

# 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:

Hospital Service	Clinic Service
- 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
- Precious Blood Hospital (Caritas)	

Caritas Medical Centre was opened on 17 December 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

##### Service Development

*Accreditation - Australian Council on Healthcare Standards*

The surveyors of the Australian Council on Healthcare Standards conducted an on-site Periodic Review in early August 2012. All of the 15 mandatory criteria have achieved the Marked Achievement level or above, 4 standards have been upgraded to Extensive Achievement after assessment.

#### Provision of Local Magnetic Resonance Imaging Scanning Services

A Magnetic Resonance Imaging (“MRI”) Scanning Machine acquired by donation was in operation since September 2012. The radiological services support to acute cases and patients receiving traumatic treatment and operation is strengthened.



■ Newly purchased MRI Scanning Machine

#### Cardiac Catheterization Studies and Percutaneous Coronary Intervention

Regular cardiac catheterization studies started in June 2012 and percutaneous coronary intervention commenced in late 2012.

#### Redevelopment Project

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

The superstructure construction of the main block was completed in February 2013 and internal finishing and fitting out works were in progress.



■ Latest landscape of Wai Ming Block

#### New Service

A new Community Nursing Service Sub-centre was opened in Fu Cheong Estate in the second quarter of 2012 providing health promotion and education services to elders and chronic illness patients in the community.



■ New sub-centre in Fu Cheong Estate

### CANOSSA HOSPITAL (CARITAS)

#### Highlights of the Year

##### Service Development

###### Accreditation

The Hospital’s Clinical Laboratory has achieved the accreditation of the Hong Kong Laboratory Accreditation Scheme operated by the Hong Kong Accreditation Service. This accreditation is the recognition of the quality of the Hospital’s laboratory service both locally and internationally.

###### Strengthening of Infection Control Measures

To strengthen the infection control, a microbiologist was invited to be the Hospital’s Honorary Consultant in Infection Control. A programme “Hand-Washing” has been launched throughout the year to promote the proper hand washing procedure while 176 staff members have attended the seminar on Swine Influenza and Hospital Policy.

###### Central Booking and Streamlining in using the Operating Theatres

Central booking of Operating Theatres (“OT”) and surgical beds have been implemented during admission in September 2012 to ensure all beds are fully utilized. OT Committee was established to receive inputs from visiting surgeons for the better use of the OT rooms.

### Progress of New Extension Project

#### Stage 2B - Construction of the Main Building

The construction of the new extension is near to its end and preparation works for the testing and commissioning of the utility systems and major machines were in progress.



■ Bird-view of the new Main Building



■ External look facing Old Peak Road

### Staff Development and Training

To enhance the quality of hospital service, various trainings have been conducted to hospital staff during 2012/2013 as follows:

Type of Training / Workshop	Staff participated
Hospital Safety Culture	231 staff members
Talk on ICAC	187 staff members (various ranks)
Communication Skill	236 staff members
Team Building Workshop	45 staff members
Risk Management Share Café (4 times/year)	113 staff members
Manual Handling	207 staff members
-Strategic Planning Review Workshop -Strategic Planning Workshop	All department heads
Cardiopulmonary Resuscitation (“CPR”) practice and assessment	All Registered Nurses (“RNs”) and Enrolled Nurses (“ENs”)
Spiritual Talk “As you wish”	160 staff members



■ CPR Training / Assessment for RNs / ENs



■ Team Building Workshop

### PRECIOUS BLOOD HOSPITAL (CARITAS)

#### Highlights of the Year

##### Service Development

##### Australian Council of Healthcare Standards

In August 2012, the Hospital underwent a Gap Analysis Survey of the Australian Council of Healthcare Standards (“ACHS”) with the assistance of ACHS surveyors. This is the initial step towards obtaining ACHS accreditation. After the survey, the surveyors provided comprehensive advice to the Hospital on the necessary improvement to achieve the internationally recognized standards.

##### Central Booking Office

To improve customer-oriented services, a central booking office was established to coordinate matters relating to booking of beds, procedures taken by doctors and admission of patients in order to streamline and speed up the booking process. More spaces were provided by reduction of beds in the wards to cater for comfortable environment to patients.



■ Comfortable environment with spacious sitting area for patients

##### New Service

To meet the increasing demand for gynecology surgery, the Hospital had converted 10 maternity beds to surgical beds. New equipment was introduced in the Operating Theatre on the same floor to cater for minimal invasive gynecology surgeries.

### Staff Development and Training

The third Hospital Endoscopy Workshop was held on 9 March 2013 with a total of 28 doctors and 27 nurses participated. The workshop featured state-of-the-art endoscopic equipment used in the Endoscopy and Day Surgery Centre of the Hospital. It is a useful platform for doctors and nurses to exchange experience on endoscopic equipment and procedures.



■ Endoscopy Workshop

### 4.3 CLINIC SERVICES

#### Highlights of the Year

Caritas Medical Clinic – Ngau Tau Kok provided one night-time session on every Thursday from September 2012.

Caritas Dental Clinics have joined the Healthcare Voucher Scheme, eligible elderly patients may use the service on government subsidy starting from December 2012.



■ Surgical beds for gynecology surgery