ASQua
ASIAN SOCIETY FOR QUALITY IN HEALTH CARE

Topic 2

Completed Projects

on Engaging Patients for Patient Safety



Cathay General Hospital

Together with patients, promoting patient safety and enhancing clinical competence of healthcare professionals.

Chih-Cheng Kuo, Yi-Fang Lei, Pa-Chun Wang

Department of Quality Management, Cathay General Hospital, Taipei, Taiwan

ABSTRACT

In 2022, Ministry of Health and Welfare (MOHW) in Taiwan designated the theme for Patient Safety Week as “Safe maternal and newborn care”. Cathay General Hospital invited patient, healthcare professionals, children and maternal to respond to the theme. By connecting the community, totaling 11,757 people responses. Use diverse activities, we achieved Awarded the Patient Safety Week Outstanding Promotion Award, the Silver Award in the National Healthcare Quality Award's(NHQA) thematic category, the Gold Award in NHQA's Simulation Category for Infant Care.

INTRODUCTION

In 2022, Cathay General Hospital responded to the theme of MOHW's Patient Safety Week and World Patient Safety Day with the theme of "Medication Safety." From September 17th to 30th, 2022, a series of activities were organized for Patient Safety Week to promote the development of a strong patient safety culture in the hospital, collectively enhancing the patient safety.

CONTACT

Chih-Cheng Kuo
Cathay General Hospital
cgh451635@cgh.org.tw
https://www.cgh.org.tw/

METHODS AND MATERIALS

1. ***For Patients:*** Patient Safety Day events were held, including educational seminars titled "Safe Childbirth" and "Pediatric Medication Safety" in the outpatient department. Obstetricians and pharmacists shared information with expectant mothers and parents about prenatal health care and medication safety for young children. Patient safety-themed color pages were designed, inviting hospitalized and visiting children to unleash their creativity with crayons, emphasizing the importance of childhood medical safety. The results were displayed in a dedicated "Children Respond Together" painting exhibition area within the hospital. A "I Participate in Patient Safety" signing card activity was also organized, with signing stations set up both within the hospital and in the community, bringing patient safety topics into the community and encouraging people to actively sign and participate.
2. ***For Healthcare Professionals:*** Led by the hospital's director, various departments collectively responded to this year's Patient Safety Week. They promoted and fostered a proactive patient safety culture within the hospital. Clinical staff were encouraged to actively care for patients, using detailed interviews and effective doctor-patient communication to reduce risks during childbirth. Simultaneously, inter-hospital referral services were improved to enhance collaboration between hospitals, implementing tiered healthcare and enhancing care for critically ill newborns. Continuous efforts were made to promote simulation-based training, strengthening awareness of patient safety among healthcare personnel. The hospital also focused on creating a supportive workplace for pregnant female colleagues, inviting them to participate in Patient Safety Week.

RESULTS

1. Health education propaganda reached 6,757 people, with 5,010 people reached through social media, totaling 11,757 responses.
2. Cathay General Hospital’s Patient Safety Week series of activities were covered in 14 media interviews.
3. Encouraged hospital colleagues to attach importance to “Safe maternal and newborn care”, with a total of 29 sessions reaching 469 individuals.
4. Published topics on maternal and newborn safety in “Quality Management Center of Cathay General Hospital” and healthcare journals, fostering a positive patient safety culture.
5. Awarded the Patient Safety Week Outstanding Promotion Award by Joint Commission of Taiwan.
6. Achieved the Silver Award in the National Healthcare Quality Award's thematic category from Joint Commission of Taiwan.
7. Achieved the Gold Award in the National Healthcare Quality Award's Simulation Category for Infant Care from Joint Commission of Taiwan.

GRAPHS AND TABLES



DISCUSSION

Cathay General Hospital in alignment with WHO and national policies, has made significant progress in advocating and improving clinical competence in maternal and newborn safety and medication safety.

CONCLUSIONS

It is our hope to continue promoting these themes through a series of activities, reminding both the public and healthcare colleagues of the importance of maternal and newborn safety and medication risks. We aim to foster a strong patient safety culture within the hospital, collectively enhancing the patient safety environment.