

From: Dr. Kitty Wu  
Representative of Hong Kong Clinical Psychologists Association (HKCPA)

120622

To: Mrs Judith SIU  
Secretary  
HA Review Panel on SARS Outbreak

11<sup>th</sup> July 2003

Dear Mrs. Siu,

HA Review Panel on SARS Outbreak

After consulting fellow clinical psychologists working in HA, I would like to submit the following comments for discussion in the focus group on 12.7.03.

- (1) As clinical psychologists working in HA, we observed that many of the complaints from staff were related to the issue of communication between management and front-line colleagues. Thus, channel for direct communication between management and front-line staff should be encouraged. The reasons for staff resorting to use the mass media in voicing out their concerns have to be examined seriously. We also need to explore ways to increase motivation of staff in utilizing the official or internal channel for voicing their concerns.
- (2) Clinical psychologists can contribute their expertise on psychological needs and adaptive coping in crisis management. Thus, it would be helpful to involve clinical psychologist at an early stage in the top management level to make recommendation on how to address the psychological needs of staff and patients in times of crisis.
- (3) During the early stage of SARS crisis, management and front-line staff might have different opinions on the use of PPE. Thus, some staff prefers to purchase PPE which they believed could better serve their needs. It was observed that prohibition of this activity had resulted in negative feelings among staff and ruined the trust between the two parties. On the other hand, understanding and facilitating this staff initiated self-protective measures itself could improve sense of control for staff and enhance mutual trust and respect.
- (4) Hong Kong has the highest mortality rate and infection rate for healthcare staff among the infected areas in the world. These are two unarguable facts which should be examined seriously in an open, fair and just manner.

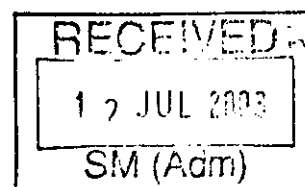
Thank you for your attention.

Yours sincerely,



Dr. Kitty Wu  
Clinical Psychologist  
Representative of HKCPA

c.c. Ms Zion Law, Chair of HKCPA



staff bp clinic