Healthcare Organization Commitment

Contact Details

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Position
Superintendent

Organization Name
Feng Yuan Hospital, Ministry of Health and Welfare

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Commitment Details

Commitment Name
Challenge1 Creating Culture of Safety

Participants
Ming-Huei Lee
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Chen-Ming Chen

What Patient Safety Challenge does your Commitment address?
Challenge 1 - Culture of Safety

**Commitment Start Date**
01/07/2017

**How Many Hospitals Will This Commitment Represent**
1

**Action Plan**
Five ways of Feng-Yuan Hospital (FYH) to create trustworthy patient safety culture:
- Creating mutual trust in the organization
  - Promote care and integrity, the core values of FYH
- Care for patients: to create a safe medical environment
- Care for employees: to build SOP for safety patient care
- Integrity: employees responsible for automatically reporting incidents and identifying strategies to promote patient safety. Through the way mentioned above to create mutual trust between patients and medical staffs, and safe patient care, consequently.
- Establishment of accountability
  - Promotion for patient safety aggressively: FYH superintendent is the panel leader responsible for medical quality management in Organizations Administration Commission of Ministry of Health and Welfare and deals with issues relating to monitoring medical quality indicators, patient safety, education and training, and auditing patient safety implantation and improvement in government hospitals.
  - Establishment of patient safety and medical quality committee, supervised by the superintendent. The committee is held regularly.
- Identification of insecurity condition for patients
  - Encourage reporting of patient safety events.
  - Update the concept of team resource management.
  - Establish mechanism to educate and train medical team members to ensure safe patient care by quality control center.
  - Set key performance indicators for patient safety and follow up every two months.
- Updating patient safety reporting process and system
  - Focus on the principles of security, confidentiality, motivation and convenience.
- Regular Evaluation and continual improvement of organizational patient safety culture
  - Set department sub-vision for patient safety and regularly discuss the safety events and through IDT analyses, SAC status determination, sentinel events investigation to improve patient safety. The meeting to trace performance is held every 3 months.

**Commitment Timeline**
Commitment Start Date: 1, July, 2017
Commitment End Date: 31, December, 2019

Five ways of Feng-Yuan Hospital (FYH) to create trustworthy patient safety culture:
- Creating mutual trust in the organization
- Establishment of accountability
- Identification of insecurity condition for patients
- Updating patient safety reporting process and system
- Regular Evaluation and continual improvement of organizational

**Impact Details**

**Lives Lost in Last Calendar Year**
30
How many lives do you expect to spare from harm in the next calendar year?
20

How many lives do you expect to save in the next calendar year?
20

Methodology for Determining Lives Saved