



Complaint 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.

Contact Info

Use this to record your attempts to contact and gather information from the customer

Your name Jaclyn Softli

Customer name Kenneth Nwosu

How did you learn about this issue? (select all that apply)? From the HCP or associated staff

Please provide any relevant details about your communication. Full complaint description will be captured on the following page:

Dr. Nwosu's PA told me that they needed to do a TORQ implant removal on a previous patient because the patient had effects of an implant being slightly ventral.

Complaint Overview

Enter information about surgery that resulted in a problem with any SI-BONE implant, instrument or accessory (e.g., drill bit, pin).

Date you first heard of problem with SI-BONE product. Thursday, October 17, 2024

Indicate affected device(s) (choose all that apply) iFuse-TORQ

Part number(s) (please list the number of each part involved)(required)

100XXT - unsure the specific length

Lot number(s)

N/A

Product Complaint or Adverse Event?

Decide what type of report you are submitting. Contact QA@si-bone.com if you have any questions.

Did the product complaint result in a patient problem? YES, potential or actual (Ex: required revision, patient adverse event)

Product Complaint Without Patient Problem

Use this form to report an SI-BONE product problem that was NOT associated with a patient adverse event.

Examples include:

- Damaged instrument/implant
- Broken/ bent/ cut pin
- Pin advancement but no patient injury
- Packaging issue

If patient injury occurred, go back and click YES to report patient problem.

(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?

Select Adverse Event Type

What problem did patient have?

Implant malposition (e.g. causing nerve irritation)

Implant Malposition Form

Use this form if patient an implant malposition was detected.

On which side(s) were SI-BONE implants placed during initial surgery?

Right

Which side shows implant malposition?

Right

Did any SI-BONE staff attend initial surgery?

Yes

Name of SI-BONE staff in attendance at initial surgery

unknown unknown

Imaging type used during initial surgery

C-arm/fluoro only

(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?

See summary of IFU steps. Did surgeon complete all steps as shown above (regardless of post-op symptoms)?

Yes, all steps were completed accurately

Please describe procedure steps not done properly or other pertinent information

N/A

Did patient have revision surgery?

Yes

Continued, recurrent, or new pain

Use this form if pain did not improve, pain improved but then returned, or new onset pain

(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

Use this form if patient developed postoperative surgical wound problem (infection, dehiscence).

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

Revision Procedure

Complete this form as thoroughly as possible for a complaint involving a revision surgery.

Please indicate date of revision procedure

Monday, November 4, 2024

Reason for revision (e.g. nerve impingement, loosening, etc.). Please be as specific as possible:

Some sort of nerve impingement. Patient reported complaints of leg discoloration when in certain positions.

Which step(s) were performed during the revision? Choose all that apply:

iFuse implant was removed

Please further describe the revision procedure (any issues with instrumentation or medical issues?). Be as specific as possible. Failure to provide details will result in continued follow up with you:

The implant was so well fused that it was extremely difficult to get the implant out. The trephines did not work like we expected. We weren't able to get through the ilium for the longest time and one of the trephines ended up breaking because the sharp spikes on the end bent. When trying to take it out via the driver, the threads on the tip of the driver got bent as well from too much force. We ended up having to use another companies' curved osteotomes to chisel around the implant pretty deep and then the other trephine worked after that. We were then able to get the implant out with a second driver.

To your knowledge, was the patient's issue resolved after surgery?

Unknown

You may be contacted for further information if your submission is lacking critical details. We appreciate your thoroughness.