

Hong Kong Adventist Hospital - Tsuen Wan

The first hospital in Hong
Kong to be accredited by Joint
Commission International



Hong Kong Adventist Hospital–Tsuen Wan (HKAH - TW) operates within the Adventist Health global network and is committed to providing comprehensive, high quality, and compassionate health care to patients in Hong Kong, China, and the Asia Pacific region. Since its establishment in 1964, the HKAH–TW has remained the only not-for-profit private hospital in the district, standing firm in its mission to extend the healing ministry of Christ. The hospital first became JCI-accredited in 2006 and was the first hospital in Hong Kong to achieve this accomplishment. The hospital is also recognized by the International Network of Health Promoting Hospitals and Health Services (WHO-HPH) as Hong Kong’s first Health Promoting Hospital since 2012.

The Value of Accreditation

Achieving international accreditation is a significant undertaking, but one that is well worth the effort. Successful completion of a rigorous assessment process not only reflects a health care organization’s commitment to excellence, but also equips the accredited hospital with knowledge and practices that facilitate further improvements in patient care, clinical standards, and operational processes – to make the patients’ journey as safe and satisfactory as possible.

Patient safety has always been a top priority at the Adventist Hospital. Likewise, the mission of Joint Commission International, a recognized global leader in health care accreditation, is to continuously improve the safety and quality of care. Pursuing international accreditation with JCI, therefore, was a natural decision for the hospital.

“The Adventist Hospitals provide exceptional medical services while prioritizing patient safety, and JCI also shares our values,” says Mr. Alex Lan, the president and CEO of Hong Kong Adventist Hospitals–Stubbs Road and Tsuen Wan. “Our hope is that through this accreditation, we are able to demonstrate our commitment to continually improving our health and safety standards for the benefit of our patients and the community.”

The Pathway to Accreditation

HKAH–TW spent two years preparing for the JCI survey, with clinical staff and senior administrative staff attending overseas training and site visits to JCI-accredited hospitals. Even with the outbreak of the COVID-19 pandemic, the hospital persisted in its preparations for accreditation by conducting trainings, mock surveys, group meetings with a dedicated performance improvement team, and thorough analyses of hospital practices, policies, and procedures.

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In a hospital with over 1000 staff members and close to 100 resident and associate doctors, pursuing accreditation can be daunting – JCI standards cover an extensive number of areas and therefore require commitment from the entire organization, from management-level employees to frontline and supporting staff. For HKAH-TW, this meant providing training, handbooks, and online tests to all staff to familiarize them with the criteria and expectations of JCI and prepare them for the survey process. Hospital management worked closely with each department to set up key performance and risk indicators. HKAH-TW conducted over a hundred clinical audits to monitor performance and risk control standards.

Survey Experience

“Thanks to the dedication and hard work of our entire staff, the hospital was able to receive accreditation even in the midst of COVID-19 – an achievement that one can truly be proud of” says Lan. “In hindsight, it is believed that JCI accreditation is one of the best team-building exercises – the teamwork and unity that was required during the accreditation process was excellent training for all staff and has

greatly enhanced overall coordination and communication skills and processes across all departments at the hospital. The JCI accreditation process is very comprehensive and provided the hospital with many learning opportunities.”

Looking Ahead

Through its six International Patient Safety Goals (IPSGs), JCI helps accredited organizations address areas of concern with regards to patient safety. JCI expects accredited hospitals to continuously strive for improvement by meeting its IPSGs through policies, systems, and procedures. This ensures the medical services prioritize patient safety and quality of care while meeting international standards. Having undergone JCI’s rigorous assessment and receiving the Gold Seal of Approval, HKAH-TW has not only been able to benchmark its services against a robust series of international standards, but it has also identified areas for improvement in its mission to provide world-class medical services. Improvement actions have been taken in the hospital to further enhance and safeguard patient safety during emergencies. The hospital recruited an additional anaesthetist accommodating in the staff quarter to support the operation of the code blue team, especially in cases of having difficulties in establishing airway during resuscitation. Furthermore, a second code blue team was also formed as a backup in case more than one resuscitation occurred at the same time. During the two-year preparation process, the staff grew in their commitment to providing high quality services, which strengthened the culture of patient safety at HKAH-TW.

Mr. Lan adds, “Receiving JCI accreditation not only reflects our hospital’s high standard of care, but also drives us to continue pursuing excellence in all that we do; not to rest on our laurels, but to strive for a better future.”

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