#### Value of Laboratory Accreditation on Top of Hospital Accreditation



**HS** NATA HOKLAS 825 S

Health

**Mr. Stanley Leung Director of Clinical Laboratories October**, 2016

# Adventist 港 Health 安 Hong Kong Adventist Hospital 香港港安醫院

### A Subsidiary of the Seventh-day Adventist Church



### A part of global network...

More than a century later, the health care system circles the globe with more than 170 hospitals and nearly 500 medical institutions worldwide.



### A part of global network...

### Loma Linda University Medical Center (LLUMC)

# Florida Hospital (FL)

# Washington Adventist Hospital (WAH)

# Kobe Adventist Hospital, Japan (KAH)

### **Taiwan Adventist Hospital (TAH)**

### Loma Linda University Medical Center (LLUMC)

LLUMC is a teaching hospital, a general medical and surgical hospital, and a research center on the campus of Loma Linda University in CA.



# Florida Hospital (FL)

FL is one of the country's largest not-for-profit health care providers with 22 campuses serving communities throughout Florida, providing the latest treatments and technology.



### Hong Kong Adventist Hospital – Tsuen Wan (1964) Hong Kong Adventist Hospital – Stubbs Road (1971)





# The only private hospital in NTW



### Hong Kong Adventist Hospital – Tsuen Wan

#### **New Hospital Building (Main Block)**



Total Area 總面積:50,000 m<sup>2</sup> 平方米

Number of Floors 樓層數目:25

Number of Beds 床位數目:470 A snapshot of Adventist Health in HK

Two hospitals in HK, Hong Kong Adventist Hospital - Tsuen Wan Hong Kong Adventist Hospital - Stubbs Road

**HKAH-SR:** Leading hospital in HK which specialized in cancer and heart treatment

**HKAH-TW**: A community hospital in New Territory West which provides sub-acute care to Tsuen Wan, Tsing Yi, Kwai Chung, Tuen Mun and Yuen Long

### **Our Motto**

Extending the Healing Ministry of Christ Professionally We Serve Personally We Care

#### **Brand Promise**

As a healthcare leader, our values lie in being able to guide our clients/ patients respectfully toward proven treatments and lifestyle habits that help them make a positive transformation in their health and well-being. We are motivated by a sense of Christian and innate compassion to see the most advantageous outcome for our patients, creating wonderfully healing and educational environments that truly put our patients first, and at the heart of all that we do.

### **Our Vision**

To achieve excellence in healthcare services, through quality improvement programs, customer service, effective communication, accountability and competence.

### **Our Value**

Our values are excellence, service, care integrity and trust in God.

Hong Kong Heart Center Cardiac Catheterization & Intervention Center Cardiopulmonary Laboratory

# Oncology Center & CyberKnife Center



Surgical, Robotic and Minimally Invasive Surgery

Minimally Invasive Spine Surgery Center

Gastroscopy & Colonscopy Cataract Surgey



Opening Ceremony of Minimally Invasive Spine Surgery Center



### Performed Asia's FIRST da Vinci robotic single-site cholecystectomy



### Cafeteria

## Only Sky Garden among private hospitals in HK





fppt.cor

#### Second phase will commence services soon

77 III ••

0

### **Our Premier Services Proven by Accreditations**

	International Approditations	
	International Accreditations	
2000 - 2010	Received accreditation of UK Trent Accreditation Scheme for 6 times	TRENT accreditation SCHEME
2006	<b>The 1<sup>st</sup> hospital in HK</b> to achieve accreditation from the US Joint commission International (JCI)	Joint Commission INTERNATIONAL
2010, 2014 -	Received accreditation award from Australian Council on Healthcare Standards (ACHS)	ACHSI -
2012 -	The 1 <sup>st</sup> hospital in HK and Macau received accreditation from WHO as "Health Promoting Hospital"	World Health
2014	Food Services – The 1 <sup>st</sup> private hospital in HK to obtain ISO 22000 Food Safety Certification (HKAH – SR only)	Organization
	Other Accreditation	
2009 -	<b>Clinical Laboratory – the 1<sup>st</sup> private hospital in HK</b> received accreditation awards from Hong Kong Laboratory Accreditation Scheme (HOKLAS)	H S

### **Hospital Accreditations**









**Criteria Focus on** 

**Hospital Safety** 

**Staff Competency** 

**Overall Quality of Patient Care** 





**Continuous quality improvement & ensure patient safety** 

Integrated organization – policy and system

3 Functions, 13 Standards 45 Criteria (14 Mandatory)



# Hospital Accreditations - ACH

#### **Criteria of Function 1: Clinical**

#### 1.1 Continuity of Care

- 1.1.1 Patient Assessment
- 1.1.2 Care Planning
- 1.1.3 Informed Consent
- 1.1.4 are Evaluation
- 1.1.5 Discharge / Transfer Process
- 1.1.6 Ongoing Care
- 1.1.7 Care of Dying Patient
- 1.1.8 Health Record

#### 1.2 Access

- 1.2.1 Information to Community
- 1.2.1 Triage System

#### 1.3 Appropriateness

 1.3.1 Appropriate Health Care Service

#### 1.4 Effectiveness

1.4.1 Care & Service Planning

#### 1.5 Safety

- 1.5.1 Medication Safety
- 1.5.2 Infection Control System
- 1.5.3 Pressure Ulcer
- 1.5.4 Patient Fall
- 1.5.5 Transfusion
- 1.5.6 Correct Patient Identification

#### 1.6 Consumer Focus

- 1.6.1 Input from Consumer
- 1.6.2 Rights & Responsibilities
- 1.6.3 Culturally & Linguistically
- Diverse Backgrounds & Special
- Needs

# Hospital Accreditations - ACH ACHSI

#### **Criteria of Function 2: Support**

#### 2.1 Quality Improvement & Risk Management

- o 2.1.1 Continuous Quality Improvement
- o 2.1.2 Risk Management
- 0 2.1.3 Incident / complaint Management

#### 2.2 Human Resources Management

- 2.2.1 HR Planning
- 2.2.2 Recruitment Policy
- 2.2.3 Employment Policy
- 2.2.4 Learning / Development System
- 2.2.5 Employee Support System

#### 2.3 Information Management

- 2.3.1 Records Management
- 2.3.2 Data Management
- 2.3.3 Effective Use of Data
- 2.3.4 Information Technology

#### 2.4 Population Promotion

2.4.1 Better Health & Wellbeing

#### 2.5 Research

 $\mathbf{O}$ 

fppt.com

2.5.1 Research Governance

# Hospital Accreditations - ACH

#### **Criteria of Function 3: Corporate**

### 3.1 Leadership & Management

- 3.1.1 Strategic Planning
- 3.1.2 Governance
- 3.1.3 Credentialing
- 3.1.4 External Service Provider
- 3.1.5 Corporate & Clinical Policies

### 3.2 Safe Practice & Environment

- 3.2.1 Safety Management Systems
- 3.2.2 Facilities
- 3.2.3 Waste & Environmental Management
- 3.2.4 Emergency / Disaster Management
- 3.2.5 Security Management

X

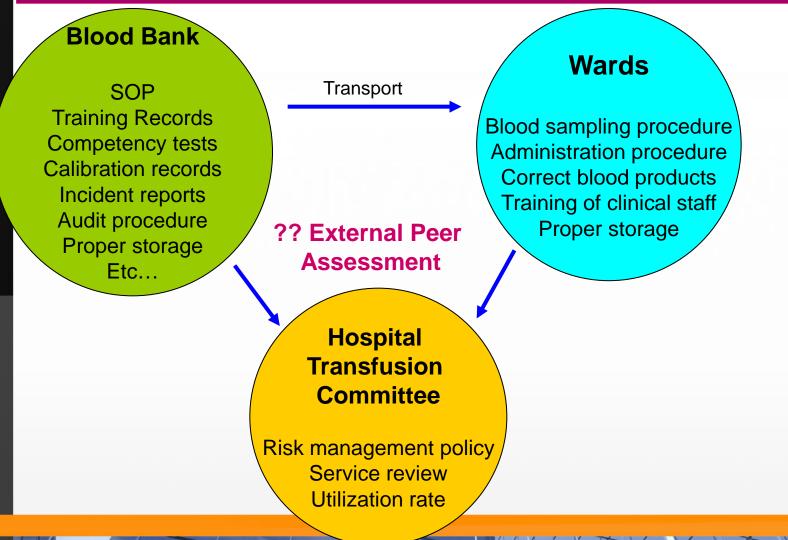
# Hospital Accreditations - ACHS

#### **Emergency and Disaster Management**

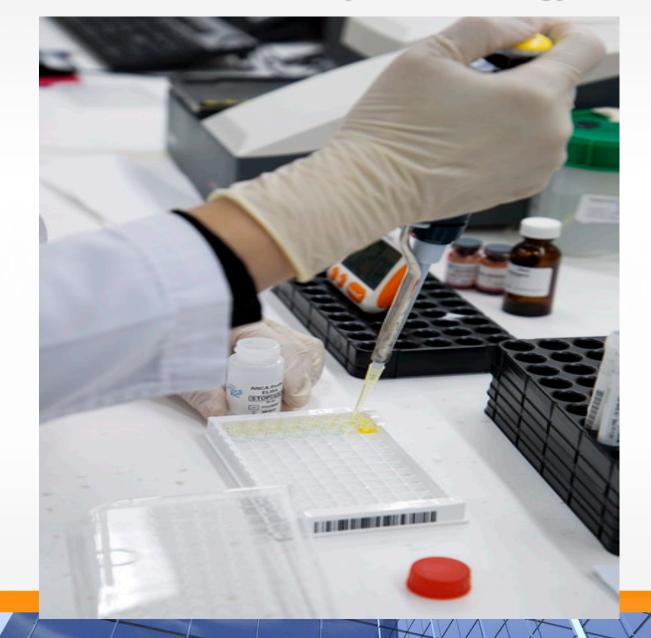
- Fire safety and fire evacuation plan
- Chemical safety and spillage drill
- Training records on OSH, fire safety, chemical safety and basic infection control etc.
- Proper disposal of biological and chemical waste
- Security management in mortuary and laboratory areas

# Hospital Accreditations - ACHS

#### **Good Blood Transfusion Practice**



#### **Clinical Laboratory and Pathology**



### **Hong Kong Adventist Hospital**

**Clinical Laboratory & Pathology** 

## **Clinical Chemistry**

### Haematology and Blood Banking

### Microbiology

Histopathology and Cytology



### Hong Kong Adventist Hospital

#### **Clinical Laboratory & Pathology**



#### **Laboratory Accreditations**

#### Accreditation in Hong Kong Laboratories

The Hong Kong Laboratory Accreditation Scheme (HOKLAS), HK

Laboratory Accreditation Programme, College of American Pathoglist (CAP), USA

National Association of Testing Authorities (NATA), Australia









#### **Laboratory Accreditation**

ISO 15189:2012 Requirements



#### Management requirements

- 4.1 Organisation and management responsibility
- 4.2 Quality management system
- 4.3 Document control
- 4.4 Service agreements
- 4.5 Examination by referral laboratories
- 4.6 External services and supplies
- 4.7 Advisory services
- 4.8 Resolution of complaints
- 4.9 Identification and control of nonconformities
- 4.10 Correction action
- 4.11 Prevention action
- 4.12 Continual improvement
- 4.13 Control of records
- 4.14 Evaluation and audits
- 4.15 Management review

5.1 Personnel

5.2 Accommodation and environmental conditions

**Technical requirements** 

- 5.3 Laboratory equipment, reagents, and consumables
- 5.4 Pre-examination processes
- 5.5 Examination processes
- 5.6 Ensuring quality of examination results
- 5.7 Post-examination processes
- 5.8 Reporting of results
- 5.9 Release of results
- 5.10 Laboratory information management

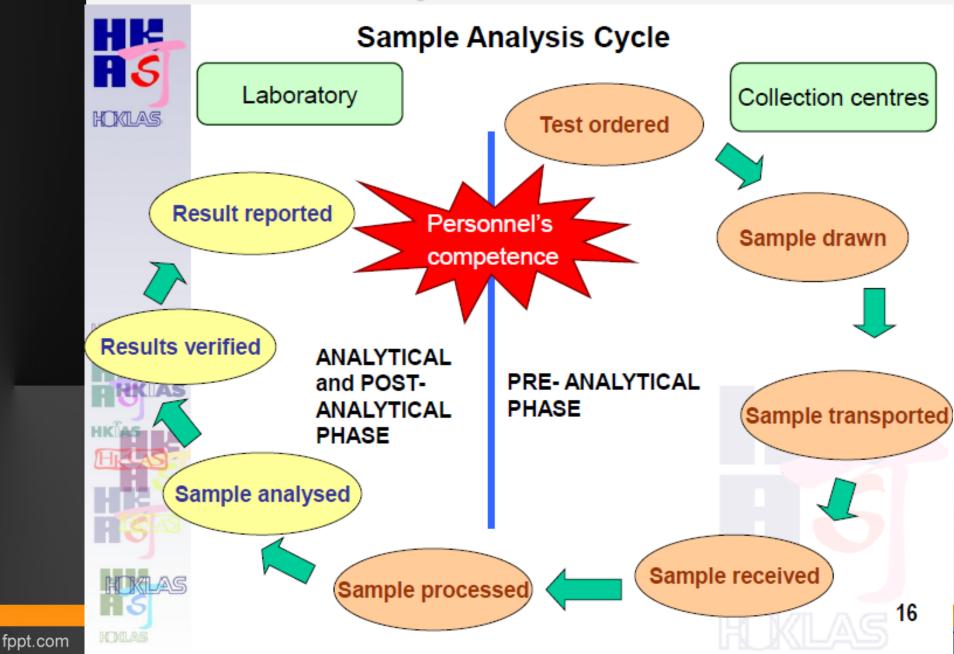
#### LANX T

#### **Laboratory Accreditations Mileston**



	HOKLAS Accreditations
2009 Aug	HOKLAS Advisory Visit
2009 Oct	HOKLAS Initial Assessment
2009 Dec	Accreditation Granted : Registration Number 825S
2010	Extension of Scope & Reassessment
2011	Surveillance Visit
2012	Extension of Scope & Reassessment – Plan B
2013 & 2014	Surveillance Visit – Annual
2015	Extension of Scope & Reassessment
2016	Extension of Scope & Reassessment

#### Laboratory Accreditations



### Why do we need Laboratory Accreditation?

Adventist Health – Core Value

We put our customer first

We strive for excellence

**Professionally We Serve** 

**Personally We Care** 

Our values are excellence, service & care integrity



#### Why do we need Laboratory Accreditation?

#### We need to have

#### Clear line of responsibility & accountability

#### Quality improvement activities

#### Managing risks

#### Identify & remedy poor performance



#### **Benefit of Laboratory Accreditation**

Adventist Health – Core Value

Upraise laboratory good image

Formal recognition that the laboratory is competent to perform specific tests

Provide assurance to customers of good laboratory practice

### **Benefit of Laboratory Accreditation**

#### **More Values**

In alignment with world standards of medical testing

**Benchmarking of indicators** 

As an entry requirement in gaining contract work

May realize revenue

# **Values of Accredited Laboratory**

#### The laboratory is competent and has quality

optimal medical testing

G)

S

S

Ø,

Ø,

Ø,

- has suitable organizational set-up
- management & facilities
- work performed by qualified & trained staff
- work performed according to approved procedures
- work place is safe for staff



# **Quality Improvement**

**Participating in External Quality Assurance Programs** 

Achieved Excellent Satisfactory in

-HK Red Cross Blood Transfusion (

-HK College of Patholoc

-HK Institute of Medical Laboratory Scier

-Royal College of Pathologists of Australasia, R ORCHA

- Quality Control for Molecular Diagnostics, QC SQCMD









# **Quality Improvement**



#### Royal College of Pathologists of Australasia, RCPA

### AACB Working Party on Accuracy and Standardisation

- -Invited to participate "Assigning Target Values" for 2017
- -Based on past good performance in the RCPA QAP
- -Instruments appropriate for assays
- -Well documented evidence of good analystical performance



#### ABIN 32 003 520 072 RCPA QUALITY ASSURANCE PROGRAMS PTY LTD RCPAOAP CHEMICAL PATHOLOGY

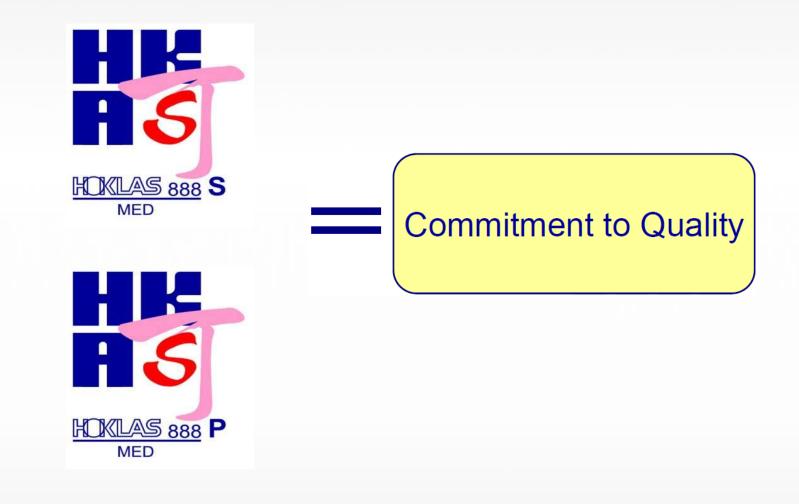
257 Gilbert Street, Adelaide South Australia 5000 AUSTRALIA Tel:+61 8 7324 8300 Fax:+61 8 8410 5935 E-mail:chempathqap@rcpaqap.com.au

TARGET VALUES 2017

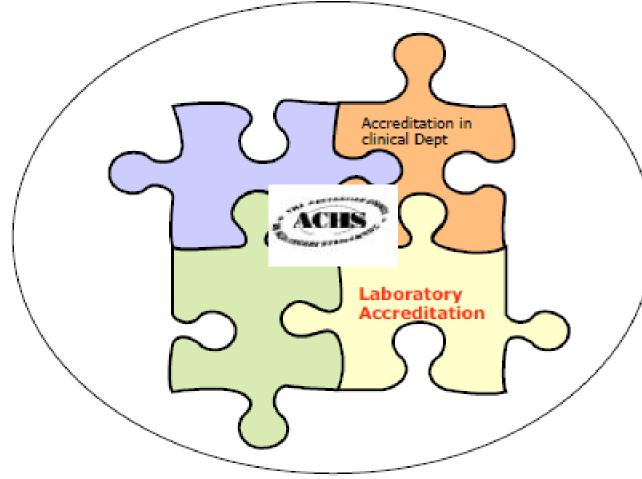
REQUEST FOR SETTING TARGET VALUES



### **Laboratory Accreditation**



# Hospital Accreditation ensures the integrated organisation-wide quality





# **Clinical Laboratory**

