

Experience Day 4: Quality Improvement in Traditional Chinese Medicine (Ko Da Pharmaceutical and Taipei City Hospital, Linsen Chinese Medicine and Kunming Branch)

Traditional Chinese Medicine (TCM) is an established part of the healthcare system in Taiwan, funded by the government and covered by the National Insurance system for patients to access. In the 10 years following the introduction of the National Insurance system, it was estimated around 60% of patients accessed TCM at some point.

The visit will provide an overview of how patients access different services throughout their treatment journey and consider how that affects the delivery of person-centered care. It will also provide participants an opportunity to consider how quality improvement methods from TCM could be applied to Western medicine.

Ko Da Pharmaceutical

Time	Activity
0920	Delegates arrive at Ko Da Pharmaceutical Co.
0925	Group picture
0930 - 1000	Welcome and introductions <ul style="list-style-type: none"> - Introduction by Department of Chinese Medicine and Pharmacy (Ministry of Health) <p>Dr. Yi-Tsau Huang / Director-General, Department of Chinese Medicine & Pharmacy, Ministry of Health and Welfare, Taiwan</p>
1000 - 1015	About Ko Da <video>
1015 - 1045	Presentation – Heritage & Innovation <ul style="list-style-type: none"> - Who we are? - Development of TQM - Quality Control - Challenges - Innovations of Ko Da <p>Emily Goh International Sales Manager, Ko Da</p>
1045 - 1140	Area Visits



	Identification of Chinese herbs
	Manufacturing process of TCM
	Quality Control of TCM
	Medication Safety - Pharmacy Dispensing System
1140 - 1200	Reflection and closing

Taipei City Hospital, Linsen Chinese Medicine and Kunming Branch

Time	Topic
14:00-14:10	Greetings and Opening Remarks
14:10-14:30	Introduction of Taipei City Hospital / Traditional Chinese Medicine (TCM)
14:30-15:15	Tour of the hospital
15:15 -15:30	Refreshments
15:30 - 16:30	Experience Sharing by Patients/ Discussion