

**SUMMARY of the Decision of the Inquiries, Complaints and Reports Committee
(the Committee)**
(Information is available about the complaints process [here](#) and about the Committee [here](#))

Dr. Lucy Xi Lu (CPSO #95103)

INTRODUCTION

The College received information from a hospital raising concerns about Dr. Lu's clinical care and professionalism while acting as a locum for six months. Subsequently, the Committee approved the Registrar's appointment of investigators to conduct a broad review of Dr. Lu's practice.

COMMITTEE'S DECISION

A Surgical Panel of the Committee considered this matter at its meeting of September 27, 2019. The Committee required Dr. Lu to attend at the College to be cautioned in person with respect to her actions in leaving a patient when the patient has incurred a major complication, and the resulting lack of professional interactions as a result of her leaving, and complete a specified continuing remediation and education program (SCERP) consisting of courses and self-study, one-on-one instruction in professionalism/communications, a period of clinical supervision, and a reassessment.

COMMITTEE'S ANALYSIS

The information received from the hospital set out significant concerns about Dr. Lu's practice (both her clinical care and professionalism), which were of a serious enough nature that they prompted the hospital to restrict Dr. Lu's privileges and to make a mandatory report to the College.

While Dr. Lu acknowledged issues with her care in one case (where the patient suffered a perforation during a colonoscopy and Dr. Lu left the hospital to deal with other patients undergoing elective procedures) her response overall tended to minimize the other concerns the hospital raised.

The Committee found it concerning that the issues raised related to both clinical competence and professionalism, and that concerns came from different clinical areas and a broad range of individuals at different levels of the hospital system. While Dr. Lu provided explanations about the concerns raised, in the Committee's opinion she did not satisfactorily address the very serious concerns that had been identified about her care and her professionalism. Whether Dr. Lu agreed with them or not, it was clear that many individuals perceived there to be significant issues with her practice.

The Committee noted that Dr. Lu was in the early stages of her career, and expressed hope that with appropriate remediation, which she had indicated she was prepared to undergo, she would be able to correct the deficiencies in her practice.

Given the very troubling nature of the issues raised, and in particular, Dr. Lu's lack of professionalism in leaving a patient who had sustained a significant complication and thereby failing to communicate adequately with other health care professionals and the patient/family, the Committee also decided to require Dr. Lu to attend at the College to be cautioned, as outlined above.