



# A Holistic Approach Life Science Innovation

Second Annual APEC Life Sciences Innovation Forum

16-17 September 2004

Penang, Malaysia

Eastern & Oriental Hotel



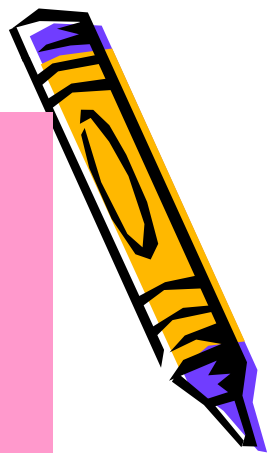
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“We need to be more effective with our investment at every stage of the healthcare process, including primary prevention against disease risks and focusing on **most vulnerable populations**”

## Population's need

- How can we learn the population's need
- National Health Assembly
  - Primary care concept
  - Health promotion concept

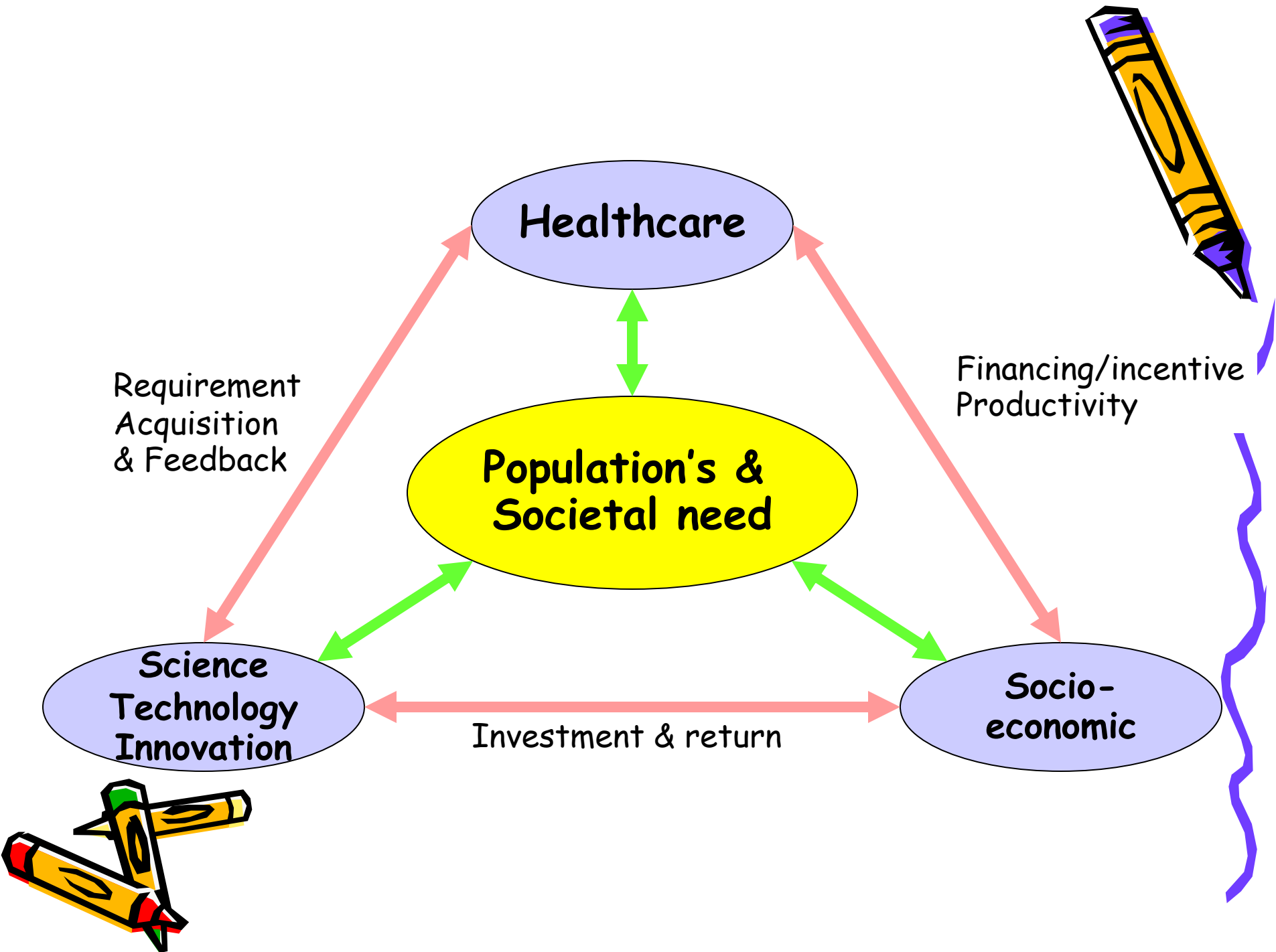


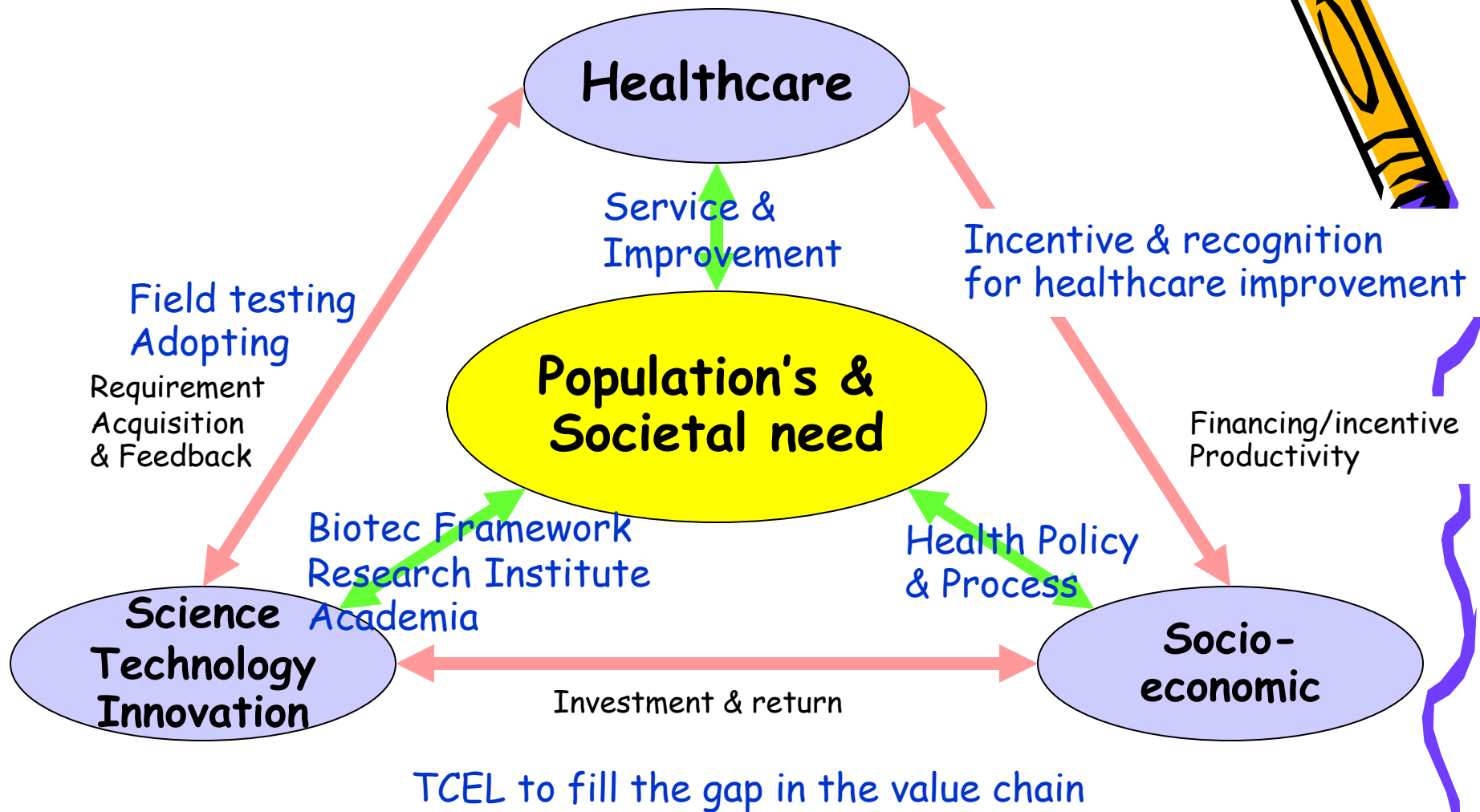
# Desired Performance of Healthcare



We need to make a balance of the overall purpose

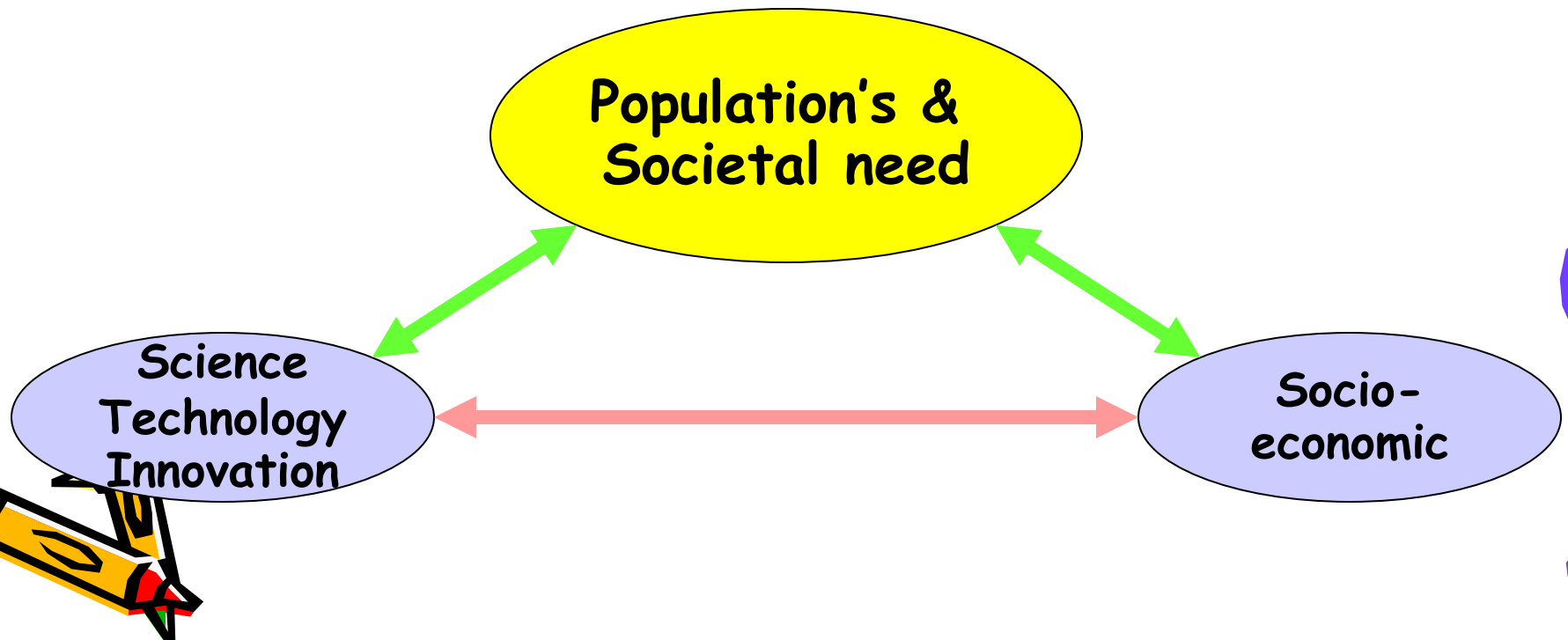






# Goals of Biotech Development in Thailand (2004-2011)

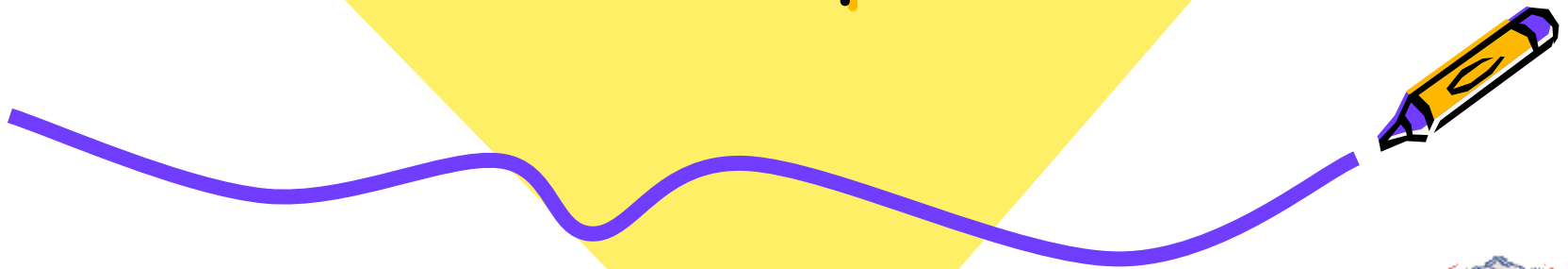
1. Emergence and development of new **bio-business**
2. Biotechnology promotes Thailand as '**Kitchen of the World**'
3. Thailand represents **healthy community** and healthcare center of Asia
4. Utilization of biotechnology to **conserve the environment** and to produce clean energy
5. Biotechnology as the key factor for **self-sufficient economy**
6. Development of **qualified human resource** system



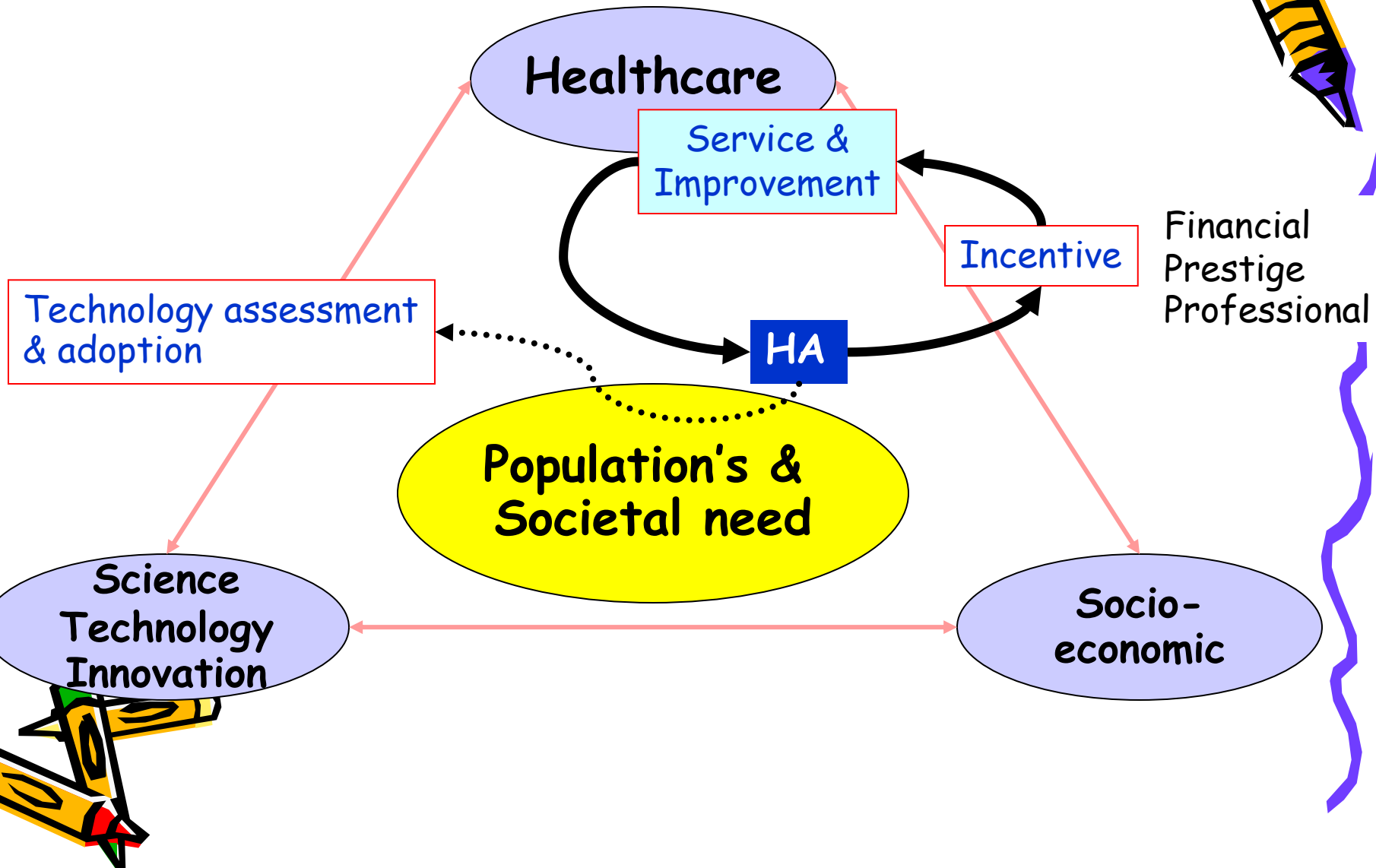


# Hospital Accreditation (HA)

A platform for sustainable  
healthcare improvement



# Role of HA in the Healthcare System





# Start Accreditation as R & D



## Voluntary Process

**Educational Process**, Not Inspection

Encourage Civil Society Movement

Self Reliance, Independence, Neutral

Emphasis **Self Assessment & Improvement**

## HA Project

Organization Alignment  
Multidisciplinary Team  
Med Staff Org  
Clinical Quality  
Risk Management  
Self Assessment  
Internal Survey

## Initiatives

Workshops

Consultants

## Pilot Hospitals

Adapt  
Seek more information  
Creativity  
Trial  
Learn

Knowledge

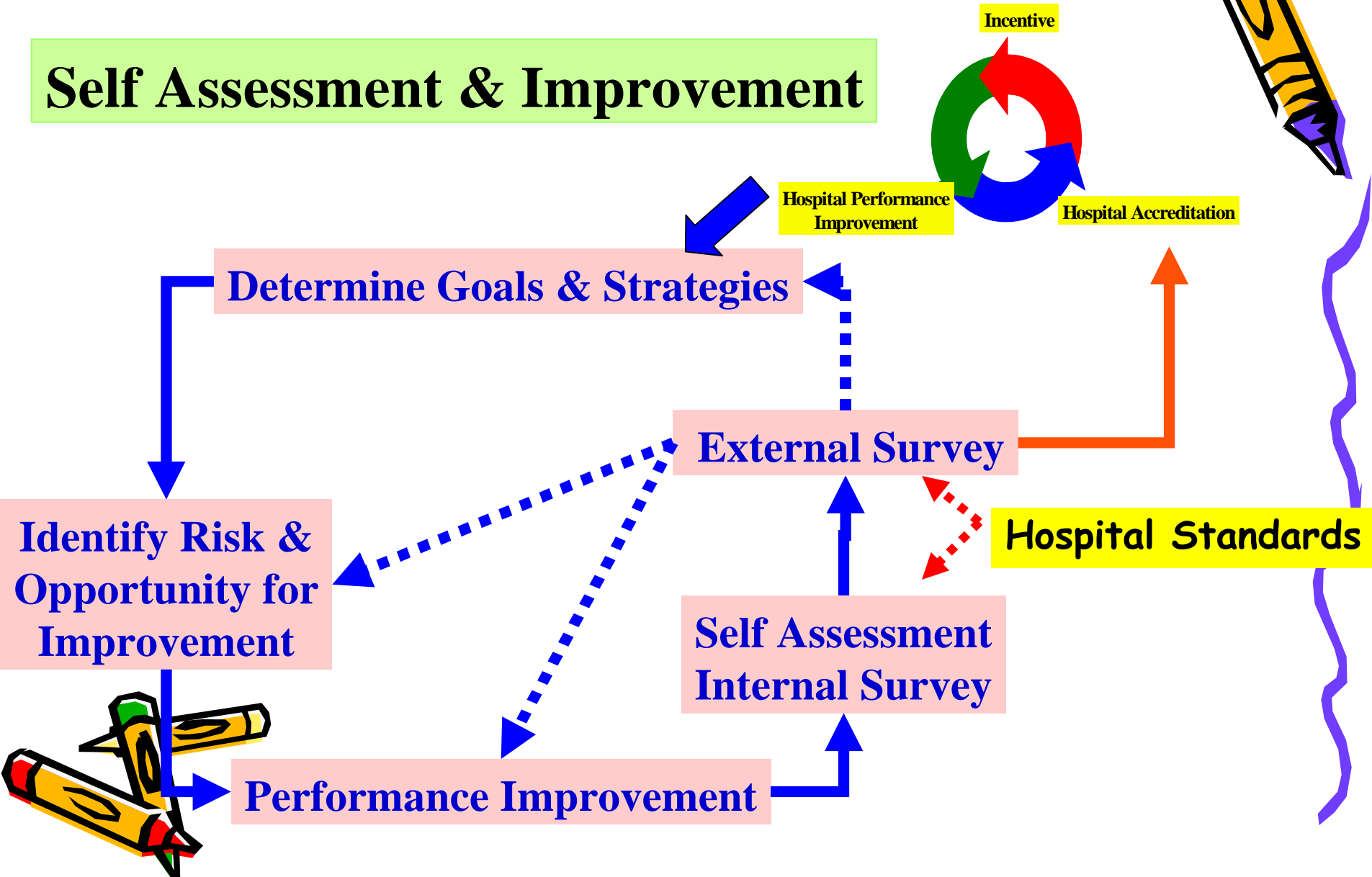
Solutions

Questions



# Hospital Accreditation Process

## Self Assessment & Improvement



# Experience of Implementing Hospital Standards



Start with  
QI Tools



Start with  
Standards



Start with  
Tangible  
Experience

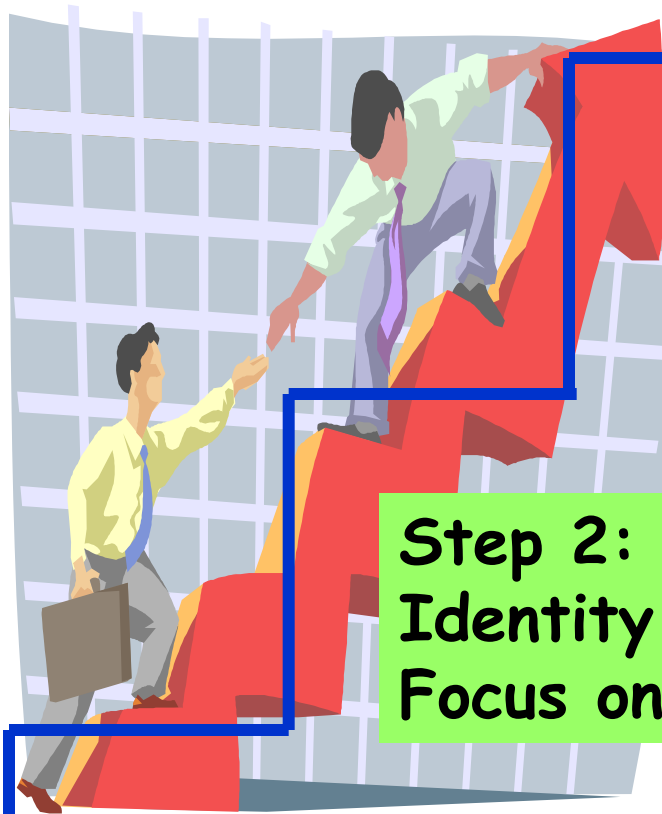
- + Good preparation for teamwork & learning
- Delay in applying standard, fragmented

- + Clear direction & expectation
- Focus on system more than patients

- + Clinicians feel happier
- + Improvement activities closer to the patients



# 3 Steps to HA



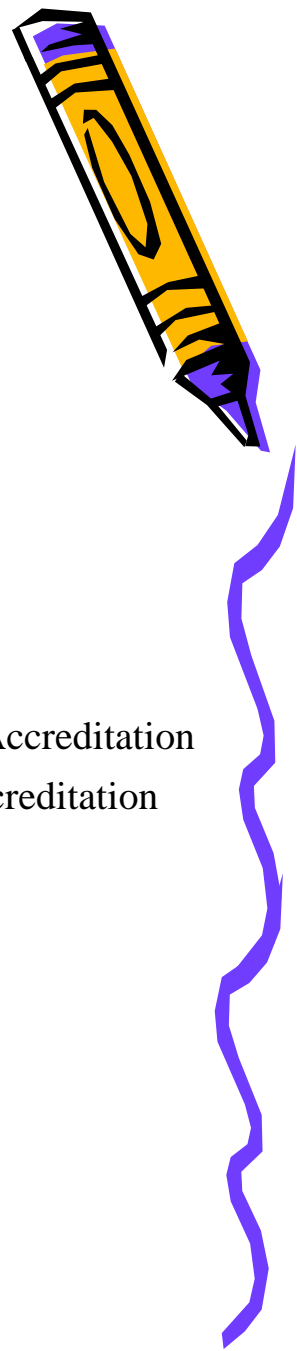
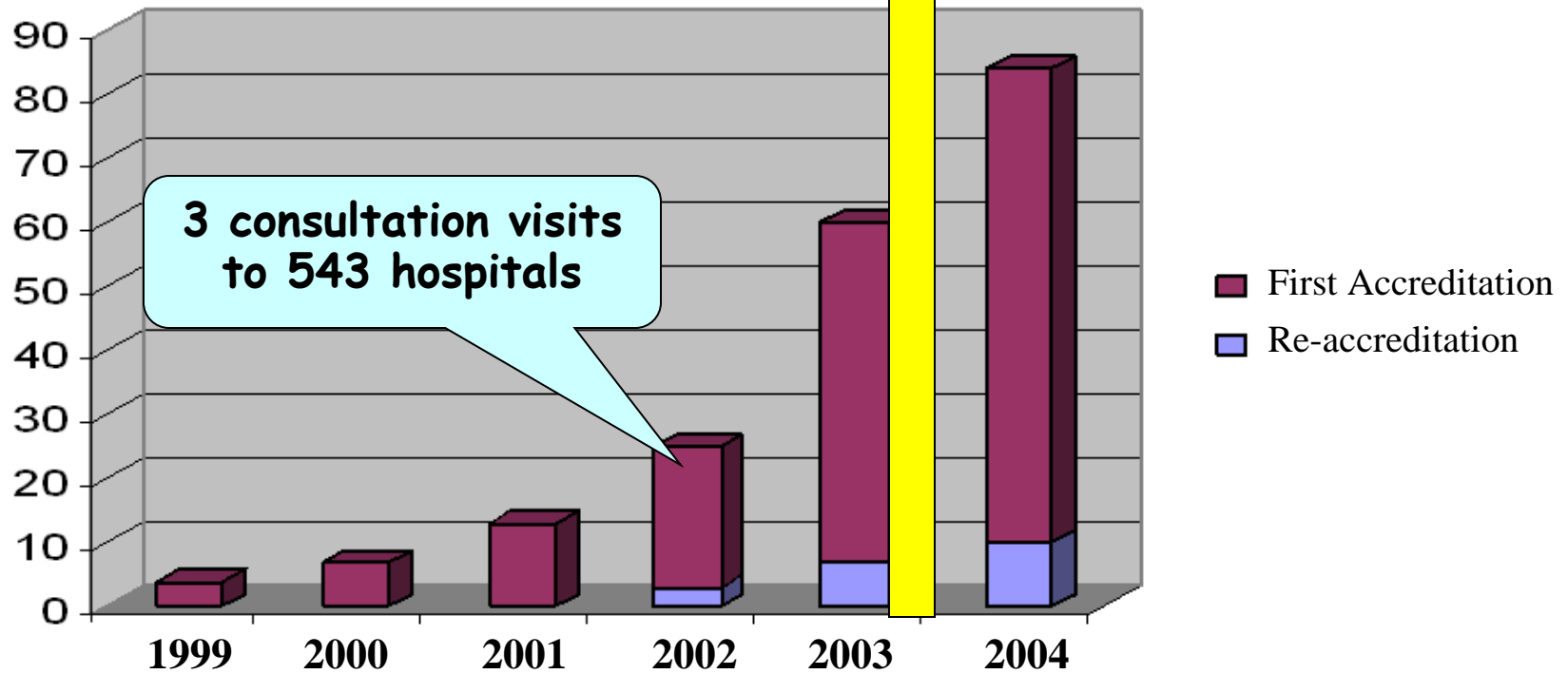
**Step 3: Quality Culture**  
Identify OFI from standards  
Focus on integration, learning, result

**Step 2: Quality Assurance & Improvement**  
Identity OFI from goals & objectives of units  
Focus on key process improvement

**Step 1: Risk prevention**  
Identify OFI from 12 reviews  
Focus on high risk problems & patient safety

**140 hospitals  
passed step1**

**Number of Accredited Hospital**



# Scoring Guideline to Encourage Continuous Improvement



**1 = Beginning, structure**

**2 = Promising processes** ↔ **Understand**

**3 = Achieve the purposes** ↔ **Well Implemented measures**

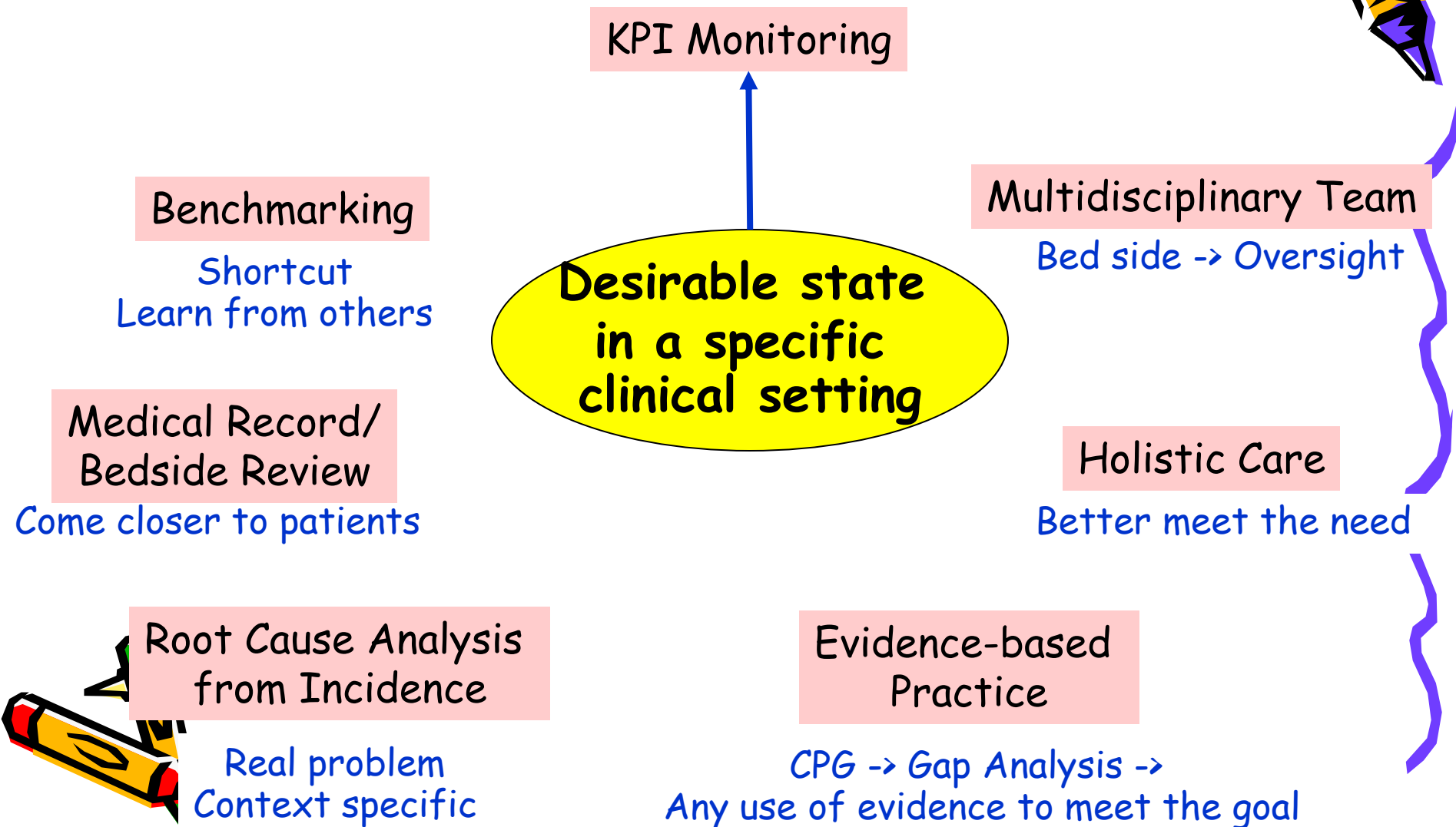
**4 = Above average** ↔ **Innovation, Integration, Evaluation**

**5 = Excellent** ↔ **Good Outcome, Culture**

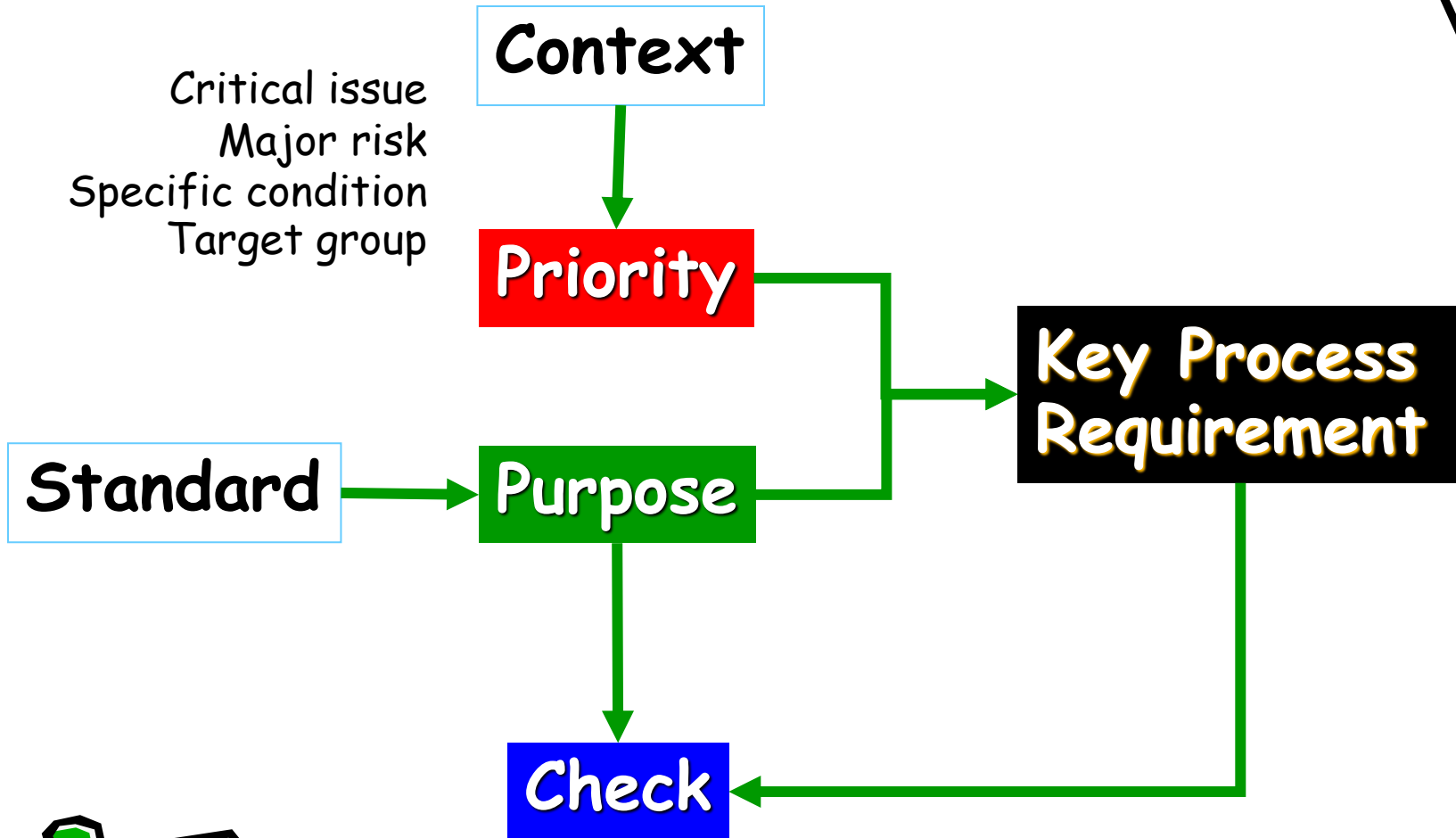
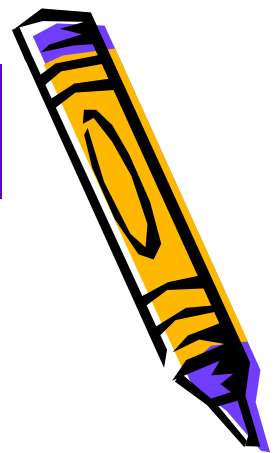
*Make the teams proud, but know they have to do more*



# Holistic Approach for for Patient Care Improvement



# Standard Implementation & Assessment



Without context specific, implementation of standards is meaningless



# System Perspective for Healthcare Improvement

## Innovation can make ease for every components

Information, Education & Communication  
Human capital  
Environment  
Healthcare technology  
Process Design  
Process Control & Monitor  
Risk Management  
Leadership & Culture

Healthcare Goals

Access  
Accept  
Appropriate  
Competency  
Continuity  
Effective  
Efficient  
Safety

Root Causes

Health Issues

Impact

Integration

Team  
Work plan  
Process  
System

PDCA

Evaluation  
Improvement  
Learning

Customer  
Organization  
Profession  
Community



