



Enhancing Patient Safety and Satisfaction: Show Chwan's Journey to TÜV Rheinland SQS Healthcare Standard 2019 Certification and Beyond

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Introduction

In order to enhance the quality of medical services, the Show Chwan Healthcare System (Show Chwan), encompassing both the Show Chwan Memorial Hospital (CS. Hospital) and Chang Bing Show Chwan Memorial Hospital (CB. Hospital), participated in the certification process of the TÜV Rheinland SQS Healthcare Standard 2019 (SQS Healthcare). TÜV Rheinland, a symbol of safety and quality in virtually all areas of life, was founded over 150 years ago.

The purpose of this study is to examine the efforts and outcomes of Show Chwan's engagement in the SQS Healthcare certification process, with a focus on evaluating the tangible impact of achieving this certification on the quality of medical services, as well as patient and employee satisfaction.

Methods

Starting in March 2021, Show Chwan began its quest for excellence. A dedicated task force was established, focusing on developing and executing a comprehensive annual work plan. Key elements included:

1. Monthly execution and review of the work plan for continuous improvement.
2. Application of Hazard Vulnerability Analysis (HVA) to identify and prioritize potential disasters, followed by tailored emergency drills.
3. Regular quality monitoring and patient satisfaction surveys, with proactive responses to areas of concern.
4. Strategic improvements to both infrastructure and operational processes to meet international standards.
5. Annual cross-departmental audits to ensure the consistent application of standards.
6. Management review meetings to evaluate safety, quality, and risk management across the hospitals.

Results

In January 2023 and December 2023, CS. Hospital and CB. Hospital successfully passed the TÜV SQS Healthcare certification for two consecutive years, becoming the first hospitals in Taiwan to pass the 2019 version of the certification. To provide 'patient-centered' high-quality services, the Show Chwan invested in numerous hardware upgrades to offer one-stop integrated medical services. Recognizing the importance of specialized care, CS. Hospital established a Craniofacial Center in April 2023 and an Integrated Traditional Chinese and Western Medicine Center in July 2023. CB. Hospital set up an International Thyroid Center offering one-stop outpatient services, enabling same-day appointments, examinations, and diagnoses, thereby reducing patients' anxiety of traveling back and forth for medical treatment. These initiatives earned recognition through the award of the Taiwan's SNQ National Quality Mark Certification, providing a safe, convenient, and comfortable medical environment for the public. Additionally, the Show Chwan established a regional joint defense team in the central hospital area, including CS. Hospital, CB. Hospital, and Zhushan Hospital. This team, comprising seven medical departments, collaborates with physicians supporting each other in joint scheduling, providing services where 'patients stay put, and doctors move,' ensuring the fastest possible golden standard treatment, and focusing on patient-centered care for the most comprehensive health care.

In the realm of mitigating risks, the HVA pinpointed 'fire' as a critical area of concern. To address this, the SQS Healthcare committee's audit uncovered flaws in the system for recalling emergency response personnel. Subsequent enhancements led to the implementation of an efficient one-touch mobile voice paging system, significantly speeding up response times. Additionally, to streamline patient services, twelve new self-service payment kiosks were introduced in the outpatient departments this year, noticeably reducing waiting times for patients making payments. This improvement is reflected in patient satisfaction scores, which rose modestly but notably: CS. Hospital saw an increase from 86.5% in 2020 to 87% in 2023, and CB. Hospital from 85.8% to 86.4% in the same period (Figure 1). The patient count also grew substantially between 2020 and 2023, by 4.8-9.1% (Figure 2), a testament to the growing trust and recognition of Show Chwan's medical services in the local community. On the employee front, satisfaction levels at CS. Hospital and CB. Hospital improved from 82% and 69% in 2020 to an average increase of 2.3%-3.3% by 2023 (Figure 3), following the adoption of SQS Healthcare in 2021.

Figure 1 2020-2023 Patient Satisfaction

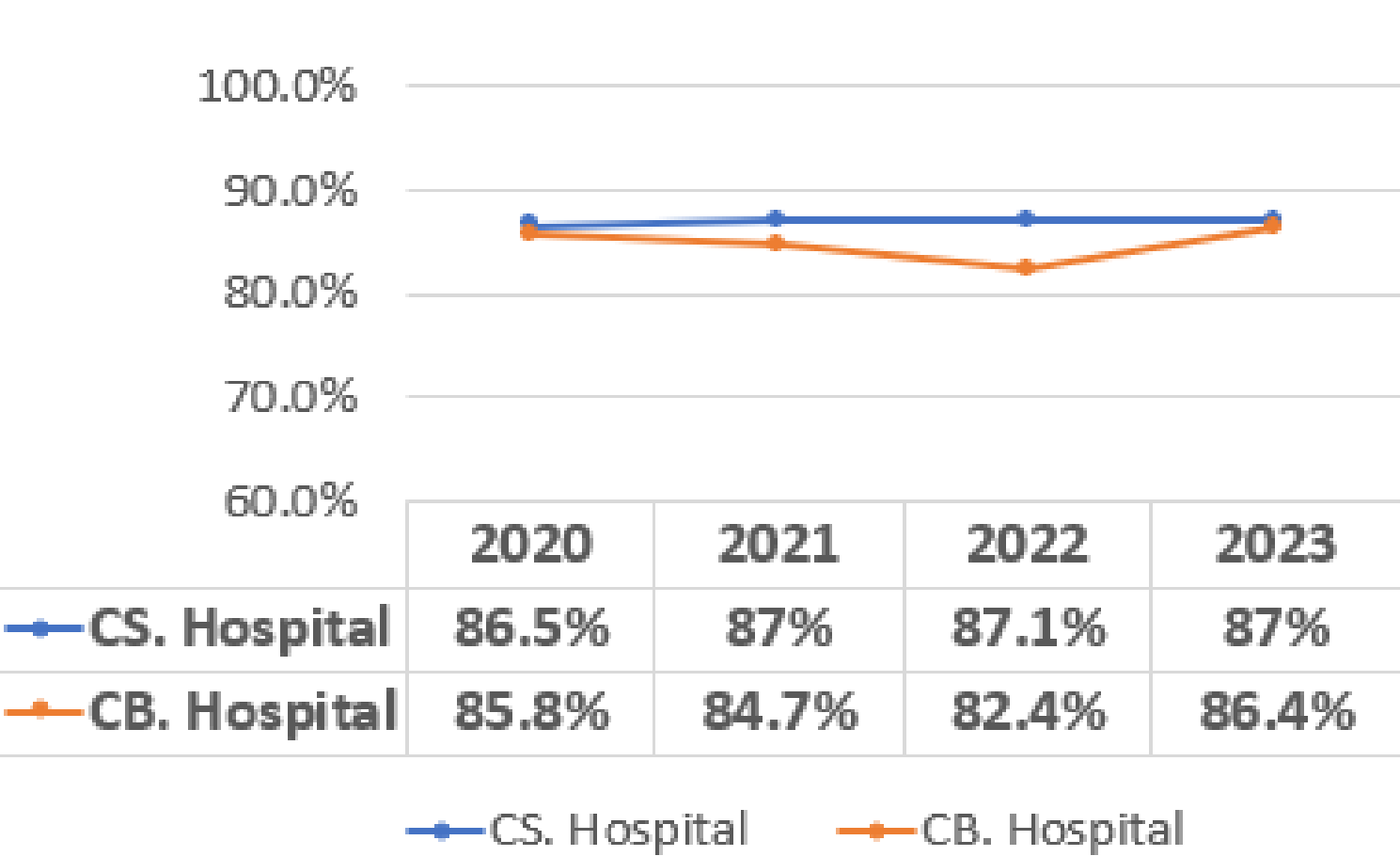
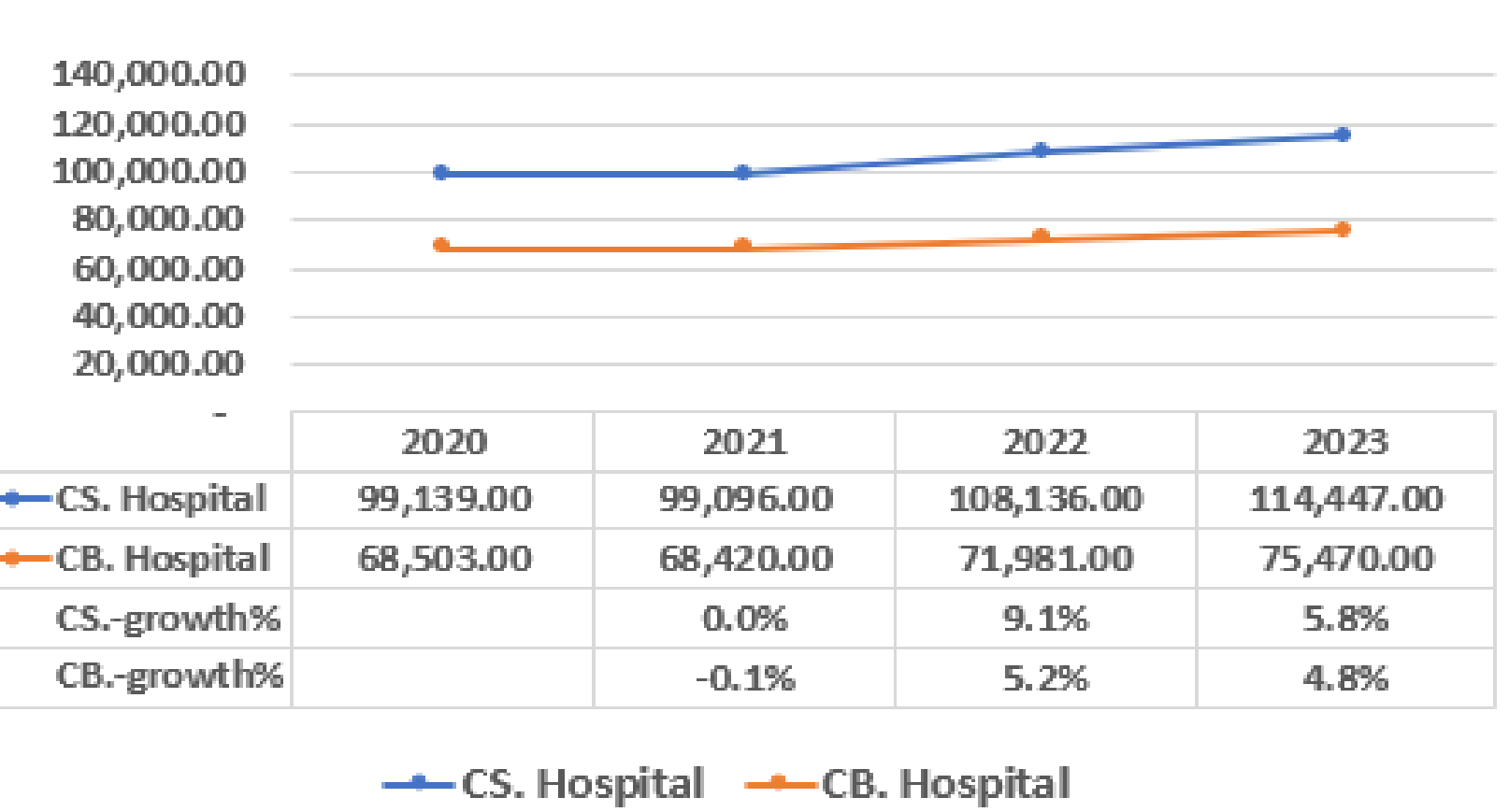
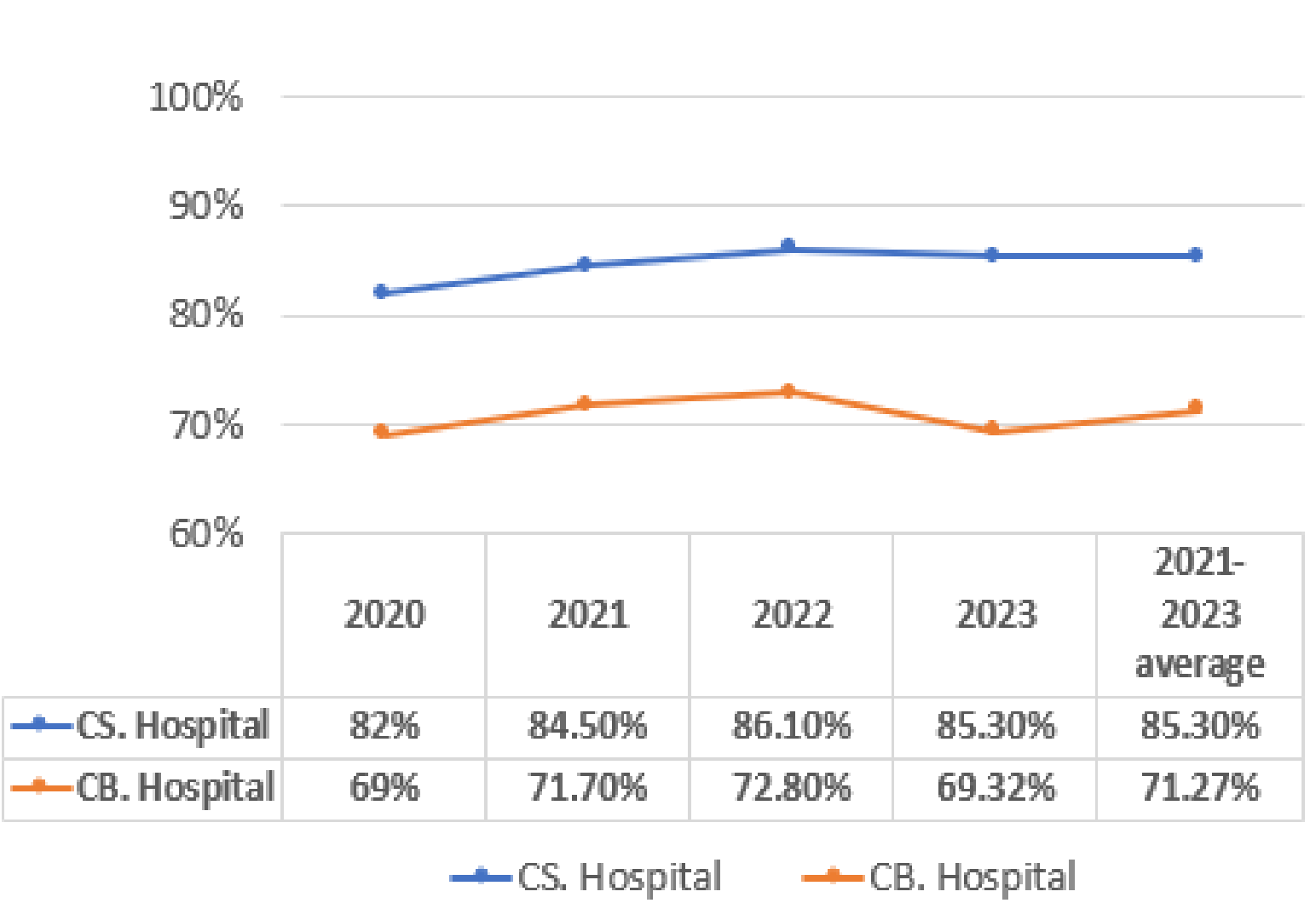


Figure 2 2020-2023 Outpatient Number and Admission Number



In the logistics and support management sector, Show Chwan took a significant step in 2018 by introducing the 'Smart Logistics Mobile Inspection System.' This system utilizes mobile devices to scan and upload inspection results directly to a database, fostering a paperless work environment, enhancing administrative efficiency, and cutting down operational costs. In 2023, the focus shifted to waste management with the launch of a lean improvement project. Despite ongoing enhancements in medical services, the hospitals successfully reduced their infectious waste output by an average of 4500 kg per month, aligning with ESG corporate sustainability goals and promoting a lifestyle of reduced carbon footprint and waste.

Figure 3 2020-2023 Employee Satisfaction



Conclusion

- Show Chwan's courageous journey towards achieving the SQS is more than just a certification; it is a testament to their unwavering commitment to enhancing patient care and staff satisfaction.
- The marked improvements in satisfaction scores, streamlined service processes, and effective risk management demonstrate Show Chwan's role as a pioneer in healthcare excellence.
- This journey serves as an inspiring model for other healthcare institutions striving for similar achievements in care quality and operational efficiency.

