



The Society of Hospital
Pharmacists of Hong Kong
香港醫院藥劑師學會



Drug Education
Resources Centre
藥物教育資源中心

13/F, Kingsfield Centre, 18 Shell Street, North Point, Hong Kong
香港北角蜆殼街18號嘉昌商業中心13樓

24th June 2011

Comments on the Introduction of Hospital Accreditation in Hong Kong

The Society of Hospital Pharmacists of Hong Kong supports the introduction of hospital accreditation for public and private hospitals in Hong Kong. Before an organization embark on the accreditation journey, the question of 'Why?' often arise on their mind. This is natural as the commitment involves additional work and this is a continuous undertaking.

According to the International Society for Quality in Health Care (ISQua): *'Accreditation is public recognition of achievement by a healthcare organization, of requirements of international standards'*. This is further supplemented by the comment by Mr. Lou McCallum, the chair of the Consumer's Health Forum of Australia in 2002. He commented that: *'For consumers, accreditation is basically an issue of trust. People who use health services want to have confidence that those services are safe and will provide consistent high quality care. People understand that there are risks associated with using the health system, but they want those risks minimized.'*

Therefore, on the one hand, achievement of accreditation provides a very positive indication that a culture of safety exists in an organization. On the other hand accreditation helps to meet the consumer's expectation that is perfectly valid. In order to meet that expectation, a high level of competency and safety is generally expected of the healthcare providers. This being that success or failure impacts the health of others and leaves a minimal margin of error.

What are the benefits of accreditation besides the additional work?

It is generally understood that accreditation is a commitment of additional work but it is also associated with considerable benefits. It provides a driving force and continuous momentum thereafter for an organization to review its processes, and to improve its outcomes and minimize risks. While some initial labour or effort may be unavoidable, the organization that comes through would emerge a safer, more quality-conscious and confident healthcare provider.



The Society of Hospital
Pharmacists of Hong Kong
香港醫院藥劑師學會



Drug Education
Resources Centre
藥物教育資源中心

13/F, Kingsfield Centre, 18 Shell Street, North Point, Hong Kong
香港北角蜆殼街18號嘉昌商業中心13樓

The focus of accreditation is to provide a framework for continuous monitoring and improvement. It is not merely an audit that checks compliance with standards. The surveyor team for accreditation, being experienced practitioners in their own right, would provide information in the process of survey that facilitate the identification and/or correction of poor performance, and facilitates the minimization of risk. This is vitally important in the current climate of increasing demand for accountability.

For senior management, the results of accreditation may be used as a driving force for continuous monitoring and improvement of performance. An additional benefit of accreditation is that it can adapt to changing expectations very quickly, much more so than even government regulations. Lastly, an organization that manages to come through the scrutiny of accreditation, by an independent accreditation body, would stand to earn tremendous credibility and consumer respect.

CHUI, Chun Ming William
Vice-President of Society of Hospital Pharmacists of HK