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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NO.100 An-Kan Rd., Fengyuan Dist., Taichung City 42055, Taiwan
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Commitment Details

Commitment Name
Challenge1 Creating Culture of Safety

Participants
Ming-Huei Lee
Sheng-Jye Kuang
Hsiu-Ying Lin
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:

1. Creating mutual trust in the organization
   Promote care and integrity, the core values of FYH
   1. Care for patients: to create a safe medical environment
   2. Care for employees: to build SOP for safety patient care
   3. 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.

2. Establishment of accountability
   1. 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.
   2. Establishment of patient safety and medical quality committee, supervised by the
      superintendent. The committee is held regularly.

3. 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.

4. Updating patient safety reporting process and system
   Focus on the principles of security, confidentiality, motivation and convenience.

5. 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

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