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Kaohsiung Municipal Siaogang Hospital, Recipient of the 2022 National Healthcare Quality Award - Distinguish Institution Award

Improvement of Institutional Medical Quality and Culture

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Abstract

Siaogang Hospital, which is under the management of Kaohsiung Medical University, has served southern Kaohsiung for 24 years. In the spirit of service, quality, and efficiency, Siaogang Hospital has established a healthcare quality management strategy based on comprehensive quality management to actively promote hospital-wide quality improvement and develop a cadre that is committed to the maintenance of healthcare quality. An incentive system has been established to encourage employee participation in competitions and in learning from other medical institutions and setting examples. Evidence-based medicine and high-fidelity simulation are introduced to support clinical operations, and these measures have also been integrated with innovative healthcare to create added value.

The quality of healthcare services requires the joint effort of the entire hospital to improve and achieve excellence. For years, Siaogang Hospital has always strived to offer top-quality healthcare to the public in its quest to become a medical institution characterized by holistic care and environmental and occupational medicine.

Keywords: comprehensive quality management, talent development, evidence-based medicine, high-fidelity simulation, innovative healthcare

2022年國家醫療品質獎特優機構——高雄市立小港醫院 精實營造機構醫療品質文化

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摘要

小港醫院委由高雄醫學大學經營，已深耕南高雄地區24年，本院秉持「服務、品質、效率」的精神，以「全面品質管理」的概念，建構全院各科室醫療品質經營策略，積極營造院內品質改善風氣，培育單位醫品種子，建立激勵制度，鼓勵同仁的參與，並持續參加各類競賽，標竿學習他院且樹立典範。藉由實證醫學及擬真情境來輔助臨床作業，並結合創新醫療，提升醫療價值。

醫療服務品質需要全院共同參與及推動，方能確保品質的卓越及精進，小港醫院秉持病人安全為第一及醫療品質提升為理念，深耕品質多年，努力給予民眾最優質的醫療品質及照護，盼成為最優質的「全人照護暨環境職業醫療特色醫院」。

關鍵詞：全面品質管理、人才培育、實證醫學、擬真情境、創新醫療