Healthcare Organization Commitment

Contact Details

Name
Linlin Lee

Phone
+886-4-24819900 ext 12402

Email
jah0061@mail.jah.org.tw

Position
Deputy Director of Nursing Department

Organization Name
Da-Li Jen Ai Hospital

Organization Address
483号 Dongrong Road
Dali District
Taiwan

Commitment Details

How many hospitals are represented in this commitment?

<table>
<thead>
<tr>
<th>Last Report</th>
<th>Current</th>
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<td>2</td>
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Action Plan
1. Activating the functions of “Patient Safety Committee”: The superintendent will lead and invite attending physicians of all disciplines to join the committee to implement healthcare quality and patient safety plans. 2. Forming a “multidisciplinary healthcare team”: Physicians
of all disciplines, nurses, patients and their relatives are invited to join the team to promote shared decision making while actively supplying information concerning patient safety. 3. Calls to “mobilize all hospital employees on patient safety issues”: Each employee is required to attend patient safety on job training and related activities on annual basis in order to integrate the knowledge, skills and attitudes into daily routine. 4. Promoting “Safety Risk Management”: Headed by the superintendent and vice superintendents to oversee hospital-wide safety and quality. An in-depth standard operation procedures inspection on clinical units and gathering information regarding patient safety from inpatients or their relatives. 5. “Patient Safety Incident Management”: Providing incentives for staff members to report incidents while analyzing their root causes and presenting with feasible solutions. In the meantime, offering psychological assistance and emotional support to staff members who are involved in medical malpractice thereby cultivating positive patient safety culture.

Commitment Update
Jen Ai Hospital held series activities of “Communication between Patients and Hospital”, known as “Patient Safety Week”, from 2017/10/15 to 2017/10/21. The details are below: Series 1: “Communication between Patients and Hospital” wall: Several posters were displayed on the wall of lobby, counters, and elevators. Series 2: Multimedia propaganda: Patient Safety slogan and knowledge were shown on the LED screen on the top of front door, the TV wall on the lobby, and the manuscript in outpatient department. Series 3: Public speech: Two Speeches were held in the lobby: “Communication between Patients and Hospital” and “Prevention from Tumbling” Series 4: “Answering”: This activity encouraged patient to actually join and clearly know the whole process of medication, letting them to speak for themselves Series 5: Essay writing. Patient Safety related essay form the public were encouraged, collected, and shared. Series 6: Patient Safety Survey: A online survey for the employee were used to evaluate the attitude to Patient Safety, in order to promote the Culture of Safety.

Other
Challenge 1 - Creating a Foundation for Safe and Reliable Care

Please describe any best practices your organization has learned through your commitment and share valuable lessons or challenges that were overcome

The Patient Safety week was a success. Both our employee and the public joined the activities and enjoyed it. The communication between patient and hospital is promoted. Patient gain the autonomous making medical decision, providing a good partnership between patient and hospital.

Impact Details

<table>
<thead>
<tr>
<th>Initial Commitment</th>
<th>Commitment Update</th>
<th>Project Next Year</th>
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Patient Safety Movement Foundation | patientsafetymovement.org
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<tr>
<th>Lives Lost 22</th>
<th>Lives Lost 17</th>
<th>Lives Lost 9</th>
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<tbody>
<tr>
<td>Lives Spared Harm Target 4</td>
<td>Actual Lives Spared Harm in last 12 months 8</td>
<td>Lives Spared Harm Target for following calendar year 8</td>
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<tr>
<td>Lives Saved Target 4</td>
<td>Actual Lives Saved in last 12 months (might differ from initial target) 8</td>
<td>Projected Target of Lives Saved for following calendar to try to finish commitment 8</td>
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<td>New Lives Lost (lives lost – actual lives saved) 9</td>
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**Acknowledgement**

Yes, I acknowledge that this commitment may be used for external communication and publicly announced at the World Patient Safety, Science & Technology Summit. Furthermore, I agree that this commitment may appear on the website of The Patient Safety Movement Foundation or the Masimo Foundation. I also give permission for my commitment to be used in support of the promotion of the World Patient Safety, Science & Technology Summit as well as The Patient Safety Movement initiative.