

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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HOSPITAL ACCREDITATION

PILOT SCHEME HOSPITAL AUTHORITY

July 2009

HAHO Quality & Safety Division

Challenges in HA

7.0m patients

56,823 staff

\$28B

41 Hospitals with inpatient service

16 Emergency Departments

48 Specialist Outpatient Clinics

30 Family / Integrated Clinics

74 General Outpatient Clinics

1.3m Inpatient admissions / yr

2.1m Emergency visits / yr

1.9m Allied Health consultations / yr

4.9m General Outpatient consultations / yr

6.0m Specialist consultations / yr

338,161 Operation / yr

8,865 Ultra Major Operation

104,304 Major Operation

177,836 Intermediate Operation

338,161 Minor Operation

44m Prescribed Drug Items / yr



醫院管理局
HOSPITAL
AUTHORITY

Data Source: EIS as at 31 Dec 2008

Sustainable Healthcare Quality



WHAT IS ACCREDITATION?

"A system of external peer review for determining compliance with a set of standards"

World Health Organisation 2003

To Develop Hospital Accreditation in HK

- 1. Creditable International Accreditation Agent**
- 2. Internationally Recognized Standards**
- 3. Independent Surveyors System**
- 4. All Staff / Hospital Management participation**
- 5. Patient participation**
- 6. Increase transparency**
- 7. Engage both Public & Private Hospitals**

NZ Experience

- Same standards
- Same criteria
- Same survey process
- National
- Common surveyor training
- Surveyor exchange
- Different elements/guidelines

safety, quality, performance



Fundamentals

- **LA** = Awareness of basic requirements, policy and legislative compliance
- **SA** = Implementation e.g. guidelines policies/procedures known and used
- **MA** = **Evaluation and improvement**
- **EA** = Excellence – striving for best practice (benchmarking OR research leads to improvement)
- **OA** = Leadership in systems and outcomes = followers

safety, quality, performance



Accreditation Status

- Full accreditation (4 years)
- Conditional accreditation (1 year)
- Non accreditation

safety, quality, performance



Pilot Hospital Accreditation Scheme

- **Steering Committee at Government level to oversee the pilot scheme**
- **5 public and 2 private hospitals will participate in the Pilot Scheme :**
- **Collaboration with private, government, HA**
 - **Local surveyor system to address conflict of interest**
 - **Prepare for development of local body**



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HK private hospitals responded to the public through accreditation in 1998

醫護質素監管制度受詬病 立會議員促檢討徹查

【本報訊】對於葵和醫院醫療事故導致三人死亡，各界均表震驚，有立法會議員促補強監管事件，並取效改訓，避免發生同類事故。

行政長官董建華昨日發表聲明，對葵和醫院意外感到震驚和不安，他又向死者家屬表達深切慰问。他表示，為避免同類事件再次發生，政府會徹底調查事件。警方現已展開調查，死因裁判官亦獲知會。醫院本身也成立了一個調查小組，並會於兩星期內向衛生署署長提交報告。特首又稱，必須令市民大眾對香港的醫療服務恢復信心，政府會致力達到這個目標。

而身兼葵和醫院事件獨立調查委員會成員的立法會議員梁智鴻認為，委員會必須徹查事故原因，並就怎樣防止將來發生同類事故作出具體建議，他認為有關調查報告應呈交衛生署，並向公眾公布。

醫護人員質素下降

梁智鴻表示對於是次葵和醫院發生醫療事故，導致人命傷亡，特向有關受害者家屬作出慰問，他說待調查報告公佈後，立法會的衛生事務委員會應就當局怎樣防止類似事故重演開會討論。

立法會議員梁耀忠認為，本港發生這宗醫療事故顯示醫院在醫治病人時大大差及經常掉以輕心，港府及醫管局在監察本港私立及公立醫院時均欠缺全面性的監管，他建議有關方面應重新檢討全港醫院的監管制度。立法會議員楊永華表示，近期本港發生

的一連串醫療事故，除了反映出本港醫療監察制度可能出了問題外，亦暴露出醫療人員的質素問題。

他表示，如果葵和今次的事件最能證實是人為錯誤，他促擔心本港醫療人員的質素有下降的趨勢，他指理代人做事的普遍心態已不似前，職人認真和負責任感，加上某些醫院在用人時為了減低成本，亦可能用一些僅僅符合工作要求的人來處理某些醫療工序，這亦對醫療制度造成一定的風險。他認為港府應在徹查事故發生的原因後，研究是否有需要改變本港的醫療監管機制。



衛生福利局局長羅繼賢(前右)和衛生署署長陳馮富珍昨晚前往葵和醫院探望受影響病人的家屬。

Go for accreditation

HK Strategy	Development of Program based on International Standards
Structure	Government HA & Private Hospital Association Hospitals (both public and private)
	Local surveyor system to address conflict of interest
Process	International Accreditation Agent Engagement Training Consultancy survey Accreditation Survey
Hospital Outcome	Accreditation Status Continuous quality improvement programs
Overall Outcome	System to address public and private institutions Public confidence External quality assurance

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[The ACHS EQulP 4 GUIDE](#)

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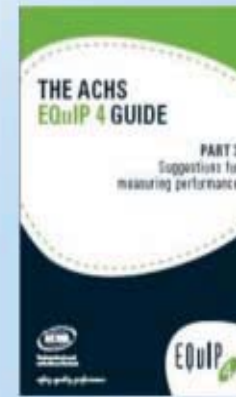
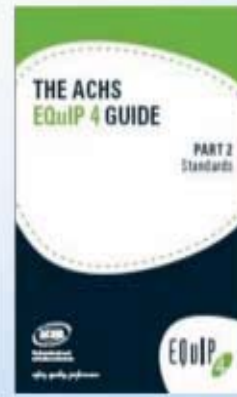
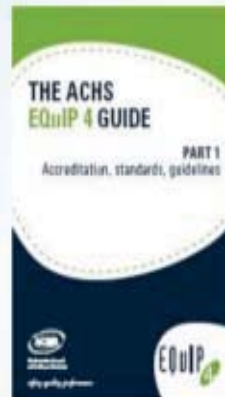
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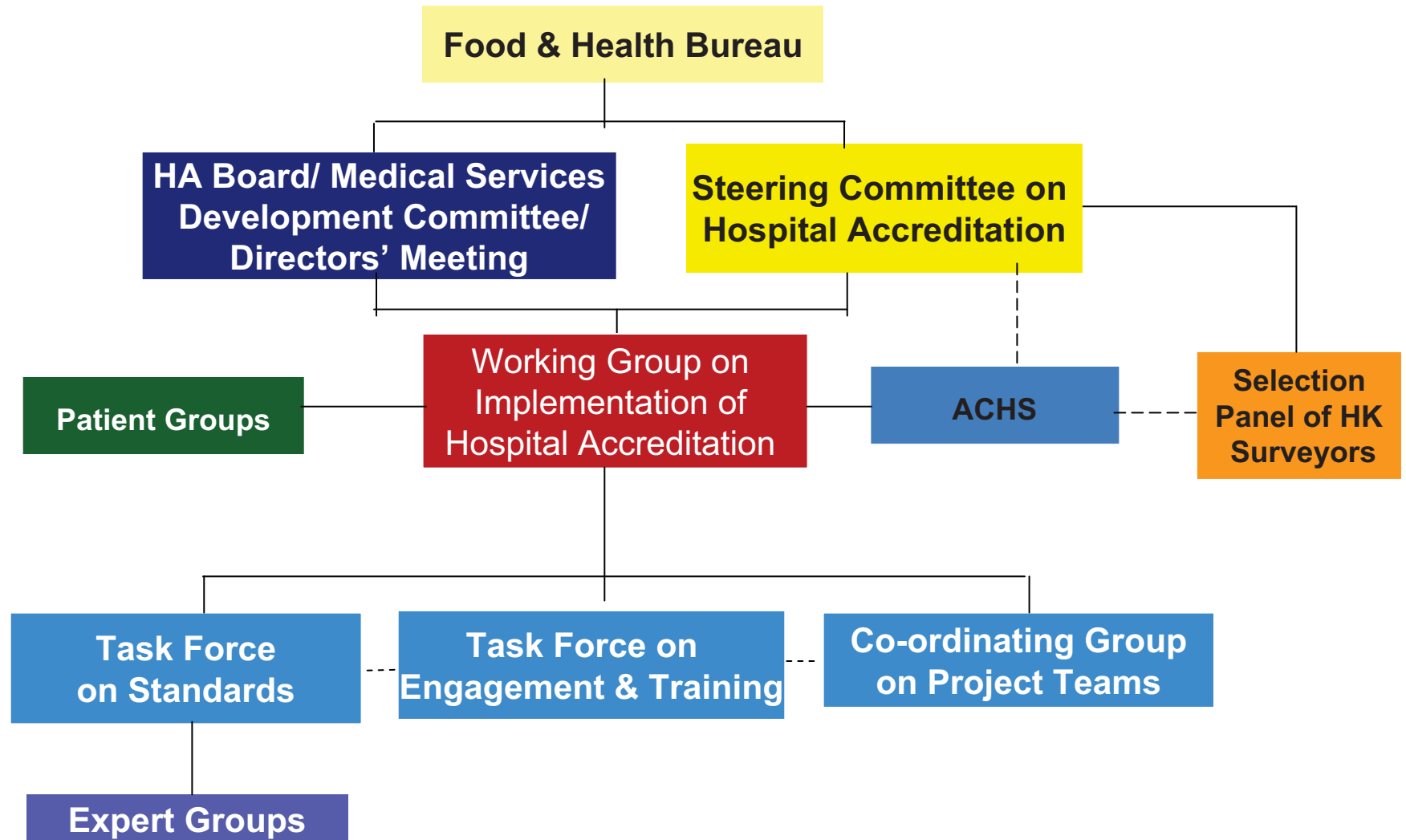
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Working Systematically & Smartly for Quality

Structure



Staff Engagement



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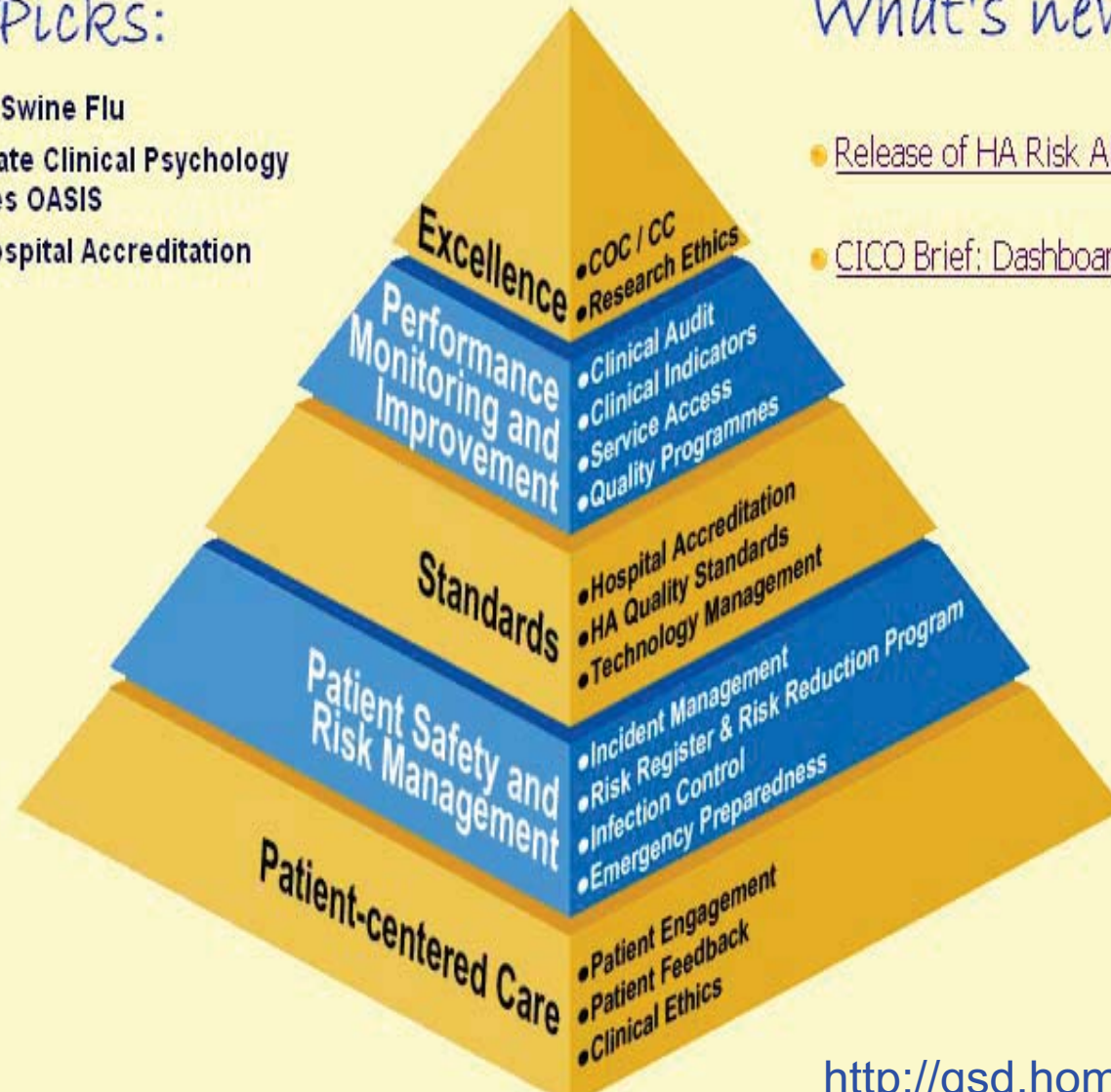
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Hot Picks:

- Human Swine Flu
- Corporate Clinical Psychology Services OASIS
- Pilot Hospital Accreditation

What's new!

- [Release of HA Risk Alert](#)
- [CICO Brief: Dashboard on Infection](#)



<http://qsd.home>

Challenges

- Integration of an external quality assurance system into HA
- New organization culture
- Some change of work practice
Some extra workload (beginning)

? Staff anxiety – being assessed
! Extra workload / funding

A pregnancy (> 9 mths)
Labour is painful, Baby is a Joy

Media Communication



Thank You