

Turning Impossible into Possible

Obtaining ISO 9001:2000 Certification for AIDS Hotline

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Issues

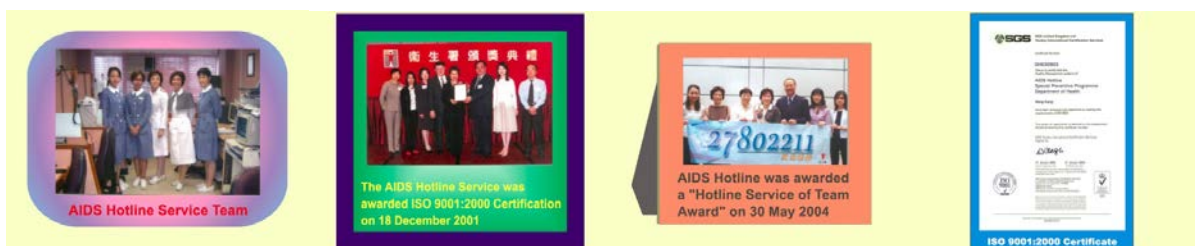
To introduce the ISO 9001 process for achieving continuous improvement of the AIDS Hotline Service.

Project

In the absence of consultancy support or additional manpower, the plan of introducing a quality management system was made by the AIDS Hotline Service of the Hong Kong Department of Health in accordance with the ISO 9001:2000 framework. Two nurse specialists began by completing a five-day intensive course of ISO 9001:2000 Lead Auditor from International Register of Certificated Auditors (IRCA).

Based on the provisions of the existing system, the Service went through the processes of :

- (a) writing up the quality manual;
- (b) designing relevant forms for systematising work flow;
- (c) streamlining training;
- (d) preparing documents; and
- (e) setting up monitoring mechanism.



Result

After a year's work, the AIDS Hotline Service was awarded ISO 9001:2000 Certification on 18 December 2001. It has also passed the surveillance assessment in the recent two years, an indication that quality management is now an integral part of the Service.

Lessons Learned

The quality management system approach has given all staff a clear direction and a systematic approach for service review, monitoring, and undertaking corrective and preventive actions.

It has also strengthened ability of the Service in documentation and evaluation. Team work and committed participation were the keys to success.