

International Forum on Quality and Safety in Healthcare: Asia

Quality & Safety in Primary Care:
Innovation & Best Practice from the Asia-Pacific region and beyond

Prof. Donald Li

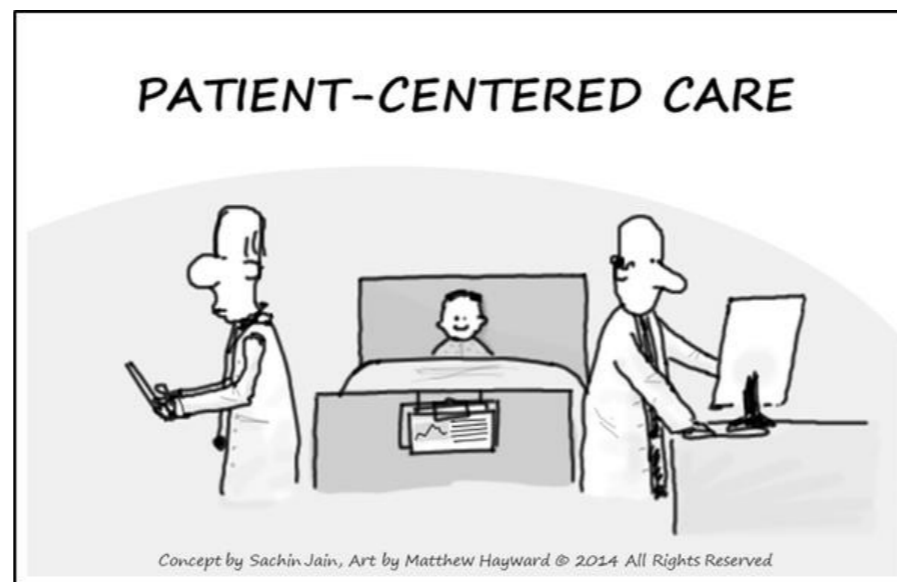
MBBS FRACGP FRCGP FHKCFP FHKAM (FAMILY MEDICINE) FFPH

President elect

WONCA



Being Family Physicians



- Patient-centredness improves quality of care
- Puts people first and foremost



People-centric perspective

Enhanced safety through better:

- Diagnosis
- Treatment
- Treatment adherence
- Referral
- Monitoring
- Follow-up



There is a challenge to reconcile seemingly polar opposites in care approaches

Aspects of Care That Distinguish Conventional Health Care from People-Centred Primary Care

Conventional ambulatory medical care in clinics or outpatient departments	Disease control programmes	People-centred primary care
Focus on illness and cure	Focus on priority diseases	Focus on health needs
Relationship limited to the moment of consultation	Relationship limited to programme implementation	Enduring personal relationship
Episodic curative care	Programme-defined disease control interventions	Comprehensive, continuous and person-centred care
Responsibility limited to effective and safe advice to the patient at the moment of consultation	Responsibility for disease-control targets among the target population	Responsibility for the health of all in the community along the life cycle; responsibility for tackling determinants of ill-health
Users are consumers of the care they purchase	Population groups are targets of disease-control interventions	People are partners in managing their own health and that of their community

Hong Kong Academy of Medicine

Quality and Safety of specialist health care in Hong Kong



**General Registry
Specialist Registry**



Empowered by statute

Hong Kong College of Family Physicians

“To establish and maintain high standards of learning, skill and conduct in the family practice or practice in family medicine”



One of the fifteen constituent specialist colleges of the Hong Kong Academy of Medicine

Mission of WONCA

(World Organization of Family Doctors)



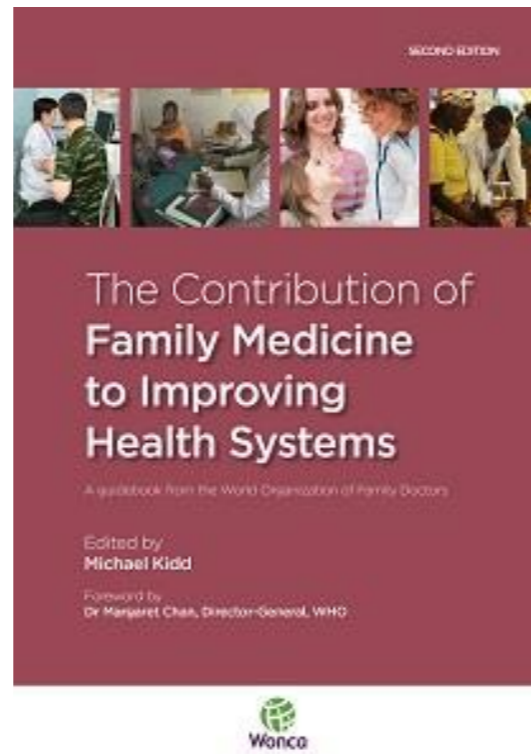
(founded in 1972)

To improve the quality of life of the peoples of the world through:

- defining and promoting its values, including respect for universal human rights and including gender equity
- by fostering high standards of care in general practice/family medicine

I proudly **act as an advocate** to unite our voices and aims, and for our College to fully embrace and manifest WONCA's mission both at home and abroad.

The Contribution of Family Medicine to Improving Health Systems



General Practice Training in China

How to achieve the goal of training 300 thousand GPs

1. Resident vocational training of GPs

2. Training of assistant GPs

3. Training of GPs in special-posts

4. Job-transformation training of GPs

5. Free training of medical personnel who will enter into contractual work



Achieving International standards



In 2014, the GP Vocational Resident Training Program of the Department of General Practice by Shanghai Medical College of Fudan University was accredited by WONCA. And the college became the first training organization accredited as per WONCA standard in the world.



This certificate confirms that the family medicine training program of
Department of General Practice, Shanghai
Medical College, Fudan University
has been accredited by World Organization of Family Doctors (WONCA)
as meeting the WONCA Standards
for Postgraduate Family Medicine Education
for a period of five (5) years from the date below

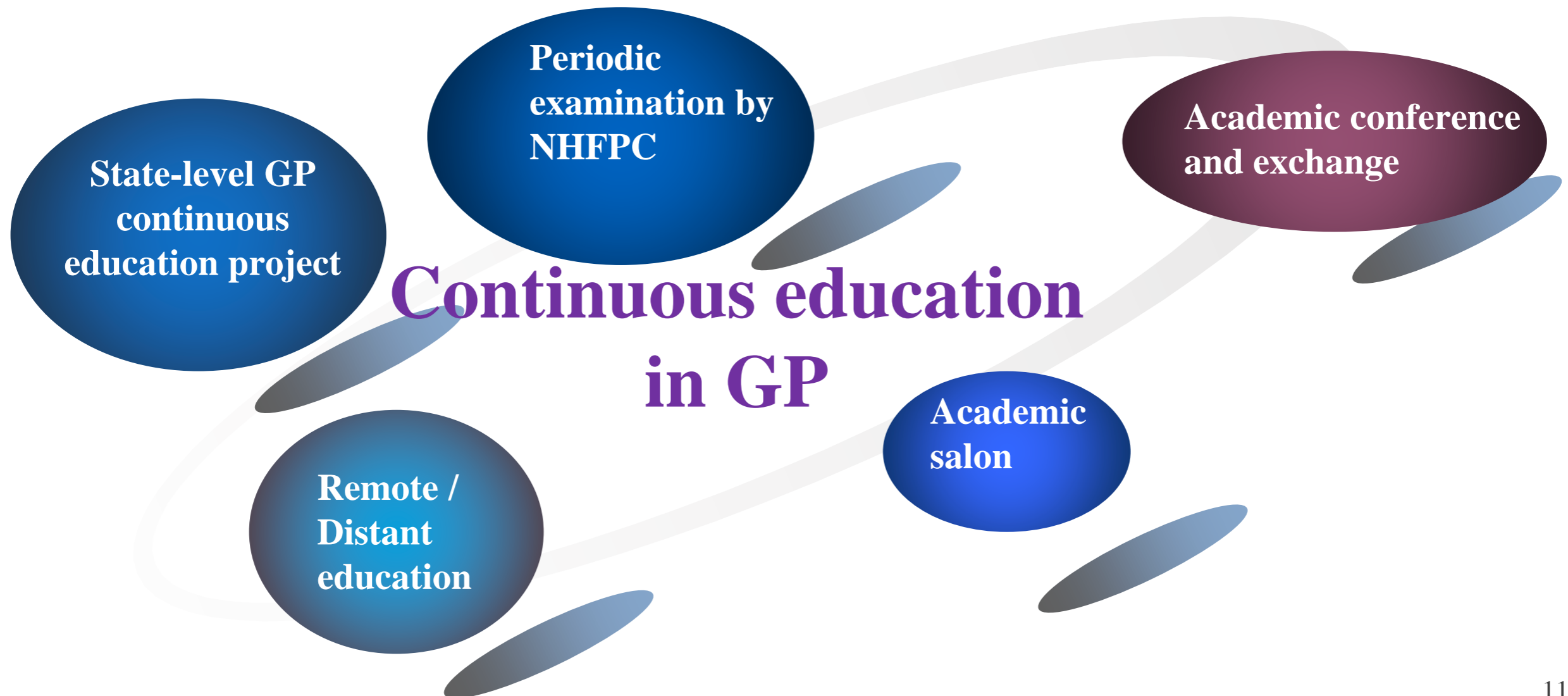
Professor Michael Kidd
President

24th March 2014

Dr Garth Manning
Chief Executive Officer

GP Continuous medical education CME

Object: Those who have obtained GP qualification certificates. The national regulations require that each one should have 25 credits of CME each year in total.





Tiered diagnosis and treatment - triage



By 2020, the capacity of tiered diagnosis and treatment will be greatly enhanced, the process gradually strengthened and tiered diagnosis and treatment covering first consultation at primary care level, dual-referral, division of treatment of acute and chronic diseases, linkage between top and bottom will be built step by step.

By 2017, the policy mechanism for tiered diagnosis and treatment will be gradually allocate high-quality medical resources effectively downward to the primary care level, hence creating more effective medical treatment priorities.

In 2015, all cities that carry out state-run hospital reform and all provinces trying out comprehensive medical reform carried out pilot practice of tiered diagnosis and treatment. Using diseases like hypertension, diabetes, cancer, cardiovascular diseases etc. as a breakthrough, they carried out pilot runs of tiered diagnosis and treatment focusing on hypertension and diabetes management. There were further exploration of tiered diagnosis and treatment of chronic diseases such as tuberculosis and modes of comprehensive management and service of patients.



GP contractual service

家庭医生签约服务

Promoting continuity



推进家庭医生签约服务，对促进医疗卫生工作重心下移、资源下沉，实现人人享有基本医疗卫生服务的目标具有积极意义。

要重点在签约服务方式、内容、收付费、考核、激励机制、技术支撑等方面实现突破。



【优先覆盖重点人群】



老年人 Elderly

慢性病患者

孕产妇

Chronic illness

Pregnancy

结核病等慢性传染病患者

Chronic infectious diseases

儿童



Children

残疾人

Disabled



严重精神障碍患者

Serious mental illness

Signing contracts with General Practitioners



Increasing numbers of those signing contracts with GPs



Training Upgrade of Skills competition



主办：国家卫生和计划生育委员会 中华全国总工会



- 设“城市全科医疗”、“农村全科医疗”、“社区护理”3个人竞赛项目和1个团体竞赛项目。
- 成绩优异者，按照国家卫生计生委和中华全国总工会有关要求给予相应荣誉奖励。

扫描下方二维码，了解活动详情



国家卫生计生委官方微博 中国社区卫生协会官方微博

承 办：国家卫生和计划生育委员会基层卫生司、直属机关党委 中国教科文卫体工会全国委员会
 协 办：国家医学考试中心 中国人口宣传教育中心 中国社区卫生协会
 宣传平台：www.nhfpc.gov.cn jkwwt.acftu.org www.chs.org.cn

建议规格：570mmx390mm

People-Centered Integrated Care

健康中国 - 以人为本的综合护理服务

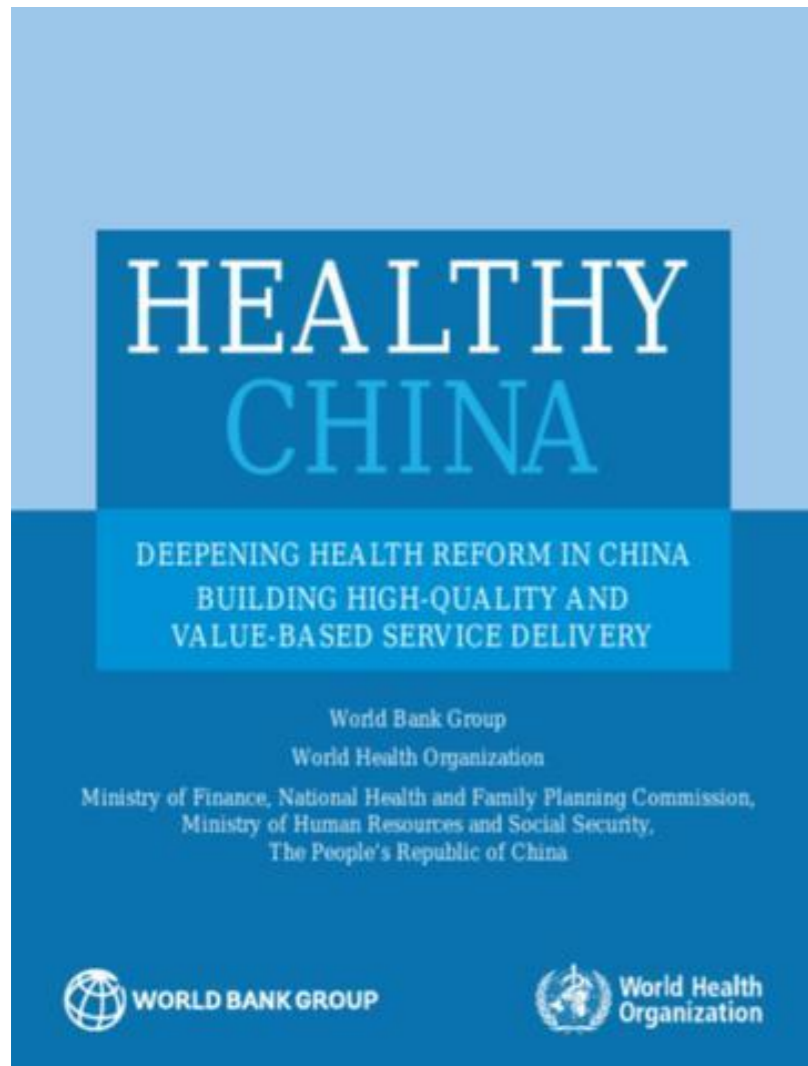
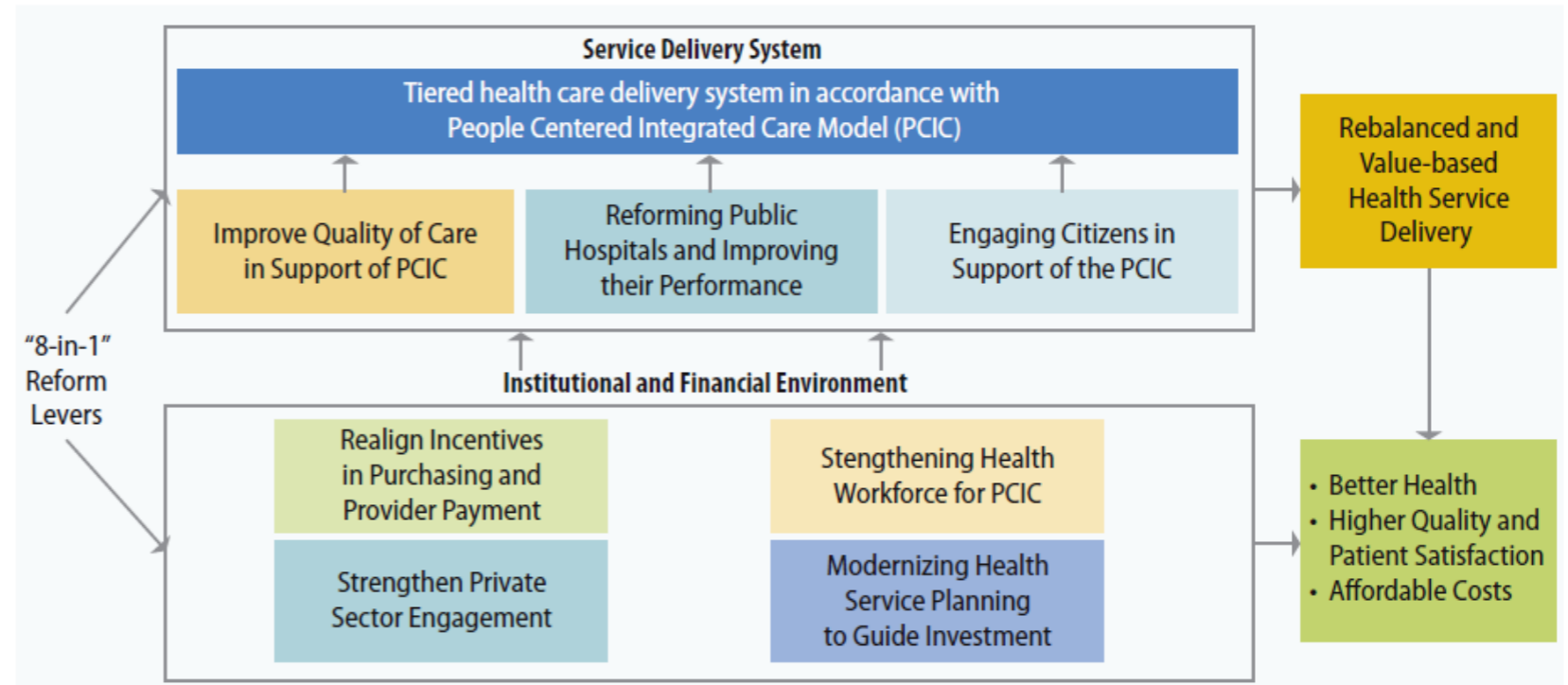


FIGURE ES.1 8-in-1 Interlinked Reform Levers



BOX 2.1 Defining People-Centered Integrated Care

People-centered care is “an approach to care that consciously adopts the perspectives of individuals, families and communities, and sees them as participants as well as beneficiaries of trusted health systems that respond to their needs and preferences in humane and holistic ways.”

Integrated care consist of “health services that are managed and delivered in a way that ensures people

receive a continuum of health promotion, disease prevention, diagnosis, treatment, disease management, rehabilitation and palliative care services, at the different levels and sites of care within the health system, and according to their needs throughout their life course.”

WHO, 2015a; pgs. 10–11.

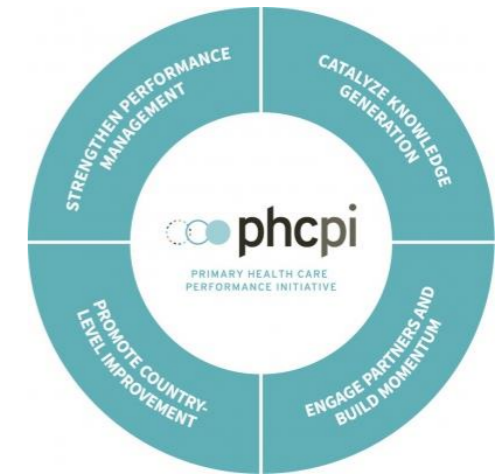
Quality and Safe Primary Care

At the level of the clinic visit, our personal knowledge of each patient and his or her medical and family history, are relevant to the consultation, intervention, and outcome.

Spending time with our patients as people is the core of our duty of care, and our duty to care.



Primary Health Care Performance Initiative – 26 September 2015



- The Primary Health Care Performance Initiative (PHCPI) is a new partnership that brings together country policymakers, health system managers, practitioners, advocates and other development partners to catalyze improvements in primary health care (PHC) in low- and middle-income countries **through better measurement and **knowledge-sharing**.**

Thank You!!

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