

Tuesday, 14 July 2015

HA welcomes Review Report and Recommendations

The Hospital Authority (HA) welcomes the Report of the Steering Committee on Review of Hospital Authority announced by the Government today (14 July) and will follow up on the recommendations of the Report. A Special Task Force was set up under the HA Board to steer and submit the overall Action Plan to the Government in October this year and drive for the implementation of the recommendations in the coming three years.

HA Chairman Professor John Leong Chi-yan, in responding to the Report, said that it is about time for HA to undergo a comprehensive review given it has been running for over 20 years. It is also normal for any major corporations like HA to go through this process as part of its gradual development. This shall enable HA to consolidate and crystallise its experience to form a firm foundation for future development.

“We fully understand the increasing expectation of the general public towards public hospital services alongside the evolving of the society. In spite of the challenges and difficulties, HA will strive to progress with time in the development of services to meet people’s need.”

“In recent years HA has been facing the daunting challenge of manpower constraint, ageing population and growing demand. It has inevitably created an impact on the quality of public healthcare services. We will stay closely with the pulse of people’s concern and expectation of public healthcare services with a view to continuously improving the service quality,” Professor Leong added.

Professor Leong is also glad to note that the significant role of HA in providing reliable and quality services in the healthcare system was well recognised by the Steering Committee in the introductory remarks of the Report.

“I would like to take this opportunity to express my heartfelt gratitude to the frontline hospital staff for their dedication and contributions over years. This is exemplified in their professionalism and endurance in serving the community under immense pressure and increasing workload. HA will keep in close communication with staff members in the implementation of the recommendations, such as organising staff forums, to achieve a common goal for the management and frontline in the development of public healthcare services to meet the needs and expectation of the community,” Professor Leong remarked.

Also responding to the Report’s recommendations, HA Chief Executive Dr Leung Pak-yin concurred that the coordination role of HA Head Office should be strengthened. Extra efforts will also be made to further enhance the recruitment and training of staff to help alleviate the workload and pressure of the frontline.

“HA will continue to explore and launch more Public-Private Partnership programmes, in addition to the further extension in phases of the ‘General Outpatient Clinic PPP Programme’ to all 18 districts of Hong Kong with the optimal use of the annual investment return from the \$10 billion endowment fund allocated by the Financial Secretary earlier this year.”

“On the service operation aspect, HA is aware of the concern about the long waiting time in specialist outpatient clinics and Accident & Emergency services. A series of improvement initiatives have already been introduced over the last two years to address the waiting time issue in specialist clinics, including posting of waiting time on HA website and launching of cross-cluster referrals. HA will continue to devote additional manpower and budgetary resources to further enhance staff training and cluster services in the years ahead.”

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