Value of Laboratory Accreditation on Top of Hospital Accreditation

Adventist Health

Mr. Stanley Leung
Director of Clinical Laboratories
October, 2016
A Subsidiary of the Seventh-day Adventist Church
A part of global network...

More than a century later, the health care system circles the globe with more than 170 hospitals and nearly 500 medical institutions worldwide.
A part of global network…

- Loma Linda University Medical Center (LLUMC)
- Florida Hospital (FL)
- Washington Adventist Hospital (WAH)
- Kobe Adventist Hospital, Japan (KAH)
- Taiwan Adventist Hospital (TAH)
Loma Linda University Medical Center (LLUMC)

LLUMC is a teaching hospital, a general medical and surgical hospital, and a research center on the campus of Loma Linda University in CA.
Florida Hospital (FL)

FL is one of the country’s largest not-for-profit health care providers with 22 campuses serving communities throughout Florida, providing the latest treatments and technology.
Hong Kong Adventist Hospital – Tsuen Wan (1964)
Hong Kong Adventist Hospital – Stubbs Road (1971)
The only private hospital in NTW

Hong Kong Adventist Hospital – Tsuen Wan
Hong Kong Adventist Hospital – Tsuen Wan

New Hospital Building (Main Block)

Total Area: 50,000 m²

Number of Floors: 25

Number of Beds: 470
A snapshot of Adventist Health in HK

Two hospitals in HK,
Hong Kong Adventist Hospital - Tsuen Wan
Hong Kong Adventist Hospital - Stubbs Road

**HKAH-SR:** Leading hospital in HK which specialized in cancer and heart treatment

**HKAH-TW:** A community hospital in New Territory West which provides sub-acute care to Tsuen Wan, Tsing Yi, Kwai Chung, Tuen Mun and Yuen Long
Our Motto
Extending the Healing Ministry of Christ
Professionally We Serve
Personally We Care

Brand Promise
As a healthcare leader, our values lie in being able to guide our clients/patients respectfully toward proven treatments and lifestyle habits that help them make a positive transformation in their health and well-being. We are motivated by a sense of Christian and innate compassion to see the most advantageous outcome for our patients, creating wonderfully healing and educational environments that truly put our patients first, and at the heart of all that we do.
Our Vision

To achieve excellence in healthcare services, through quality improvement programs, customer service, effective communication, accountability and competence.

Our Value

Our values are excellence, service, care integrity and trust in God.
Services Highlights

Hong Kong Heart Center
Cardiac Catheterization & Intervention Center
Cardiopulmonary Laboratory

Oncology Center & CyberKnife Center
Services Highlights

Surgical, Robotic and Minimally Invasive Surgery

Minimally Invasive Spine Surgery Center

Gastroscopy & Colonscopy

Cataract Surgery
Services Highlights

Performed Asia’s FIRST da Vinci robotic single-site cholecystectomy
Services Highlights

Cafeteria

Only Sky Garden among private hospitals in HK
Second phase will commence services soon
## Our Premier Services Proven by Accreditations

<table>
<thead>
<tr>
<th>Year</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000 - 2010</td>
<td>Received accreditation of UK Trent Accreditation Scheme <strong>for 6 times</strong></td>
</tr>
<tr>
<td>2006</td>
<td><strong>The 1st hospital in HK</strong> to achieve accreditation from the US Joint commission International (JCI)</td>
</tr>
<tr>
<td>2010, 2014</td>
<td>Received accreditation award from Australian Council on Healthcare Standards (ACHS)</td>
</tr>
<tr>
<td>2012</td>
<td><strong>The 1st hospital in HK and Macau</strong> received accreditation from WHO as “Health Promoting Hospital”</td>
</tr>
<tr>
<td>2014</td>
<td><strong>Food Services – The 1st private hospital in HK</strong> to obtain ISO 22000 Food Safety Certification (HKAH – SR only)</td>
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</tbody>
</table>

## Other Accreditation

<table>
<thead>
<tr>
<th>Year</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td><strong>Clinical Laboratory – the 1st private hospital in HK</strong> received accreditation awards from Hong Kong Laboratory Accreditation Scheme (HOKLAS)</td>
</tr>
</tbody>
</table>
Hospital Accreditations

Criteria Focus on

Hospital Safety
Staff Competency
Overall Quality of Patient Care
Continuous quality improvement & ensure patient safety

Integrated organization – policy and system

3 Functions, 13 Standards

45 Criteria (14 Mandatory)
## Criteria of Function 1: Clinical

### 1.1 Continuity of Care
- 1.1.1 Patient Assessment
- 1.1.2 Care Planning
- 1.1.3 Informed Consent
- 1.1.4 are Evaluation
- 1.1.5 Discharge / Transfer Process
- 1.1.6 Ongoing Care
- 1.1.7 Care of Dying Patient
- 1.1.8 Health Record

### 1.2 Access
- 1.2.1 Information to Community
- 1.2.1 Triage System

### 1.3 Appropriateness
- 1.3.1 Appropriate Health Care Service

### 1.4 Effectiveness
- 1.4.1 Care & Service Planning

### 1.5 Safety
- 1.5.1 Medication Safety
- 1.5.2 Infection Control System
- 1.5.3 Pressure Ulcer
- 1.5.4 Patient Fall
- 1.5.5 Transfusion
- 1.5.6 Correct Patient Identification

### 1.6 Consumer Focus
- 1.6.1 Input from Consumer
- 1.6.2 Rights & Responsibilities
- 1.6.3 Culturally & Linguistically Diverse Backgrounds & Special Needs
Criteria of Function 2: Support

2.1 Quality Improvement & Risk Management
   ○ 2.1.1 Continuous Quality Improvement
   ○ 2.1.2 Risk Management
   ○ 2.1.3 Incident / complaint Management

2.2 Human Resources Management
   ○ 2.2.1 HR Planning
   ○ 2.2.2 Recruitment Policy
   ○ 2.2.3 Employment Policy
   ○ 2.2.4 Learning / Development System
   ○ 2.2.5 Employee Support System

2.3 Information Management
   ○ 2.3.1 Records Management
   ○ 2.3.2 Data Management
   ○ 2.3.3 Effective Use of Data
   ○ 2.3.4 Information Technology

2.4 Population Promotion
   ○ 2.4.1 Better Health & Wellbeing

2.5 Research
   ○ 2.5.1 Research Governance
Hospital Accreditations - ACHS

Criteria of Function 3: Corporate

3.1 Leadership & Management
- 3.1.1 Strategic Planning
- 3.1.2 Governance
- 3.1.3 Credentialing
- 3.1.4 External Service Provider
- 3.1.5 Corporate & Clinical Policies

3.2 Safe Practice & Environment
- 3.2.1 Safety Management Systems
- 3.2.2 Facilities
- 3.2.3 Waste & Environmental Management
- 3.2.4 Emergency / Disaster Management
- 3.2.5 Security Management
Hospital Accreditations - ACHS

Emergency and Disaster Management

- Fire safety and fire evacuation plan
- Chemical safety and spillage drill
- Training records on OSH, fire safety, chemical safety and basic infection control etc.
- Proper disposal of biological and chemical waste
- Security management in mortuary and laboratory areas
Hospital Accreditations - ACHS

Good Blood Transfusion Practice

Blood Bank
- SOP
- Training Records
- Competency tests
- Calibration records
- Incident reports
- Audit procedure
- Proper storage
- Etc...

Wards
- Blood sampling procedure
- Administration procedure
- Correct blood products
- Training of clinical staff
- Proper storage

Hospital Transfusion Committee
- Risk management policy
- Service review
- Utilization rate

?? External Peer Assessment

Transport
Clinical Laboratory and Pathology
Clinical Laboratory & Pathology

Clinical Chemistry

Haematology and Blood Banking

Microbiology

Histopathology and Cytology
Laboratory Accreditations

Accreditation in Hong Kong Laboratories

The Hong Kong Laboratory Accreditation Scheme (HOKLAS), HK

Laboratory Accreditation Programme, College of American Pathologist (CAP), USA

National Association of Testing Authorities (NATA), Australia
<table>
<thead>
<tr>
<th>Management requirements</th>
<th>Technical requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Organisation and management responsibility</td>
<td>5.1 Personnel</td>
</tr>
<tr>
<td>4.2 Quality management system</td>
<td>5.2 Accommodation and environmental conditions</td>
</tr>
<tr>
<td>4.3 Document control</td>
<td>5.3 Laboratory equipment, reagents, and consumables</td>
</tr>
<tr>
<td>4.4 Service agreements</td>
<td>5.4 Pre-examination processes</td>
</tr>
<tr>
<td>4.5 Examination by referral laboratories</td>
<td>5.5 Examination processes</td>
</tr>
<tr>
<td>4.6 External services and supplies</td>
<td>5.6 Ensuring quality of examination results</td>
</tr>
<tr>
<td>4.7 Advisory services</td>
<td>5.7 Post-examination processes</td>
</tr>
<tr>
<td>4.8 Resolution of complaints</td>
<td>5.8 Reporting of results</td>
</tr>
<tr>
<td>4.9 Identification and control of nonconformities</td>
<td>5.9 Release of results</td>
</tr>
<tr>
<td>4.10 Correction action</td>
<td>5.10 Laboratory information management</td>
</tr>
<tr>
<td>4.11 Prevention action</td>
<td></td>
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<tr>
<td>4.12 Continual improvement</td>
<td></td>
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<tr>
<td>4.13 Control of records</td>
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<tr>
<td>4.14 Evaluation and audits</td>
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<tr>
<td>4.15 Management review</td>
<td></td>
</tr>
<tr>
<td>Year</td>
<td>Event</td>
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<td>----------</td>
<td>------------------------------------------------------------</td>
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<tr>
<td>2009 Aug</td>
<td>HOKLAS Advisory Visit</td>
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<tr>
<td>2009 Oct</td>
<td>HOKLAS Initial Assessment</td>
</tr>
<tr>
<td>2009 Dec</td>
<td>Accreditation Granted : Registration Number 825S</td>
</tr>
<tr>
<td>2010</td>
<td>Extension of Scope &amp; Reassessment</td>
</tr>
<tr>
<td>2011</td>
<td>Surveillance Visit</td>
</tr>
<tr>
<td>2012</td>
<td>Extension of Scope &amp; Reassessment – Plan B</td>
</tr>
<tr>
<td>2013 &amp; 2014</td>
<td>Surveillance Visit – Annual</td>
</tr>
<tr>
<td>2015</td>
<td>Extension of Scope &amp; Reassessment</td>
</tr>
<tr>
<td>2016</td>
<td>Extension of Scope &amp; Reassessment</td>
</tr>
</tbody>
</table>
Laboratory Accreditations

Sample Analysis Cycle

- Laboratory
- Test ordered
- Collection centres
- Sample drawn
- Sample transported
- Sample received
- Sample processed
- Sample analysed
- Results verified
- Result reported

Personnel’s competence

ANALYTICAL and POST-ANALYTICAL PHASE

PRE-ANALYTICAL PHASE
Why do we need Laboratory Accreditation?

Adventist Health – Core Value

We put our customer first

We strive for excellence

Professionally We Serve

Personally We Care

Our values are excellence, service & care integrity
Why do we need Laboratory Accreditation?

We need to have

- Clear line of responsibility & accountability
- Quality improvement activities
- Managing risks
- Identify & remedy poor performance
Benefit of Laboratory Accreditation

Adventist Health – Core Value

Upraise laboratory good image

Formal recognition that the laboratory is competent to perform specific tests

Provide assurance to customers of good laboratory practice
Benefit of Laboratory Accreditation

More Values

In alignment with world standards of medical testing

Benchmarking of indicators

As an entry requirement in gaining contract work

May realize revenue
Values of Accredited Laboratory

The laboratory is competent and has quality

- optimal medical testing
- has suitable organizational set-up
- management & facilities
- work performed by qualified & trained staff
- work performed according to approved procedures
- work place is safe for staff
Quality Improvement

Participating in External Quality Assurance Programs

Achieved Excellent Satisfactory in

- HK Red Cross Blood Transfusion
- HK College of Pathologists
- HK Institute of Medical Laboratory Sciences
- Royal College of Pathologists of Australasia, RCPA
- Quality Control for Molecular Diagnostics, QCMD
Quality Improvement

Royal College of Pathologists of Australasia, RCPA

AACB Working Party on Accuracy and Standardisation
- Invited to participate “Assigning Target Values” for 2017
- Based on past good performance in the RCPA QAP
- Instruments appropriate for assays
- Well documented evidence of good analytical performance

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TARGET VALUES 2017
REQUEST FOR SETTING TARGET VALUES

fppt.com
Laboratory Accreditation

= Commitment to Quality
Hospital Accreditation ensures the integrated organisation-wide quality