

**Table 1: Number of claim received by Hospital Authority by cluster
in the past five years**

Hospital cluster	Year in which the claims ^{1 2} were reported				
	2013	2014	2015	2016	2017
Hong Kong East	14	12	10	10	8
Hong Kong West	10	12	14	6	7
Kowloon Central	11	9	15	15	18
Kowloon East	11	17	11	13	9
Kowloon West	43	45	39	41	20
New Territories East	41	20	17	19	12
New Territories West	21	28	16	15	27

**Table 2: Number of disciplinary actions taken by Hospital Authority
in the past five years**

Year	Number of disciplinary actions
2012-13	302
2013-14	363
2014-15	322
2015-16	386
2016-17	363

**Table 3: Appeal cases handled by Public Complaints Committee (PCC)
of Hospital Authority in the past three years**

Appeal cases	Year		
	2015	2016	2017
Total number of cases	320	303	269
Number of substantiated or partially substantiated cases	21	20	19

**Table 4: Number of claims and handling methods
(as at the end of April 2018)**

Year in which the claims¹ were reported	2016	2017
Number of claims ²	119	101
Number of claims settled out of court ³	12	8
Number of claims referred to mediation ⁴	0	0
(a) Number of claims settled during mediation	0	0
(b) Number of claims settled after mediation	0	0
Number of claims referred to arbitration	0	0
Number of claims settled through arbitration	0	0
Number of claims ruled by the court	0	0

**Table 5: Amount of compensation and relevant fees for cases of claims
(as at the end of April 2018)
(all figures are round numbers and in million dollars)**

Year in which the claims¹ were reported	2016	2017
Total amount of compensation paid ⁵ in respect of claims settled out of court ³	6.49	1.85
Amount of compensation paid pursuant to arbitration awards	0	0
Amount of compensation paid pursuant to court rulings	0	0
Amount of fees paid by the HA to mediators	0	0
Amount of arbitration fees paid by the HA	0	0
Amount of legal fees paid by the HA in respect of claims settled out of court	0.91	0.25

**Table 6: Number of complaint cases handled by PCC and Hospital Authority
that were completed beyond the target response time**

Year	PCC	Hospital cluster						
		Hong Kong East	Hong Kong West	Kowloon Central	Kowloon East	Kowloon West	New Territories East	New Territories West
2013	89	8	4	35	27	37	42	2
2014	78	1	2	44	13	40	62	6
2015	151	4	21	63	1	20	65	4
2016	124	18	24	78	12	17	47	5
2017	112	10	23	107	35	9	75	15

Note:

- 1 Cases reported under the medical incidents insurance scheme of the HA.
- 2 The number of claims reported in a particular year as set out in the above tables include the number of claims settled through mediation and out of court in that year. For example, for the claims reported in 2016, as at the end of April 2018, a total of 119 claims were received, of which 12 were settled out of court.
- 3 Including claims settled out of court after legal proceedings had commenced.
- 4 Included in the number of claims settled out of court.

- 5 None of the claims settled out of court has been referred to mediation. In general, as the content of the compensation agreements must be kept confidential and the number of cases settled during mediation is relatively small, the HA is unable to provide a breakdown on the amounts of compensation paid according to the agreements reached by mediation.