of the facility's Internal Inquiry Committee;
- Patient/complainant requested for compensation; or
- Whenever deemed necessary

IIC COMMITTEE MEMBERS

The prerogative and duty of forming the IIC lies with the State Health Director, as instructed by the Director of the Medical Practice Division or the Director General of Health. The committee members consist of the following:

- Chairperson : Senior consultant clinician from the same discipline but from a different state. JUSA C and above.
- Members :
 - i. Clinician from the same or related discipline but from a different hospital and not involved in patient's care.
 - ii. A senior nursing or paramedic from a different hospital.
 - iii. Co-opted members as necessary.
- Representative from Medical Practice Division
- Representative from the State Health Director
- Representative from the Hospital Visiting Board or Health Advisory Pane



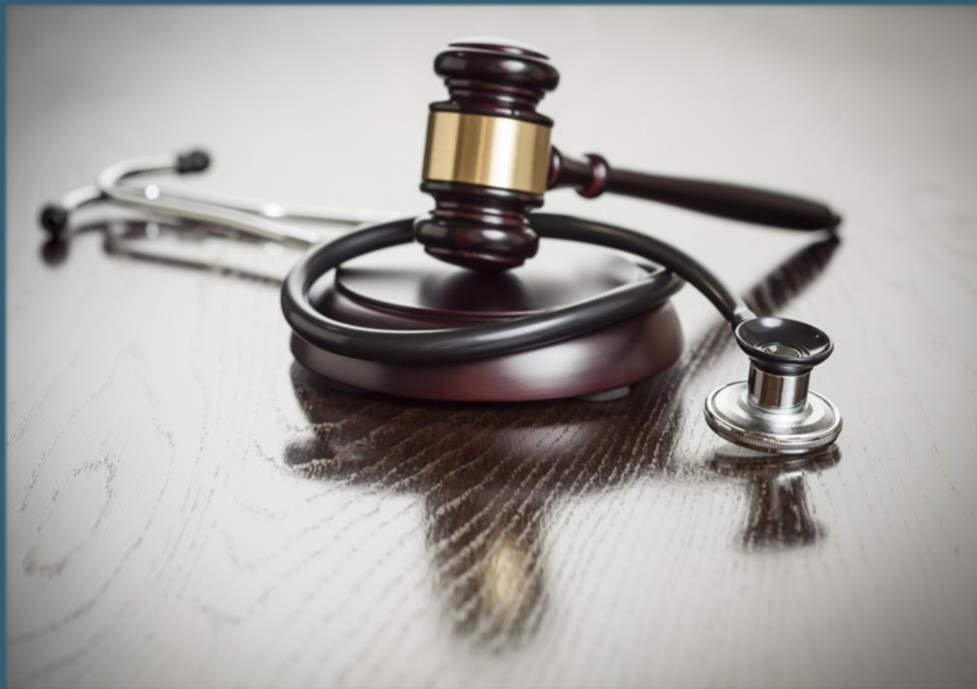
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OBJECTIVES OF THE IIC

- To ensure transparency and fairness during the conduct of an investigation
- To ascertain facts and analyze issues pertaining to the complaint

IIC TASKS

- Ensure that certain standards, guidelines and management protocols are adhered by healthcare personnel
- Identify steps for improvement in order to avoid occurrence of similar incidents and complaints in the future
- Inform the complainant regarding the findings after the meeting



AFTER THE IIC MEETING:

The secretary (the Director of the healthcare facility involved) shall submit the Independent Inquiry Committee report within **14** working days upon completion of the inquiry.

The State Health Director shall review the report and submit it to the Medico Legal Section, Medical Practice Division within **7** working days.

The report is confidential as stipulated in the Official Secrets Act 1972.

The department involved will be informed of the recommendations made by the Committee to improve their services and prevent recurrence.

Reference:

Guidelines on the Management of Medico Legal Complaints in the Ministry of Health, 2nd Edition 2019

FREQUENTLY ASKED QUESTIONS

Q: I was called to attend an Independent Inquiry Committee meeting. Do I really have to go?

Answer:

Yes. Interviews with personnel involved in the case are an essential part of the fact finding process. Furthermore, refusal to attend the inquiry will be considered as an act of insubordination and further action can be taken in accordance with the General Order (*Peraturan-Peraturan Pegawai Awam (Kelakuan dan Tatatertib) 1993 (Pindaan) 2002 Peraturan 38*)

Q: Will the committee penalize me for any mistakes that I did in relation to the case?

Answer:

The objective of the inquiry is NOT to find fault, but to IDENTIFY weaknesses so that improvements can be made to enhance the delivery of our healthcare services. Any disciplinary actions that may be taken are done at the Department level and not by the Committee itself.

Q: I don't remember much about the case as it happened quite some time ago. How am I expected to answer anything?

Answer:

The role of the healthcare personnel involved in the case is to verify DOCUMENTED facts and to provide additional information in relation to the case. A copy of the patient's medical records will be made available during the inquiry for the personnel to read through to recall the case. Alternatively, you may also request to go through the patient's case notes at the Medical Records Department before the inquiry meeting.

Q: Will I have to face the patient or complainant during the inquiry?

Answer:

No. The patient/complainant will not be present during the interview process. Only the Committee will meet the patient/complainant at the start of the inquiry to clarify the complaint, and after the inquiry to inform of the findings.

For further inquiries or suggestions, kindly reach out to us at :

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