

A tale of 2 cities – Hospital accreditation in Hong Kong and Shanghai

Dr Kenneth Tsang

Regional Chief Executive Officer, IHH Healthcare North Asia

Chief Executive Officer, Gleneagles Hospital Hong Kong

Chief Executive Officer, Parkway Medical Services (Hong Kong) Ltd

Honorary Clinical Associate Professor, School of Public Health LKS Faculty of Medicine, HKU

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Gleneagles Hospital

HONG KONG

港怡醫院

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Declaration of Interest

- The presenter has no conflict of interest with any corporate organisations relating to this presentation.



01

Our background



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Some self-introduction

- Served at Hospital Authority (HA) in Hong Kong for over 25 years
- A physician by training and practised at Queen Elizabeth Hospital for 18 years
- Moved on to medical administration at HA Head Office; areas of focus included patient safety, strategy and service planning, infection control, and hospital cluster services
- Joined IHH Healthcare in 2019; heading up IHH Healthcare North Asia, Gleneagles Hospital Hong Kong, and Parkway Medical Services Hong Kong
- Hospitals, clinic chains and representative office in Hong Kong, Shanghai and Shenzhen



IHH Healthcare

- Key Markets
- Other Markets



Listed on the Main Markets of Bursa Malaysia and the Singapore Stock Exchange

>65,000 employees

83 Hospitals
10 Countries
Over 15,000 licensed beds

including Malaysia, Singapore, Türkiye, India, Greater China (including Hong Kong), Central and Eastern Europe & the Middle East



*Numbers are accurate as of Jan 2023. Includes the Fortis Healthcare network and its hospitals under O&M arrangement.

A Family of Healthcare Brands

ACIBADEM



13 Gleneagles hospitals in
different markets

Our hospitals meet all relevant
national healthcare standards and measure performance against
international benchmarks and accreditation standards





IHH Healthcare

Care.
For good.

Gleneagles Hospital Hong Kong

Hong Kong as headquarters of IHH Healthcare's operations
in North Asia



Gleneagles Hospital Hong Kong

Strategic Partnership



Care.
For good.



A teaching hospital of The University of Hong Kong



**HKU
Med**

LKS Faculty of Medicine
HKU Health System
香港大學醫療系統



02

Hospital accreditation landscape in Hong Kong



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Hospital accreditation in public and private sectors



Public hospitals

38

Mandatory

0



Private hospitals

13

Voluntary

12

Number of hospitals

Mandatory or voluntary

Currently accredited

- Hospital Authority implemented its Hospital Accreditation Programme in 2009
- 20 public hospitals were accredited in 2017
- The programme ended in 2019 after a review which concluded that the marginal benefits of continuing the programme and it was not cost-effective overall
- The Authority resumed accreditation with the CIHA standards



International accreditation standards commonly adopted in Hong Kong



10 private hospitals accredited



2 private hospitals accredited

(Data as of Aug 2024)



03

Hospital accreditation landscape in Mainland China



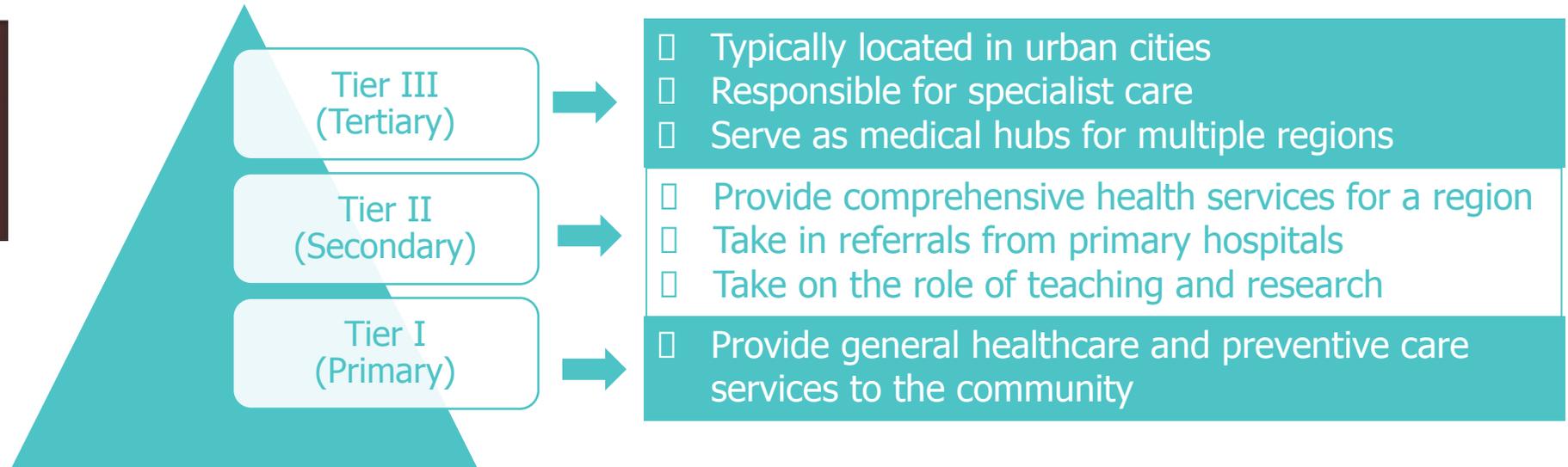
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Three-tier hospital system in Mainland China

- Three-tier hospital classification based on the level of service provision, size, medical technology, medical equipment, and management and medical quality



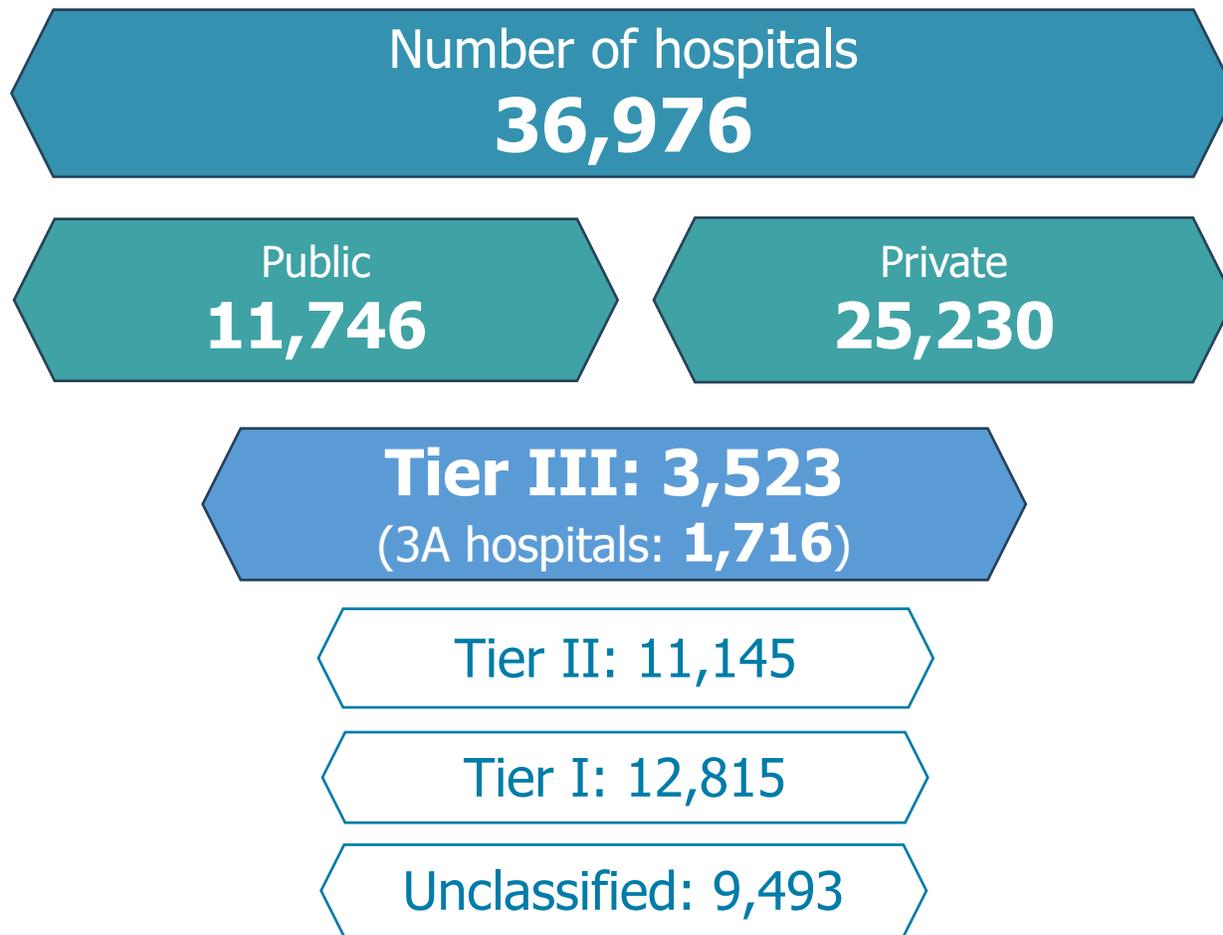
(Image from internet)



Each tier is subdivided into A, B and C grades



Three-tier hospital system in Mainland China



(Data as of 2022)



International accreditation standards commonly adopted in Mainland China



1 hospital accredited
(The University of Hong Kong – Shenzhen Hospital)



18 hospitals accredited

(Data as of Aug 2024)

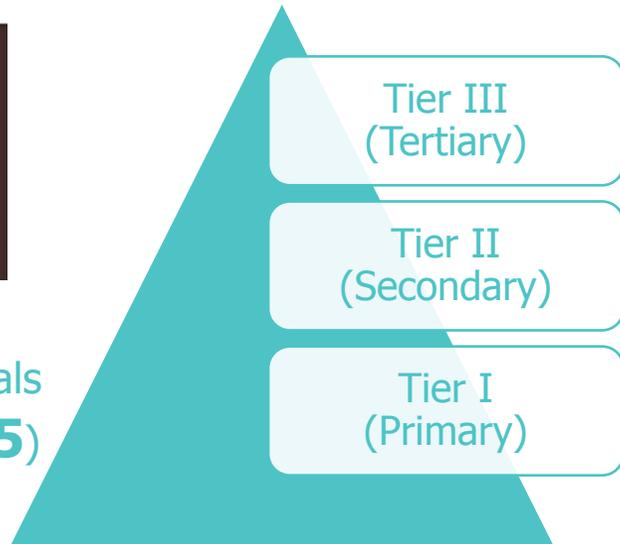


Accreditation adoption in Shanghai



(Image from internet)

57 tier-3 public hospitals
(3A public hospitals: **35**)



Each tier is subdivided into A, B and C grades



2 private hospitals accredited

More and more hospitals in Shanghai are striving to obtain international accreditations





SHARC
深圳市卫健医院评审评价研究中心
Shenzhen Hospital Accreditation Research Center

China's International Hospital Accreditation (CIHA) Standards (2021 Version)

The first internationally-recognised hospital accreditation standards of the country

- Launched in 2022
- Developed based on **China's Tier III Class A** hospital accreditation standards
- Compiled by the Shenzhen Hospital Accreditation Research Centre
- Align with the principles of the **International Society for Quality in Healthcare (ISQua)**
- Now being promoted to hospitals in the **Greater Bay Area**



CIHA Standards current adoption in Hong Kong



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Shenzhen Hospital Accreditation Research Center

2 public hospitals expected to complete accreditation this year

2 private hospitals preparing for it

(Data as of August 2024)



04

Our experiences and learnings



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Our hospitals under IHH Healthcare North Asia

Hong Kong

Gleneagles Hospital Hong Kong



Mainland China

Parkway Shanghai Hospital



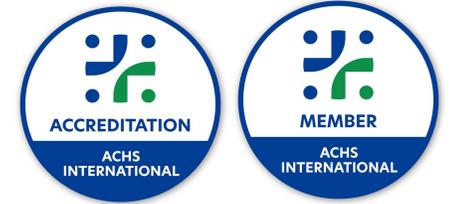


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Aiming to achieve dual accreditations



*Accredited by ACHS International
since 2019*



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Shenzhen Hospital Accreditation Research Center

- *One of the first private hospitals in the city joining this scheme*
- *Preparing for accreditation in 2025*





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Why the **CIHA standards** on top of **ACHS International standards**?

- Strive to achieve continuous enhancement of hospital management, service quality and patient safety on par with international standards
- Contribute to promoting high standards of healthcare quality and safety and healthcare integration in the Greater Bay Area (GBA)
- Achieve excellent patient care and safety via adopting the best of both standards



China's International Hospital Accreditation (CIHA) Standards

VS



4 years a cycle
Annual follow up



3 years a cycle
Annual follow up

Planning on accreditation timing for the 2 schemes

English (documents)
Chinese / Putonghua (on-site assessment)



English

Language training provided for staff at all levels to ensure more effective communication with assessors



China's International Hospital Accreditation (CIHA) Standards

1. Hospital function and roles
2. Patient safety, clinical services and quality
3. Hospital management

186

VS



1. Patient care
2. Care support services
3. Governance



39

No major difference in terms of the streams of the two standards

CIHA has substantially more criteria. More extensive preparation is needed for the more detailed and specific criteria of CIHA



China's International Hospital Accreditation (CIHA) Standards

VS



6 teams and each team is responsible for a clear scope of assessment



4 to 6 assessors

On site



Virtual and on site

Preparation for CIHA can be made more focused

ACHS needs more resources on IT support; stable network to ensure smooth assessment via virtual method



China's International Hospital Accreditation (CIHA) Standards

- No document pre-submission
- Documents for assessment to be submitted onsite
- Focus on **patient journey** (18 focus areas)
- All clauses require demonstration of the system, training, monitoring and continuous improvement
- All staff need to have clear knowledge of relevant policies and key messages from the hospital

VS



Submission of related policies and information via member portal **before** assessment



Document Preparation

- **Person-centred** (patients and their relatives, staff and all relevant persons)
 - Bottom-up policy
 - Staff engagement
- Feedback and participation of patients and their relatives
- Community connection and contribution



Assessment Focus

CIHA: Paper and e-forms of documents are required for on-site assessment

ACHS: Submission portal for document submission

CIHA: Assessors use a patient journey approach during assessment. Staff need to well prepare for this format

China's International Hospital Accreditation (CIHA) Standards

VS



- One briefing session to all staff
 - Gap analysis assessment two months before assessment



Support from Accreditation Organisation

40 hours of coaching sessions during when staff can seek advice from the coach before assessment

CIHA enables better planning and preparation with the advice and suggestions from the gap analysis



Current observations related to CIHA Standards adoption

- **Different requirements in different areas of hospital management and clinical management due to different regulatory regimes or practices**
 - For instance, on **pharmaceutical management**, CIHA Standards require:
 - Two pharmacists to verify each prescription
 - Pharmacy to oversee medication by Chinese Medicine
 - Specified measures, eg automatic alarms connected to central alert system, to be used to monitor access to dangerous drugs
 - Training on medication safety to be provided to all clinical staff
 - Monthly review to be performed on all prescriptions
 - Frequency of patient monitoring to be increased for all prescriptions of new drugs



Current observations related to CIHA Standards adoption

- **Addressing the differences**

- Extra effort needed to fully understand the requirements
- Need to find alternative or equivalent ways to meet the criteria
- Explain to assessors the difference, and demonstrate to them how our hospital complies with the CIHA requirements under the current regime in Hong Kong

At the same time, the process of understanding the requirements of CIHA Standards sparks some **re-thinking of our current processes**, and consideration of **implementation of new, improved measures/mechanism**



To pursue or not to pursue

- Hospital accreditation is a global trend. In mainland China, more and more hospitals see the benefits of getting internationally-accredited.
- CIHA Standards represents an **upgrade in Chinese top-rated hospital standards** and alignment with international standards; also provides another channel for mainland medical institutions to obtain **recognition from international commercial insurers**.
- Pursuing accreditation is a discretionary decision by the hospital leadership. There are **benefits yet challenges**. Associated challenges includes understanding the accreditation requirements, sustaining the accreditation, securing staff's active participation, changing their behaviour, etc



Thank you



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