



Hong Kong Society for Nursing Education Ltd.

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<http://www.hksne.org.hk>

Newsletter

March 2014

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Dr. MAK Yim-wah

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(in alphabetical order)

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Chairperson's Message

Dr. MAK Yim-wah

Dear Members and Colleagues,

Adhering to the mission of the Society in achieving excellence in nursing service through the enhancement of quality education, we concern the highest about promoting patient safety. In the past year, the Society has prioritized our efforts to encourage exchange among nurses and students about this issue. In the 27th AGM symposium titled "Enhancing patient safety: implications for Nursing Education", is one of the relevant activities. In the symposium, we are honored to have Dr. LEONG Che Hung, our patron and the Ex-Chairperson of the Elderly Commission of the Government of Hong Kong; Professor Samantha PANG, Chairperson of the Nursing Council of Hong Kong; and Dr. Susie LUM, President of the Provisional Hong Kong of Academy Nursing (PHKAN) to give us speeches. Dr. LEONG highlighted the importance of nurses' roles in promoting patient safety. Prof. PANG introduced the disciplinary power of the Council, gave examples of nursing practice that violated the conducts of nursing profession, and introduced the existing professional regulations in dealing with patient safety problems. Dr. LUM reinforced the importance of professional regulations and shared with us what nurses can do to promote patient safety. An overall plan of

regulatory framework for nursing professionals was also shared. All the speakers, participants of leaders from various universities, hospitals, nurses and students had exchanged their views on strategies to be developed and enforced in promoting patient safety. Implications for nursing education were discussed as well. After that, we continued the efforts in obtaining opinions on the topic from various stakeholders by, for example, interviewing Mr. TSANG Kin Ping, Chairman of Alliance for Patients' Mutual Help Organizations. Mr. TSANG has shared with us the existing engagement of non-health care professionals and patients in safety problems faced by patients, and made some suggested strategies to be developed and reinforced.

In the year of 2014, the Society will continue to prioritize our effort in promoting patient safety. Our 28th AGM symposium will focus on "Enhancing patient safety by through good quality of service". Clinical leaders and nurses will be invited to share with us exemplars of promoting patient safety in clinical settings. I cordially invite you to join the Symposium and share with us your experience also. See you all in 26th April 2014 (Saturday) at 1700 at YMCA.



The Newsletter can be read on the web site: <http://www.hksne.org.hk>

An interview with Mr. TSANG Kin Ping, Chairman, Alliance for Patients' Mutual Help Organizations

Mr. TSANG has been actively volunteering in Hong Kong and international patients' groups for the past decades. He is the Chairman of Alliance for Patients' Mutual Help Organizations in Hong Kong and also the founding President of Retina Hong Kong, a self-help organization of patients suffering from retinal degenerative diseases. Mr. TSANG is currently serving in several committees of the Food and Health Bureau of the Government. On the international perspective, Mr. TSANG is a Governing Board Member and the Secretary of International Alliance of Patients' Organizations. He has been actively engaging in planning and organizing regional patients' workshops in Africa, Latin America and Asia, and the Global Patients Congresses. His main advocating issues are access to treatment, patient safety, drug safety, medical ethics and patients' engagement in the healthcare sector.

The Society was delighted to interview Mr. TSANG and shared with the Society and members on his views on patient engagement in safety problems and the suggested strategies that should be developed or enforced.

The Society:

Good afternoon, Mr. TSANG! It is our great pleasure to invite you to share with us your views on patients' safety and patient engagement in the local health care system. In the recent years, the number of reported incidents has been increasing and some of them even involved patients' death. As in the capacity of the Chairperson of Alliance for Patients' Mutual Help Organizations, and has been the advocate of patients' rights in local for years, can you share with us your opinions on this phenomenon in both the community and hospital settings? What kind of challenges that can be faced by patients in the safety issues nowadays?

Mr. TSANG:

The increasing occurrence of medical incidents can be well understood. With the advancement in the health care industry, health care procedures have become more complex than ever. It is fair to say that the happenings of medical incidents could not be 100% eliminated.

In Hong Kong, it is quite often to hear about the reporting of medical incidents. Some are fatal and some are not. This may be related to the introduction of the reporting mechanisms "AIRS" (Advanced Incident Reporting System) by the Hospital Authority ("HA").

In fact, it is a good move to make incidents transparent, open and known to the public. Previously we were not informed about any medical incidents, yet it did not mean their occurrence was none. In this era of information technology, the medical incidents draw much of the public's attention as access to information is fast and easy now.

From the patients' perspective, it is definitely crucial for the health care organizations to manage the patients' safety matters properly.

From the public health care system perspective, there is indeed necessary to look into the Hospital Authority Ordinance again as it was written for more than 20 years. There has not been any revisions ever since. In fact, a lot of other issues need further revisions and discussions and they are not only limited to patient's safety. All the medical incidents need to be evaluated and the root causes of them should be analyzed and follow up.

Whenever I was asked by the media to respond to a case of medical incident, I often highlighted that every incident got its own context. It might or might not relate to the carelessness of health care providers or their malpractice or even negligence.

I don't think the current management of medical incidents by HA is appropriate. They usually set up a special investigation panel, invite a consultant to head the panel and at the end, a report is compiled and some staff might be disciplined or even sacked. Yet all these could not solve the problem nor prevent further happenings in the future.

Every year, HA gets around \$40 billion budget from the government which in fact is the money out of our pockets. Managing such a big organization, what are the roles and responsibilities of the management committee of HA especially in safeguarding patient's safety?

I don't think all these should be borne by the frontline staff only. There could be problems in the management and in the health care system and also in the procedures themselves. As seen in the last ten years, the mistrust between the management and frontline staff has been developing and the gap is now becoming bigger and bigger. The mutual trust was lost plus the severe manpower shortage and unacceptable workload, it is foreseeable that the increase in the number of medical incidents could be unavoidable in the public health care system. Alternatively, we may say patient's safety will be in constant jeopardy.

Hence, as mentioned before, in order to solve the problem, there is an inevitable need to thoroughly explore safety issues rather than to investigate individual incidents time after time.

Regarding patients' engagement in safety matters, yes there is indeed a lack of it in the local health care system. From the setting up of guidelines to their implementation and monitoring, we think it will be beneficial if patients could participate throughout the whole process and help to ensure patient safety. In the United Kingdom and Australia, they have done a lot and are way ahead of us in this area. Patients' engagement shows up in every level, every point of health care system and service.

We as the general public, certainly respect the knowledge, opinions and advice from the health care professionals and experts. Yet the contemporary trend is that, any decision concerning patient's health should not be decided by the experts solely. Let patients involve more in the process and this could certainly bring positive influences to their safety and health and ultimately do good to the health care system

In Hong Kong, if we want to enhance patient engagement in the health care system, the HA should accept and support in order to achieve mutual benefits. We, the Alliance Patients' Mutual Help Organisation, need to advocate and promote. For example, the level of patients' health care literacy needs to be boosted up. They need related education and training.

The Society:

How can we introduce patient engagement in the context of Hong Kong? Can you suggest us some strategies to kick off their engagement in the health care system in Hong Kong as referred from the examples and experiences of the UK and Australia?

Mr. TSANG:

Right now, it is just at the beginning stage regarding patient engagement in Hong Kong. The HA and Food and Health Bureau did invite patients to become members in some steering committees and working groups. Yet this kind of occasional "engagement" seems a kind of their good will and good act only. It is not institutionalized, and thus is not built in the health care system.

Secondly, this kind of engagement does not bring meaningful and solid effects. I can say somehow it is just window-dressing.

Well yes, the patient representatives are present in the groups, however, can they really engage? How far can they participate? Do the committees or groups really listen to their voices and accept their opinions?

Thirdly, the overall support is not enough. As aforementioned, training is needed, practical support is needed if patients or general public want to get themselves involved. For example, some patients are the recipients of CSSA, they may need subsidies in transportation or others in order to engage in the activities. Anyhow, we are at the very initial stage of patient engagement. There has been no policy formed yet.

While the policy is well established in the UK and Australia, whenever the management wants to set some guidelines or policies or anything related to patient care in the health care sector, they will surely remember to engage patients throughout the process. For example, there is an assessment item "patient engagement" in the hospital accreditation to check the level of patients' participation in such as patient related decision-making. Thus it is very clear if there is no

patient engagement in the management, the hospital cannot be accredited.

In Hong Kong, it is good to start building up the culture of patient engagement, it will take a long time to develop though.

If we discuss further about "patient engagement", there are different dimensions and levels, and they are in the continuum: 1) Access to information; 2) Consultation; 3) Involvement; 4) Collaboration; 5) Empowerment. At local, patient engagement is considered at the level of "access to information". Perhaps a little bit into the level of "consultation".

Yet for instance, we are still not involved to co-lead any committees concerning patient safety. We still have not collaborated with the HA or other health care providers at the organizational design and governance level. We still have not been given any decision making power at the policy making level. Yes, there is still a long way to go truly.

One of the missions of the Alliance Patients' Mutual Help Organisation is to promote patients as the stakeholders in the health care sector, and patients and management as collaboration relationship. Patients should not fight for their engagement alone. We should include service providers, professionals and the government in order to achieve better outcomes, inevitably with patient safety inclusive.

The Society:

It seems patients in Hong Kong are sometimes passive. Whenever we put up some discussions about the betterments of patients' health, it is very often associated to patients with chronic illnesses. And it appears that their voice is small and the culture for patients to speak up has not been well established yet. So do these pose any obstacles in moving forward in the patient engagement?

Mr. TSANG:

Hong Kong's health care system has been all along medical-dominant I can say. The influences of other health care professionals are less significant. The patient-doctor relationship is consistently in the "vertical" situation. Definitely, we aim at a horizontal and fair relationship.

I agree that at the present stage, the patients' mentality and the culture to speak up for themselves has not been concretely built up yet. The general public does not really pay much attention about patients' safety nor do they care about the rights in health care services until there are some "new" medical incidents. It will take some time to establish that.

Let's look into the issue from a different angle. When the real estate consultants or solicitors or accountants give us advice and recommendations, do we accept and follow them all?

Professionals can give advice to clients but the decision making should lie in the hands of clients. Quite often there are no options offered to the clients in the health care. Let them have choices! Let them well-informed!

The Society:

A series of consultation have been conducting in different licensing bodies of the health care professionals since 2012. There were discussions about the lay person representation and overarching in different councils. How do you relate this to patient engagement?

Mr. TSANG:

To my understanding, there is no patient representation in the Medical Council of Hong Kong. Lay persons in the councils are all non-medical professionals like lawyers. It is ideal to engage patients and patient groups who are the medical or health care service users. They are not just patients, but clients or health care consumers as named in Australia.

Health care consumers and providers should have more interactions and expand the focus. The outcomes would be more meaningful and would improve the health overall.

The Society:

May I ask when patients encounter medical incidents, do they approach the Alliance and seek help? What kind of assistance do they request?

Mr. TSANG:

Nowadays, there are a few channels for patients to make complaints.

We can lodge a complaint to the Public Relations Office in every hospital of HA and the Public Complaints Committee at HA Head Office; or to the Medical Council of Hong Kong; or file a lawsuit in the Courts.

Unfortunately, all are found financially and emotionally straining for patients especially for the latter two options. When there is a medical incident, it can be very challenging to make a statement in the report if a patient has no basic medical knowledge. It is also difficult for them to make arguments. So how to ensure the protection of patients' rights? Thus we could hardly strike the balance between the patients' rights and the professional autonomy in reality.

The Alliance advocates for setting up an Ombudsman to mainly handle medical incidents.

I recall an incident happened last year in which a little boy passed away after the surgery in Tuen Mun Hospital. Well, the family could find no way to express their grief, loss, sorrow and injustice, but only through the media. That was very abnormal. Channels should be available for patients to express about the unfairness they had faced.

The Society:

What are the strategies that the Alliance will adopt for promoting and developing the model of patient engagement?

Mr. TSANG:

Our core mission is to advocate patient-centred health care services and promote patient engagement. Also, one of our roles is to collaborate with all stakeholders in the community to train up more patient leaders who are able to work with these stakeholders on different health care issues including patient safety. Again, it definitely takes time.

The Society:

It requires special efforts to engage patient and the stakeholders together!

Mr. TSANG:

Yes, it is hard but we have to do it! We cannot be stagnant and not moving on.

No change can be seen in this case then.

There are more than 40 patient groups in the Alliance Patients' Mutual Help Organisation. They will voice out their standpoints on various medical incidents based on the groups' own mission accordingly. The Alliance's major work is to align positions and discuss on the common goals and issues in health. It has been a long history that the participants in different patient groups are from the grassroots and the number is small. However, no matter rich or poor, you can get sick and become a patient right? We aim to expand the spectrum and recruit more volunteers across all levels. One of the challenges is that many of the volunteers have full time jobs and the time they can afford to spend in the patient group is limited. Again, we wish to train knowledgeable patients and make available to them basic knowledge on health care system and policies so that they can set forth their views and make valid comments. We don't want to shout around without focus. So training and capacity building among the volunteers are essential. This is another difficulty we are facing.

The Society:

There is no doubt that re-educate the public in order to mobilize them, get them involved and build up the culture is indispensable in the process of patient of engagement.

Mr. TSANG:

Yes, the concern on patient safety and patient engagement process ultimately triggers us to pay more attention to our health.

The Society:

Mr. TSANG, thank you very much for your invaluable sharing to us.

Activities' Highlights:

9 & 16 March 2013

Mental Health First Aid Standard Course

Mental Health First Aid Standard Course was conducted by Dr. MAK Yim-wah and Dr. Vico CHIANG.

18 March 2013

Symposium on Regulation Frameworks for Healthcare Professional

The symposium was held at School of Public Health of the Chinese University of Hong Kong. Mr. Harry CLAYTON, the Chief Executive of the Professional Standard Authority for Health and Social Care of United Kingdom and Professor Terence STEPHENSON, Chairman of the Academy of Medical Royal Colleges, United Kingdom delivered speeches on history and development of an overarching regulator in the United Kingdom; regulating the medical profession from professional perspective and an overview of regulatory frameworks for healthcare professionals and their implications for Hong Kong. Breakout sessions had been arranged for discussions on issues of healthcare professional regulation in Hong Kong amongst different professions, followed by a roundtable discussion. Dr. MAK Yim-wah, Ms. Connie CHONG and Ms. Alisa Ka-po WONG had attended the symposium and the breakout discussion session and the following topic had been briefly discussed:

- Current legislation, regulatory and supervisory structures governing qualifications and conducts of the healthcare professionals
- Regulation of undergraduate training
- Professional registration and licensing processes
- Accreditation systems for medical education and training
- Existing mechanisms for setting and upholding professional standards and maintaining continuing competence
- Enforcement mechanisms for detecting and dealing with professional misconduct and poor performance
- Regulation for overseas graduates

23 March 2013

Hiking at Shing Mun Reservoir

Members of the Society had an awesome outing at Shing Mun Reservoir on a lovely Saturday morning. They enjoyed the wonderful opportunity provided by the Society for fellowship and the mother nature together.

6 April 2013

Health Carnival

World Health Day is celebrated on 7 April to mark the anniversary of the founding of World Health Organisation in 1948. Each year a theme is selected for World Health Day that highlights a priority area of public health concern in the world. The theme for 2013 is "High Blood Pressure". The Provisional Hong Kong Academy of Nursing (PHKAN) had organized Health Carnival at Southern Playground to echo the event. The Society together with Hong Kong College of Education and Research Nursing (HKCERN) had set up two booths aiming to enhance awareness of the public on the consequences of hypertension and its occurrences with smoking. Dr. MAK, Dr. Vico CHIANG, Miss Ida LAM and 20 nursing students had helped in setting up the booth. The Health Carnival ended successfully with high attendance.

11 April 2013

Introduction to Chest and Abdominal Radiographs Interpretation

The course on "Introduction to Chest and Abdominal Radiographs Interpretation" received very good response from all members. Dr. Sandas CHOU, an experienced radiologist was the speaker of the course.

13 April 2013

27th Anniversary Symposium and Annual General Meeting

The Society celebrated its 27th birthday with Symposium, Annual General Meeting and Anniversary Dinner on 13 April 2013 at the Assembly of YMCA of Hong Kong. Over a hundred local and overseas participants had joined the Symposium. In sight of the recent incidents of patient's death due to a blood transfusion therapy in a beauty company; the wrong route of administering chemotherapy to a patient with leukaemia by an oncologists and other incidents of health care negligence and malpractice, "Enhancing Patient Safety: Implications for Nursing Education" was set as the theme for this year's Symposium. While the cause of such adverse events could be multi-faceted, the Society believed that multi-partnerships in nursing education, professional regulation, institutional regulation and policy making was important in addressing patient safety problems. It was the Society's



honour to have Dr. LEONG Che-hung, the Patron of the Society to give an opening speech for the Symposium; Dr. Susie LUM, the President of Provisional Hong Kong Academy of Nursing shared with fellow audience on a contemporary local nursing issue "How would nurses prepare themselves to meet the professional standards?" and last but not the least, Professor Samantha PANG, the Chairman of the Nursing Council of Hong Kong to give speech on a hotly discussed topic on "Professional regulations in dealing with patient safety". The Symposium received a lot of compliments and was followed by a dinner gathering with the Advisors, members of the Executive Committee and guests. The Society deeply appreciates to the Patron, Advisors, guests, members and fellow nurses for their continued support to the Society.



Dr. LEONG Che-hung, Dr. Susie LUM, Professor Samantha PANG, Executive Committee members and guests in the 27th Anniversary Symposium.

4 May 2013

Celebrations for International Nurses' Day (IND)

The Society had co-organised and participated in three IND activities held at Kowloon Bay International Trade and Exhibition Centre namely the Annual Fellowship Conferment of the PHKAN cum Nursing Charter signing Ceremony; the Nursing Symposium and the International Nurses Day Celebration dinner.



21, 28 August and 11 September 2013

Certificate Course on Crisis Management and Counselling Skills

The Society had co-organised with The Federation of Medical Societies of Hong Kong (FMSHK) in running a Certificate course on crisis management and counseling skills. Topics on crisis scope and definition, the qualities of a crisis worker, critical incident debriefing and crisis intervention; basic counseling skills and cognitive behavioural therapy were discussed. It had attracted professionals like health care related staff, teachers and social workers to attend the course.

16 September 2013 to 21 December 2013

Nursing Research Programme – jointly organised by Hong Kong College of Education and Research in Nursing (HKCERN)

In collaboration with HKCERN, The Society had organised a nursing research program titled "Approaches to Research Excellence: Interactive Dialogue with Experts in Nursing Research". The full program consisted of eight sessions. In each session, different prominent nurse researchers in Hong Kong would be invited to share their research studies using the research methods adopted as exemplars. It will be followed by a workshop in the second part to help participants to obtain hand on experience of the specific research method shared. The program had the focus on the following topics: Women's and Family Health, Elderly Care, Palliative Care, and Transitional Care and Mental Health.

16 September 2013

The Federation of Medical Societies of Hong Kong Presidents and Editors Dinner 2013

Dr. MAK Yim-wah had attended the dinner on behalf of the Society.

27 September 2013

64th National Day Celebration Dinner

The Society had co-organised the 64th National Day Dinner which was held in Maxim's Palace at City Hall. Dr. William LI, Dr. Vico CHIANG, Ms. Trudy HO, Dr. MAK Yim-wah, Ms. Joyce CHUNG, Mr. Edmond TONG had attended this jubilant event with local officials and other local health care professionals.



28 September 2013

President forum of Provisional Hong Kong Academy of Nursing

The forum was held at the Lecture Theatre of Princess Margaret Hospital. Dr. Susie LUM shared with the attendants about the future direction of PHKAN. Dr. MAK Yim-wah and members had participated in this event.

7 October 2013

2nd Annual General Meeting of the Provisional Hong Kong Academy of Nursing

Dr. MAK Yim-wah attended the 2nd AGM of PHKAN on behalf of the Society.

14 November 2013

28th Annual General Meeting of the Federation of Medical Services of Hong Kong

Dr. Eliza WONG had represented the Society to attend the 28th Annual General Meeting of the Federation of Medical Services of Hong Kong.

15 November 2013

Support the establishment of Hong Kong Academy of Nursing

The Society was invited to participate in a petition to support the establishment of a statutory organization – the Hong Kong Academy of Nursing. There were more than 330 supporting signatures from members, friends and students collected by the Society. The signatures were then submitted to PHKAN for further action.

7 December 2013

Hiking at Sai Kung

The Society had organised another hiking trip of the year for members. This time the hiking route was from High Island Reservoir East Dam to Pak Tam Chung. It was a great day with light breeze and members had very pleasant time together.



18 January, 15 & 22 February, 1 March 2014

Multiple Choice (MCQ) writing workshop

HKCERN in collaboration with the Society in organizing the Multiple Choice (MCQ) writing workshop. Two identical workshops with two sessions each had attracted participants from nurse education and various clinical specialties. The feedback was very encouraging.

Congratulatory message

The Society wishes to congratulate our advisor Dr. Susie LUM and our Executive Committee member, Professor Sally CHAN! Dr. Susie LUM was awarded the 44th Florence Nightingale Medal for her distinguished contributions and achievements in the nursing profession. The award was presented by Chinese President XI Jin-ping on 24 August 2013 in the Great Hall of the People in Beijing.

Professor Sally CHAN was inducted into the Honor Society of Nursing, Sigma Theta Tau International's (STTI) International Nurse Researcher Hall of Fame on 25 July 2013 in Prague. Professor CHAN was also awarded with fellowship of American Academy of Nursing on 21 October 2013, for her significant achievement and contributions to nursing and healthcare.

Congratulations to Dr. LUM & Professor CHAN!

Upcoming Events	
Date	Events
2014	Mental Health First Aid Course will be conducted by Dr. MAK Yim-wah & Dr. Vico CHIANG
12 April 2014	Health Carnival on World Health Day Organizer: Provisional Hong Kong Academy of Nursing together with all Academy Colleges Theme: Vector-borne disease Venue: Tin Hau Temple Fung Shui Square, Tai Po
26 April 2014	Hong Kong Society for Nursing Education ~ 28th Annual General Meeting, Anniversary Symposium and Dinner Theme of symposium: "Enhancing patient safety through good quality of service". Time: 17:00 - 19:00 Venue: Assembly Hall, YMCA of Hong Kong, Salisbury Road, Tsim Sha Tsui, Hong Kong. For enquiries, please contact info@hksne.org.hk
9 May 2014	International Nurses Day Dinner Organizers: Nursing Division of HAHO, NTE cluster of HA, the Hong Kong Baptist Hospital and Provisional HK Academy of Nursing Venue: Kowloon Bay International Trade and Exhibition Centre
15-16 August 2014	Regional Conference on Integrated Aged Care Organizer: Singapore General Hospital & Upsilon Eta Chapter of Sigma Theta Tau International Time: 08:45-17:00 Venue: Auditorium, Sing Health Academia, Singapore Conference website: http://www.sgh.com.sg/clinical-departments-centers/nursing/rciac/pages/regional-conference-integrated-aged-care.aspx
19-23 June 2015	ICN International Conference and CNR Organizer: International Council of Nurses & Korean Nurses Association Place: Seoul, Republic of Korea Conference theme: Global Citizen, Global Nursing

Do YOU want to get involved?

As a member of the Hong Kong Society for Nursing Education (HKSNE), you have the opportunity to interact with others who have the same goals and interests in nursing education. Each year our events include tours, lectures, professional development courses, Nurses' Day activities and social gatherings. If you would like more details of our Society, please browse the website at www.hksne.org.hk.

The membership period starts in January of each year. We welcome you to become a member by returning the completed "membership subscription form" attached.

We also remind current members not to let their membership lapse and to renew today. The HKSNE will help you to keep up to date with the local nursing news, and needs you to support its programmes and advise the government on nursing issues.

*We are happy to have you as a member and
look forward to meeting you soon!*