

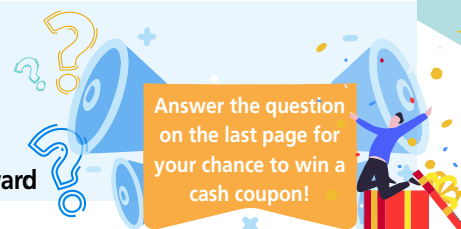
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Resumption of Hospital Accreditation in HA

By **HAHO Accreditation Team**

Department of Quality & Standards, Hospital Authority Head Office

The Hospital Authority (HA) implemented hospital accreditation in collaboration with the Australian Council of Healthcare Standards (ACHS) from 2009, with 20 hospitals accredited by 2017.

While the programme significantly improved the system, a comprehensive review found marginal benefits diminished over time. HA therefore ended the programme in 2020 and began exploring alternative international standards.

In 2021, the Shenzhen Hospital Accreditation Research Center (SHARC), with experts from Mainland China and Hong Kong, developed the China's International Hospital Accreditation Standards (CIHA) (Figure 1). CIHA meets the requirements of the International Society for Quality in Health Care (ISQua) and integrates international benchmarks, National 3A Standards and Hong Kong local features.

In line with the Chief Executive's 2022 and 2023 Policy Addresses, HA resumed hospital accreditation programme at Pamela Youde Nethersole Eastern Hospital (PYNEH) and Prince of Wales Hospital (PWH) in 2023-24 by adopting CIHA with local adaptation (Figure 2).

To date, four HA hospitals — PYNEH, PWH, United Christian Hospital (UCH), and Tuen Mun Hospital (TMH) — have been accredited. Additionally, Queen Mary Hospital is preparing for its on-site survey, which is scheduled to take place in March 2026.



Figure 1: China's International Hospital Accreditation Standards (CIHA)

Key improvements from the accreditation process

- A two-tier hospital department Q&S management system;
- Standardised peri-operative safety protocols;
- Single disease and clinical pathway management; and
- Enhancing management of dangerous goods, etc.

HA will extend the hospital accreditation programme to Princess Margaret Hospital and Kwong Wah Hospital in 2026-27 to ensure hospital services are on par with international standards.

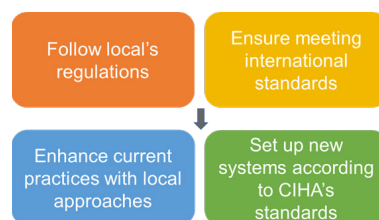


Figure 2: Local Customisation

Editorial Comments

Hospital accreditation in the HA, guided by CIHA, plays a crucial role in elevating healthcare quality. CIHA emphasises rigorous safety protocols, clinical effectiveness, and patient-centered care, ensuring that hospitals meet both national and international benchmarks. This systematic approach fosters continuous quality improvement and accountability within healthcare institutions, building public trust. Ultimately, CIHA helps to enhance overall patient outcomes, promoting a culture of excellence across the world's healthcare landscape.

Dr Harris LAM, Manager (Nursing) /Chief Nursing Officer, HAHO

Beyond Accreditation: A Journey of Continuous Excellence

By **PYNEH Hospital Accreditation Team**

Pamela Youde Nethersole Eastern Hospital, Hong Kong East Cluster

Securing accreditation under China's International Hospital Accreditation Standards (CIHA) (2021 Version) in the fourth quarter of 2024 is a significant milestone for PYNEH, and it represents an exciting new beginning. To uphold our accreditation status, PYNEH will focus on submitting **annual reports that showcase our improvement progress** and **self-assessments regarding the established fundamental clauses**. This commitment will not only uphold our standards but also drive continuous enhancement in our services.

Insights from accreditation experts have provided valuable perspectives on the current practice in PYNEH. Embracing the **Plan-Do-Check-Act cycle** and committing to **ongoing review motivates our colleagues to effectively identify the gaps in current practice**. This approach highlights the importance of continuous evaluation of implemented measures. Further to one of the recommendations during on-site surveys, we have conducted a **thorough review of physical restraint protocols** and provided **comprehensive training**, as well as **extensive evaluations**. With the new measures, we are confident that the application on physical restraint will be improved and communication with patients' relatives will be enhanced.

Looking ahead, we intend to maximise the potential of our annual self-assessments, extending their use beyond standard reporting to serve as a crucial tool for continuous quality improvement. Our hospital has provided communication platforms to engage quality champions across departments to review their service. We will also continue to organise training forums to equip our colleagues with the relevant skills and knowledge. As our Hospital Accreditation slogan states, **"Quality is not an act, it is a HABIT,"** we will continue to foster the quality and safety culture in our hospital.



Figure 1: Hospital Accreditation – On-site survey in October 2024



Figure 2: PYNEH is awarded accreditation under CIHA (2021 Version) for 4 years from 29 November 2024 to 28 November 2028

Editorial Comments

Accreditation affirms PYNEH's standards while reinforcing its drive for ongoing improvement. With annual self-assessments, strengthened protocols, and a culture of continuous review, the hospital ensures quality is embedded in daily practice. This journey reflects a culture of safety, accountability, and patient centered improvement that extends well beyond accreditation.

Dr Joanna PANG, Chief Medical Informatics Officer, HAHO **2**

Our CIHA Journey – Learning, Transforming, Excelling Together

By PWH Hospital Accreditation Project Team

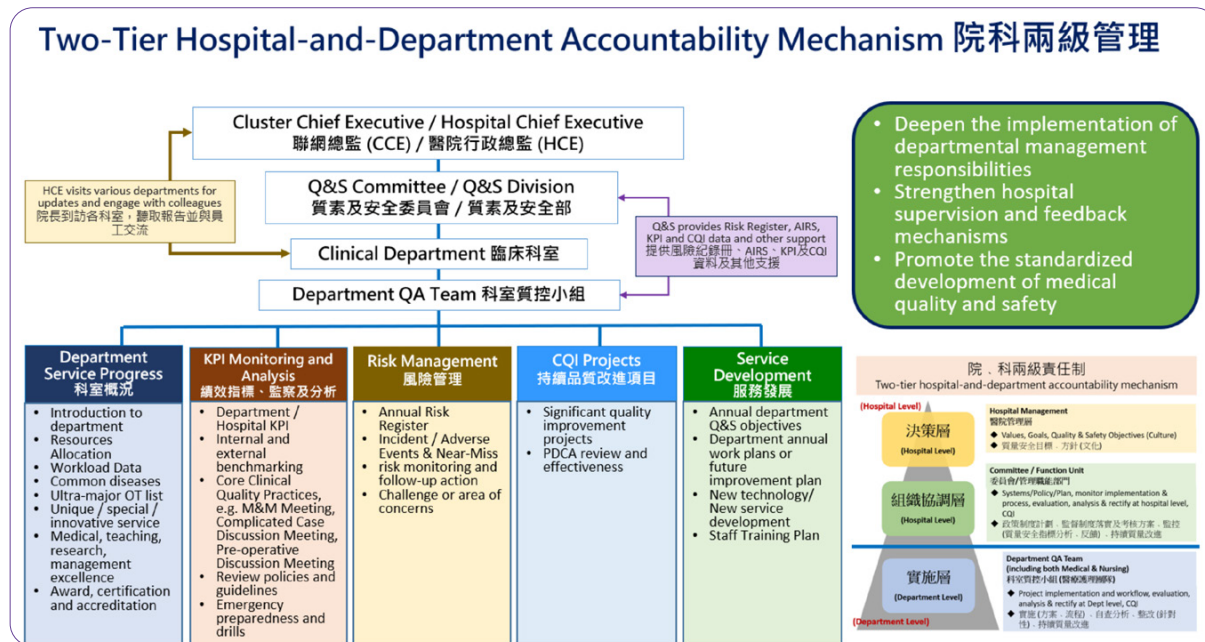
Prince of Wales Hospital, New Territories East Cluster

PWH proudly achieved accreditation by Shenzhen Hospital Accreditation Research Center under China's International Hospital Accreditation Standards (CIHA) 2021 Version. It's far more than a certificate—it's our daily commitment to patient-centered excellence, proactive safety, and inclusive governance.

★ The Heart of Our Success: Two-Tier Hospital-and-Department Accountability Mechanism 院科兩級管理制度

A stronger, clearer quality system we all own and deliver together:

- **實施層 (Department Level):** Regularly review KPI, identify risk & service gaps, and implement necessary measures
- **組織協調層 (Coordinating Level):** e.g., Clinical Services Committees / Functional Units: monitor the performance, provide support and advice to 實施層 and report to 決策層
- **決策層 (Hospital Level):** e.g., CMOC / HMC: Shares quality objectives, assesses overall performance and provides on the direction, strategies and resources support as necessary.



What else we have learnt and strengthened together

- Medical Quality Management: Clear Responsibilities, Focus on Results 醫療品質管制：責任分明 注重成效**
Clear responsibilities, outcome-focused ➔ **powered by our enhanced two-tier system**
- Medical Technology Management: Standardised Procedures, Ensured Safety 醫療技術管理：規範操作 保障安全**
5-level surgery classification + 3-layer credentialing, Selected Ultra-Major Operations now need mandatory pre-operative discussion ➔ **safety first!**
- Democratic Management: Uniting Ideas, Moving Forward Together 民主管理：集思廣益 攜手推進**
CCE Forum, CCE Corner, HCE/CCE department visits, patient focus groups ➔ **your voice shapes our future**
- Risk Alert: Preparedness and Rapid Response 風險預警：未雨綢繆 快速反應**
Enhanced drills + detailed post-drill evaluation for improvement ➔ **always prepared, always fast**
- Humanistic Care: Patient-centered Care, Supporting the Vulnerable 人文關懷：以患者為中心 關注弱勢群體**
Green Channels for stroke & chest pain, care for the vulnerable groups ➔ **every patient feels truly cared for**
- Social Responsibility: Connecting with the Community, Promoting Health 社會公益：連結社區 推廣健康**
共創明 "TEEN" 計劃, community health talks, volunteer services ➔ **we serve beyond our walls**
- Positive Energy-Driven: Turning Feedback into Momentum for Progress 正能量驅動：將回饋轉化為進步動力**
Every expert suggestion becomes fuel for improvement



✓ The Best Proof? Our Own Staff! Staff agreement that CIHA has improved PWH: 61% ➔ 87%

Because of the strengthened two-tier system and your daily commitment, we didn't just pass CIHA — we truly excelled.

Let's keep this positive momentum going. Together, we deliver safer, smarter and more compassionate care for every patient — today and every day!

Editorial Comments

PWH's CIHA journey reflects more than accreditation, it embodies transformation through accountability, innovation and compassion. The two-tier system empowers every level to take ownership of quality and safety, while collective leadership drives sustainable excellence. With strengthened governance and shared commitment, PWH demonstrates that hospitals can learn, transform and excel together to deliver better care for patients.

Dr Jeffrey LAI, Chief Manager (Quality & Standards), HAHO **3**

Ward Stock Medication Supply and Management: An Evidence-based, Digital Leap Forward

By **Prof. William CHUI, Ms. Gladys CHEN, Ms. Connie CHOY, Ms. Angel LI**
Chief Pharmacist's Office, Hospital Authority Head Office

Ward stock medication management represents a critical intersection of patient safety, operational efficiency, and regulatory compliance – requiring systematic oversight and continuous innovation.

Regulatory Foundation

China's International Hospital Accreditation Standards (CIHA) mandate that hospitals strengthen medication management, including ward stock management. It is essential to develop a robust ward stock management through pharmacy-ward collaboration. **The HA Guidelines on Safe Medication Management – Prescribing, Dispensing and Administration** further specifies that ward stock supplies must be periodically reviewed and minimised in range and quantity – principles designed to reduce medication errors.

Enhanced Governance

Building on this foundation, **the Guidelines on Ward Stock Drug Requisitions** – developed and endorsed by COC-Grade (Pharmaceutical Services) with **effective in November 2025**, with expert advices from Working Group of Review Drug Requisitions for Wards and for Staff with Episodic Illnesses in Hospital Authority composed of Pharmacists, Nurses, and Q&S representatives – enhance governance and accountability. These guidelines establish clear roles, mandate pre-defined ward stock lists under governance of pharmacy and ward, require proper documentation by qualified nurses, and implement segregation of duties. Regular monitoring of consumption patterns enables evidence-based adjustments.

Smart Digital Solution

The Chief Pharmacist's Office advances this agenda through development of corporate **Electronic Platform for Ward Stock Drug Requisition** (Figure 1). This smart initiative addresses manual process challenges – reducing transcription errors, eliminating repetitive paperwork, and improving accountability through order history tracking. The platform features user-friendly interfaces with drug images, seamless electronic submission, and automated Enterprise Resource Planning (ERP) system integration. **Pilot launch tentative begins in 1Q-2Q 2026** in New Territories East Cluster, with pragmatic scale-up following successful implementation.

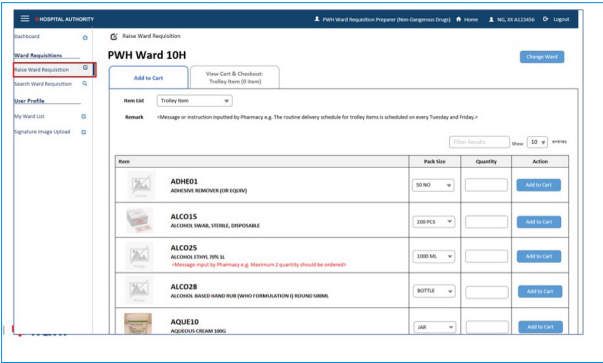


Figure 1: Mock-up Screenshot of Electronic Platform for Ward Stock Drug Requisition

Through alignment of CIHA standards, evidence-based guidelines, and digital innovation, the Hospital Authority strengthens medication management – ensuring every patient receives the right medication safely and efficiently.

Editorial Comments

A crucial digital advance. This integrated approach aligns strict governance with smart technology, turning evidence-based principles into daily practice. It promises greater safety, efficiency, and accountability, setting a new standard for ward stock management.

Dr Linda YU, Service Director (Quality & Safety), NTEC



Please scan the QR code to answer the question of the Trivia. If you answer the following question correctly by 20 Mar 2026, we will put your name into a lucky draw. Then we will present a gift coupon to each of the 3 winners that we draw.

Which of the following about CIHA is/are correct?

- A. Developed by SHARC with experts from Mainland China and Hong Kong
- B. Meets the requirements of ISQua
- C. Integrates international benchmarks, National 3A Standards, and Hong Kong local features
- D. All of the above

Here is the answer of Issue 57 :

Question: Which key feature enables the Result Screening App to function as a closed-loop diagnostic management system?
Answer:
C) Closed-loop electronic review, follow up, and documentation of diagnostic reports

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Comments are welcome

We value your feedback. Please scan the QR code to share your thoughts with us.

