



04

St Luke (Doctor)

St Luke is one of the authors of the four Gospels as well as a medical doctor. In the Gospel, he described in details how Jesus used His divine power and love, and healed the sick and the wounded.

Caritas Medical Services, grounded in the spirit of Jesus Christ, adopt a holistic approach in their services, and take care of the physical, psychological and spiritual needs of patients and their families with the love of God.

4.1 GENERAL REMARKS

The Medical Services Division provides in-patient and out-patient services at its hospitals as well as dental care to the community. The services are as follows:

Hospital Services	Clinic Services
<ul style="list-style-type: none"> • Caritas Medical Centre <ul style="list-style-type: none"> - opened on 17 December 1964 - under administration of the Hospital Authority since 1992 and maintains original hospital name 	<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"> • Canossa Hospital (Caritas) <ul style="list-style-type: none"> - founded in 1929 by the Canossian Daughters of Charity - under administration of Caritas since 1992 	
<ul style="list-style-type: none"> • Precious Blood Hospital (Caritas) <ul style="list-style-type: none"> - established by the Sisters of the Precious Blood in 1937 - become part of the Caritas family in 1993 	

4.2 HOSPITAL SERVICES

Caritas Medical Centre

Caritas Medical Centre was established by Caritas on 15 March 1964 with its motto: "Love in the Service of Hope." Starting with 207 hospital beds and a Tuberculosis Clinic, it has now developed into a hospital with over 1,000 in-patient beds plus a full range of one-stop acute, rehabilitation, ambulatory and community medical services for out-patients. The management of the hospital including the daily operation and finance were taken over by Hospital Authority since December 1991 and operates as one of the hospitals in Kowloon West Cluster. Representatives from Caritas remain as members of the Hospital Governing Committee.

Canossa Hospital (Caritas)

Highlights of the Year

New Work Culture

Canossa Hospital's vision and mission is to provide safe and quality holistic medical and health care services to local community in the Christian spirit, maintaining Catholic medical ethics, and working in partnership with agencies concerned. A new set of work culture was proposed in 2020 and introduced in 2021. It emphasizes on the importance of working together, thinking proactively, strengthening ownership and creating results across functions that align with the spirit of synodality (communion, participation and mission). Leveraging on the new work cultural beliefs – "Do the Right Thing", "To Connect" and "Pursue Growth", and fulfilling the Hospital's mission and vision, over 20 strategic fit projects were introduced that focused on four perspectives, namely Clinical Services Enhancement, Associate Services Enhancement and Charity Services, Customer Experience Enhancement, and Hospital Facility Enhancement.

Clinical Services Enhancement

To introduce and maintain quality clinical services to the right patient at the right place and time.

<ul style="list-style-type: none"> Acquisition of the Australian Council on Healthcare Standards (ACHS) Hospital Accreditation and Hong Kong Laboratory Accreditation Scheme (HOKLAS)
<ul style="list-style-type: none"> Introduction of Weight Control Programme for teenagers and receiving interview from RTHK signature TV programme "Hong Kong Connection"
<ul style="list-style-type: none"> Introduction of RAPID AI Pilot Programme for acute stroke patient
<ul style="list-style-type: none"> Promotion of the Spinal Reconditioning Programme (SRP) under the Physiotherapy services

Associate Services Enhancement and Charity Services

To strengthen our partnership with other Associates and charitable parties in order to provide holistic services to the patients of different needs.

<ul style="list-style-type: none"> Free Total Knee Replacement Surgery for underprivileged patients sponsored by Elderly HealthCare Foundation Limited
<ul style="list-style-type: none"> Collaborated with Hong Kong Asia Heart Centre and sponsored by Tai Hung Fai Charitable Foundation Limited, Charity Percutaneous Coronary Intervention (PCI) services was provided to Hospital Authority's patients during the 5th wave of COVID-19



Free Total Knee Replacement Surgery for underprivileged patients



Percutaneous coronary intervention (PCI) services for Hospital Authority's patients

Customer Experience Enhancement

To focus on customer services, including patients and visiting doctors' journey to the Hospital.

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| <ul style="list-style-type: none">• Renovation of doctor's lounge and introduction of mobile doctor application (Canossa Dr App) |
| <ul style="list-style-type: none">• Launch of patient enquire automation – Interactive Voice Response (IVR) |
| <ul style="list-style-type: none">• Kicked off the patient enquire automation – Chatbot on Canossa Hospital website |
| <ul style="list-style-type: none">• Kicked off the Canossa website revamp and new specialist websites |

Hospital Facility Enhancement

To upgrade facilities to meet the developmental needs of the Hospital.

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| <ul style="list-style-type: none">• Introduction of a new security system at the car park entrance |
| <ul style="list-style-type: none">• New gardening design in Canossa Hospital and preventive water-proof maintenance project for the buildings |



New doctor's lounge

Precious Blood Hospital (Caritas) Highlights of the Year

Hospital Authority Public-Private Partnership (PPP) Operative Programmes

During the COVID-19, Hospital Authority initiated various operative PPP programmes with a view to shortening the waiting queues in public hospitals. In this regard, the Hospital was appointed as the trauma operative service provider and successfully treated over 50 trauma patients between June 2021 and December 2021.

Government Initiated COVID-19 Vaccination Programme

The Hospital has been providing CoronaVac vaccination to the public since 2021, in response to the Government's appeal to the public protecting themselves against COVID-19 infection. Until February 2022, the Hospital had administered over 800 doses of CoronaVac vaccine to the public.

Total Knee Replacement Subsidizing Scheme Funded by Li Ka Shing Foundation

The Scheme was launched in January 2021 to help grassroot patients who were waiting in the long queue for TKR surgery in public hospitals. The first phase of the Scheme ended in August 2021 and 245 patients received surgery. The Scheme was well-received and beneficiaries complimented that the surgery had helped to improve their quality of life and livelihood. The second phase of the Scheme would be introduced between September 2021 and April 2022, aiming to assist 268 patients.

Total Hip Replacement Subsidizing Scheme Funded by Alfar Charitable Trust

The Scheme was launched in January 2022 to help grassroot patients in the waiting queue for hip replacement surgery in public hospitals. It aimed to provide hip replacement surgeries to 95 patients in 2022.

寶血醫院 (明愛)
Precious Blood Hospital (Caritas)

浩洋慈善信託基金
Alfar Charitable Trust

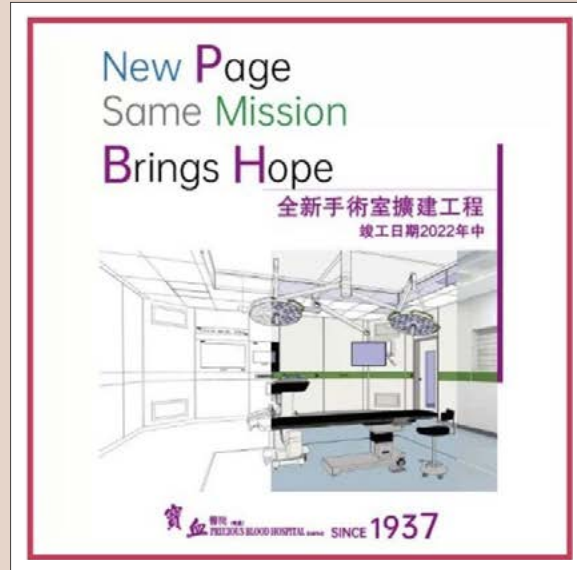
**全髖關節置換手術
資助計劃**

**2022年1月17日起
接受申請**

計劃目標：
為有需要進行全髖關節置換手術的患者，提供9萬元資助金額（餘款需另行自費）
使患者盡快得到治療，及早回復正常生活。

Expansion of Surgical Service

Owing to the low birth rate in Hong Kong and the impact of COVID-19, the demand for obstetric services in Hong Kong has declined significantly in recent years. The Hospital therefore decided to close its obstetric services in September 2021, concentrating its resources in providing affordable and high-quality surgical and in-patient services to the public.



Accreditation for COVID-19 Nucleic Acid and Antibody Testing Institution

Our Clinical Pathology Laboratory earned this accreditation again. During the year, over 20,700 PCR tests and 515 antibody tests were conducted.

4.3 CLINIC SERVICES

Highlights of the Year

Dental Service for General Public

A total of 21,450 attendances was recorded for the four Caritas Dental Clinics in the midst of COVID-19.

Outreach Dental Service (Government Subvention)

A dedicated outreach team had performed basic dental services to 1,127 elders residing in 11 designated elderly homes and day care centres during the year, under the ongoing pandemic situation.