

Chapter 4 - The Medical Services Division

4.1 GENERAL REMARKS

Medical Services Division mainly provides primary medical and dental care to the community. The following services are included in the Division:

<i>Hospital Service</i>	<i>Clinic Service</i>
- Caritas Medical Centre (under administration of Hospital Authority)	- Three Medical Clinics: at Caine Road, Ngau Tau Kok and Tsuen Wan
- Canossa Hospital (Caritas)	- Four Dental Clinics: at Aberdeen, Caine Road, Ngau Tau Kok and Tsuen Wan (from September 2011)
- Precious Blood Hospital (Caritas)	

Caritas Medical Centre was established in 1964 funded by Caritas – Hong Kong. The management was taken over by the Hospital Authority since 1992. Caritas – Hong Kong participates in the Hospital Governing Committee and various sub-committees.

Canossa Hospital (Caritas) was founded in 1929 by the Canossian Daughters of Charity. Caritas – Hong Kong has been entrusted with the administration of the Hospital since 1992.

Precious Blood Hospital (Caritas) was established by the Sisters of the Precious Blood in 1937 and has become part of the family of Caritas – Hong Kong since 1993.

4.2 HOSPITAL SERVICES

CARITAS MEDICAL CENTRE

Highlights of the Year

Integrated Care and Discharge Support for Elderly Patients

The project commenced in October 2011, it aimed at reducing avoidable hospitalization of elderly patients through an integrated model of care including discharge planning, enhanced rehabilitation, case management and home support services by Po Leung Kuk.

Extension of Pharmacy Services

Outpatient pharmacy service hours have been extended. The urgent drug requisition for inpatients is also covered during the extended hours. General inpatient dispensing service is also planned to extend the service hours in 2012/2013.

Redevelopment Project

Phase II – Wai Ming Block (ambulatory, rehabilitation and service facilities)

- The piling works for Wai Ming Block have been completed.
- The construction works of the new block have commenced, and is expected to complete by late 2013. The landscaping and remaining works will be completed in 2014.

New Supporting Staff Structure

The new supporting staff structure was implemented with effect from April 2011, mainly to recognize the service of the serving supporting staff and to rationalize the job or rank of certain skilled supporting staff.

CANOSSA HOSPITAL (CARITAS)

Highlights of the Year

Accreditation Programmes

Australian Council on Healthcare Standards (“ACHS”)

The Organization-wide Accreditation Survey was conducted by ACHS from 11 July 2011 to 13 July 2011 and four years full accreditation was awarded to the Hospital.



ACHS Accreditation Presentation Ceremony held in July 2011



The latest design of Wai Ming Block

Hong Kong Laboratory Accreditation Scheme

The Hospital Clinical Laboratory was surveyed by the Hong Kong Laboratory Accreditation Scheme from 14 November 2011 to 17 November 2011. The Accreditation for meeting the requirements of ISO 15189:2007 – “Medical Laboratories – particular requirements for quality and competence” was approved on 19 March 2012.

New Extension Project

Stage 2B - Construction of the Main Building

The construction of the Main Building is in its final stage.



Latest elevation view of the constructed Main Building

Two mock-up rooms have been set up for final inspection. The completion of the building is anticipated to be at the end of August 2012.



One of the mock-up rooms for final inspection

Staff Development

Occupational Safety

Ten staff from various departments have been appointed Fire Safety Ambassadors and three staff had already completed the training by the Fire Services Department in January 2012, the others would join the training sessions later.

PRECIOUS BLOOD HOSPITAL (CARITAS)

Highlights of the Year

Service Improvement

In the year 2011/2012, the Hospital mainly focused on improving hospital service standards and environment.

For clinical services, a series of clinical audits were initiated to gauge service standards and provide indicators for service improvement. The subjects included primary postpartum haemorrhage, anesthetic service, antibiotic usage for geriatric patients, surgical wound infection and appendectomy surgery. Non-clinical audit on dispensing waiting time was also conducted to monitor the pharmacy service.

To improve patient services, the hospital billing service was separated from admission and medical record services. A special billing team had been set up to handle matters relating to patient billing such as bill inquiry, cashier services and doctors' fees handling. The new admission and billing counter was set up on the ground floor lobby of the Hospital to provide convenient access and contact point for patients and visitors. The former admission office on the first floor was converted to a waiting lounge to provide a comfortable sitting place for patients and visitors.

Accreditation Programme - UK Hospital Accreditation

Survey team from Trent, the UK hospital accreditation body, re-visited the Hospital on 28 March 2012 and confirmed the Hospital meeting all the standards as set out.

New Service

Pediatric Ward

A new pediatric ward on the fourth floor of the Hospital was open this year. The ward includes a Special Baby Care Unit with four incubators, a new-born baby care unit with three cots, a pediatric room with five beds (for care of children from 0 to 12 years), a single bed isolation room and treatment room.

Nurses with pediatric care and pediatric intensive care training are deployed to run the services.



Newly furnished pediatric ward

Staff Development

The Hospital was accredited as one of the Continuing Nursing Education Centres on 9 June 2011. It held different training sessions to staff members to improve hospital service.



The Second Hospital Endoscopy Workshop held on 17 September 2011

4.3 CLINIC SERVICES

Highlights of the Year

Opening of Caritas Jockey Club Tsuen Wan Clinic (Medical & Dental)

After completion of the revitalization works at No. 146 Chung On Street, Caritas Jockey Club Tsuen Wan Clinic (Medical & Dental) was re-open on 1 September 2011. The opening ceremony was held on 8 December 2011. The newly renovated clinic has been equipped with green facility and barrier-free environment.

Pilot Project on Outreach Primary Dental Care Services for the Elderly in Residential Care Homes and Day Care Centres

With the grant from the Food and Health Bureau of the Government, two service teams started the outreach dental service at the elderly residential care homes and day care centres for a period of three years. The teams provide onsite dental check and scaling service to the elderly residents.

New Service

New Dental Clinic

Caritas Jockey Club Tsuen Wan Clinic (Medical & Dental) has been in operation since September 2011 with new dental care services provided. The local residents are impressed by the newly decorated clinic and the sophisticated equipment.

Dental chair and equipment at the new clinic



Newly decorated reception area at the new clinic



An elderly resident at the elderly home was having onsite dental service by the dental staff