



## **Hong Kong Adventist Hospital – Stubbs Road and Tsuen Wan Receive Accreditation by Global Leader in Health Care Accreditation, Joint Commission International, for the Third Time and Earn The Gold Seal of Approval for the Second Time**

Accreditation offers international recognition of both hospitals' ongoing commitment to providing high quality, patient-centered services

(Hong Kong, 30 November, 2023) Hong Kong Adventist Hospital – Stubbs Road (HKAH – SR) and Tsuen Wan (HKAH – TW) have received accreditation by leading accrediting body, Joint Commission International (JCI), for the third time, becoming the only hospitals in Hong Kong to receive this recognition. Both hospitals also earned The Gold Seal of Approval for the second time, an achievement that demonstrates fulfillment of at least 90% of the over 1,000 standards set by JCI. The accreditation once again confirms both hospitals' commitment to meeting international performance standards in delivering quality, safe care to patients, and places them on par with other leading hospitals around the world.

### **United Efforts and Dedication of Hospital Staff Facilitate Ongoing Provision of High-Quality Medical Services**

**Mr. Alex Lan, President and CEO of Hong Kong Adventist Hospital**, believes that receiving accreditation from a global accrediting body serves as a great encouragement to both hospitals. “We are extremely proud to have earned The Gold Seal of Approval from JCI – an achievement that reflects the collective efforts and dedication of all hospital staff,” said Mr. Lan. “It also demonstrates our commitment to providing safe, efficient, and high-quality medical services that meet rigorous international safety standards, which will undoubtedly instill a greater sense of confidence in our patients as they entrust us with their health and wellbeing. The JCI accreditation process is well-established and empowers our hospital to continuously strive for improvement in our services and patient safety standards. Despite having already met JCI's current standards, we remain committed to seeking ongoing improvement; adapting to JCI's 'highest safety standards,' which are continuously updated based on the latest international medical evidence and developments; and providing patients with safe and high-quality healthcare services.”

### **Comprehensive On-Site Surveys Produce Positive Results that Acknowledge Service Excellence**

**HKAH** has previously received accreditation from JCI in 2006 and 2020, making it a pioneer in the Hong Kong healthcare industry. JCI requires accredited organizations to become reaccredited every three years, and continuously updates its standards based on the latest evidence and developments. To ensure its service standards continue to



meet world-class accreditation levels, HKAH made the decision to pursue accreditation with JCI once again this year (2023).

On-site surveys were conducted by the JCI team, which comprised experienced healthcare and administrative professionals from international medical institutions, over five consecutive days in August and September 2023 at both HKAH – SR and HKAH – TW. The surveys included comprehensive assessments of a wide range of areas including: medication management; patient rights, safety, and accountability; prevention and control of infectious diseases; infrastructure; medical facilities and equipment; emergency management; environmental management; infection prevention and control; leadership capabilities; etc. Positive reviews were also provided for the following:

- Hospital management is committed to enhancing patient safety and service quality to ensure a safe healthcare environment for patients
- All hospital staff (including frontline and support personnel) respond and adapt to emergencies or critical situations promptly
- Hospital employees are professional, responsible, composed, experienced, proactive, and committed to ensuring patient safety
- Hospital teams demonstrate excellence, with departments such as Facility Management, Clinical Laboratory & Pathology, Pharmacy, Rehabilitation, and Diagnostic Imaging showing deep knowledge in their areas of expertise and remarkable teamwork and synergy
- Infection control practices are evidence-based and supported by clear guidelines
- Guest relations department provides effective support to patients, ensuring a smooth treatment process throughout the patient journey
- Both hospitals embrace a culture that encourages sharing, transparent handling of work-related challenges, and pursuit of continuous improvement

#### **About Joint Commission International (JCI):**

JCI is an accreditation and certification body globally recognized for its rigorous standards, which are developed in collaboration with medical experts, healthcare providers, assessment specialists, and patients. These standards aim to measure, assess, and improve the performance of health care organizations based on scientific literature, industry guidelines, and input from medical and technical experts. Accreditation by JCI is considered one of the most prestigious international achievements for any health care organization in terms of healthcare quality and clinical improvement, with the organization's performance measures encompassing 14 chapters, 285 standards, and 1,166 measurable elements.



### **About Hong Kong Adventist Hospital – Stubbs Road (HKAH – SR)**

Rooted in Hong Kong for half a century, Hong Kong Adventist Hospital - Stubbs Road (HKAH – SR) upholds the mission of “Extending the Healing Ministry of Christ”. We are committed to providing superior and personalized healthcare services to the local community and expatriates in Hong Kong with our state-of-the-art equipment as well as a professional and friendly medical team. Our services in specialties such as cardiology, orthopedics, general surgery, oncology, urology, and obstetrics and gynecology are well trusted. Our excellence is recognized by various international accreditations. Having received JCI’s Gold Seal of Approval means that HKAH staff are fully committed to their responsibilities and providing safe, quality medical services to patients.

### **About Hong Kong Adventist Hospital – Tsuen Wan (HKAH – TW)**

Hong Kong Adventist Hospital – Tsuen Wan (HKAH – TW) has served residents of New Territories West for nearly 60 years. As the only non-profit private hospital in the area, HKAH – TW provides advanced diagnostic imaging services and professional, one-stop specialist care across cardiology, neurology, obstetrics and gynecology, surgery, pediatrics, orthopedics, urology, etc. The hospital’s 24-Hour Urgent Care Center is managed by emergency medicine specialists, who provide patients with emergency intervention and timely treatment. To cater to the growing medical needs of the community, HKAH – TW is gradually increasing its number of hospital beds to 470. In addition, HKAH – TW actively supports the community and works closely with the Hong Kong Adventist Hospital Foundation. Over the years, the hospital has sponsored various health promotion activities, as well as coronary angioplasty procedures and cataract surgeries for low-income individuals in need, cultivating a culture of love and care in the community.

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