

## Improving Healthcare Quality through the National Healthcare Quality Improvement Campaign In Taiwan

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## Overview of Taiwan

- Area: 36,188km<sup>2</sup>
- Population: 23 million
- GDP per capita: US\$16,030
- National Health Insurance Coverage: >99%
- Life expectancy at birth: M: 74.6 y, F: 80.8 y

Approx. 525 hospitals

Taiwan Joint Commission on Hospital Accreditation is ISQua accredited

## Patient Safety and Quality Improvement Campaign Taiwan

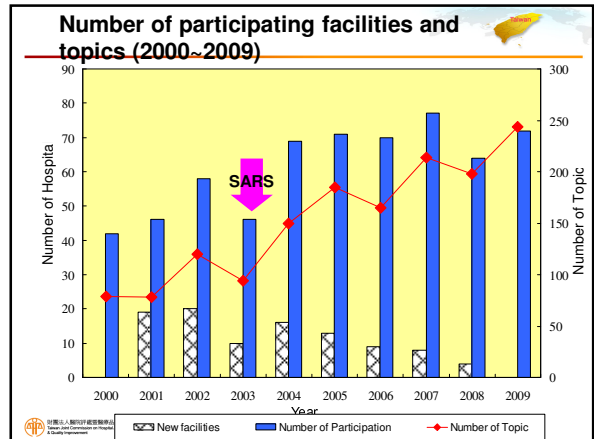
**International Trends**

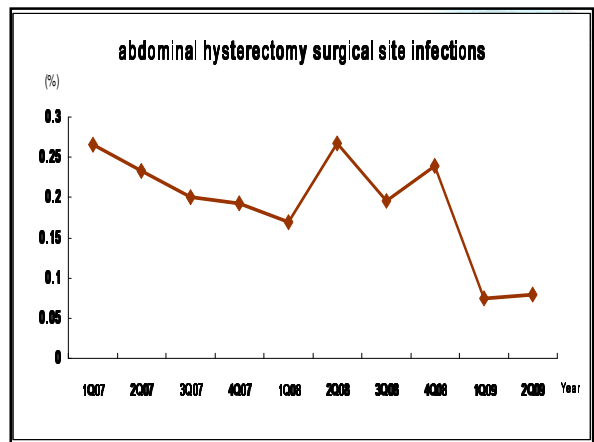
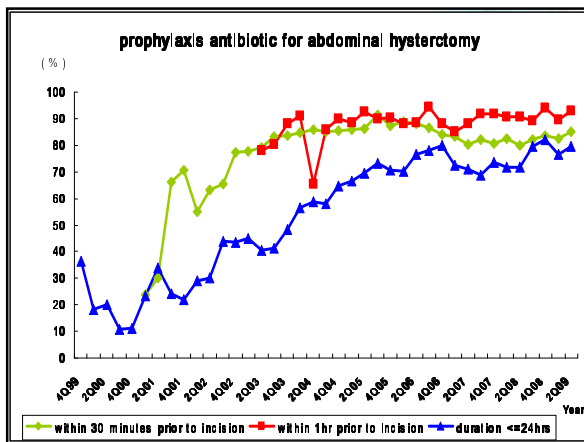
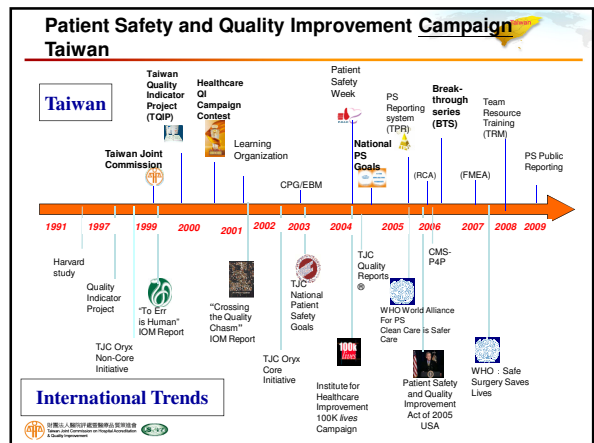
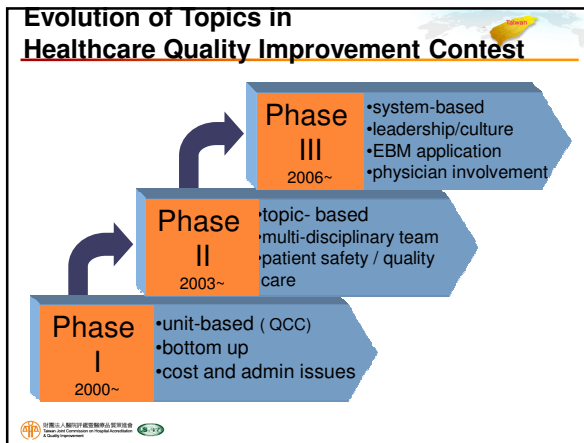
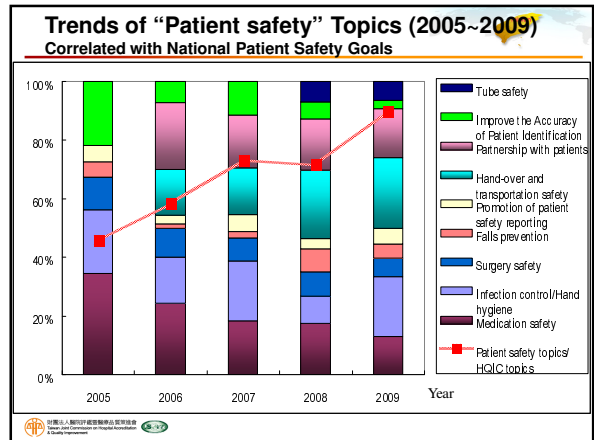
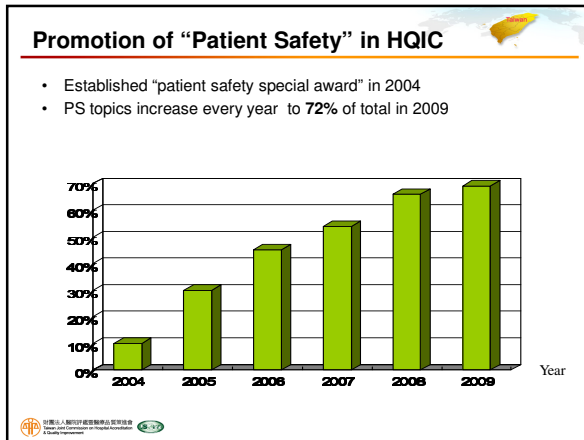
- Harvard study
- Quality Indicator Project
- "To Err is Human" IOM Report
- TJC Oryx Non-Core Initiative
- Taiwan Joint Commission
- Taiwan Quality Indicator Project (TQIP)
- Healthcare QI Campaign Contest
- Learning Organization
- CPG/EBM
- TJC Oryx Core Initiative
- Institute for Healthcare Quality Improvement 100K lives Campaign
- TJC National Patient Safety Goals
- TJC Quality Reporting
- WHO World Alliance For PS Clean Care is Safer Care
- Patient Safety and Quality Improvement Act of 2005 USA
- National PS Goals
- PS Reporting system (TPR)
- IRCA
- (FMEA)
- Break-through series (BTS)
- Team Resource Training (TRM)
- PS Public Reporting
- WHO: Safe Surgery Saves Lives

## Healthcare Quality Improvement Contest (HQIC)

- Established in 2000 by Taiwan Joint Commission
- Annual event
- To encourage HC workers to team up, select topics, and utilize QI tools to promote patient safety and quality

- The contest is divided into two tiers
  - document review and on-stage presentation
  - on-site visit and interview by reviewers
- The contest process is educational
  - reviewers give suggestions
  - participating teams obtain opportunities for benchmarking and improvement





## Conclusions

- Outcome indicators prove QI Campaign has encouraged hospitals to focus on key QI issues for improvement
- Safety culture developed through benign competition and benchmarking in the campaign and contest
- Future  
To promote organization-wide quality system – e.g. leadership and top-down support



## Invitation

10<sup>th</sup> Award Ceremony of  
Healthcare Quality Improvement Campaign  
Contest  
in Taipei, Taiwan

December 16, 2009

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