

THEME

# Applying Best Practices in Healthcare Delivery

- 21-23 July 2009
- Kuala Lumpur  
Convention Centre  
Malaysia



**APHM · ASQua · ISQua**  
International Healthcare  
Conference and Exhibition  
**2009**

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# Challenges of Leadership in Patient Safety and Clinical Quality -Taiwan Experience-

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**Taiwan Joint Commission on Hospital Accreditation**

**International Healthcare Conference and Exhibition  
July 21, 2009**

**Malaysia**



Taiwan Joint Commission  
on Hospital Accreditation  
and Quality Improvement



# Taiwan Joint Commission on Hospital Accreditation and Quality Improvement (TJCHA)

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- Established in 1999
- An independent not-for-profit, non-governmental organization (NGO)
- Mission: To be the promoter of healthcare quality and patient safety
  - Promoting education and training
  - Accreditation as a tool for promoting quality
    - 95% of hospitals ( approx. 500 hospitals) and >600 programs in Taiwan are accredited or certified by TJCHA
- Accredited by ISQua since 2006



# Leadership

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- Vision
- Idea
- Will
- Execution

- Committed leader + Active followers >> Success

- Florence Nightingale

Through improvement in sanitation and care quality in the army hospitals during Crimean war, the mortality rate was reduced from 42.7% to 2.2%



# Challenges of Leadership

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- Higher expectations from the patients and the staff
- Priority setting with limited resources
- How to convince the hierarchy that investment in QI and PS can reduce cost
  - Many QI/PS projects don't produce tangible results
  - QI is not perceived as urgent or a must in hospital strategies
- How to mobilize the team to **work hard, work smart and work happy**
  - ?Manage information and knowledge effectively
  - ?Maximize capability of human resources
  - ?Be focused and be patient

QI: quality improvement

PS: patient safety



# Best Leading Practice in Patient Safety -Experience Sharing-

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## Taiwan Patient-safety Reporting System (TPR)

- Developed in 2004
- Nationwide
- External reporting system
- Open to all healthcare organizations
  - Hospitals
  - Long-term care facilities
  - Rehabilitation organizations
  - Clinics
  - Healthcare professionals



# Taiwan Patient-safety Reporting System (TPR)

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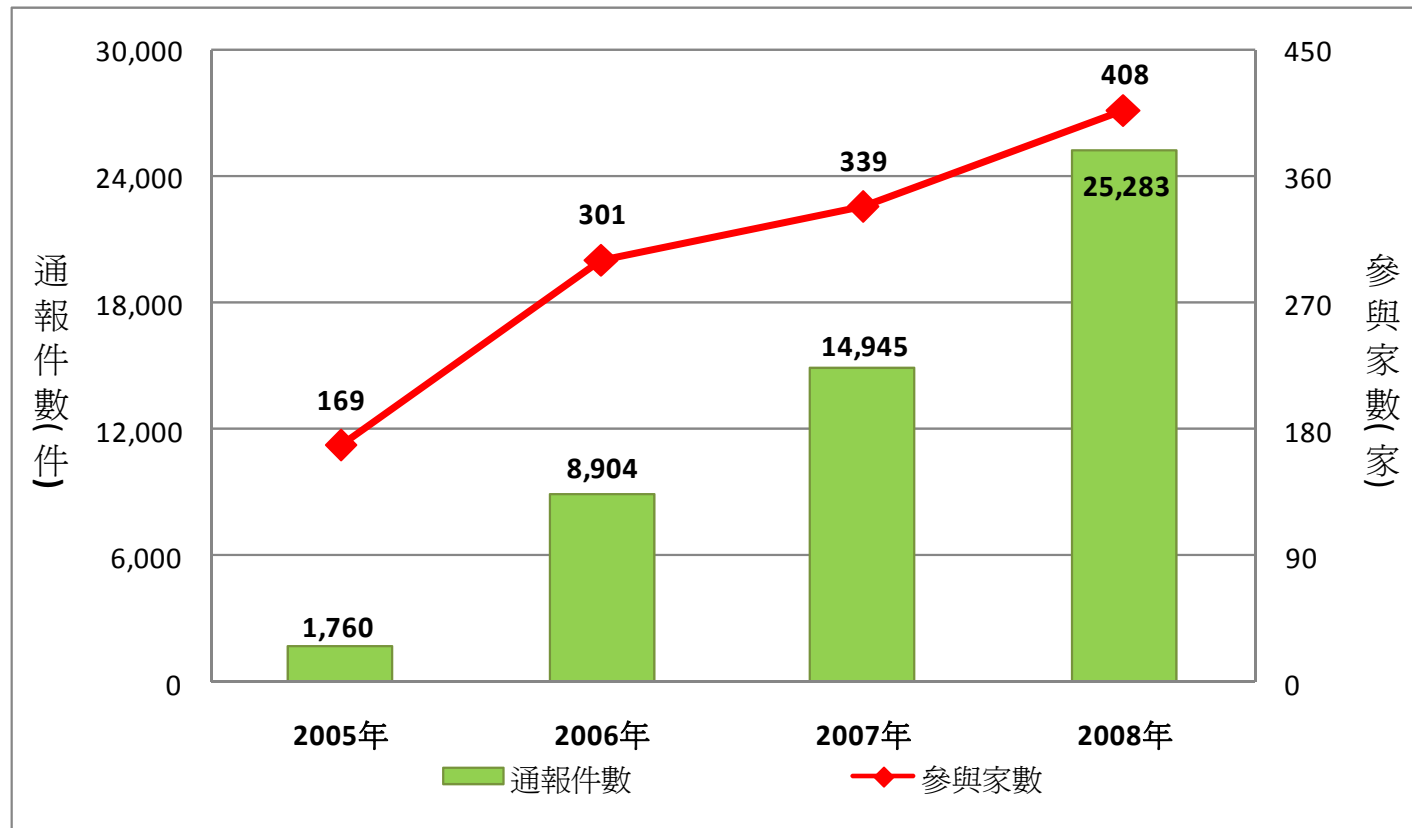
- Anonymous
- Voluntary
- Confidential
- Non-punitive
- Sharing and mutual learning
  
- Information helps to
  - Measure patient safety level
  - Prioritize and allocate resources
  - Change safety culture



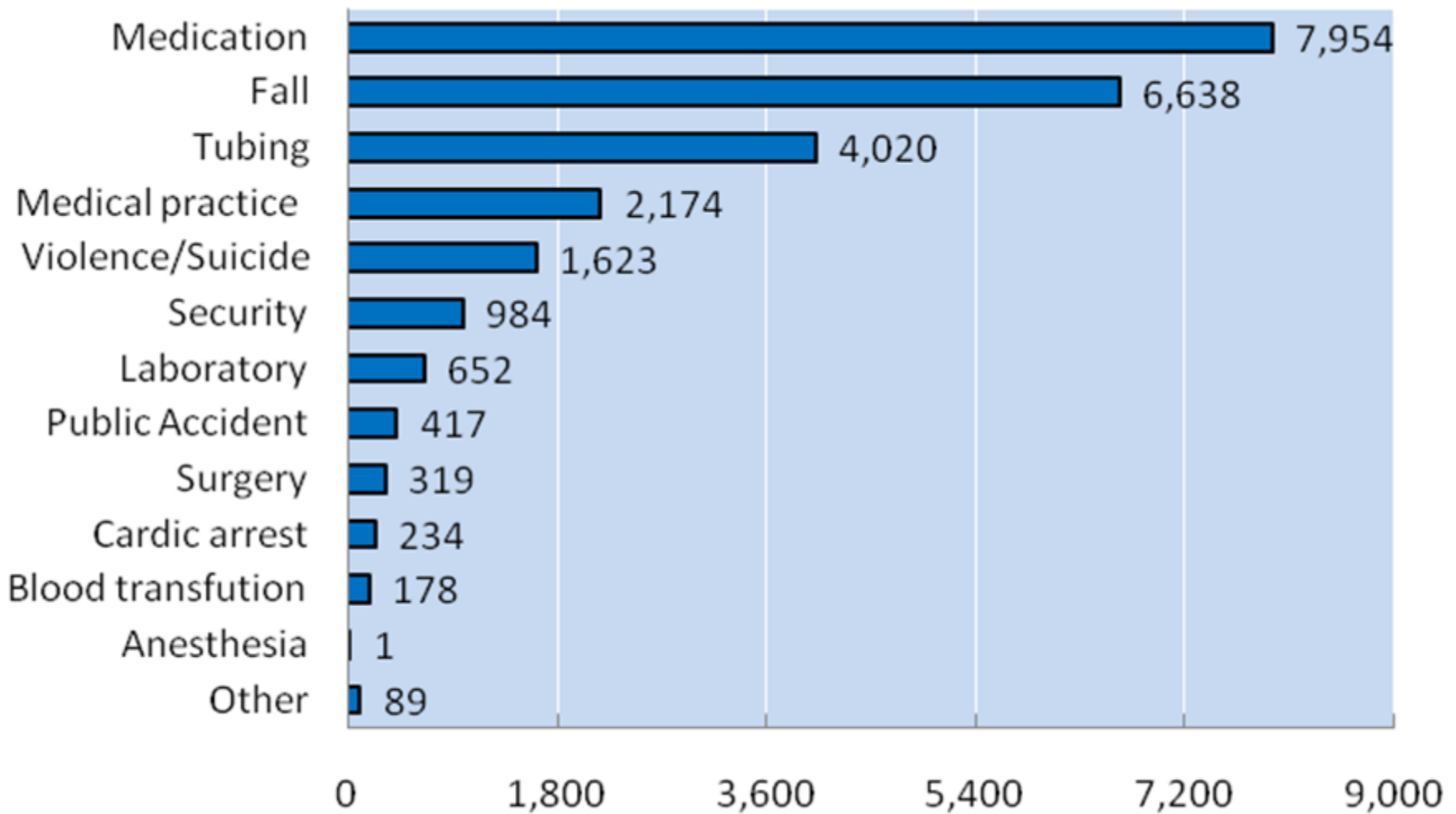
# Taiwan Patient-safety Reporting System

2005~2008

No. of reported events and participating organizations



# Types of Events ( 2008 )



**31% Events are Medication Errors**



Taiwan Joint Commission  
on Hospital Accreditation  
and Quality Improvement

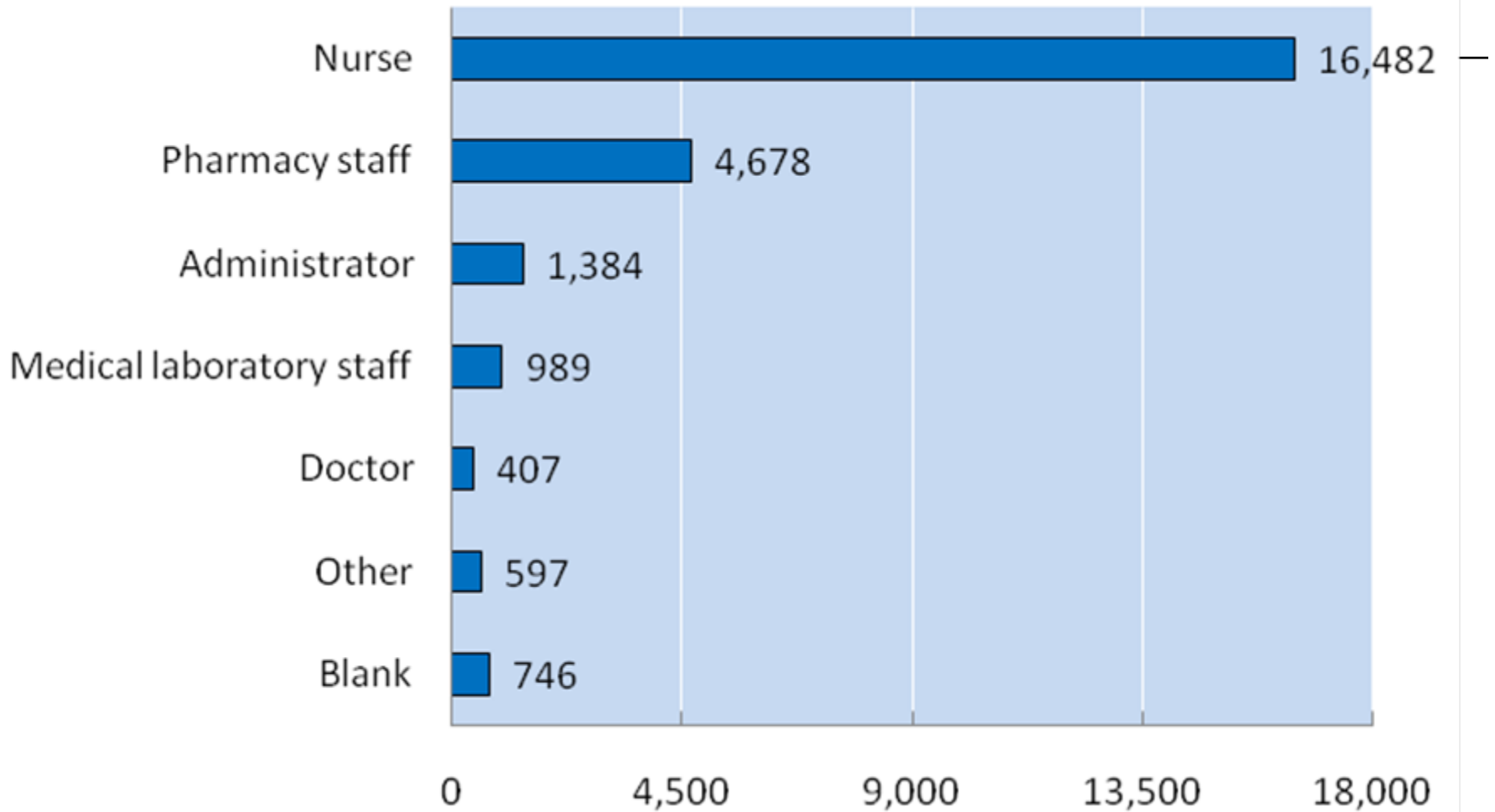


# 2005-2008 Top 5 Reported Events

年yr	2005		2006		2007		2008	
序位Rank	類別type	No.(%)	類別type	No.(%)	類別type	No.(%)	類別type	No.(%)
1	跌倒fall	747 (31.0%)	跌倒fall	3,105 (29.3)	跌倒fall	4,595 (28.0)	藥物drug	7,618 (31.1)
2	藥物drug	418 (17.3)	藥物drug	2,722 (25.7)	藥物drug	3,845 (23.4)	跌倒fall	6,462 (26.4)
3	醫療 med care	328 (13.6)	管路tube	1,130 (10.7)	管路tube	2,767 (16.9)	管路tube	3,663 (14.9)
4	傷害 injury	244 (10.1)	傷害injury	1,116 (10.5)	醫療 med care	1,715 (10.4)	醫療 med care	2,038 (8.3)
5	管路 tube	204 (8.5)	醫療 med care	1,005 (9.5)	傷害injury	1,575 (9.6)	傷害 injury	1,613 (6.6)

%: no. of events of a specific category / total events of that year

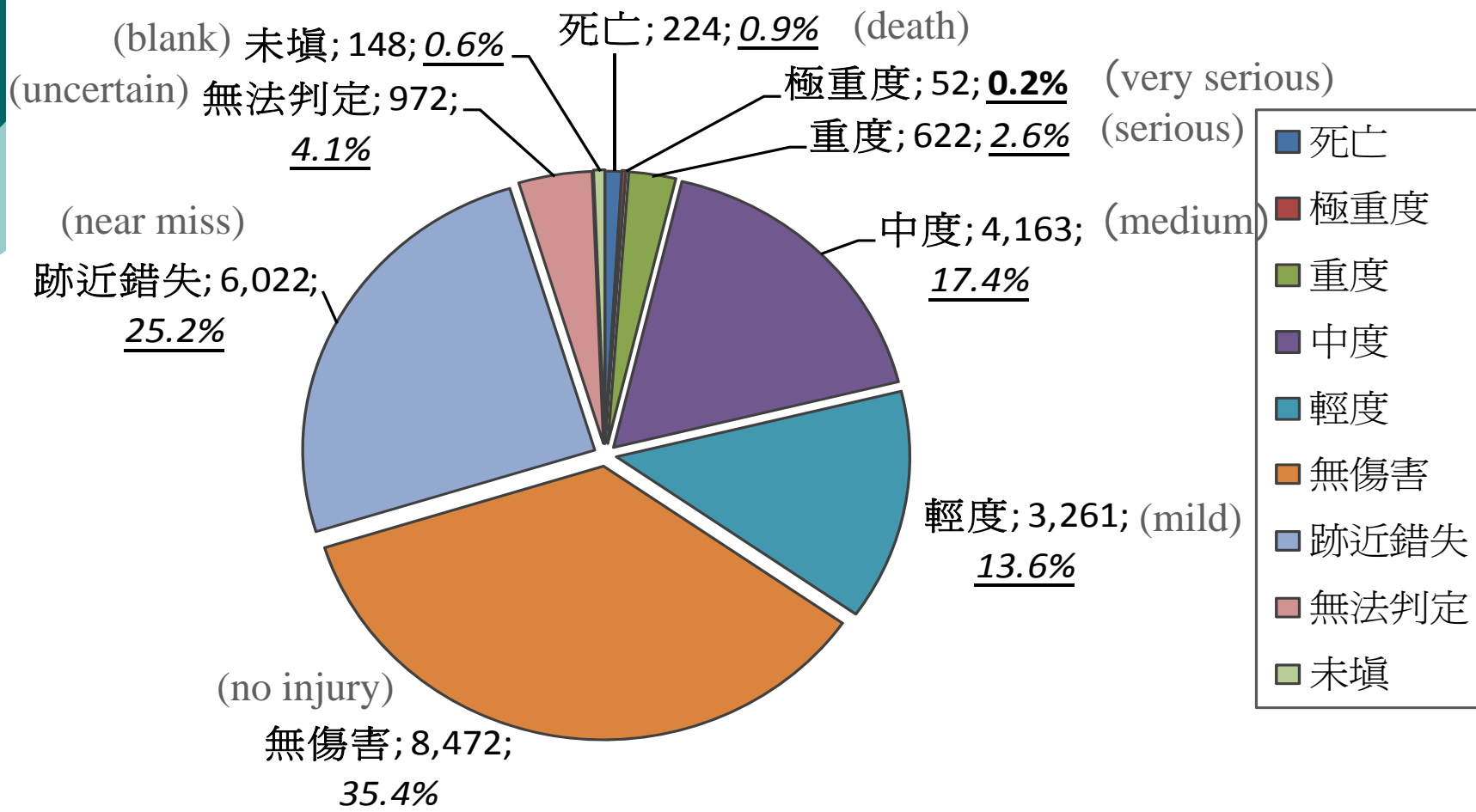
# Disciplines of Reporting Party (2008)



**65% Nurses**      **2% Doctors**



# Impacts of Events on Patient Outcomes (2008)



# How we feedback the information

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Disseminate the TPR information to the hospitals and professionals

- Quantitatively
  - Quarterly report
  - Annual report
- Qualitatively
  - “Case study”
  - “Alert” newsletters, e.g.,
    - Device implication or calibration (e.g., infusion pumps, glucose meter )
    - Nasal gastric feeding tube placement
    - Fall incident-related head injury
    - Preventing suicide in inpatients with physical ailments
    - Communication during patient hand-off
    - etc.



# Impacts of TPR System (1)

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- Lead the intra-hospital reporting system in
  - taxonomy
  - methods of reporting
  - methods of data analysis
  - severity assessment code (SAC)
  - research in solutions
  - non-punitive reporting culture
  - stimulating more QI activities

# Impacts of TPR System (2)



## Influence on healthcare policy and practice

- National Patient Safety Goals
- Theme of Annual Patient Safety Week
  - Hand hygiene
  - Medication awareness
- Clinical practice
  - Package change of look-alike medicine





# Evolution of National Patient Safety Goals in Taiwan

2004	2005	2006-2007	2008-2009
1. Medication Safety*	1. Medication Safety*	1. Medication Safety*	1. Medication Safety*
2. Infection control /Hand hygiene	2. Infection control /Hand hygiene	2. Infection control /Hand hygiene	2. Infection control /Hand hygiene
3. Surgery safety /mark Op site	3. Surgery safety	3. Surgery safety	3. Surgery safety
4. Patient identification	4. Patient identification	4. Patient identification	4. Falls prevention*
5. Falls prevention*	5. Falls prevention*	5. Falls prevention*	5. Encourage reporting*
	6. Encourage reporting*	6. Encourage reporting*	6. Hand-over and transportation safety*
		7. Hand-over and transportation safety*	7. Partnership with patients
		8. Partnership with patients	8. Tube Safety*

\* Reference<sup>15</sup> to TPR



# Impacts of TPR System (3)

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## Influence on education and training

- Continuing medical education
  - Topics for Taiwan Medical Association's Monthly PS and QI Conference
- Collaboratives workshop
  - Using IHI's "breakthrough series model" for
    - Falls
    - Endotracheal tube care

# Leadership in TPR

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- Will
  - To connect with international practice
  - Strong support from the government, hospitals and healthcare professionals for better patient safety and quality
  
- Ideas
  - Sharing and mutual learning as the guiding principle
  - National platform for reporting – TPR
  - To encourage reporting as the first step for culture change
  
- Execution
  - IT integration of intra-hospital and external reporting systems
  - Feedback of aggregate information to the reporting organizations
  - Mass campaign and education in patient safety, including TPR

# Challenges

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- Reporting barriers
- Data quality- accuracy and completeness
- Data analysis and research
- Legal protection
- Resources for system maintenance and improvement

But

there is will, there is a way –

Committed leadership is the *key* to success, and I believe we have the *key*!



# http://www.tpr.org.tw



Taiwan Patient-Safety Reporting System

台灣病人安全通報系統

最新消息

more..

系統簡介

通報方式

通報查詢

統計報表

出版專區

參考資料

常見問題Q&A

下載專區

帳號申請

TPR申請單(機構用)

台灣病人安全通報系統通報軟體-修正程式提供下載!

台灣病人安全通報系統「第二屆標竿學習營-講義開放下載」

「台灣病人安全通報系統」以 **匿名,自願,保密,不究責,共同學習** 五大宗旨為出發點。本系統資料收集多方的病人安全相關經驗,進行趨勢分析並對醫療機構提出警示訊息及學習案例,建立機構間經驗分享以及資訊交流之平台,進一步營造安全之就醫環境。

- 所有通報事件具有嚴重、急迫性,或有致醫療糾紛或法律責任之虞,請您依院內流程儘速處理。
- 所有通報事件符合衛生主管機關或國家其他法律所明定須強制通報之事件,如「傳染病防治法」等,請您依法定流程儘速辦理;另藥事法規定藥物(藥品、醫療器材)引起嚴重不良反應,依法定期限向全國藥物不良反應通報中心通報(網址:<http://adr.doh.gov.tw>)。
- 員工針扎事件屬於勞工安全、職業災害,請通報至勞委會 EPINet 針扎防護通報系統(網址:<http://epinet.cmesh.org.tw>)

網站瀏覽人次: 1 1 4 6 6 1

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