



For Immediate Release

HKSH Garners ‘Top Service Award’ for the Fourth Time

(20 June 2013 – Hong Kong) Hong Kong Sanatorium & Hospital (HKSH) has been selected as the winner of Next Magazine’s Top Service Award in the ‘Private Health Care’ category. The hospital has won the award for the fourth time and remained the only winner in the category.

Dr. Walton LI, the medical superintendent of HKSH, said the award is an encouragement to staff and recognition of its commitment to pursuing medical excellence and providing quality service that cares for the body, mind and soul of its patients and their carers as well.

HKSH is one of the few private hospitals in Hong Kong which offers a variety of specialised medical services to the community. Under the motto ‘Quality in Service Excellence in Care’, HKSH excels in expanding its scope of service with wide-ranging sub-specialty units. “HKSH is proud of its dedicated team of medical staff and together with the application of advanced medical technology; they have contributed to making the best clinical outcomes possible for patients.”

The hospital adopts a holistic approach in serving patients and total patient care can only be achieved through seamless team efforts from different healthcare professionals. “To ensure that staff members understand and synchronize with the culture to serve with excellence, the hospital devotes resources to provide training for staff, while the management also listens to the views of frontline staff. This is total staff experience that we care,” Dr. LI said.

In meeting challenges ahead, Dr. LI firmly believes in the importance of continuous training for staff and the medical professional. The hospital has made use of the Li Shu Fan Medical Foundation, the foundation established by the first medical superintendent, Dr. LI Shu Fan, to serve as a major platform for promoting medical education and academic exchange. “Li Shu Fan Medical Foundation has over the years provided numerous training opportunities to doctors and nurses, thus enhancing the quality of medical services as a whole.”

Dr. LI concluded: “Satisfaction of doctors comes from healing patients and meeting their needs. Winning the award for the fourth time is meaningful to our staff. “It means that we can do it!” he said.

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About The Next Magazine's Top Service Award

Next Magazine conducts customer survey annually since 1990 to recognise the outstanding services provider in Hong Kong. HKSH received the award for four times, first in 2007 when the category 'private healthcare' was first introduced; 2011 when the category re-opened. Granted only to one recipient in each of the category, the award is bestowed on a healthcare organisation following a public ballot, recognising the hospital's exceptional quality in customer service and professionalism.

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.

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Photos

1. Dr. William WEI (Left) and Dr. Raymond LIANG (Right), Assistant Medical Superintendents of HKSH, are pleased to receive the 'Top Service Award'. HKSH will keep on delivering the promise of "the Total patient experience", with "Quality in Service, Excellence in Care" as our service motto.

