

**Table 1: Summary of adverse events and its impact on policy related to the quality of care**

<b>Incidences</b>	<b>Number of clinical incidences</b>	<b>Treatment types</b>	<b>Patient Diagnosis</b>	<b>Category of events</b>	<b>Root cause identified</b>	<b>Policy changes introduced to improve quality of care</b>
<b>Burn injury</b>	9	Gastro-Hepatic Pack Wax application Oil compress Local steam Moxibustion Hot fomentation	Osteoarthritis Obesity Hypertension Low backache Rheumatoid arthritis	Adverse event	Lack of patient education on treatment effects Skin sensitivity tests have not been done	Introduced Patient induction sessions before initiating the treatments.  Introduced checklist for temperature sensitivity monitoring.
<b>Giddiness</b>	2	Acupuncture	Hypothyroidism Oligomenorrhoea Cervical Spondylosis Vertigo	Adverse event	Non-adherence to Standard Operating Procedure (SOP) regarding meal timings and treatment	Patient education on SOPs regarding acupuncture was introduced during consultation.  Introduced probable adverse events to be expected during acupuncture sessions in informed consent forms.
<b>Syncope</b>	2	Warm immersion bath Acupuncture	Hypotension Migraine	Adverse event	Non-adherence to Standard Operating Procedure (SOP) of treatments.	Implemented a new protocol to check the vitals before and after the intervention to avoid any adverse events.

<b>Uneasiness, headache, chills</b>	1	Mud pack to eyes	Migraine	Adverse event	Patient temperature sensitivity or trigger factor was not identified before intervention.	Introduced double layered supervision at the treatment sections.  A colour flagging system was introduced to identify if there are any special needs for the patient/caution that needs to be exercised before treatments.
<b>Bleeding</b>	1	Scalp Acupuncture	Cerebral ataxia	Adverse event	Poor quality in locating acupuncture points	Training on point selection was introduced once a month for the house-surgeons by the Head of the Acupuncture department.
<b>Ulceration in anal mucosa</b>	1	Enema	Obesity	Adverse event	Improper insertion/expulsion of the catheter Non-adherence to preoperative examination procedures	Two layered supervision including the treatment section in-charges and house surgeons were introduced before invasive procedures.

<b>Infection</b>	1	Enema	Fatty Liver	Adverse event	Improper selection of medium for enema.  Non-adherence to preoperative examination procedures	Two layered supervision including the treatment section in-charges and house surgeons were formed before to monitor the adherence to hand-hygiene protocol and use of disposable gloves to ensure a sterile environment before performing invasive procedures.
<b>Allergic reactions</b>	2	Full body massage- Allergic to mustard oil	Obesity	Adverse event	Patients' skin patch test not performed.	Introduced skin patch tests for all patients before the massage.
<b>Pain</b>	1	Full body massage	Positive Health Promotion	Adverse event	Feedback on the pressure threshold was not taken. Inadequate patient education on the treatment experience	Periodic training for massage therapists was introduced to ensure the quality.  Patient education on treatment procedures and experiences was introduced during the induction session.

<b>Vomiting</b>	2	Mud bath Colon Hydrotherapy	Constipation Acid Peptic Disease	Adverse event	Non-adherence to SOP regarding meal timings and treatment	Introduced Patient induction sessions before initiating the treatments and to remain empty stomach during these treatments.
<b>Treatment errors</b>	5	Hip bath prescribed during menstruation. A hot foot bath was given instead of a hip bath. Hot packs were given instead of cold. Oil compress was given on calf instead of back.	Not applicable	Treatment errors	Non-compliance on adherence to patient safety goals.  Lack of patient education.  Non-adherence to SOPs	Introduced Patient induction sessions before initiating the treatments.  Two-layered supervision was introduced before the treatment delivery to avoid any possible treatment errors.

<b>Fall incidences</b>	5	Mud bath Cold Shower Massage	Not applicable	Near miss	Non-adherence to SOPs for post-operative procedures.  Absence of anti-skid mats in the respective areas. Mopping time is not appropriate. Wet treatment areas	Patient education for using anti-skid footwear.  Anti-skid mats have been set up on the identified floor areas.  Mopping with caution boards has been introduced.
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