



HKSH Receives ACHS Accreditation for Second Time In Recognition of Quality Care delivered

(20 March 2014, Hong Kong) Hong Kong Sanatorium & Hospital (HKSH) has become the first hospital in Hong Kong to have received accreditation for the second time from the prestigious Australian Council on Healthcare Standards (ACHS).

The ACHS survey team has awarded a total of 15 Extensive Achievements (EA) and one highest rating of Outstanding Achievement (OA) in recognition of the quality of care delivered by the Hospital in a wide range of key service criteria based on EQuIP5 (Evaluation and Quality Improvement Program, 5th edition), which is an even more robust programme than the first accreditation exercise in 2010.

The certificate presentation ceremony held at the hospital was attended by Professor Karen Linegar the president of ACHS, and Dr. Walton Li, Medical Superintendent of HKSH. After receiving the certificate of accreditation, Dr. Li said that the award carries a special meaning to the hospital and its 2,300 strong staff..

“We have reached another plateau and set another standard for ourselves. ACHS talks about service improvement. We are now standing on a higher level and can see farther ahead,” he said.

The ACHS team conducted a week-long survey in the hospital in November 2013 and met with over 85 Quality Champions and frontline staff. The surveyors also visited various departments to understand and evaluate the operation of the hospital. The accreditation is valid till February 2018.

Credentialing is among the major achievements of the hospital. Considering that credentialing is a relatively new concept in Hong Kong, surveyors noted that HKSH has done extremely well with an excellent strategic plan and a system of clinical appointment, enabling credentialing and defining scope of practice based on the 3Rs principle: the right doctor doing the right procedure for the right patient.

Other key clinical achievements include continuous review of admission processes to prioritise care, comprehensive care delivery, excellent medication management, sound infection control practices, management of nutritional requirements and innovative initiatives of providing information to the community. Systems to inform patients of their rights and responsibilities and price transparency, a robust continuous quality improvement framework, excellent staff support systems for professional and personal development, and integrated information technology plans and processes are also in place to demonstrate the Hospital’s commitment to patient satisfaction and quality care.



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HKSH has also been praised for its outstanding employee support systems which have resulted in improved workplace relations. Initiatives include the “Be Nice Programme”, promoting workplace harmony and organising workshops on customer service, teamwork and complaint handling, while the Village Club concept promotes work-life balance with activities organized through about 20 recreational clubs including yoga, photography and gardening.

Looking ahead, Dr. Li encourages frontline staff to play an even greater role in setting higher service standards. “We have another four years to get prepared for the next accreditation review. We look forward to working closely with our frontline staff to bring in new initiatives. At the same time, we will engage more leaders, with vision and hot blood, to contribute towards service improvement.”

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About Hong Kong Sanatorium & Hospital

Hong Kong Sanatorium & Hospital is one of the leading private hospitals in Hong Kong. With the motto “Quality in Service Excellence in Care”, the Hospital is committed to serving the public as well as promoting medical education and research.

About the Australian Council on Healthcare Standards

The Australian Council on Healthcare Standards (ACHS) is an independent, not-for-profit organisation dedicated to improving the quality of health care through the continual review of performance, assessment and accreditation. The ACHS has been accredited by the International Society for Health Care (ISQua). Over 1,400 individual hospitals and health care organisations are members of the quality improvement programs.

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Photos

1. Dr. Walton Li, Medical Superintendent of Hong Kong Sanatorium & Hospital receives the Certificate of Accreditation from Professor Karen Linegar, President of Australian Council on Healthcare Standards (ACHS).

