



## News from the International HPH Network

# Get inspired by the Taiwanese HPH Network

After our short news item on the Taiwanese HPH Network in the previous issue (Vol 3, Issue 2), we have been approached by readers who wish to hear more about how the Taiwanese network have achieved their success, and how they organize and communicate with their many member hospitals and health services.

We have set up an interview with Dr. Shu-Ti Chiou, the Taiwanese HPH Coordinator, who invites the readers into the work and process of the largest National/Regional HPH Network.

### About the NETWORK

The Taiwanese HPH Network has existed since 2006 and has today a total of 131 members, thus making it the largest National/ regional HPH Network in the International HPH Network.

The network have a strong support from the Taiwanese Government and the administration and secretarial function of the Taiwanese HPH Network is placed at The Health Promotion Administration of Taiwan, a branch under the Taiwanese Ministry of Health and Welfare.

#### Contact:

Taiwanese HPH Coordinator,  
Dr. Shu-Ti Chiou  
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**Q:** As one of the pioneers on HPH in Taiwan and as the Taiwanese HPH Coordinator, you have been involved since the beginning in 2006.

- How do you see the transformation from a new HPH network to today, where the Taiwanese National HPH Network is the largest within the International HPH Network?

**A:** The Taiwanese HPH Network was founded in 2006. In the beginning, it was very difficult to tell how many members we could possibly recruit. I was an assistant professor of a medical school at the time, without much power or resource. However, I did make a wish to become top 5 in the world within 3 years and to be the largest one within 5 years. Our progress was actually a little bit behind my initial target.

I started by inviting several outstanding leaders from the fields of healthcare management, public health, health promotion research, etc. Of course, we were all busy people. The reason we came together was for something we believed, and we would like to see good things happen for that. We didn't have time to waste upon unnecessary errors or going nowhere.

We chose to stand on the shoulders of giants instead of re-inventing the wheels. The initiative to implement HPH was based on the HPH Standards developed by WHO. To apply for full membership, healthcare organizations are required to do the self-assessment and to pass the audit. To strengthen capacity building,

minimum credits of continuous education and periodic re-assessment were required for membership renewal every 4 years. To benchmark and raise the bar, we held an annual competition to award best practice. To generate and share evidences, we did evaluations and submitted our results to the international conferences. Since 2010, Taiwan has been the network with the highest number of accepted abstracts in the annual HPH International Conferences for 4 consecutive years, and has won the best poster award for 5 consecutive years. We are encouraging our colleagues to submit full articles to scientific journals, too.

The Government's role is very important in the push-and-pull of this challenging process. The Health Promotion Administration of Taiwan (HPA, formerly the "Bureau of Health Promotion") is a strong advocator for value-adding health care and it has worked hard to help remove barriers and generate facilitating mechanism. HPA expanded payments for preventive services, launched pay-for-performance design, provided project-based grants for HPH-related initiatives, and engaged other key partners such as local public health departments, academia and hospital associations.

**Q:** With so many member hospitals and health services it must be somewhat of a challenge to organize the overall work of the National HPH Network. How do you organize such a high number of members?



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**A:** A non-governmental organization, the Taiwan Society of Health Promoting Hospitals and Health Services, was set up in 2007 and worked closely with the government on domestic coordination, such as collecting membership fees, arranging site visits for auditing, providing training activities, publishing newsletters, organizing domestic annual conferences, maintaining the website, taking care of questions and requests, sending out and receiving emails, etc. The Health Promotion Administration provided some grant support on these activities.

**Q:** How do you see the future of HPH in Taiwan?

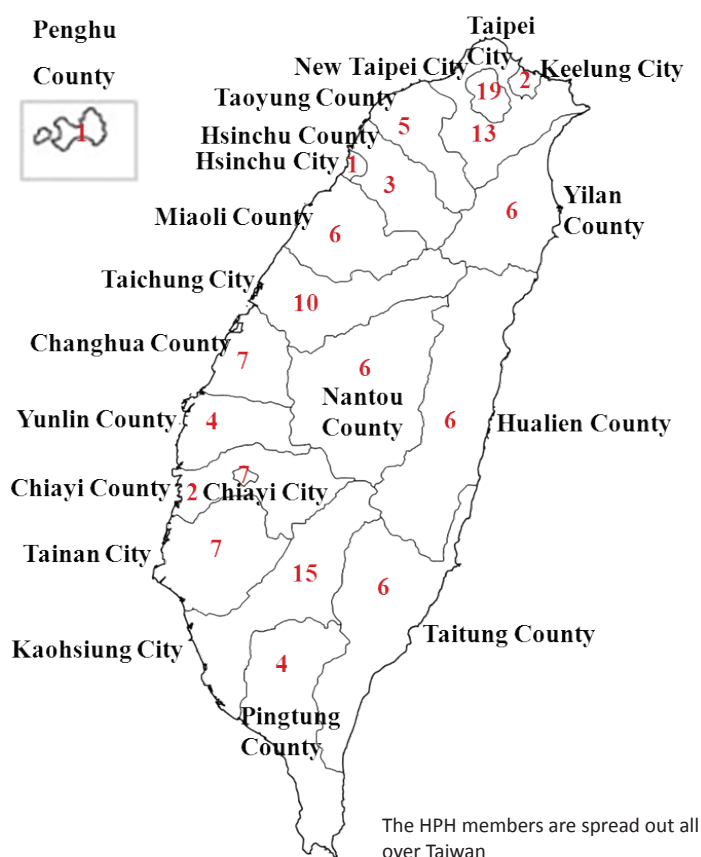
We see HPH as one of the most important and timely solutions to the NCD tsunami. Domestically, Taiwan's HPH Network continues to expand, not only in its number but also in types of services. New members include large university hospitals, public health centres and long-term care facilities. The nationwide efforts made it possible to examine its impact on population health. We have seen some positive results, which we hope to publish soon. Internationally, Taiwan actively participated in working groups and task forces. It is coordinating a new task force on age-friendly health care with representatives from more than 10 countries. We are keen to

support other networks on training arrangement and exchange programs.

Transformation was no easy task. It is not just about the number of members, but more difficultly and more importantly, the internal change in how healthcare organizations see themselves, manage themselves, and deliver their services and care. Our transformation process is on-going and still has a long way to go. We continue to be confronted by questions like why hospitals have to do health promotion or whether this may hamper hospitals' total income. The radical transformation of healthcare delivery cannot and will not happen without the reforms of healthcare payments and healthcare accreditation towards a more outcome-driven and value-based design.

**Q:** Do you have any good advice to pass on to other National HPH Networks who wish to learn from Taiwan?

**A:** The more I'm involved in the International Network, the more I see the differences between Taiwan's approach and the approach of other networks. Such differences seem critical to some networks' development. There are certain irrefutable rules of effective changes. The problem is, do you really want a change to happen?



### Communication and support of members

**Q:** With 131 members, the National Taiwanese HPH Network is by far the biggest in the International HPH Network. In the administrative process, how do you communicate with all members?

**A:** We communicate with HPH members through regular email correspondence, telephone conversations, and official letters to disseminate HPH related announcements. Both HPA and the HPH Society have websites, of course. We held workshops for education and training. The annual conference and general assembly meeting are the most important events for everyone to get together.

**Q:** When you think of Taiwan, you think of high-tech and technological innovation. Do you use special technological features to facilitate the administrative process?

**A:** Official letters are either sent electronically to each HPH member or through traditional post. Information regarding HPH is also presented on the HPH sub-section on the HPA's main website. Email newsletters from both the International HPH Network and the Society (E-Journal) are also sent to each member hospital on a regular basis. We also conduct video- or teleconferences



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with HPH members who cannot personally attend workshops or meetings.

**Q:** How do you support and encourage the members to share information and learn from each other?

**A:** Upon entry into the network, new members will receive core course training and on-site visits, offering them advice and methods on how to improve. The annual conference provides platform to share best practices from the award winners. Many members or members-to-be invited the winners to speak in their hospitals or organizations. The HPA promotes the HPH model and give examples through multiple media outlets, such as news releases, press conferences, and articles in magazines with high circulation. The Taiwan Network organizes large campaigns on health-promotion issues to engage patients, staff, communities and the public.

**Q:** Do you have any good advice to pass on to other National HPH Networks who wish to learn from Taiwan?

**A:** We highly recommend getting strong support from your government; setting up an organization that is tasked specifically into managing HPH network; organizing regular workshops to build visibility and capacity, as well as educating new members by sharing experiences with existing members; inviting member hospitals from other networks to come and exchange experiences, as well as making the effort to participate in the annual International HPH conferences. Lastly, we welcome interested networks to invite member hospitals from Taiwan to share their experiences in promoting HPH work!

Thank you Dr. Chiou, for this comprehensive insight in the work and organization of the Taiwanese HPH Network.

# 22<sup>nd</sup> International HPH Conference, Barcelona, Spain (April 23-25, 2014)

Under the title “Changing hospital & health service culture to better promote health,” the conference will focus on a number of topics to further develop the hospital culture, including health literacy, salutogenic workplaces, and cooperation between hospitals and other settings for better health.

High-ranking international experts and speakers including Georg Bauer (Zurich), Oliver Gröne (London) Ilona Kickbusch (Geneva), Hans Kluge (WHO-Euro), Chi-Hung Lin (Taipei), Eric de Roodenbeke (International Hospital Federation) and Agis Tsouros (WHO-Euro) have confirmed their participation.

The conference will also host a number of accompanying events including a module by ENSH-Global on tobacco control in health care services, a workshop on children's rights in hospitals, a HPH school, a workshop for HPH network coordinators, and a HPH newcomer's workshop. And many more topics will be covered in the parallel and poster sessions of the conference.

For a continuously updated program overview, please visit:

[www.hphconferences.org/barcelona2014/programme/intinary-details.html](http://www.hphconferences.org/barcelona2014/programme/intinary-details.html)

## Prolongation of deadline for abstract submission

Please note that the deadline for abstract submission will be prolonged until January 17, 2014.

Make sure that you submit your paper in time at:

<http://www.hphconferences.org/barcelona2014/abstract-submission/view-abstract.html>

In addition to a splendid program, Barcelona is the ideal venue for a short-term pre or post conference vacation and will provide more than one good reason to attend this event!



Photo: Pixabay





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# Czech hospitals become first in the world to complete the WHO HPH Recognition Process

The very first site visits of the WHO HPH Recognition Project were conducted in mid December 2013 in all participating intervention group departments of the Czech Republic. These site visits are the final step of the process, and auditors validate results from the departments own assessments and measurements as well as conduct sampling of staff and patient perspectives.

### About the PROJECT

The WHO HPH Recognition Project is a multicentre RCT, aiming for 88 included hospital departments from all over the world, to have adequate sample size. All clinical hospital departments are eligible for participation (except palliative and paediatric).

All interested parties are encouraged to make contact.

#### Contact:

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The 3 intervention group departments in the Czech Republic, who have now officially completed the entire process, are the Orthopedics Department at Pelhřimov Hospital, the Department of Pneumology at Jihlava Hospital and the Internal Medicine Department at Valasske Mezirici Hospital.

The Czech Republic has a total of 8 hospitals taking part in the WHO HPH Recognition Project and the remaining (control group) participants are scheduled for site visits in June 2014 – when they will have completed their implementation period and both measurements, which the project consists of.



Site visit at Valasske Mezirici Hospital with WHO Country Office (CZ), Ministry of Health (CZ) and WHO CC (DK)

Other participating countries (there are currently 8 countries in total) will also be site-visited as per the timeline of each country.

In the Czech Republic the site visits to all of the intervention group departments generated a lot of interest and support, both internally in the hospitals with staff



Site visit at Jihlava Hospital



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Site visit at Pehlrimov Hospital

and with management but also externally in the country; with the Ministry of Health and with the WHO Country Office. Furthermore, the departments have clearly shown that the process, which the project tests, is both realistic and interesting.

Although at present only the 3 Czech intervention group departments have completed the entire project process from start to finish, it seems the project holds great promise by way of understanding and recognizing HPH performance.

The project's Principal Investigator, Prof. Hanne Tønnesen, says: "The project consists of a baseline measurement, a quality plan made on basis of the departments' own results, a follow-up measurement and finally the site visit itself. The visits to the Czech intervention group departments have been really exciting for all of us, and they underpin the great potential of this project in terms of finding a good model for fast-track HPH implementation and a connected way of recognizing performance".

Overall, the WHO HPH Recognition Project is at about 50% inclusion with 40 participating departments from a total of 8 countries. The aim is 88 departments, and the project group now warmly invites all interested countries and all interested HPH hospitals to make contact with a view join the project.

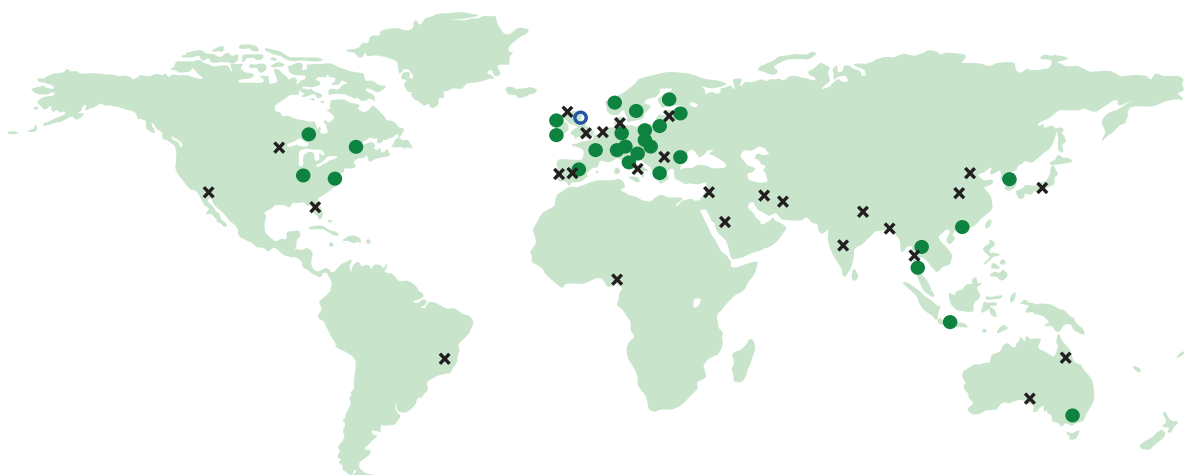
## Become a member of the International HPH Network

If your hospital or health service is interested in joining the International HPH Network, go to [www.hphnet.org](http://www.hphnet.org) and read more on what HPH can do for your organisation and why health promotion is vital for the improvement of health for patients, staff and community.

For further questions about the HPH Network, feel free to contact the secretariat: [info@hphnet.org](mailto:info@hphnet.org).

The International HPH Network has members in 40 countries spread out over all six continents.

### HPH members 2013



● = Affiliated Member(s)

● = Country / Region with HPH Network(s)

x = Country / Region with individual Hospital or Health Service HPH Member(s)