

INTERNSHIP REPORT

- **Internship Duration:** 10th June till 8th July 2019
- **Intern:** Dr. Shazia Aman



- ✓ Diplomate American board of Quality assurance and Utilization review physician
- ✓ CPHQ, Specialist Patient safety and Risk management, Physician Advisor (United States)
- ✓ Fellow of International society for quality in healthcare (Ireland)
- ✓ Surveyor, American Accreditation Commission International

Study of Taiwan's Accreditation system

Introduction:

My interest to study Taiwan's healthcare accreditation system is based on the history of the inception of Joint Commission of Taiwan. Being a physician and a healthcare quality professional, I was impressed to read about the dedicated measures of the MOHW to implement quality control and patient safety in healthcare, through the foundation of JCT. Therefore, I decided to pay a visit to the esteemed organization to learn about their system and communal efforts with the ministry to improve the healthcare quality in Taiwan.

My country Pakistan is currently in the process of developing healthcare accreditation standards, as we do not have a formal system at present. We have a huge network of government and private hospitals that are extremely dedicated to provide good level of care on an individual level. In my opinion, we can benefit from a JCT style model of organization that can help us to address safety issues along with provision of relevant education and training for quality improvement in healthcare.

I am very grateful to JCT for providing me with this valuable learning experience that would help me to support the healthcare professionals in my country to set up a similar system.

My Experience with JCT:

1. JCT Accreditation system

I had an opportunity to interact with the very professional and supportive team of the JCT accreditation department, who shared their knowledge regarding the hospital accreditation system, standards development and surveyors training program.

In addition, they provided informative sessions about the different certification programs offered by JCT.

I was pleased to see the reviews of the client organizations about the improvement of their care processes after receiving education and training support by JCT.

2. Quality Improvement

It was wonderful to know about the broad range of activities offered by quality improvement department. I liked the concept of TCPI system, where organizations have a platform to analyze and improve their performance, while having an opportunity to compare their data with peer organizations for interfacility benchmarking. Another excellent process is the TPR system used to encourage and promote a positive reporting culture amongst the organizations.

HQIC is also an interesting concept due to its role in stirring a sense of competition among the participants to strive for quality improvement innovations, such as Smart healthcare.

Under the domain of patient safety, I was informed about the patient safety goals, patient safety culture, shared decision making and team resource management. The education and support provided by QI to providers and their organizations is remarkable.

3. Hospitals visit

During my visit to various hospitals, I had an opportunity to meet their quality department personnel, who shared information about their quality management system, incident report process and risk management of complaints. I also had a chance to meet the staff in the wards, who briefed me about the patient care process and hand hygiene protocols. The pharmacy staff helped me in understanding their processes for safety of controlled medications including opioids and the medication reconciliation process.

I had an opportunity to observe the whole chain of waste segregation and disposal. The hospitals arranged for me to have a detailed conversation with the emergency room staff regarding coordination of care and timely transfer of patients. A visit to the medical records department was informative regarding the safe guards for confidentiality and security of records. An evening was spent witnessing a simulation training for TRM in a hospital, which was a good experience.

4. Onsite Hospital accreditation survey

As part of the accreditation team, I had an opportunity to observe a survey for a teaching hospital. The surveyors were extremely competent and experienced. We had valuable exchange of information regarding different subjects, which helped me in understanding the whole process of accreditation system in Taiwan.

5. Experience of Taiwan's local culture

During the weekends, the very kind and friendly staff of JCT accompanied me for experiencing the local culture, traditional food and site visits. I enjoyed meeting the local people, who greeted me with their sweet smiles, polite gestures and welcoming attitude. We visited beautiful and historical places like the Yangming mountains, Taipei 101, Keelung sea shore, National palace museum, Memorial hall and roamed about in the city's markets for souvenir shopping. Travelling by MRT was a unique experience.

Note of thanks:

My special thanks to the CEO, Dr. Wang, for inviting me over and taking personal interest in arranging and supervising the whole plan with excellence. I'm also grateful to the JCT staff for ensuring my comfortable stay and arranging my day to day activities. It has been an enriching experience overall, with great memories of the trip and wealth of knowledge for my journey ahead in healthcare quality.

I hope to remain in touch with the management of JCT, for mutual learning and collaborative projects in the future for continuous quality improvement in healthcare.

Best Regards.

Dr. Shazia Aman

Dated: 8th July 2019