Healthcare Organization Commitment

Contact Details

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Position
Member of Planning Room

Organization Name
Nantou Hospital, Ministry of Health and Welfare

Commitment Details

How many hospitals are represented in this commitment?

<table>
<thead>
<tr>
<th>Last Report</th>
<th>Current</th>
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Action Plan
1. Improve patient safety reporting rate: adjust target to 100 reporting events per month. 2. Increase safety reporting events reported by physician: each physician should report at least 1 event annually in the first applying year of commitment. 3. Improve the reporting rate of “unexpected cardiac arrest during hospitalization”. 4. Improve the quantity and quality of Root Cause Analysis (RCA). 5. Creating a culture of safety by case sharing and educational programs.

Commitment Update
1. Improve patient safety reporting rate: the reporting events in 2018 was 112.3 per month.
This was increased as compared to reporting events in 2017 (86.33 per month). 2. Increase safety reporting events reported by physician: the reporting rate by each physician was 0.23 events in 2018. 3. Improve the reporting rate of “unexpected cardiac arrest during hospitalization”: 121 events have been reported in 2018. 4. Improve the quantity and quality of Root Cause Analysis (RCA) and Plan-Do-Check-Act (PDCA) cycle: We performed 1 RCA and 7 PDCA in 2018. 5. Creating a culture of safety by case sharing and educational programs: we held 34 educational courses with total 1370 participants in 2018.

**Other**

**Challenge 1 - Culture of safety**

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

Although the events reporting rate by physician (0.23 events per year) was higher than average reporting rate (0.13 events per year) in Taiwan, we were yet to achieve our target to increase events reporting rate by physician. The increased amount of patient safety reporting rate was contributed mostly by nursing staff. We will encourage physician to report patient safety events next year by explaining the patient safety reporting was the key to improve patient safety.

### Impact Details

<table>
<thead>
<tr>
<th>Initial Commitment</th>
<th>Commitment Update</th>
<th>Project Next Year</th>
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<tbody>
<tr>
<td>Lives Lost 50</td>
<td>Lives Lost 74</td>
<td>Lives Lost 3</td>
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<tr>
<td>Lives Spared Harm Target 10</td>
<td>Actual Lives Spared Harm in last 12 months 47</td>
<td>Lives Spared Harm Target for following calendar year 52</td>
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<tr>
<td>Lives Saved Target 10</td>
<td>Actual Lives Saved in last 12 months (might differ from initial target) 47</td>
<td>Projected Target of Lives Saved for following calendar to try to finish commitment 52</td>
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<tr>
<td>New Lives Lost (lives lost – actual lives saved)</td>
<td>27</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.