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THE MEDICAL SERVICES DIVISION



Wheat

“Unless a grain of wheat falls to the ground and dies, it remains just a grain of wheat; but if it dies, it produces much fruit.” (Jn 12:24)

Service seems to mean give and sacrifice, but it will be rewarded by God. Hope all Caritas staff understand God's plan for each of us and follow the example of wheat to glorify our Lord by serving others wholeheartedly.



4.1 GENERAL REMARKS

The Medical Services Division ("the Division") provides in-patient hospital service, and out-patient medical / dental care to the community. The following services are provided by the Division:

Hospital Services	Clinic Services
<ul style="list-style-type: none">• Caritas Medical Centre (under administration of Hospital Authority)	<ul style="list-style-type: none">• Three Medical Clinics at Caine Road, Ngau Tau Kok and Tsuen Wan
<ul style="list-style-type: none">• Canossa Hospital (Caritas)	<ul style="list-style-type: none">• Four Dental Clinics at Aberdeen, Caine Road, Ngau Tau Kok and Tsuen Wan
<ul style="list-style-type: none">• Precious Blood Hospital (Caritas)	

Caritas Medical Centre was opened on 17 December 1964 and was funded by Caritas. The management has been taken over by the Hospital Authority ("HA") since 1992. Caritas only participates in the Hospital Governing Committee and various sub-committees. In fact, the whole management power has vested in HA.

Canossa Hospital (Caritas) was founded in 1929 by the Canossian Daughters of Charity. Caritas 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 since 1993.

4.2 HOSPITAL SERVICES

CARITAS MEDICAL CENTRE

Highlights of the Year

A series of service improvements was launched during the year 2015/2016:

- To address the surging service demand, an acute medical ward with 24 beds was re-opened in October 2015.
- To relieve the heavy workload of frontline clinical staff on supplies management, central coordination refill service programme covering medical consumables, personal protective equipment, central sterile supplies consumable and linen items was introduced.
- To improve the queuing management, Queue Management Display System has been rolled out in phases in Specialist Outpatient Clinic and Family Medicine Clinic.
- To promote the concept of "Smart Patient", a programme "Staying Healthy, Living Fully" with activities on information kiosks, patient outing, gathering with caregivers etc., was launched.
- To strengthen the green awareness among hospital staff, Green Living promotion was initiated.

Redevelopment Project

The last part of Phase II Redevelopment Project was finished in the beginning of 2016, covering the new rehabilitation garden, covered walkway and visitor carpark. The grand opening ceremony of the whole project was held on 3 March 2016.



- Launching Ceremony of Wai Ming Block on 3 March 2016

Staff Development and Training

- Promotion programme on hand hygiene to cultivate the practice before and after patient contacts was continued.
- Various inhouse training was provided to professional staff to enhance their knowledge in different service aspects. The topics included nutrition/dietetics, pathology, etc.
- The critical incident psychological services provided to HA staff were further enhanced. A Critical Incident Psychological Service Centre was set up in the 3rd quarter of 2015 to support the Kowloon West Cluster staff.

CANOSSA HOSPITAL (CARITAS)

Highlights of the Year / Achievements

Service Improvements

With the effort by Caritas Information Technology Advancement Centre ("CITAC"), the Hospital Information System ("HIS") has been in full operation covering all service departments from registration to discharge from the Hospital.

Meanwhile, the Hospital closely worked with the government for the Electronic Health Record Sharing System ("eHRSS") and the health-related data has been electronically standardized ready for sharing with the other healthcare professionals from 13 March 2016 onwards. Representatives from the Hospital and CITAC attended the launching ceremony of eHRSS on 7 March 2016.

Accreditations

- The Australian Council on Healthcare Standards made the inspection visit to the Hospital from 15 June 2015 to 17 June 2015. The Hospital was accredited for another four years under the Evaluation and Quality Improvement Programme.
- The Clinical Laboratory obtained the International Standard ISO 151289 award for Bio-chemistry in December 2015.
- The Hospital was accredited as the Continuing Nursing Education provider of the Nursing Council of Hong Kong from April 2015 to April 2018.

Operation Strategies

All department heads participated in the strategic plan review workshop on 7 October 2015 and discussed enthusiastically on the development of the Hospital. Four main areas were identified namely accounts service, health checkup, out-patient services and marketing.

Strategic Planning Workshop was conducted on 1 February 2016 for all department heads with the emphasis on the importance of a role model and the provision of holistic patient care in the spirit of Jesus Christ. All participants were actively involved in the group dynamic and focused on development of leadership and initiatives; achieving good workforce planning; development of Hospital's image and trust from the public; achieving collaborative interdepartmental partnership and achieving good professional partnership with Medical Practitioners.

Progress of New Extension Project

The Hospital had undergone the renovation works throughout all departments. All major services have been approved by the Department of Health ("DH") for operation.



• Physiotherapy Department at 1/F



• Endoscopy Centre at 3/F



• Dialysis Unit at 4/F

Staff Development and Training

Trainings and Workshops

- Wound care management education was delivered by the Wound Manager on 13 April 2015.
- IT trainings were delivered to all nursing staff throughout August 2015 to assist the visiting medical officers in using the HIS.

Interaction with Overseas Healthcare Providers

- Visit from Wuhan Hospital (China) for interchange of experience was held on 27 April 2015.
- Staff from Beijing 302 Hospital visited the Central Sterile Service Department on 5 December 2015.

Precious Blood Hospital (Caritas)

Highlights of the Year

Psychological Consultation and Therapy Services

To meet the demand for psychological care service of the community, the Hospital commenced its psychological consultation service in 2015. The service is for both adult and pediatric help seekers. Currently, there are two consultation sessions in the General Out-patient Clinic.

In view of high proportion of hyperactive cases among the pediatric help seekers, the Hospital also launched the Attention Deficiency and Hyperactive Syndrome Therapy sessions for the children in need. The therapy sessions are conducted by a psychological therapist in order to help the children to adopt a normal life.

Histopathology Laboratory Service

The Hospital set up a histopathology laboratory in the 3rd quarter of 2015. Dr W.K. Ng was appointed as the Consultant Pathologist in-charge of the laboratory services of the Hospital. The histopathology laboratory service can help to shorten the histopathology test lead time which is crucial for certain types of surgical operations therefore significantly improve the hospital service.

MRI and CT Installation Works

The Hospital has signed a contract to install new generation of Computer Tomography ("CT") and Magnetic Resonance Imaging ("MRI") equipment in the Diagnostic Imaging Department. The building structure strengthening has been commenced and the installation work is expected to be completed in the 4th quarter of 2016.

4.3 CLINIC SERVICES

Highlights of the Year

Caritas Dental Clinics continued to join the recurrent programme managed by the Outreach Management Unit ("OMU") of the DH for outreach dental service to the frail elders residing in the attention homes. After completion of the 1st service year in September 2015, the service team reached the service targets and obtained positive comments from OMU on the service delivered.