Healthcare Organization Commitment

Contact Details

Name
Suying HUNG

Phone
886-2-22765566

Email
sdm@tph.mohw.gov.tw

Position
Supervisor

Organization Name
Taipei Hospital, Ministry of Health and Welfare, Taiwan

Organization Address
NO.127, SU-YUAN ROAD, HSIN-CHUANG DISTRICT
NEW TAIPEI CITY , TAIWAN(R.O.C.) 242-13
TW

Commitment Details

Commitment Name
Challenge 1-Creating a Culture of Safety

Participants
Jiin-Chyr HSU

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

Commitment Start Date
01/04/2018
How Many Hospitals Will This Commitment Represent

1

Action Plan
Five ways of Taipei Hospital to create trustworthy patient safety culture: 1. Creating mutual trust in the organization a. Care for patients: to create a safe medical environment; b. Care for employees: to build SOP for safety patient care; c. 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 a. Promotion for patient safety aggressively b. 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 month. 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 SAC status determination, sentinel events investigation to improve patient safety. The meeting to trace performance is held every month.

Commitment Timeline
Commitment Start Date: 1, April, 2018 Commitment End Date: 31, December, 2019

Impact Details

Lives Lost in Last Calendar Year
25

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
We use our hospital Patients Safety Reporting System to calculate the number of people classified in SAC (Severity Assessment Code) first level.