**Chapter B1 – Service Delivery & Care Process**

1. **Inpatient Wards**
   1. Location and Scope of Service

*(This intends to capture information on hospital wards with in-patient beds other than ICU / HDU / SCBU / NICU and Obstetric and Nursery Service.)*

| **Ward / Location** | **Nature  (e.g. paediatric, mixed medical,**  **female surgical) and age limit of patients** | **Number of beds** | **Name, Rank and Qualifications of Nurse-in-charge** | **Manpower\* (including the rank and number of staff of each rank)** |
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*\* “Proposed manpower” for new hospital*

Please indicate whether the following anaesthetic procedures will be provided:

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| **Anaesthetic procedures** | **If yes, please indicate ward / location** |
| General anaesthesia Yes  No |  |
| Major regional anaesthesia  Yes  No |  |
| Deep sedation Yes  No |  |

* 1. Critical or Major Equipment for each In-patient Ward

| **Ward / Location** | **Type of equipment** | **Quantity** | **Schedule of maintenance as per the manufacturer’s recommendation** | **Date of last service / maintenance#** |
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*# Not applicable for new hospital*

* 1. Other requirements

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| 1. All equipment is installed, operated, maintained and calibrated according to manufacturer’s recommendation | Choose an item. |
| 1. There are operating manuals and procedures for use of equipment | Choose an item. |
| 1. There are procedures and schedules for cleaning, disinfection and decontamination of equipment | Choose an item. |
| 1. Staff using medical equipment have completed training in the safe and proper use of the equipment | Choose an item. |
| 1. There is preventive maintenance schedule established for all critical or major equipment | Choose an item. |

1. **Day Wards**
   1. Location and Scope of Service

*(This intends to capture information on day wards other than haemodialysis service, chemotherapy service and accident and emergency service.)*

| **Ward / Location** | **Nature, age limit of patients and operating hours** | **Number of beds** | **Name, Rank and Qualifications of Nurse-in-charge** | **Manpower\* (including the rank and number of staff of each rank)** |
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*\* “Proposed manpower” for new hospital*

* 1. Critical or Major Equipment for each Day Ward

| **Ward / Location** | **Type of equipment** | **Quantity** | **Schedule of maintenance as per the manufacturer’s recommendation** | **Date of last service / maintenance#** |
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# *Not applicable for new hospital*

* 1. Other requirements

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| 1. All equipment is installed, operated, maintained and calibrated according to manufacturer’s recommendation | Choose an item. |
| 1. There are operating manuals and procedures for use of equipment | Choose an item. |
| 1. There are procedures and schedules for cleaning, disinfection and decontamination of equipment | Choose an item. |
| 1. Staff using medical equipment have completed training in the safe and proper use of the equipment | Choose an item. |
| 1. There are regular monitoring of water quality of the water purification system | Choose an item. |
| 1. There is preventive maintenance schedule established for all critical or major equipment | Choose an item. |

1. **Policies and Procedures for Care of Patients in the Hospital (including Out-patient Department)**
   1. Rights of Patients

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| 1. There are written policies and procedures to protect the following rights of the patients: | |
| 1. the right to obtain information on one’s own diagnosis, treatment, progress and investigation results | Choose an item. |
| 1. the right to obtain information necessary to give informed consent to any investigation, procedure, surgery or other treatment modalities | Choose an item. |
| 1. the right to refuse treatment after being explained of the consequence | Choose an item. |
| 1. the right to confidentiality in all communications and records related to one’s own care | Choose an item. |
| 1. the right to refuse experimentation or participation in teaching programmes | Choose an item. |
| 1. the right to access their own medical records | Choose an item. |
| 1. the right to obtain a medical report or a copy of the medical record from the hospital and the attending medical practitioner after paying respective processing charges | Choose an item. |
| 1. the right to know the name and rank of the staff providing services | Choose an item. |
| 1. the right to know the qualifications of the medical practitioner providing the service | Choose an item. |
| 1. the right to be informed of any public health measures taken in the hospital and to take appropriate measures to protect their health | Choose an item. |
| 1. Consent is sought from the patient in respect of the consultation or care provided by healthcare personnel other than the medical practitioner-in-charge. The need for continuing consultation or care is reviewed at suitable intervals and agreed by the patient | Choose an item. |
| 1. Patients and their next of kin or representatives have the right to be informed about the procedures for making complaints and the process of managing and responding to their complaints by the hospital | Choose an item. |
| 1. For Reportable Event, the hospital informs the patient concerned and / or their next of kin that the Department of Health is looking into the matter and provides them with the relevant written notice in the prescribed format | Choose an item. |
| 1. There are appropriate facilities to ensure privacy and to meet the special needs of patients | Choose an item. |
| 1. Staff wear badges with full name and post title to identify themselves | Choose an item. |
| 1. There are appropriate measures to protect patients’ personal belongings from theft or loss | Choose an item. |
| 1. There are appropriate measures to protect patients from assault by visitors, other patients, and staff | Choose an item. |

* 1. Care of Patients in General

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| 1. There is a medical practitioner who is in charge of the patient and accountable for the care of the patient during his / her stay in the hospital. The medical practitioner is responsible for coordinating medical services to be provided to the patient | Choose an item. |
| 1. When there is a change in the medical practitioner-in-charge, the patient is informed accordingly | Choose an item. |

* 1. Care of Geriatric Patients

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| 1. There are guidelines for the followings: | |
| 1. feeding the elderly especially for those with swallowing difficulty | Choose an item. |
| 1. restraining for the elderly who are likely to fall or cause injury to self or others | Choose an item. |
| 1. skin care, oral and dental hygiene of each patient | Choose an item. |
| 1. early detection of abnormal behaviour or condition | Choose an item. |
| 1. care of bedridden patients | Choose an item. |
| 1. care of demented patients | Choose an item. |
| 1. care of incontinent patients | Choose an item. |
| 1. insertion and care of indwelling catheter | Choose an item. |

* 1. Care of Paediatric Patients

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| 1. Treatment is provided by medical practitioners who have appropriate qualifications, skills and experience in treating children | Choose an item. |
| 1. Arrangements are made to meet the medical, physical, psychological and social needs arising from the age of the child | Choose an item. |
| 1. All staff who care for or treat children are trained to recognise the signs and symptoms of child abuse and initiate appropriate action by taking reference from the latest guidelines related to child abuse issued by the Social Welfare Department | Choose an item. |
| 1. Toys provided for use by children are safe and cleaned after use | Choose an item. |
| 1. Where the hospital caters for neonates, there are policies and procedures to support breast feeding | Choose an item. |

* 1. Care of Patients with Mental Problems or Violent Behaviour

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| 1. There are written policies and procedures to: | |
| 1. assess the patient’s inclination to violence and self-harm | Choose an item. |
| 1. assess the quality, safety, appropriateness and security of the service facilities to prevent the patient harming himself / herself or other person | Choose an item. |
| 1. provide training to enable staff to manage such patients | Choose an item. |
| 1. communicate the patient’s condition to staff who are taking care of the patient | Choose an item. |
| 1. manage a disturbed patient | Choose an item. |
| 1. prescribe the use of restrains, rapid sedation and emergency medication where applicable | Choose an item. |
| 1. report incidents or self-harm | Choose an item. |
| 1. The attending medical practitioner carries out an examination on the mental condition of the patient suspected to have suicidal tendency and take appropriate action | Choose an item. |
| 1. Where the hospital provides psychiatric inpatient service, there are at all times an appropriate number of Registered Nurses (Psychiatric) providing nursing care | Choose an item. |

* 1. Care of Patients who Require Physical Restraint

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| Whether physical restraint will be provided in the hospital:  *(If no, please choose “NA” for items (a) to (e))* | Choose an item. |
| 1. Use of restraints is discouraged and is only used as the last resort to prevent patient from injuring himself / herself or others or to prevent the patient from falling | Choose an item. |
| 1. Restraints are applied by a nurse only after having consulted a medical practitioner who has assessed the suitability of using restraints, the type and the maximum duration. The need for restraint is documented in the patient’s clinical record | Choose an item. |
| 1. Where restrainers are to be used, the informed consent of the patient or his / her next-of-kin or other authorized representative is obtained | Choose an item. |
| 1. There are written policies and procedures on the use of restrainers to ensure the proper use of restraint | Choose an item. |
| 1. The condition of the patient, including the circulation and skin integrity, is checked on a regular basis to ensure that the patient is safe from the risk of strangulation. There is a record to document such checking | Choose an item. |

* 1. Care of Patients who Require Palliative Care

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| Whether palliative care will be provided in the hospital:  *(If no, please choose “NA” for items (a) to (e))* | Choose an item. |
| 1. The multi-professional team is commensurate with the service being provided | Choose an item. |
| 1. All team members are trained in the assessment of palliative care needs for people with different physical, psychological, social, religious and cultural needs | Choose an item. |
| 1. All team members have received training and updating in communication skills including the breaking of bad news | Choose an item. |
| 1. There are appropriate equipment and facilities for symptom management, rehabilitation or terminal care | Choose an item. |
| 1. There are written policy and procedures on the following: | |
| 1. access to palliative care, pain management and / or other support services | Choose an item. |
| 1. end-of-life care, including decision making | Choose an item. |
| 1. the development and use of advance care plans or directives | Choose an item. |
| 1. recognition and recording of advance directives | Choose an item. |

* 1. Use of Telemedicine

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| Whether telemedicine will be provided in the hospital:  *(If no, please choose “NA” for items (a) to (d))* | Choose an item. |
| 1. There are policies and procedures in place to ensure that the overall standard of care delivered by telemedicine is not compromised as compared with in-person service | Choose an item. |
| 1. All staff providing telemedicine service have the necessary qualification and competence | Choose an item. |
| 1. Staff and patients are able to identify each other in each encounter | Choose an item. |
| 1. There are policies and procedures to safeguard privacy and security of data and records for telemedicine service | Choose an item. |

* 1. Administration of Medicines

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| 1. Drugs packed in unit dose containers are administered immediately after the drug has been removed from the container | Choose an item. |
| 1. The medicine for resuscitation is easily accessible to staff. The packaging facilitates the process of resuscitation | Choose an item. |
| 1. Where medicines are received under a prescription for a named patient, they are administered to that particular patient and are not used for other patients. When medicines are no longer required by the named patient, they are returned to the pharmacy for proper handling and disposal | Choose an item. |
| 1. Maintenance of the supplies of medicines in ward stock is performed by pharmacists, dispensers or registered nurses | Choose an item. |