

Issue 4, 2011

ASQHa Newsletter



ASIAN SOCIETY FOR
QUALITY IN HEALTH CARE



President's Message

Welcome to our 4th issue (2011) of the ASQua Newsletter. We have been trying to bring out this issue for long but could not; however, I am happy to note that Editorial Committee made it before the end of 2011 with the contribution of some national members. My sincere thanks to all of them. ASQua now has a total of 130 members (10 national, 25 institutional and 95 individual). National member countries comprise of India, Malaysia, Thailand, Taiwan, Hong Kong, Australia, Philippines, Japan, Mongolia and Indonesia. We are looking forward to more membership in the coming year.

ASQua has seen a change in its Secretariat from MSQH, Kuala Lumpur, Malaysia to NABH, New Delhi, India in the beginning of 2011. Secretariat will be hosted by NABH for at least two years (2011 & 2012) and we are working on possibilities to have a registered Secretariat in any of our member countries.

The Society had its 4th Executive Board meeting and 3rd Annual General Meeting (AGM) in Hong Kong Convention Centre, Hong Kong, China on 17th September, 2011. I, myself personally and on behalf of all members would like to thank Dr. Kula for his leadership and commitment shown since the inception of this Society. I would also like to appreciate the help and support extended by Hospital Authority, Hong Kong and Department of Health, Hong Kong, China in organising these meetings despite their busy schedule in holding ISQua annual conference.

The Society is experiencing evolution in its functioning and is benefitted by the presence of eminent experts on its Executive Board and different Committees (Technical, Research and Editorial).

I seek involvement of all members including individual members those are major contributors for its membership. On behalf of the Executive Board, I would like to express my heartfelt appreciation to all members, particularly National members for their continuous support. My sincere thanks to MSQH and NABH for holding the Secretariat. My special thanks to Dr. Ravi and Mrs. Jasimah Hassan for their continued support as Secretary and Treasurer, respectively.

We look forward to working with all members and wish you all a very happy and prosperous New Year 2012!

A handwritten signature in red ink, appearing to read 'B. Rana', with a horizontal line underneath.

Dr. Bhupendra Kumar Rana
President- ASQua

ASQua Activities 2011

Executive Board meeting and AGM:

The Society had its 4th Executive Board meeting and 3rd Annual General Meeting (AGM) in Hong Kong Convention Centre, Hong Kong, China on 17th September, 2011. Dr. K. Kulaveerasingam, Immediate Past President could not attend these meetings due to ill health. Members thanked Dr. Kula for his leadership and commitment shown since the inception of this Society. Members would also like to appreciate the help and support extended by Hospital Authority, Hong Kong and Department of Health, Hong Kong, China in organising these meetings.



ASQua participation in Regional Society Meeting organized by ISQua:

ISQua continues organizing meeting of Regional Societies during its annual conferences. This year meeting held in Hong Kong on 16th September, 2011. Representative of ASQua, NASQua, AAQHC, LASQua and ISQua attended the meeting. ISQua was represented by Dr. Tracey Cooper and Ms. Roisin Boland. ASQua was represented by its President Dr. B.K. Rana (NABH), and members Dr. Kadar Marikar (MSQH), Dr. Cathy Wung (TJCHA) and Dr. Wui-Chiang Lee (TJCHA). Representatives of different societies updated the gathering about their work. Dr. Ran advised that ASQua is trying to connect to societies and organizations in each of the region of Asia. Dr. Wui-Chang Lee informed about existence of Chinese Society for Quality in Health Care.

Following is the important excerpt from the minutes of meeting:

“There was a general discussion with regards to membership and in particular the price of membership. Individual membership was considered to be too expensive by some present. BK advised that **ASQua** members are interested in getting the reduced rate to the conference under Affiliate membership. **ASQua** charge their members € 15.00 per head for this benefit this means some of **ASQua** members are becoming members of ISQua indirectly. It was suggested that ISQua could look at different rates of membership for different types of professional works such as a separate fee for nurses etc. Links could be made to other international societies so that their members could be provided with a discount membership for their employees and also that members can attend the conference at reduced registration rates.”



TAIWAN

New Leader, New Era

TJCHA is pleased to welcome Dr. Hang Chang as its new Chairman in March, 2011. Dr. Chang was formally appointed into the position who will lead TJCHA to the new era.

Dr. Chang is a professor of Taipei Medical University and the president of several medical societies. He is a prominent figure with extensive experience in public sector and with a strong background in emergency medicine.

Among his many achievements, the best known is that Dr. Chang's leading the organizational restructuring of integration from original ten municipal hospitals into the Taipei City Hospital system to achieve its financial sufficiency when he served as the Commissioner of the Bureau of Health, Taipei City.

In August 2011, the Board formally appointed Dr. Wui-Chiang Lee as the CEO of TJCHA. He officially succeeded Dr. Cathy Wung, who has led TJCHA to success since 2006. Dr. Wung will not be away or far from TJCHA, as she has served as Executive Member, Board of Directors.

TJCHA was fortunate to have Dr. Wui-Chiang Lee who with the range of skills and experiences. Dr. Lee received his PhD and MHS from Johns Hopkins University. Before joining TJCHA, he was Deputy Director, Department of Medical Affairs and Planning, Taipei Veterans General Hospitals (TVGH). He has actively participated in many committees for promoting quality care and patient safety for years.

With this appointment, TJCHA now has a new leadership in place and will continue to work on improving the healthcare quality through effective collaboration with its stakeholders.

ISQua Accreditation Awards

The "Hospital Accreditation Standards" developed by TJCHA has successfully received the ISQua accreditation again in 2007. TJCHA has proved that its standards achieved the global benchmarks set by ISQua. It also officially announced in ISQua International Conference which held in Hong Kong, 2011.



Inauguration Ceremony of CEO, Aug., 2011.



ISQua Accreditation Awards Ceremony, Hong Kong 2011



Accreditation and Certification

In 2011, TJCHA continues its current accreditation programs for Hospital, Psychiatric Hospital, Psychiatric Rehabilitation Institution, and inspection programs for Infection Control, Hand Hygiene, IRB, Teaching Hospital Subsidy Program and Dentist PGY (Post Graduate Year) Training Institution.

TJCHA also expanded with new accreditation and certification programs in Psychiatric Nursing Home, Chinese Medicine, Emergent and Critical Care Ability Classification, Special Care Center, Disease-Specific Care, and Health Check-up Program.

Emergent and Critical Care Ability Classification Certification

The Department of Health (DOH) expects to lead the hospital to set up patient-centered clinical operations and to improve quality of emergent and critical care through the promotion of Emergent and Critical Care Ability Classification Program. In 2011, TJCHA was authorized to implement the certification program to classify the hospitals as primary, middle and high levels in critical care according to its emergent care quality, manpower, facilities and capacities.

Special Care Center Certification

In order to provide certain critical care service in remote areas, DOH has commissioned TJCHA to organize a Special Care Center Certification since 2011. This certification is to encourage the hospitals classified as middle and high levels in critical care to provide the best quality of special cares in the communities. The special care has defined as 6 categories, including emergency, acute stroke, acute coronary syndrome, major trauma, perinatal, and pediatric care.

Disease-Specific Care Certification

The Disease-Specific Care (DSC) Certification was developed in 2008. The first DSC Certification is Coronary Artery Disease. In 2011, TJCHA successfully added certification in Acute Myocardial Infarction and Acute Coronary Syndrome.



DSC Certification awarded by Chairman Hang Chang
Far Eastern Memorial Hospital, March 2011



DSC Certification awarded by CEO Wui-Chiang Lee
Taichung Veterans General Hospital, May 2011

Health Check-up Program Certification

For maintaining the safety of health check-up and reducing the risks, TJCHA has developed the Health Check-up Program Certification since 2011. The survey is to assure the process and quality of physical examination from the customer-focused viewpoints.

Patient Safety Promotion

The Taiwan Joint Commission assists the healthcare organizations in building a safe environment for patients and the public in all aspects through quality indicators, numerous quality improvement activities, such as conferences, training courses, workshops, and contests.

Patient Safety Awareness Week

Since 2004, TJCHA has held the Patient Safety Awareness Week (PSAW) annually to arise the public attention. TJCHA held a variety of activities to encourage people to get involved in patient safety issues. Through the collaboration with DOH, hospitals and the media, TJCHA has successfully promoted the ideas of building a safe healthcare environment to all.



PSAW Press Conference



Patient Safety's mascot interact with



Media Publicity

Taiwan Clinical Performance Indicators

With 10 years experiences of Taiwan Quality Indicator Project (TQIP), the TJCHA has successfully developed Taiwan Clinical Performance Indicators (TCPI) which is focused on the measurement of clinical care for identifying quality improvement opportunities.

TCPI is an indicator system for clinical usage. In this system, clinical indicators are established, and real-time and easy-to-manage processes are established to assist hospitals in monitoring and improving internal performance. The TCPI includes general care, psychiatric care, and long-term care categories. The general care category includes indicators for emergency care, hospitalization care, intensive care, surgical care, and focus care. The psychiatric care category includes indicators for acute care, chronic care, and focus care. The long-term care category includes indicators for nursing home residents.

Surgical Safety Checklist

In response to WHO Safe Surgery Saves Lives initiative, TJCHA developed a Surgical Safety Toolkit which includes checklist implementation manual, posters and a demo video of time-out for hospitals. In 2011, 122 hospitals used the toolkit to improve the safety of surgical care.



Medication Safety

TJCHA hosted a gathering which was focused on Drug Abuse Prevention and Correct Medication which collaborated with Medication Resources Centers in Southern Taiwan. The program included stage plays and contests, to educate people to prevent drug abuse and correct medication in daily life. Moreover, people can learn how to access the consultation from the pharmacists in the neighbourhoods.



Caring Healthcare Professionals

The burnout issue of healthcare professionals has brought broad attention in these years. To reduce healthcare professionals stress, TJCHA has initiated a movement to build a caring culture in healthcare organizations since 2010. TJCHA develops a systematic curriculum plan and holds many workshops for senior managers of healthcare organizations, and has assisted them in producing feasible and practical approaches or strategies.



International Conferences

The 5th Taiwan Joint Conference in Healthcare



“Healthcare” should be a balance of science and art. The main theme was “Creating new values of health care through innovation, humanity and teamwork” which held in August 2011. The conference has introduced the trends of IT applications on healthcare industries and the ways of self-caring for medical staff which attracted over 800 participants.

Hand Hygiene International Conference

“Save Lives, Clean Your Hands” was the main theme of 2011 Hand Hygiene International Conference which was hosted by Taiwan Centers for Disease Control (Taiwan CDC) and TJCHA. The conference invited Professor Didier Pittet, Mr. Phil Russo and Dr. Dale Fisher as guest speakers to share their valuable experiences. TJCHA also arranged for them to visit Taiwan’s Hand Hygiene Demonstration Centers to exchange best practices in hand hygiene promotion.



International Conference on IRB/EC(Institute Review Board/Ethics Committee) Operation

In order to understand the international trends on ELSI (ethical, legal, and social issues) on genetic research and the management of biobank, TJCHA invited Dr. Christina Torres, Dr. Lisa Hamadian, Dr. John Sever, Dr. Kaori Muto and Dr. Sheelagh McGuinness, experts from the Philippines, Australia, USA, Japan and UK. Speakers and participants were engaged in stimulating discussions on each topic.

International Visit

As many years of hard working in becoming a highly regarded accreditation and quality improvement organization, there are increasing opportunities for TJCHA to collaborate or share experiences with overseas organizations. TJCHA is always delighted to have the visits from the organizations with the same goal in promoting healthcare quality. It can broaden our global views and open the window of opportunity for collaboration with other countries.



Visit from Vice President Mengqiao He and 12 delegates of Shanghai Hospital Association Photoed with Chairman Hang Chang and TJCHA Staff, June 2011



Visit from Ms. E. J. Hwang & Ms. M.Y. Kwak , Researchers of Korean National Medical Center, May 2011



Visit from Dr. Klara Brunnhuber and Dr. Carolyn Wong Simpkins, of British Medical Journal Evidence Centre, September 2011



Left: CEO Lee, Dr. Susan Brien, Chairman Chang and Ms. Sylvia Yen from Canadian Trade Office in Taipei



Dr. Susan Brien shared the Canadian experience in engaging physicians in patient safety, November, 2011



Visit from Fu Xing Hospital of Capital Medical University, Beijing, China , November, 2011

THAILAND

INTERESTING ACTIVITIES FROM HAI (THAILAND)

Thailand Hospital Indicator Project (THIP)

HAI (Thailand), in collaboration with University Hospital Network (UHosNet), has launched a project called "Thailand Hospital Indicator Project (THIP)" since 2007. Objectives of this project are to develop a standard set of quality indicators for benchmarking performance of health services among university hospitals and to promote knowledge sharing among health care professional. Up to now, 84 indicators in 7 categories were established. 30 hospitals enrolled in this project and each hospital monthly entered her data into the developed web-based application. Database was automatically analyzed and each member could see her performance compared with the maximum, minimum and average values of the group. Hospitals with good results were invited as speakers to share their practices in HAI National Forum.

Sustainable & Spiritual Hospital Accreditation (SHA)

Accreditation is a powerful tool for promoting quality improvement and patient safety. However, progress toward accreditation and excellent services is a long journey and some hospitals feel too exhausted to maintain their enthusiasm in accreditation/ reaccreditation. To solve this problem, a project called SHA (Sustainable & Spiritual Hospital Accreditation) was initiated in 2009. Perspective of spirituality was introduced to hospital staff who were invited to join this project and also to HA surveyors. Questions about accreditation were extended from just "How to be accredited?" to "Why we need accreditation?" Several concepts and techniques were also introduced to participants, such as humanized health care, appreciative inquiry, and narrative medicine. Responses from participants were very positive. Now HAI(Thailand) has integrated and harmonized perspective of spirituality into quality improvement and accreditation processes.

Primary health care accreditation (PHCA)

One of HAI(Thailand)'s mission is to develop a system of primary health care accreditation. Primary health care shares many attributes with hospital care. However, It also has its own characteristics: primary health care facilities are much more in number than hospitals; Individual facility has much less resources; and primary health care staff are usually more responsive to the community than hospital staff. Concepts and experiences from hospital accreditation need to be modified to fit PHCA. In 2010 two projects involving primary health care accreditation were initiated: one in Bangkok Metropolitan and another in rural areas. Lessons learned from these projects will be used for developing practical PHCA in the future.

NEW DEVELOPMENT OF HAI(THAILAND) IN YEAR 2012

On-line Community of practice for Patient Safety

In 2012 HAI(Thailand) plans to develop a website that acts as a platform for sharing good practices in patient safety among hospital personnel. Ones who gain experiences on how to apply the concept of patient safety to their services and would like to share these experiences with others could use this website as a meeting point for creating social networks. Storytelling and responses from readers can result in communities of practices for patient safety. The communities can be an active partner with HAI in initiating campaigns or action researches on quality improvement / patient safety in the future. Stories on the website can also demonstrate good examples on how to integrate awareness of patient safety into routine work.

Self assessment tools for motivating CQI in accredited hospitals

One common problem found in many accredited hospitals is the deceleration of quality improvement after the hospitals has been recently accredited. Some staff may feel that they need a rest after working hard for achieving accreditation. Rest periods for some hospitals may be too long and it may require a lot of energy to regain high momentum toward quality improvement. Self assessment tools for motivating CQI in accredited hospitals may be helpful in reflecting opportunities for improvement for hospitals and helping hospitals to recognize their current situation in terms of quality improvement and patient safety in their hospitals. This recognition should be a stimulus to hospital staff in regaining their determination toward excellent services. Reaccreditation survey should also be easier for better prepared hospitals.

INDIA**NATIONAL ACCREDITATION BOARD FOR HOSPITALS AND HEALTHCARE PROVIDERS****Accreditations**

At present following accreditation programs are operational:

1. Accreditation of Hospitals
2. Accreditation of Small Health Care Organizations (SHCO)
3. Accreditation of Blood Banks and Transfusion Services
4. Accreditation of Oral Substitution Therapy (OST) Centre's based on standards developed by National AIDS Control Organization (NACO).
5. Primary Health Centre and Community Health Centre
6. Dental hospital/ center accreditation
7. Medical Imaging Services accreditation
8. AYUSH hospitals accreditation
9. Wellness Centres
10. Allopathic Clinic accreditation

Accreditation Register

As on December 24, 2011

| S. N. | NABH Programs | Applicant | Accredited |
|-------|----------------------------------|-----------|--------------|
| 1 | Hospital | 440 | 118 |
| 2 | SHCO | 121 | 13 |
| 3 | Blood Bank | 17 | 35 |
| 4 | Primary/Community Health Centres | 15 | 5 |
| 5 | AYUSH Hospital | 7 | 3 |
| 6 | Wellness Centres | 9 | 2 |
| 7 | Allopathic Clinic | 4 | Nil |
| 8 | Dental Facilities | 5 | 1 |
| 9 | Medical Imaging Service | 26 | 1 |
| 10 | Medical Laboratory Programme | 3 | 203 Complied |
| 11 | OST Centres | - | 50 |

PROMOTIONAL ACTIVITIES FOR EXISTING ACCREDITATION PROGRAMS

One Day Awareness Programs

For Hospitals and SHCOs : One day awareness programme on Hospital/SHCO standard held at Lucknow, Patna, Pune, Guwahati, Jabalpur, Thiruvananthapuram, Jammu, Chandigarh, Jaipur, Kolkata in the month of October and November.

For AYUSH: 10 Awareness programme conducted in various parts of India

Three day Programme On Implementation programs

Since 1st Jan 2011 till now 25 programs under Hospital accreditation were conducted. Total 832 candidates qualified. One such programme for Blood Banks was also conducted in November.

Ex-Servicemen Contributory Health Scheme (ECHS)

NABH has signed a MoU with ECHS on 05th August, 2011 at New Delhi where NABH will evaluate General Hospitals, Dental hospitals, eye hospitals and diagnostic centres on behalf of ECHS and recommend them for ECHS empanelment.

NABH Film for Promotion through Medical Events

To show case good practices, systems and outcome at accredited hospitals and benefits of accreditation a short documentary film was created. This film also includes assessment process and bytes from stakeholders. This is in three versions (a) 15 min duration (b) 3 min duration (c) 1 min duration.

Course for Wellness and Spa assessors

First assessor course for wellness and spa assessors was conducted at Mumbai in October. About 25 persons have participated.

EDUCATION

Series of Knowledge workshops

For capacity building among clinicians, nursing professionals and healthcare managers, one day interactive knowledge workshops were designed. Course content for each topic was developed by senior NABH assessors and technical experts. Each workshop is credited with 6 hours of CME credit points by Delhi Medical Association. Till now three workshops on clinical audits and one on medication safety has been conducted in various cities and very well received by the stakeholders. Workshops on legal compliance, credentialing and privileges and facility management are under progress.

Accredited Hospital Conclave

1st National Conclave of NABH Accredited Hospitals held at St John's National Academy of Health Sciences, Koramangala, Bangalore on 7th & 8th May 2011 to review the progress and take feedback. How to solve problem issues and means for improvement also discussed. Conclave was well attended. 120 delegates from 49 accredited hospitals participated. As the main theme of conclave was to find ways to take NABH at next level, some of deliberated points were:

- ❖ ISQua accreditation for NABH as an Organisation
- ❖ Continue to play meaningful role in ISQua & ASQua in governance and in technical matters
- ❖ Networking with leading accreditation bodies to pick up best practices
- ❖ Constitute Hospital Research Council of India
- ❖ Identify & develop new education programmes on continuous basis for the benefit of accredited hospitals
- ❖ Collecting and analysing clinical indicators from accredited hospitals and sharing the feedback with hospitals.
- ❖ Encouraging hospitals to pursue continuous quality improvement projects in clinical as well as in non-clinical areas
- ❖ NABH is to be seen as programme of accredited hospitals. They should seen to be owning it;

One and half day conclave was divided into following three sessions of half day each. Each session followed by panel discussion by eminent fraternity in same group.

1. CEO's Forum
2. Accreditation co-ordinators Forum
3. Assessors Forum

International Affiliations

ISQua

NABH continue to be the institutional member of the International Society for Quality in Health Care (ISQua). ISQua is an international body which grants accreditation to Accreditation Bodies in the area of healthcare under its International Accreditation Program (IAP). NABH has contributed to the harmonization of global accreditation practices in healthcare by actively participating in the technical meetings of ISQua, ASQua and other relevant bodies and also in the ISQua peer assessment process for organization, standard and training program accreditation. NABH is an elected member of ISQua Board and is being represented by Dr. Girdhar J Gyani. NABH is also an elected member of ISQua Accreditation Council and is being represented by Dr. B.K. Rana. He is also elected Vice-Chairman of the Council.



Dr. Narottam Puri- Chairman-NABH (on the right), Dr. G.J. Gyani- CEO NABH (in the middle) and Dr. B.K. Rana- Joint Director-NABH (on the left) participated in ISQua annual conference held in Hong Kong in September, 2011.

ASQua

NABH is also one of the founder board members of newly founded Asian Society for Quality in Healthcare (ASQua). NABH is holding its Secretariat for 2011 and 2012. This initiative is to strengthen the Asian representation at international level and improve the quality structure in healthcare.

Industry Collaborations

NABH keeps maintaining close relations with health industry through industry associations CII and FICCI and participate in their meetings and deliberations on current issues. NABH also maintain contacts with Ministry of Health, Department of AYUSH, Ministry of Tourism, and Insurance Regulatory and Development Authority (IRDA) to promote its programmes.

Accreditation Programme for AYUSH Hospitals

- 10 Awareness programme conducted in various parts of India
- First Ayurveda Hospital received NABH accreditation - received certificate by Honourable Minister Mr. Gandhi Selvan and Secretary Department of AYUSH, Mrs Jalaja
- Stall organization and Programme promotion in 4th World Ayurveda Congress, Bangalore
- Participation in Annual Conference of Homeopathic Association of India

Accreditation Programme for Wellness Centres

- Guidebook for Spas released
- Wellness Standards approved by Department of AYUSH and Ministry of Tourism
- Wellness Standards released by Ministry of Tourism and Department of AYUSH by Honor'ble Minister Mr. Subodh Kant Sahay
- Financial Incentives for NABH accredited wellness centres and NABH Accredited Ayurveda hospitals announced by Ministry of Tourism and Department of AYUSH under Market Development Assistance Scheme (MDA) for participation in international events and marketing material.
- Two sensitization awareness workshops conducted with MoT.
- First assessor training course for wellness conducted.

NABH International:

- One formal application each from SHCO and Wellness Centre received from Philippines. Two awareness programmes were conducted.
- Meeting held with Director-Quality & Accreditation, Ministry of Health, Royal Government of Bhutan for possible collaboration and support to build up accreditation programme in Bhutan.
- Discussion is being held to promote NABHI in Sri Lanka.

TWO AESTHETIC CENTERS IN PHILIPPINES STEP UP FOR NABH INTERNATIONAL ACCREDITATION

THE NATIONAL ACCREDITATION BOARD FOR HOSPITALS AND HEALTHCARE PROVIDERS (NABH) recently assessed two Philippine health providers for international accreditation. NABH International assessors were in the Philippines recently to conduct pre-assessment of **Belo Medical Group and The Zen Institute**, to conform their facilities and operations to international quality standards. “The NABH mark of excellence is crucial to the status of India as the top provider of global healthcare today. Through the guidance of NABH, hospitals in India are now considered the best providers of medical and healthcare to international patients. The Philippines is very fortunate that NABH is helping our Filipino hospitals, clinics and wellness centers conform to global standards,” said Joyce Socao-Alumno, Executive Director & Chief Strategist of HealthCORE.

HealthCORE is a private corporation involved in global healthcare management and medical travel education, research, marketing and consultancy. It is the official representative of NABH International in the Philippines. Through HealthCORE and NABH International, healthcare providers in the Philippines will have access to guidelines and resources that will help them meet international benchmarks.

When The Zen Institute and Belo Medical Group attain NABH accreditation, their operations will be certified as conforming to international medical and healthcare standards set by NABH International. Accreditation by NABH will confer an international seal of quality to these two Philippine healthcare providers.

“International healthcare benchmarks are what every hospital, clinic and wellness center must adhere to. This is because conforming to these standards will assure their patients of the best quality of medical care and health services. In short, all healthcare providers must aim to give the best care possible to assure the best clinical outcomes for their patients,” said **Dr. Girdhar J Gyani, CEO of NABH**.

NABH: A Mark of International Quality Healthcare

Belo Medical Group is a network of aesthetic clinics that offers a wide range of surgical and non-surgical treatments for skin care, anti-aging, body-shaping, weight management and dental services. After 20 years in operation, Belo Medical Group remains one of the top aesthetic clinics in the Philippines today. It has clinics all over Metro Manila and one clinic in California, U.S.A.

Belo Medical Group is seeking NABH's international mark of quality healthcare under the category of Small Healthcare Organization while Zen Institute, on the other hand, is seeking accreditation as a wellness centre. It is the very first wellness centre in the Philippines to do so.

The Zen Institute is a medical spa that offers aesthetic and wellness services to its patients, focusing on non-invasive procedures for skin care, anti-aging, body-sculpting and weight management. Patients also receive personal wellness coaching to help them adopt wellness as a preferred lifestyle.

THE ZEN INSTITUTE in Fort Bonifacio Global City undergoes pre-assessment for NABH international accreditation. NABH Assessors Dr. B.K. Rana, Joint Director of NABH and Dr. Leena Phadnis (3rd and 1st from left) toured the facility and conducted interviews with The Zen Institute owner Dr. Mary Jane "MJ" Torres-Valdecañas and her staff. Also in photo is HealthCORE executive director Joyce Alumno, Philippine representative of NABH International.



THE BELO MEDICAL GROUP undergoes pre-assessment for NABH international accreditation. NABH Assessors Dr. B.K. Rana, Joint Director of NABH and Dr. Leena Phadnis (seated 1st and 3rd from left) toured the facility and conducted interviews with the quality team of Belo Medical Group.

NABH participates in 1st Philippine Global Healthcare Forum

NABH was invited to participate in 1st Philippine Global Healthcare Forum on 11th November, 2011 held at National Kidney and Transplant Institute, Manila. On this occasion Dr. Enrique Ona, Secretary Health of Philippines and Hon'ble Shri. Yogendra Kumar, Ambassador of India were present for a ceremonial handshake on bilateral cooperation in the field of healthcare. Secretary Health has been instrumental in promoting quality in healthcare.



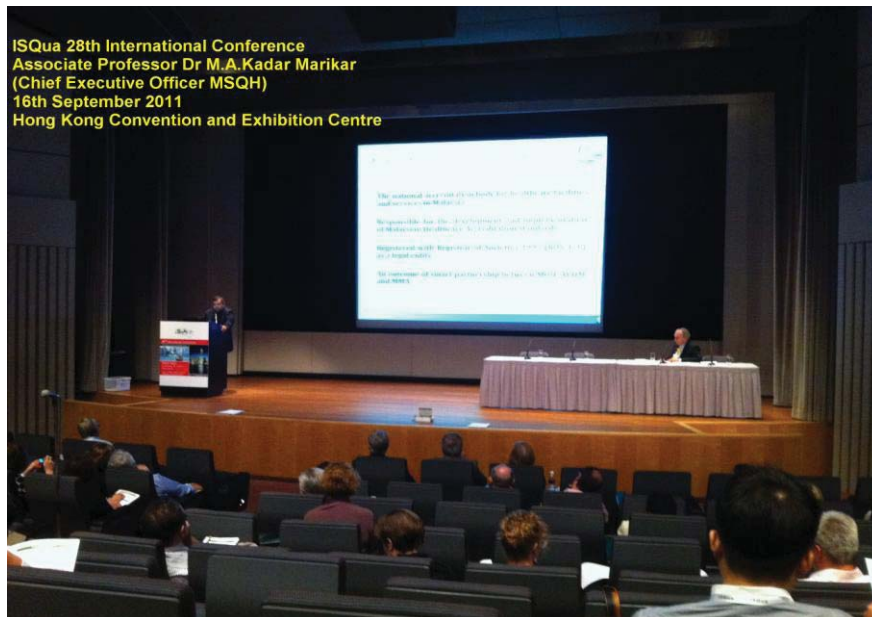
Dr. Enrique Ona, Secretary Health of Philippines (3rd from left) , Hon'ble Shri. Yogendra Kumar, Ambassador of India (4th from left), Dr. Sanjiv Malik, Honorary Board member of NABH (4th from right) and other officials from Health Department, HealthCore and NABH were also present during the event.

MALAYSIA



ISQua 28th International Conference & Exhibition 2011 The Networking for Learning Experience

The amazing experience of attending the ISQua 28th International Conference and Exhibition from 14th to 17th September 2011 at the Hong Kong Convention and Exhibition Centre (HKCEC), along with 1900 delegates, coming from 66 countries was truly an international feast for the team from Malaysian Society for Quality in Health (MSQH).



The Chief Executive Officer of MSQH, Assoc. Prof. Dr. M.A. Kadar Marikar and Dato' D.r Razak Kechik, MSQH Chief Surveyor had a great time and really enjoyed learning about all the amazing work that so many great healthcare organizations are doing around the world. The theme of the conference "Patient Safety: Sustaining the Global Momentum offered a global forum for Healthcare Professionals as issues surrounding patient safety is one of the major challenges and a growing concern in any healthcare system.

On 16th September 2011, Dr. Kadar was invited to present a 15-minutes paper with the topic, “Comparing 3-Year versus 1-Year Accreditation Status of Hospital Accreditation in Malaysia Public Hospitals without Specialist Services from 2001 to 2008” which has emphasised on the need to ensure consistency in delivery of healthcare services so that every activity related to patient safety are up to par in terms of standards, competency, ethics and standing as stipulated in MSQH Standards.

According to Dr. Kadar, it was indeed an honour and pleasure to be given the opportunity to Chair a session under Track “Accreditation and External Evaluation Systems” at Level 2, HKCEC and to facilitate distinguished Presenters such as Dr Stephen Clark (Australia), Ms Majdah Shugdar (Saudi Arabia), Ms.Diana Lee (Hong Kong) and Mr.Mark Brandon (Australia).

By far the most memorable event that creates excitement for the MSQH Secretariat was the acceptance of seven (7) abstracts for the Poster Presentation with the following topics:

- 1) Performance of Hospitals that have Undergone 4 Cycles of the Malaysian Society for Quality in Health (MSQH) Hospital Accreditation Program.
- 2) Accreditation Survey Feedback from Hospital for 2009 and 2010.
- 3) Performance of Malaysian Hospitals Undergoing Focus Surveys in 2007 to 2009.
- 4) Measuring Outcome of Hospitals Surveyed Using the 3rd Edition of the Malaysian Hospital Accreditation Standards from Years 2009 to 2010.
- 5) Medical Clinic Accreditation Program in Malaysia: A Pilot Survey.
- 6) Outcome of MSQH Surveyors Training Program 1998-2008.
- 7) Measuring Duration of Preparation towards MSQH Accreditation for Public and Private Hospitals in Malaysia.

ISQua has definitely done a brilliant job in organising the 28th International Conference and Exhibition as the event was well planned, well coordinated, with lots of knowledge and valuable information that have made the event a great success.

MSQH Medical Clinics Accreditation Program

The MSQH Medical Clinic Accreditation Program was established in collaboration with the various professional organisations representing the Medical Clinics, Association of Private Hospitals Malaysia (APHM), the Ministry of Health Malaysia (Medical Development and Family Health Development Division) and the Malaysian Medical Association (MMA).



The MSQH Medical Clinic Accreditation Program has been tailored to fulfil the increasing demand on accountability and the need to ensure Quality and safety in Healthcare. Development of this standard was based on the International Society for Quality in Health (ISQua) principles and philosophy with reference from standards from Australia, New Zealand, United Kingdom and from National Quality Improvement Program in General Practise developed by the Academy of Family Physicians Malaysia and Professional Standards for Family Medicine Specialist Malaysia. Besides this, it has also taken into consideration the various requirements of the Private Healthcare and Facilities Act 1998 and Regulations 2006, the National Specialist Registrar (NSR) and related statutory requirements. Its purpose is to ensure safe medical practise, patient safety and quality service in primary care as well as in the specialist clinics.

The inaugural MSQH Medical Clinic Accreditation award ceremony for IMU Specialist Clinic (first private clinic) and Putrajaya Medical Clinic Precinct 9 (first public clinic) was successfully held on 3rd December 2011 at the International Medical University, Kuala Lumpur, Malaysia. The accreditation certificate was presented by Datin Paduka Siti Sa'diah Sheikh Bakir, MSQH President to Dr David Wong Kok Seng, Acting Healthcare Director Clinics, IMU and witnessed by the Minister of Health Malaysia, Dato' Sri Liow Tiong Lai. Also present were Associate Professor Dr M.A. Kadar Marikar, MSQH Chief Executive Officer and Mrs Norhaizam Mohammad, MSQH Treasurer.

MSQH Trademark Certification



MSQH placed emphasis on the importance of advocating and facilitating continuous improvement of quality and safety in the provision of health services. Among the many strategies to embrace this culture is to enhance the MSQH brand as the preferred accreditation body in healthcare. As a first step, the Society has applied for trademark with the Intellectual Property Corporation of Malaysia where its logo and organisation name has successfully received the Certificate of Trademark from the Registrar of Trademarks Malaysia for a period of 10 years effective from 5th February 2010 to 5th February 2020.

Dr Kok Chin Leong
ASQua Executive Board Member
Board Member, MSQH (ASQua Representative)

ASQUA MEMBERSHIP
DECEMBER 2011

INDIVIDUAL MEMBERS

| <i>INDIVIDUAL (Malaysia)</i> | | |
|------------------------------|--|--|
| | PARTICULARS | Email Address |
| 1 | Amran Bin Abdul Rahman, Mr. | amranmh@yahoo.com |
| 2 | Azlin Bin Azizan, Dr. | drhalim@tm.net.my |
| 3 | Jacob Thomas, Dato' Dr. | dr.jacob.thomas@simedarby.com |
| 4 | Jasimah Bt. Hassan, Puan | jasimah@kpihealth.com.my |
| 5 | K. Kulaveerasingam, Dato' Dr. | kula@apsh.kpihealth.com.my |
| 6 | M. K. Koh, Dr. | koh@apsh.kpihealth.com.my |
| 7 | Mahadevan Thambirajah, Dr. | maha@pantai.com.my |
| 8 | Md. Rani Jusoh, Dr. (ext: 4485) | dr_rani@apsh.kpihealth.com.my |
| 9 | Philip N. Jeremiah, Dr. (ext: 1205) | drphilipnj@gmail.com |
| 10 | Ravindran Jegasothy, Dato' Dr. | jravi@hkl.moh.gov.my |
| 11 | Siti Sa'diah Sheikh Bakir, Datin Paduka | sssb@kpihealth.com.my |
| 12 | Suraiya Hani Tun Hussein, Puan Sri Datuk | suraiya.hussein@gmail.com |
| 13 | Thiru Navookarasu A/L Muthusamy, Dr. (ext: 2226) | thirunm@hotmail.com |
| 14 | Wong Hee Ong, Puan Sri | heeong.wong@gmail.com |
| 15 | Sivamohan, Dato' Dr. N. | smohan@tm.net.my |
| 16 | Singaram, Dr. S.P. | spsingaram@yahoo.com |
| 17 | Samani A. Ghani, Dr. (ext: 2204) | samani_ghani@yahoo.com |
| 18 | M. A. Kadar Marikar, Assoc Prof. Dr. | kmarikar@yahoo.com.au |
| 19 | Balbir Singh, Dr. G. S. | docbis59@yahoo.co.uk |
| 20 | Shahrir Sanusi, Dr. | sahrirs@yahoo.com |
| 21 | Laili Akmar Bt. Che Omar, Dr. | laili.akmar@princecourt.com |
| 22 | Suresh Kumar, Mr. | sk2020@gmail.com |
| 23 | Somasundharem Kumar, | kumar66@hotmail.com |
| 24 | Balakrishnan Subramaniam, Dr. | bala@kpijajang.kpihealth.com.my |
| 25 | Lee Chee Horng, Dr. | drlch@tm.net.my |
| 26 | Shahrudin Mohd Dun, Dato' Dr. | datodrshahrudin@kpiSelangor.kpihealth.com.my |
| 27 | Premalatha Gopal Das, Datin Dr. | premalatha_gopal@imu.edu.my |
| 28 | Chong Su Lin, Dr. | chongsl@sunway.com.my |
| 29 | Charles Vijayan, Dato' Dr. | dato_cvd@sunway.com.my |
| 30 | Chan Khee Siang | kheesiangchen@gmail.com |
| 31 | Tan Che Kim | chekim.tan@gmail.com |

INDIVIDUAL MEMBERS

| INDIVIDUAL (Philippines) | | |
|---------------------------------|--------------------------------------|--|
| | PARTICULARS | Email Address |
| 1 | Maramba, Tomas Jr. P. | tpmaramba@gmail.com |
| 2 | Marina Yulo-bringas, MD. FPCHA | marina.bringas@gmail.com |
| 3 | Susana A. Salvacion, Dr. | sasalvacion@yahoo.com |
| 4 | Agnette P. Peralta | apperalta2004@yahoo.com |
| 5 | Marilyn D. Yap, Dr. | marilyndyap@yahoo.com |
| 6 | Ricardo C. Costes, Dr. | ric.costes@yahoo.com.ph |
| 7 | Cristina Lagao-Caalim RN, MAN, MHA | tinacaalim@yahoo.com |
| 8 | Cynthia O. Herrera M.HA, FPCHA | coherrera1@gmail.com |
| 9 | Julita Y. Dayandayan | julie_dayan@yahoo.com |
| 10 | Nenitta C. Lee Tan, Dr. | nenita.lee.tan@gmail.com |
| 11 | Hermogenes D. Jarin, MD | hfgharin@yahoo.com |
| 12 | Peter B. Duran | plduran2000@gmail.com |
| 13 | Maria Victoria A. Roundaris, MD, MPH | mav_1164@yahoo.com |
| 14 | Perla Mendoza Pagaduan | pmpagaduan@stluke.com.ph |
| 15 | Arnel Mercado Asino, M.D, DPBA | arnelasino@yahoo.com |
| 16 | Nelia Frances P. Llanto, MD | nfcpllantomd@yahoo.com |
| 17 | Agnes Rosnnis A. De Leon | agnesrosario60@gmail.com |
| 18 | George R. Repique, JR. MD | physiciansurgeonGR@yahoo.com |
| 19 | Francisco E. Montillano | frmontillano@yahoo.com |
| 20 | Edgar Quirino Edralin | mktgegee@yahoo.com |
| 21 | Jesusa Sabornido Llorono | jesusallorono@yahoo.com |
| 22 | Elnora Duque, PhD | elnoraduque@yahoo.com |
| 23 | Marilou Palafox, PhD | loupalafox@gmail.com |

| INDIVIDUAL (USA-small world consultants) | | |
|---|-------------------------|--|
| | PARTICULARS | Email Address |
| 1 | David Koenigshofer, P.E | david@smallworldconsultants.com |
| 2 | Katy Pugh, RN | katy@smallworldconsultants.com |

INDIVIDUAL MEMBERS

| INDIVIDUAL (India) | | |
|---------------------------|-------------------------------------|--------------------------------------|
| | PARTICULARS | Email Address |
| 1 | B. K. Rana, Dr. | bkrana71@yahoo.com |
| 2 | Ramamurthi, Lt. Col. (Dr.) J. V. | ramamurthiy@gmail.com |
| 3 | Narottam Puri, Dr. | narottam_puri@fortishealthcare.com |
| 4 | Mala Chattopadhyay, Dr | malachatto@yahoo.co.in |
| 5 | Ashendu Pandey, Dr. | ashendu.pandey@fortishealthcare.com |
| 6 | Manoj A. Kumar, Dr. | manoj_kahar@yahoo.com |
| 7 | Neeraj Lal | neeraj_lal@yahoo.com |
| 8 | Sanjeev Singh, Dr. | drsanjeevsingh7@yahoo.com |
| 9 | Munindra Srivastava, Maj. Gen(Retd) | munindra_srivastava@gmail.com |
| 10 | Gayatri, Dr. | gmahindroo@gmail.com |
| 11 | Santosh Kumar | santosh_11@yahoo.com |
| 12 | Shankar Narang, Dr. | drnarangshankar@yahoo.com |
| 13 | Praneet Kumar, Dr. | praneet.kr@gmail.com |
| 14 | Parvez Ahmad, Dr. | drparvez28@rediffmail.com |
| 15 | Murali Rao, Dr. | drraofamily@gmail.com |
| 16 | Madhu Handa, Dr. | madhu.handa@gmail.com |
| 17 | Anju Verma, Dr. | anjugulia@hotmail.com |
| 18 | Deepak Kumar, Mr. | deepak1528@rediffmail.com |
| 19 | Ashutosh Sood, Dr. | ashutoshsood@hotmail.com |
| 20 | Gaurav Thukral, Dr. | gaurav.thukral@fortishealthcare.com |
| 21 | Kamaldeep Singh, Dr. | groverks@gmail.com |
| 22 | Karthikeya Varma, Dr. | varma@mimsindia.com |
| 23 | Priti Desai, Dr. | dr_priti99@yahoo.com |
| 24 | Sangeeta Pathak, Dr. | sangeeta_pathak@maxhealthcare.com |
| 25 | Sunil Rajadhyaksha, Dr. | sunilrajadhyaksha@gmail.com |
| 26 | T R Raina, Dr. | trrk@rediffmail.com |
| 27 | Jyotsna Codaty, Ms. | jcodaty@hotmail.com |
| 28 | Rajeev Ranjan Kumar, Dr. | ranjan.rajeev@fortishealthcare.com |
| 29 | Bharti Kashyap, Dr. | drbhartikashyap@gmail.com |
| 30 | Prem Nath Kakar, Dr. | pn_kakar@hotmail.com |
| 31 | Birendra Prasad Kashyap, Dr. | kashyapmemorialeyehospital@gmail.com |
| 32 | Bhawna-Gulati, Dr. | bgulati5@gmail.com |
| 33 | Zainab Zaidi, Dr. | zainab.nabh@qcin.org |
| 34 | Deepti Mohan, Ms. | deeptimohan2007@gmail.com |
| 35 | Reena Francis, Ms. | neenafrancis123@gmail.com |
| 36 | Komali Rani Jallela, Ms. | komali.kr919@gmail.com |
| 37 | Ranjini Nair, Ms. | ranjininair16118@gmail.com |
| 38 | Vibha Venkataraman, Ms. | vbhavi@gmail.com |
| 39 | Rajesh Shah, Dr. | drvrajeshs@gmail.com |
| 40 | Farhan A. Rashid Shaikh, Dr. | farhanshaikh74@gmail.com |
| 41 | Faisal B. Nahdi, Dr. | drfaishahadi@gmail.com |
| 42 | Hafsa Ahmed, Dr. | drhafsahned@yahoo.co.in |
| 43 | Chuwanchu | chuwanchu@rainbowhospitals.in |
| 44 | Pradeep Srivastava, Col | pradeep_neena@hotmail.com |
| 45 | Deepak Rao, Dr. | vyotideepak@hotmail.com |
| 46 | Rahul Shukla, Dr. | drrahulshukla@gmail.com |
| 47 | Satish Kumar, Mr. | kapoor.satish@gmail.com |
| 48 | Sangeeta, Agarwal, Dr. | dehradun1969@yahoo.co.in |
| 49 | Anubha Agarwal, Dr. | dr_anubha@gmail.com |
| 50 | T. Nirmal Fredrick, Dr. | nirmalfred@hotmail.com |
| 51 | Anand R, Dr. | anand.r@hotmail.com |

INDIVIDUAL MEMBERS

INDIVIDUAL (Taiwan)

| | PARTICULARS | Email Address |
|---|----------------------|--|
| 1 | Ying Chia Huang, Dr. | ychbuy@gmail.com |
| 2 | Su-Fen Tsai | sftsai@tmuh.org.tw |
| 3 | Ching-Shyang Chen | chingshyang@msa.hinet.et |

INDIVIDUAL (Pakistan)

| | PARTICULARS | Email Address |
|---|------------------|--|
| 1 | Shahid Yunis, Dr | shahidyunis@gmail.com |
| 2 | Nadeem Ahmad, Dr | nadeem_hranwfp@yahoo.com |

INSTITUTIONAL MEMBERS

MALAYSIA

| | PARTICULARS | Email Address |
|----|---|--|
| 1 | Association of Private Hospitals of Malaysia | dr.jacob.thomas@simedarby.com |
| 2 | Prince Court Medical Centre | jennifer.soon@princecourt.com |
| 3 | Subang Jaya Medical Centre@ Sime Darby Medical Centre | yen_sze_whey@simedarby.com |
| 4 | Institut Jantung Negara | syedshafiq@ijn.com.my |
| 5 | Kluang Utama Specialist Hospital | zaiton@kpihealth.com.my |
| 6 | Kota Kinabalu Specialist Hospital | salmeih@dsc.kpihealth.com.my |
| 7 | KPJ Ampang Puteri Specialist Hospital | normahzun@apsh.kpihealth.com.my |
| 8 | KPJ Damansara Specialist Hospital | taufik@dsh.kpihealth.com.my |
| 9 | KPJ Ipoh Specialist Hospital | nasir@ish.kpihealth.com.my |
| 10 | KPJ Johor Specialist Hospital | roslan@kpihealth.com.my |
| 11 | KPJ Kajang Specialist Hospital | maisarah@kpikajang.kpihealth.com.my |
| 12 | KPJ Penang Specialist Hospital | mah@kpienang.kpihealth.com.my |
| 13 | KPJ Perdana Specialist Hospital | asmadi@perdana.kpihealth.com.my |
| 14 | KPJ Selangor Specialist Hospital | natasha@kpiSelangor.kpihealth.com.my |
| 15 | KPJ Seremban Specialist Hospital | abd_aziz@ssh.kpihealth.com.my |
| 16 | Kuantan Specialist Hospital | haliza@ksh.kpihealth.com.my |
| 17 | Kuching Specialist Hospital | yasser@kcsh.kpihealth.com.my |
| 18 | Puteri Specialist Hospital (Johor) | khairun@psh.kpihealth.com.my |
| 19 | Pusat Pakar Tawakal | drmunirah@tawakal.kpihealth.com.my |

PHILIPPINE

| | PARTICULARS | Email Address |
|---|---|--|
| 1 | Philippine Society for Quality in Health Care | tpmaramba@gmail.com |
| 2 | Healthcore Research Communications and Management Inc | jsalumno@gmail.com |

INDIA

| | PARTICULARS | Email Address |
|---|--------------------------------------|--|
| 1 | B. M Birla Heart Research Centre | bmbhrc@birlaheart.org |
| 2 | Max Healthcare Institute | ravinder.rawat@maxhealthcare.com |
| 3 | Manipal Health Enterprises Priv. Ltd | nagendra.swamy@manipalhospitals.com |

TAIWAN

| | PARTICULARS | Email Address |
|---|------------------------------------|--|
| 1 | Taipei Medical University Hospital | smhucare@mail.tmuh.org.tw |

NATIONAL MEMBERS

| | PARTICULARS | Email Address |
|----|---|--|
| 1 | Taiwan Joint Commission on Hospital Accreditation | c_wung05@tjcha.org.tw |
| 2 | National Accreditation Board for Hospitals and Healthcare Providers | nabh@qcin.org |
| 3 | Japan Council for Quality in Healthcare | imanaka-y@umin.ac.jp |
| 4 | Malaysian Society For Quality In Health | asqua@msqh.com.my |
| 5 | National Center for Health Development of Mongolia | ganaa62mn@yahoo.com |
| 6 | The Healthcare Accreditation Institute Thailand (HAI) | anuwat@ha.or.th |
| 7 | Australian Council on Healthcare Standards | dyen@achs.org.au |
| 8 | Philippine Council on the Accreditation of Healthcare Organization | tpmaramba@gmail.com |
| 9 | Hospital Authority Hong Kong | hwliu@ha.org.hk |
| 10 | Indonesian Healthcare Quality Network (IHQN) | hanevi_pmpk@yahoo.com |

BENEFITS TO THE MEMBERS:

- ✓ Entitlement to a generous discount on your 2012 Geneva, Switzerland ISQua Conference Registration Fee (ISQua Members rates will apply)
- ✓ Online access to the International Journal for Quality in Health Care

**EXECUTIVE BOARD
ELECTION 2011**

Please renew your 2012 membership now! for you to vote in the Executive Board elections to be held in 2012 and be entitled to stand for election!"

ASQUA Secretariat

| INDIA ADDRESS (Indian Registration) | MALAYSIS ADDRESS (Rest of Asia Registration) |
|--|--|
| <p>The Secretariat Asian Society for Quality in Healthcare C/o National Accreditation Board for Hospital & Healthcare Providers, 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110 002, INDIA Telephone: +91-11-23379321 / 23379057 Fax: +91-11-23379621 Email: asqua@nabh.co</p> | <p>The Secretariat Asian Society for Quality in Healthcare C/o B. 6-1, Level 6, Menara Wisma Sejarah, 230, Jalan Tun Razak, 50400 Kuala Lumpur, Willayah Persekutuan, MALAYSIA Telephone: +60-3-26812232 Fax: +60-3-26813199 Email: asqua@msqh.com.my</p> |

Disclaimer: Neither ASQua, its Officers or Board Members will be held responsible for news or advertising published in good faith on behalf of other organizations nor opinions expressed in such items may not be interpreted as directly reflecting ASQua opinion.