Tuesday, July 5, 2022

Complaint - Revision - Post Market - Feedback Reporting

Use this form to submit information about a complaint related to an SI-BONE product to Quality Affairs. Contact QA@si-bone.com if you have any questions.

Select the type of problem you are reporting

Problem with individual device or individual patient

General Feedback about SI-BONE Product

Contact Info

Your name

Sven Güldener

Your email

sven.gueldener@si-bone.com

Your phone number

(017) 286-0911

Surgeon's name

Andreas Schmitz

Contact #1: How did you attempt to contact the surgeon?

In person

Was this attempt successful?

Yes

Complaint Overview

Date you first heard of problem with SI-BONE product.

Tuesday, July 5, 2022

If problem occurred during placement of an SI-BONE device, enter date placed (initial procedure), not date of revision surgery.

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Which device(s) was/were affected?

Instrument

Part number(s), if available

3,2mm Guide Pin

Lot number(s), if available

N/A

Product Complaint or Adverse Event?

Use this form to submit information about a complaint related to an SI-BONE product to Quality Affairs. Contact QA@si-bone.com if you have any questions.

What is the nature of the problem you are reporting?

Product complaint that caused or may have caused an adverse event or revision procedure

Product Complaint Without Adverse Event

Examples include:

- Damaged instrument
- Broken pin
- Bent pin
- Pin advancement but no patient injury
- Problem with packaging

If a damaged part injured a patient, go back and click on "Product complaint that caused or may have caused an adverse event."

Select Adverse Event Type

Select from the choices below. Your choice guides which section to complete.
If the first 3 do not apply, select "Other".
If a product problem occurred that did NOT cause a patient problem, go back and complete the "Product Complaint Without Adverse Event" section.

What problem did patient have?

Other problem

Symptomatic Implant Malposition Form

(Information should be from SI-BONE staff who attended initial surgery)
The surgeon completed all steps in the IFU, including:

- Patient setup (table, spine neutral position, prone or supine position)
- Inspection of instruments and implants prior to use
- Proper views (lateral, inlet and outlet) obtained during use of instruments and placement of implants that clearly showed recommended anatomic landmarks
- Appropriate implant starting position
- (If performed) proper use of neuromonitoring guide pin and equipment
  Use of length gauge for implant length selection
- Were standard wound closure techniques used?

For above question, be specific and include all steps of the revision surgery and any complications.

- Was the implant adjusted, removed or added?
- Were the explant holes filled with bone graft?
- Were osteotomes and the/or the removal adapter used?
- Was any non-iFuse hardware installed?

Pain Did Not Improve or Recurred

(Information should be from SI-BONE staff who attended initial surgery)
The surgeon completed all steps in the IFU, including:

- Patient setup (table, spine neutral position, prone or supine position)
- Inspection of instruments and implants prior to use
- Proper views (lateral, inlet and outlet) obtained during use of instruments and placement of implants that clearly showed recommended anatomic landmarks
- Appropriate implant starting position

- (If performed) proper use of neuromonitoring guide pin and equipment
  Use of length gauge for implant length selection
- Were standard wound closure techniques used?

Surgical Wound Problem

Other Problem

Use this section ONLY if the patient problem is **NOT**:

- Implant malposition causing nerve irritation
- Pain did not improve or recurred
- Surgical wound problem

Describe problem in detail

During the impaction of the first Implant, the guide Pin was bend. Dr. Schmitz tried to remove the Pin with a clamp, but it hasn't worked. Then Dr. Schmitz used the hammer to remove the Pin (impaction on the clamp). After some hits the Pin could be removed but unfortunately the pin broke and the tip of the pin stuck in the Bone. Dr. Schmitz tried to remove the broken pin, there for he removed the first Implant and used the drill and broach to get the pin loose -> with no success. Dr. Schmitz made a 3D Scan and due to the fact, that the broken part is just in the Illium and won't touch the foramina, he decided to let the part of the Pin inside. After this he placed the second and the third implant.

Potential Warranty Case

Did patient's situation meet all of the following?
Did patient undergo a revision procedure that met all of the following:

1. *The initial procedure involved placement of 3 SI-BONE implants on the affected side*
2. *The revision procedure:*
   - *Was completed within 1 year of the initial procedure*
   - *Was completed at the same hospital or within the same hospital system as the initial procedure*
   - *Was completed during a separate hospitalization from the initial procedure*
3. *The patient followed all physician instructions after the initial procedure*

Did patient's situation meet warranty criteria shown above? Yes, all of the above apply

Comment on warranty

The hospital has a consignment stock and performed some surgery by themselves.
The Sales Rep - Nicole Hammel always mentioned after the cases she has attempted, that they need to swap the guide Pins.