

A holistic approach to better manage the renal service and improve patient satisfaction in a new hospital and dialysis centre in China

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Abstract

In China, the vision and direction of the Hospital; the patients' behavior; the way the Doctors practice and finally the management of the institutions are very different from the UK National Health Service. The University of Hong Kong – Shenzhen Hospital (HKU-SZH) is a new affiliated hospital of the HKU set in China. It is hoped that the Hospital will act as a forerunner of reform Hospital and bring China healthcare closer to international standard. An account about China healthcare, its insurance cover, the preferential reimbursement of hospital hemodialysis compared to peritoneal dialysis will be given. Nephrologists training and competency are very variable. Patients are short of accurate medical information. It is not uncommon for uremia patients to seek medical attention late. Traditional Chinese Medicine is the preferred choice. The Chinese dialysis standard of operation of procedure (SOP) based itself on international guideline such as the KDOQI yet there is insufficient pressure on its reinforcement. The objectives of the HKU-SZH emphasize in prevention, health promotion, high quality and safe service. In spite of some shortcomings, there are also some excellent examples of ingenuity and adaptability in our dialysis setting. It is only through education, promotion of mutual trust and respect and when the facts, differences and difficulties are understood that we could move forward. So far, our approaches as cited are working and yielding results and will be presented here.

Biography

Pearl Pai qualified from University of Aberdeen, UK and received her MD from the University of Liverpool. She is the Chief of Service (Department of Medicine) and Chief of Nephrologist at University of Hong Kong – Shenzhen Hospital, Guangdong, China. She is also the Honorary Clinical Associate Professor at the Department of Medicine, the University of Hong Kong. She was a NHS Consultant Physician and Nephrologist in Sunderland Royal Hospital and then Royal Liverpool University Hospital before she returned to Hong Kong in 2012.