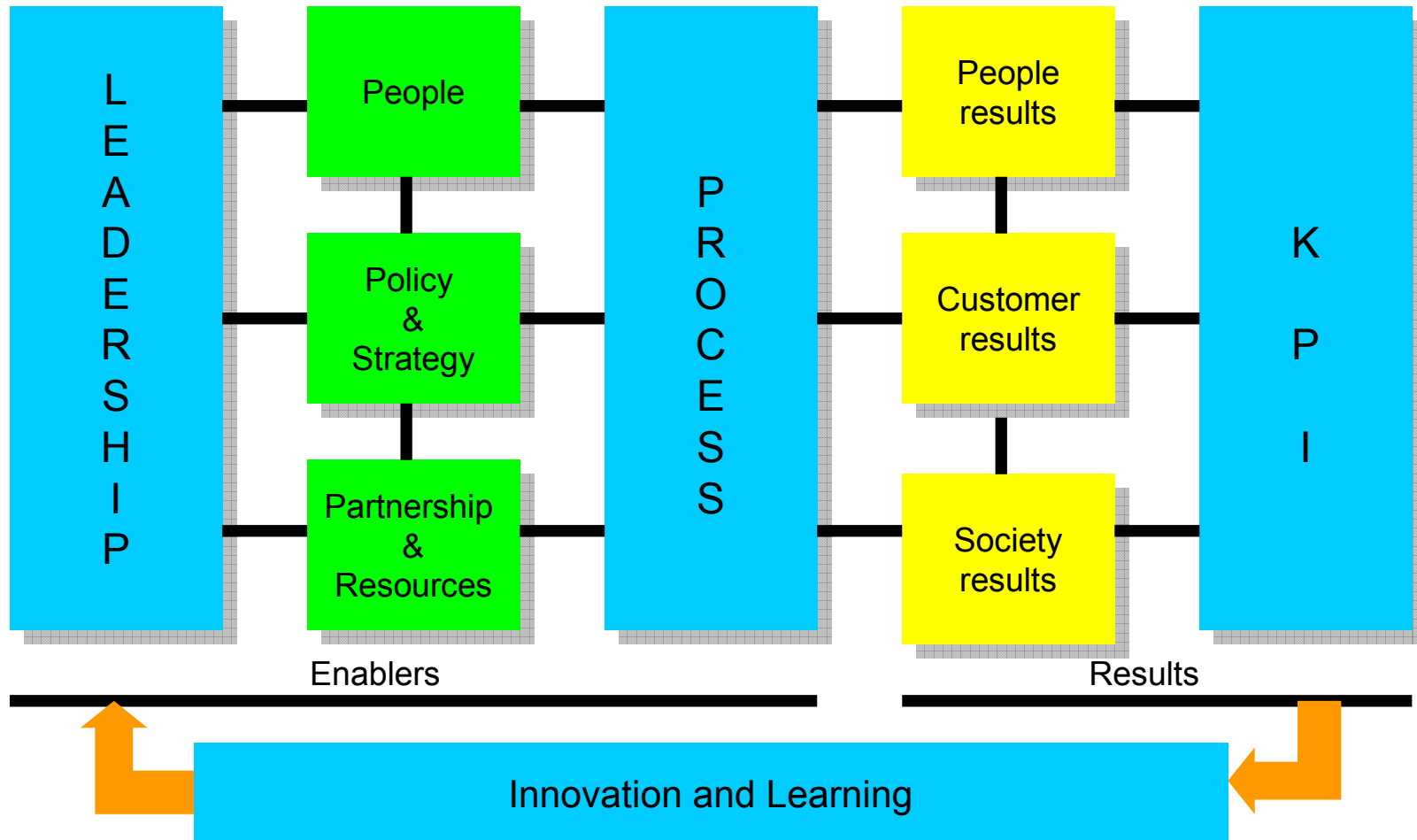


# Clinical Governance

Dr. Grace Frelita, MM  
Chief Executive Officer



# Clinical Governance



# LEADERSHIP



- To ensure an integrated Patient Safety program is implemented throughout the organization
- Set performance improvement priorities



## Doctor / AHC :

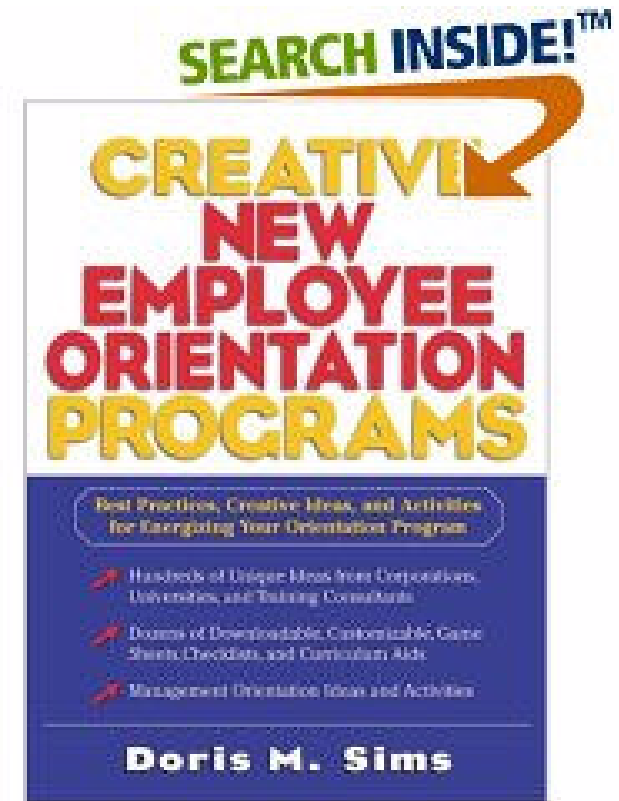
- Recruitment based on :
  - Character
  - Competency
  - UU / PP
  - Clinical Privilege
- Credential
  - Primary Source Certificate
  - DPM (medical technique)
  - Nurse Committee
- Indemnity Insurance
- Fulltime Doctors : 25 %

# PEOPLE



# POLICY & STRATEGY

- SOP
- Orientation Program & Evaluation



# PARTNERSHIP & RESOURCES



- Collaboration with local and international institution
- Benchmark
- Safety facilities
- Safety equipments



# PROCESSES

- DPM Report & Nursing Committee
- Morning Report
- Case Presentation (difficult cases, death cases, extraordinary cases)
- Integrated Medical Record form & Multi Discipline form
- CME



# PROCESSES



- Case Manager
- Pain Management Team : ↑ Quality of life
- Incident Report
- RCA
- Speak up brochure
- Patient Safety Goal



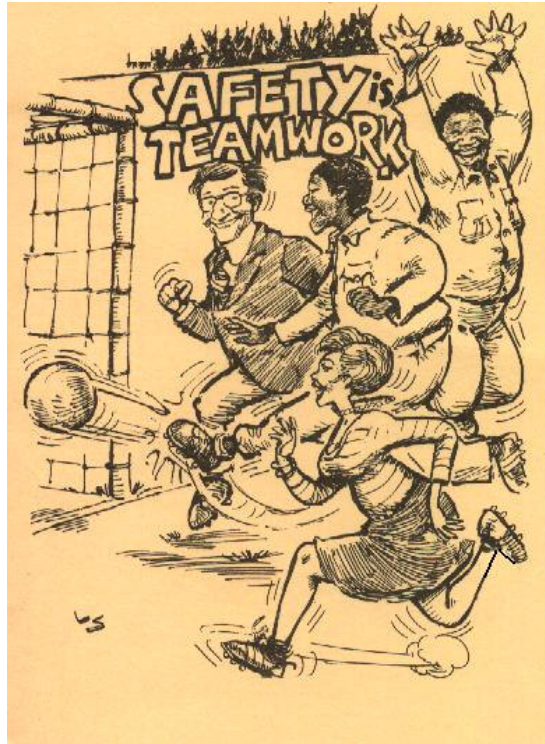


# PROCESSES

- Clinical Pharmacologist
- Clinical Pharmacist
- AB Guidelines
- MR Review Team
- Performance Appraisal
- Inform Consent



# PEOPLE RESULTS

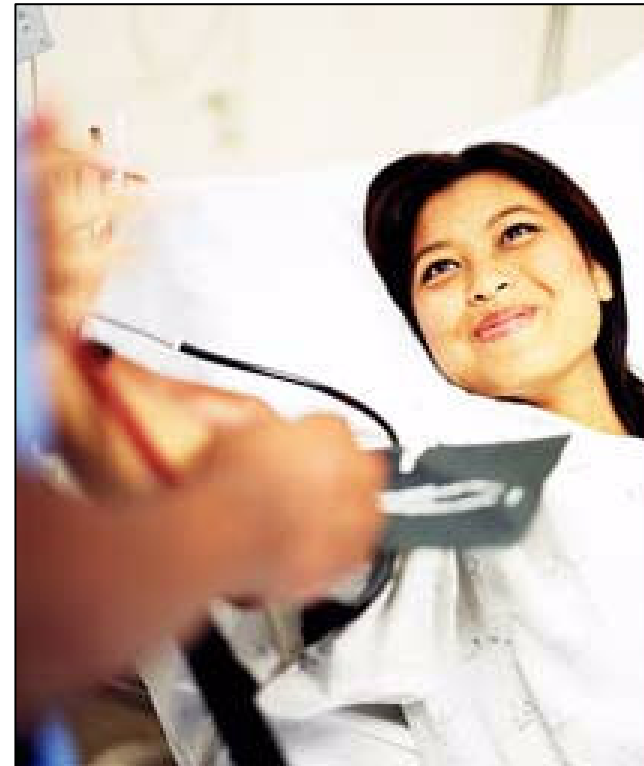


- Satisfaction, comfort & safety of the staff and doctors 2005
  - TOI : 0,83 %
  - Sickness : 3,28 %
  - Staff Satisfaction Survey : 91,84 %
- Staff Safety



# CUSTOMER RESULT

- Patient's satisfaction -  
Target > 85 %
- Every month
- Patient Safety increased
- New patients
- Loyal patients



# SOCIETY RESULTS



- Level of trust of medical services in Indonesia will increase
- US \$ 600 millions



# WHO SHOULD BE RESPONSIBLE ?



**ALL OF US**







**Lippo Karawaci**

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**Semanggi Specialist Clinics**

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**Evacuation**

Contact Siloam Hospitals Lippo Karawaci  
Telp. +62 21 55777911

