



## Towards Accreditation of Our Commitment to Continuous Improvement

The gap analysis (consultancy survey) of the HKBH was conducted from March 29 to April 1 by the surveying group from the Australian Council on Healthcare Standards (ACHS) accreditation scheme as a prelude to the Organisation-Wide Survey to be conducted tentatively in the 4th quarter of this year.

There had been months of preparatory work before the gap analysis, and this included organisation of working groups and meetings, staff training, and internal reviews and policy drafting, as well as many other endeavours. Our staff members should be complimented on the great effort, hard work and enthusiasm shown during this period. Gratitude and credit must also be given to the associate doctors for their participation in and support of the gap analysis.

Valuable recommendations have been received from the surveyors and we are now working on the priority areas and deliberating on the areas of improvement as suggested by the consultancy final report.

Some of these priority areas include:

### 1. Improvement of patient assessment.

The scheme expects a holistic approach to assessment by a multidisciplinary team including doctors, nurses and allied health professionals. The hospital is refining the assessment form, which will be piloted in a few wards, improved and rolled out to all wards.

2. **Care plans and pathways** will be developed for services that have a high volume. These probably include endoscopy and obstetrics, among others.

3. **Audit of clinical records content.** The various Clinical Coordinating Committees of the hospital have been conducting audits on the discharge summary, admission letter and operating records. The scope can certainly be enhanced and the model extended to other disciplines as well.

4. **Improvement in credentialing and definition of the scope of work.** The surveyors recommend that doctors' admission rights be granted for a defined period, say 3 years, and be renewed after review. More information should be sought from the doctors on the scope of procedures to be performed and their related experience, in the context of the support to be provided by the hospital.



A feedback meeting was held between the Australian surveyors and HKBH management staff

5. **Involvement of the patient in clinical outcome evaluation.** Currently, the patient satisfaction survey collects very little feedback on the patient's perspective of the clinical outcome. However, adopting this novel approach would provide input for quality improvement in clinical care.

6. For **infection control**, the surveyors recommend the identification of 'hand washing champions' among the doctors; enforcement of **personal protective equipment (PPE)** use during chemotherapy preparation and administration was also recommended.

7. **Improving the linkage of data and records in various areas.** Cross-referencing of multiple health record stores and an integrated linkage of all databases into the hospital information system. While it is envisaged that the new Clinical Enterprise System (CES) which the hospital will implement at the end of this year will enable us to achieve the requirement, some interim arrangements or measures are required.

In addition to these priorities, HKBH has planned to introduce various other improvement measures shortly. They include **time out and marking** for surgical and invasive procedures; giving a copy of the **discharge summary to patients** at the time of discharge; and the use of **new consent forms**.

The gist of the ACHS accreditation scheme is to manage risks proactively and improve the quality of patient care continuously through active patient participation. With this end in view, all additional work done or to be done, however difficult, is worthwhile. I would therefore like to thank all doctors again for the advice and support given in the past months and look forward to more in the months to come in our quest for quality improvement.

**Dr Hoi Che LEE**  
**Director**  
**Medical Services**

*Nurses from clinical departments and the Nursing Administration Office*



*Pupil nurse volunteers involved in community programme for "World Health Day 2010"*



*Midwives from the Maternity Department*

# From the Desk of the CEO



Dr Raymond Chung I CHEN

Year 2010 has a special meaning for our nurses, as it is designated the International Year of the Nurse, which commemorates the centennial anniversary of the death of modern nursing founder — Florence Nightingale (1820–1910). Our CNO, Ms Samantha CHONG, joined me in sending out this message.

## International Year of the Nurse — Salute to Nurses and Midwives

More than 15 million nurses worldwide will celebrate the International Midwives Day (IMD) on May 5, and the International Nurses Day (IND) on May 12. The celebrations will honour the valuable contributions and commitments made by all nurses and midwives to the society, and raise public awareness of the significant work performed by nursing professionals.

The themes for IMD and IND this year are *'The World Needs Midwives Now More Than Ever'* and *'Delivering Quality, Serving Communities: Nurses Leading Chronic Care'*, respectively.

Nowadays, the potential for nurses to contribute towards health improvement of populations across the world is enormous. Through appropriate chronic disease management, nurses are able to identify risk factors in potential patients and implement preventive measures and early intervention. Timely and systematic case management also plays an important role in delaying progress of chronic illnesses, such as diabetes, cardiac, renal respiratory and mental health conditions, and thus, minimising the negative impact on patient quality of life. The principle of chronic care reflects the concept of modern nursing founded by Florence Nightingale. She changed nursing practice and applied her knowledge in statistics to help understand the causes of poor patient health in war hospitals during the Crimean War. Apart from taking a scientific approach to improving care outcomes, she also had a great desire to devote herself, and motivate other nurses, to deliver best patient care.

Our dedicated nurses at HKBH follow in Nightingale's footsteps and share her commitments in patient care. Our nurses are pivotal in the 'Hospital-Doctor-Patient' paradigm across all care domains. Not only do they work closely with multidisciplinary teams in planning and carrying out appropriate treatments, they also provide the balm of comfort, support and health advice to the patients.

Lastly, we would like to salute all nurses for their devotion to the profession with a quote from an anonymous author,

*"It is fundamental for a human being to care, but when science and faith spins with care, NURSING is probably the most appropriate word..."*

**Dr Raymond Chung I CHEN**  
Chief Executive Officer

**Ms Samantha Yuen Chun CHONG**  
Chief Nursing Officer

## Surgeons

### Discussion Making in Breast Reconstruction

Director of Programme: Dr Leung Tung YUNG  
 Chairman: Dr Chi Kin CHUNG  
 Speaker: Dr Chiu Ming HO  
 Date: June 4, 2010  
 Time: 8:00 – 9:30am  
 Venue: The Chapel, D9, HKBH  
 Enquiries: 2339 8872 (Ms Connie LOK)  
 Coming Meetings: July 2, 2010  
 August 6, 2010  
 September 3, 2010

## Anaesthesiology

### Session A: Putonghua for Anaesthetists in Hong Kong

### Session B: Sharing of Volunteer Work Experience at Sichuan

Chairman: Dr Katherine Kar Yee LAM  
 Speakers: Dr Michelle Ning CHEUNG  
 (Session A)  
 Dr Ka Ki LEUNG (Session B)  
 Date: June 6, 2010  
 Time: 8:00 – 10:00pm  
 Venue: The Chapel, D9, HKBH  
 Enquiries: 2339 8873 (Ms Polly TAM)

## Physicians

### Session A: Reducing Cardiovascular Risk in Type II DM Session B: Managing Intractable Neuropathic Pain

Director of Programme: Dr Peter CY WONG  
 Chairman: Dr Peter CY WONG  
 Speakers: Prof Kathryn TAN (Session A)  
 Dr Steven Ho Shan WONG (Session B)  
 Date: June 7, 2010  
 Time: 8:00 – 10:00pm  
 Venue: The Chapel, D9, HKBH  
 Enquiries: 2339 8873 (Ms Polly TAM)  
 Coming Meetings: July 5, 2010  
 August 2, 2010  
 September 6, 2010

## Obstetricians & Gynaecologists

### Resuscitation in Obstetric Emergencies

Speaker: Dr Katherine Kar Yee LAM  
 Date: June 8, 2010  
 Time: 7:30 – 8:30pm  
 Venue: The Chapel, D9, HKBH  
 Enquiries: 2339 8873 (Ms Polly TAM)  
 Coming Meetings: July 13, 2010  
 August 10, 2010  
 September 14, 2010

## Surgical Pathology

### Joint Surgical Pathology Meeting

Date: June 18, 2010  
 Time: 8:00 – 9:00am  
 Venue: The Chapel, D9, HKBH  
 Enquiries: 2339 8872 (Ms Connie LOK)  
 Coming Meetings: July 16, 2010  
 August 20, 2010  
 September 17, 2010

## What's ON

### Breast Care Centre Grand Opening

Date: June 12, 2010 (Saturday) Time: 1:00 – 3:00pm  
 Venue: Breast Care Centre, G/F, Block A, HKBH RSVP on 2339 7438

### Patient Support Group (For Breast Cancer Patients)

The series of talks listed below will be held from 3:00 to 5:00pm at HKBH to facilitate rehabilitation of breast cancer. All talks are conducted in Cantonese. You are most welcome to encourage your patients to join. For enrolment or enquiries, please call 2339 8910.

Date	Topic	Speaker
May 8	“What can we do if diagnosed as having cancer?”	Dr William FOO (Director, Radiotherapy & Oncology Centre)
June 19	“How to release our pressure in the face of the illness and treatment?”	Ms Venus CHENG (Registered Social Worker)
July 17	“Rehabilitation exercise + prosthesis to be used by patients”	Ms Helen LEUNG (Physiotherapist)



## Who's NEW



**Dr Victor Ching Kong LEE**  
 Resident Consultant in Emergency  
 Medicine



**Dr Hin Wang LAI**  
 Director  
 Ear, Nose & Throat Centre



**Dr Philip Tsze Ho LAM**  
 Director  
 Eye Centre

## Editorial Enquiry

We would like to hear from you! Any questions, comments or suggestions are always welcome. Please email us at [pr@hkbh.org.hk](mailto:pr@hkbh.org.hk)