



International Forum on Quality and Safety in Healthcare 2017

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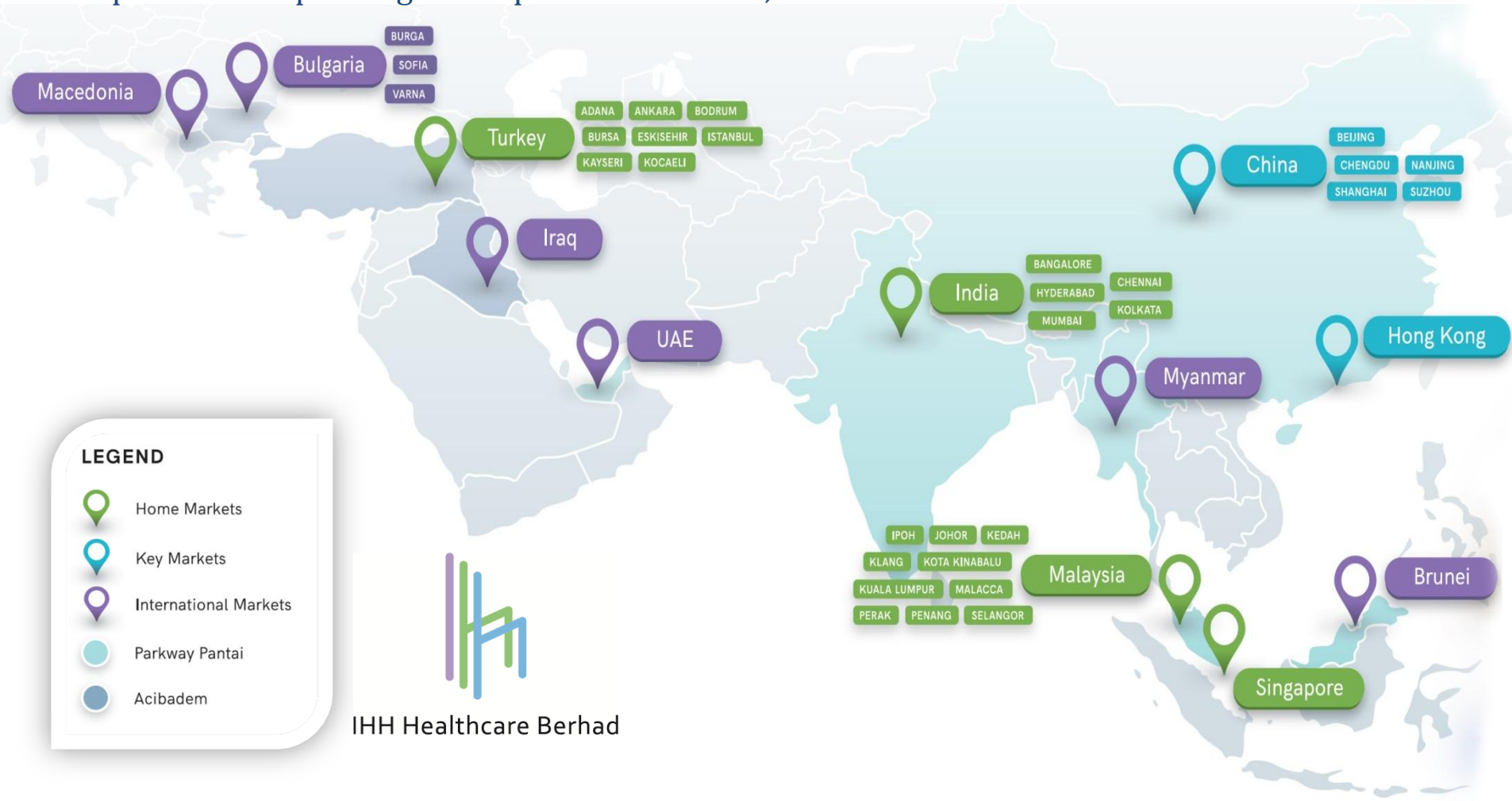
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Our Global Footprint

TOUCHING LIVES ACROSS THE WORLD

Parkway Pantai is part of IHH Healthcare, the world's second largest healthcare operator by market capitalisation operating 50 hospitals and over 10,000 licensed beds across 10 countries worldwide.



Always There For You

One of Asia's largest
integrated private
healthcare groups

 **Most
prestigious
brands in Asia** 

Mount Elizabeth
Gleneagles
Pantai
ParkwayHealth
Parkway



• **>20**

Patient assistance
centres globally



• **>8,000**

Specialists and Healthcare
Professionals

• **>250,000**

Inpatient Admissions Annually

• **>18,500**

Dedicated Employees



• **4**

Upcoming Hospitals

Gleneagles Chengdu Hospital (2018)

Gleneagles Nanjing Hospital (2019)

Gleneagles Shanghai Hospital (2020)

Parkway Yangon Hospital (2020)

Widespread
network:

• **28**

Hospitals

• **>6,000**

Beds

• **6**

Countries across
the region



A Sensorial Approach



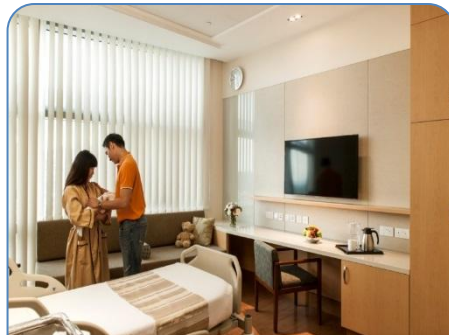
To Create Warmth and Comfort



To Create A Calming Atmosphere



To Create A Sense of Familiarity



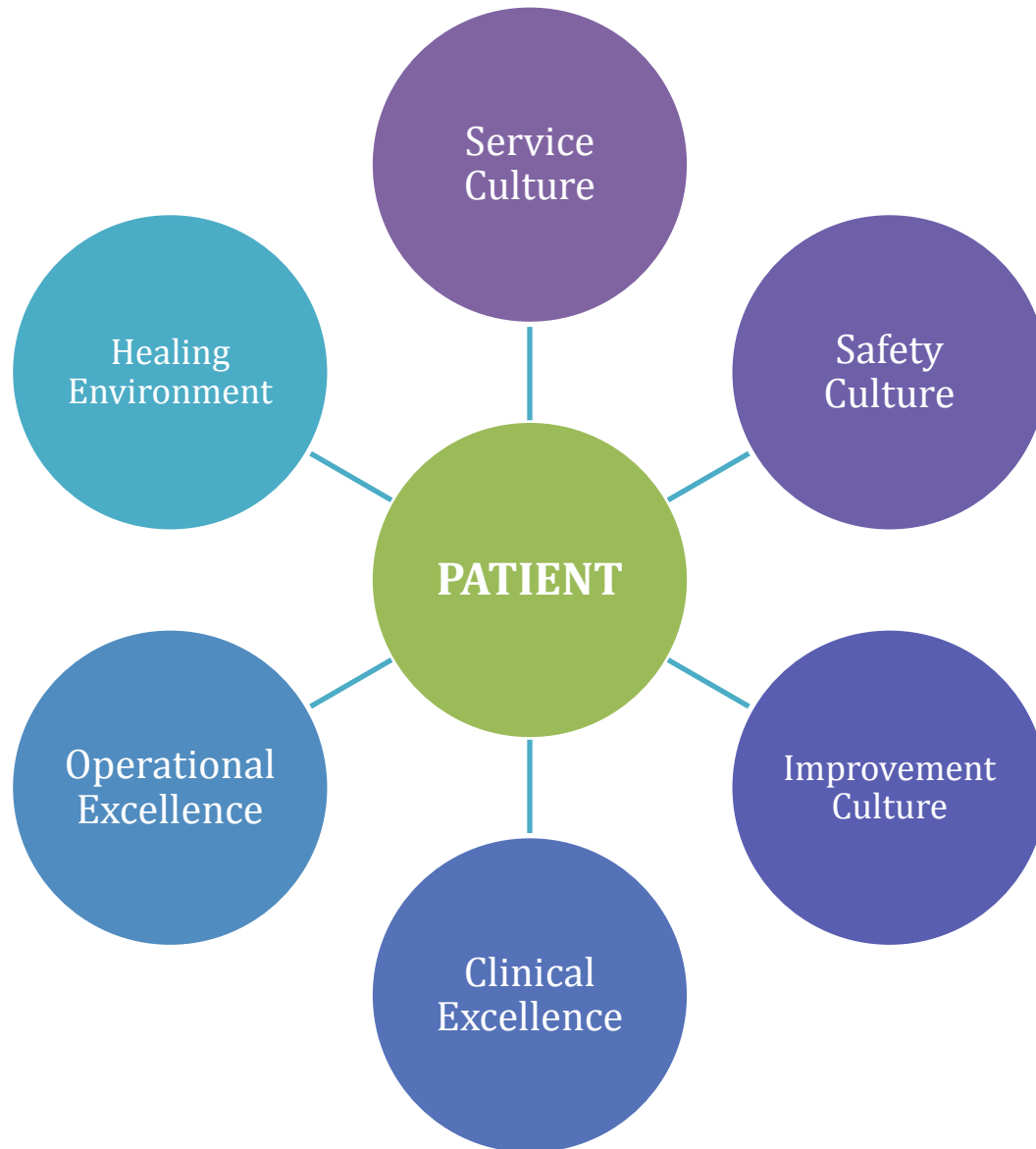
To Create Privacy



To Create A Sense of Well-Being



Putting Patients At The Centre of Quality



What Does It Mean?

**Using Data to
Drive Change**

**A Learning
Organisation
Culture**

**A Committed
Leadership**



**Patient
Engagement**

**Employee
Engagement**

**Physician
Engagement**

A Committed Leadership

Our clinical governance framework includes the **International Clinical Governance Advisory Council** which was established to drive exemplary and consistent clinical quality and implement continuous quality projects in **4 Strategic Workstreams** –

1. Clinical Risk Management Advisory;
2. Quality Assurance and Quality Improvement;
3. Professional Development and Management; and
4. Culture of Improvement and Patient Safety.

Our Shared Future

Embody · Encompass · Empower · Enable

Embody Core Values

Values-Driven Organisational Culture

- **People** above all by treating those we serve and each other with compassion, dignity, integrity and mutual respect.
- **Excellence** by striving for the finest clinical, service and operational outcomes.
- **Results** by exceeding the expectations of the people we serve and those we set for ourselves.

Give employees a voice at all levels

- Involve employees in a bottom up approach, integrate them from the very beginning into the **creation of a shared vision**.
- Encourage **shared governance** and facilitate staff empowerment to speak up to improve safety.

A Learning Organisation

Adopt a **systems approach** towards the use of improvement methodologies and tools with the aim **of improving outcomes** related to clinical effectiveness, patient safety and patient experience.

Using Data To Drive Change

- **Collaborate** with healthcare professionals and stakeholders to address information system constraints and fragmented delivery systems.
- **Capture** valid and reliable data on drug safety, serious adverse events and healthcare-acquired conditions to develop change strategies.

QI Initiative – Needle Stick Injury

In 2016, Sharp Safety Workshops have reduced needle stick injuries in the Operating Theatre and General Clinical Areas by 33% and 27% , respectively, compared with 2015.





Hospital-wide Campaign
Clean Hands Save Lives

Care for your hygiene
Care for our patients

What Does It Take?

Harness the power of
TEAMWORK

To create a
SAFE CULTURE

Where everyone is free to
SPEAK UP

People and Patients

When we treat our people right, we're giving them wings to deliver the brand of quality healthcare that we stand for.

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