United Family Healthcare
和睦家医疗

Beijing United Family Rehabilitation Hospital
北京和睦家康复医院

2016

年度质量报告 Quality Report

颁布日期 2017 年 2 月
Published February 2017

报告介绍

北京和睦家康复医院作为和睦家医疗的一员，秉承国际标准，追求卓越医疗，遵循以患者为中心，多学科协作的康复服务模式，旨在帮助更多患者重拾健康，提高生活品质。医院致力于帮助脑卒中等神经患者和骨、关节和运动损伤等骨科康复患者及时恢复功能; 帮助产后妈妈从分娩损伤中及早恢复, 获得最佳治疗效果，尽早重返他们热爱的生活。

我们将过去一年医院的工作绩效以质控年报的形式向公众展示，意在与我们的客户、员工、社区和所有感兴趣的人士分享我们的服务质量、临床效果、患者群体特征和满意度等相关数据。我们期待您的关注和宝贵意见。

Introduction

As part of the United Family Healthcare (UFH) network, Beijing United Family Rehabilitation Hospital (BJURH) continues UFH's pioneering tradition of providing comprehensive, international-standard healthcare in a warm, caring, and patient-oriented environment. By focusing on individualized, interdisciplinary care, we help neuro rehabilitation patients, like post-stroke patients, and those with orthopedic impairments to regain their function; and we assist new mothers recover faster from birth.

This report is designed to provide a snapshot of our performance each year. Our aim is to inform our stakeholders about the quality of our services, our clinical outcomes, patient demographics, and satisfaction rates. We welcome your feedback.

我们的治疗师团队 Our Therapy Team

北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

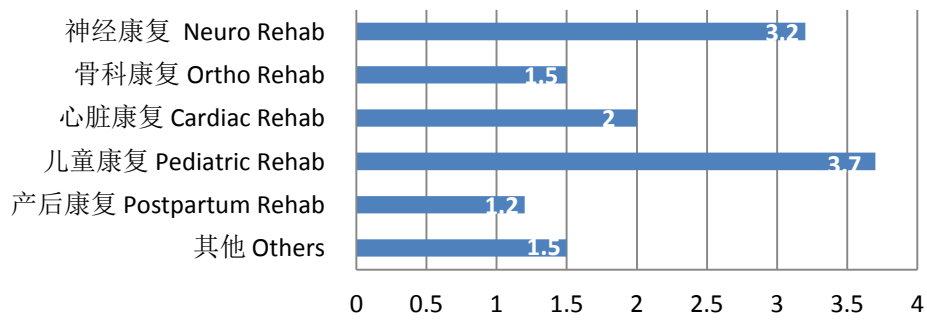
一．患者情况小结

1. Outcomes at a Glance

- 2016 年我们共收治 **303** 位住院患者。
- 2016 年共服务 **293** 位出院患者。
- 全年共提供 **5, 644** 次门诊服务。
- **88%**的患者出院后回归家庭，**6%**为缓和医疗的患者, **6%**转诊至其他医院。
- 患者在出院后 30 天的电话随访成功率为 **68%**，有 **32%**的患者电话未能接通。
- 2016 年有 **18** 位患者转诊至综合医院接受检查或特殊治疗，**3** 名患者因为费用原因转诊至其他康复机构。
- 患者的每天接受一对一康复治疗的平均时间为 **2.8** 小时；这不包括我们每周为患者提供团体治疗和文娱治疗等时间。

- We admitted **303** patients in 2016.
- We discharged **293** patients in 2016.
- We provided **5,644** out-patients visits in 2016.
- **88%** of our patients were discharged to their home environment, **6%** were palliative care patients, and **6%** were transferred to local hospitals.
- **68%** of patients were followed-up by phone within 30 days of discharge. The other **32%** of patients were not reachable.
- During the year, **18** patients were transferred out of the ward to acute care hospitals to receive specialized procedures not available at BJURH; **three** patients transferred to another rehabilitation hospital for financial reasons.
- Patients' average one-on-one therapy time was **2.8** hours per day. In addition to one-on-one therapy, we also provided group therapy and recreational therapy to our patients.

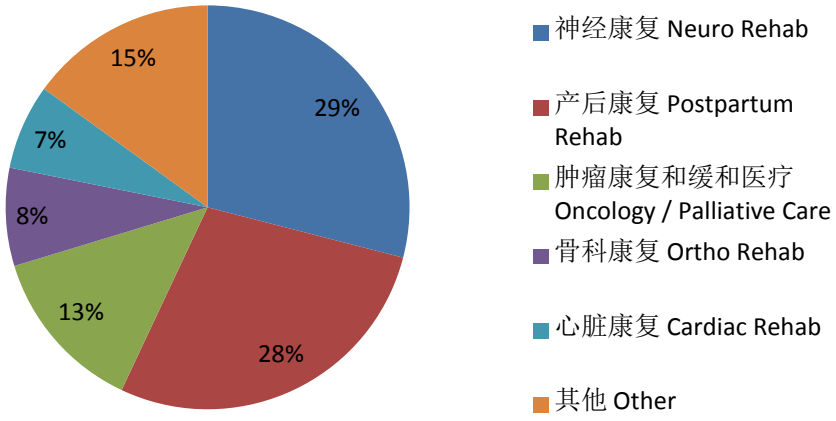
患者一对一平均康复治疗时间（天/小时）
Average One-on-One Treatment (Hours/Day)



北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

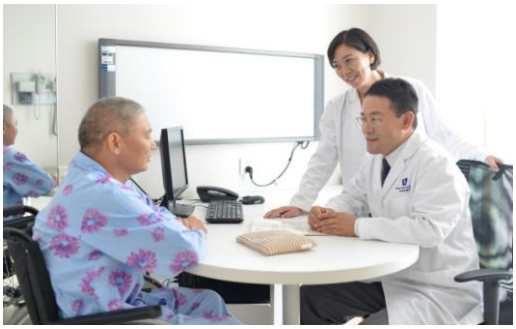
二．患者人口统计学特征
2. Patient Demographics

出院患者概况(N=293)
Types of Discharged Patient (N=293)



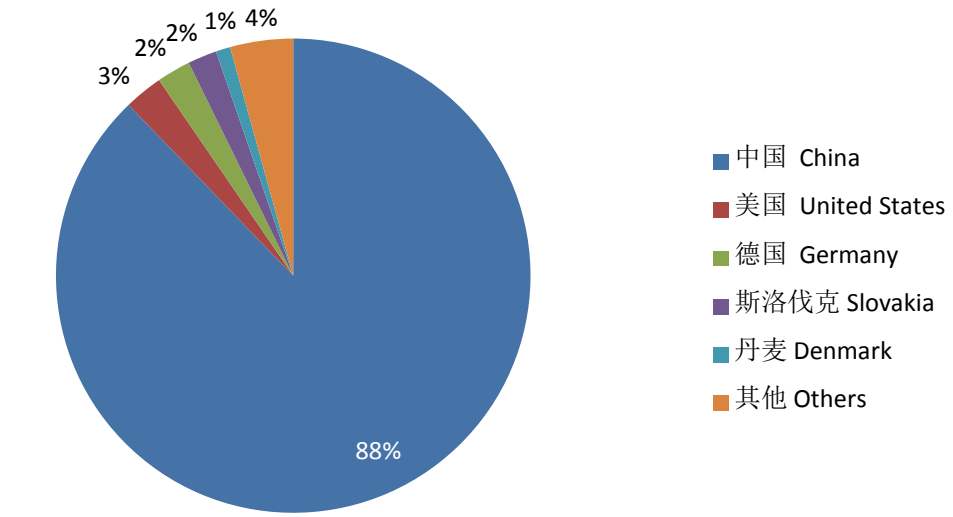
2016 年收治患者类型中，前五位为神经康复占 29%，产后康复占 28%，肿瘤康复和临终关怀占 13%，骨科康复占 8%, 心脏康复占 7%。

In 2016, the top five types of patients by admission were: 29% neuro rehab patients, 28% postpartum patients，13% oncology rehab and palliative care patients, 8% orthopedic patients and 7% cardiac rehab patients.

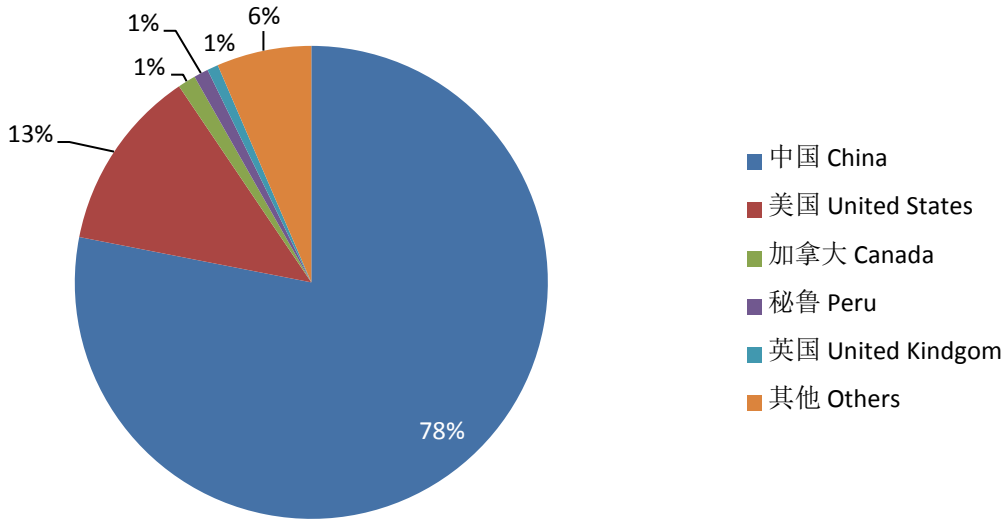


北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

住院患者国籍分布
Inpatient Nationality



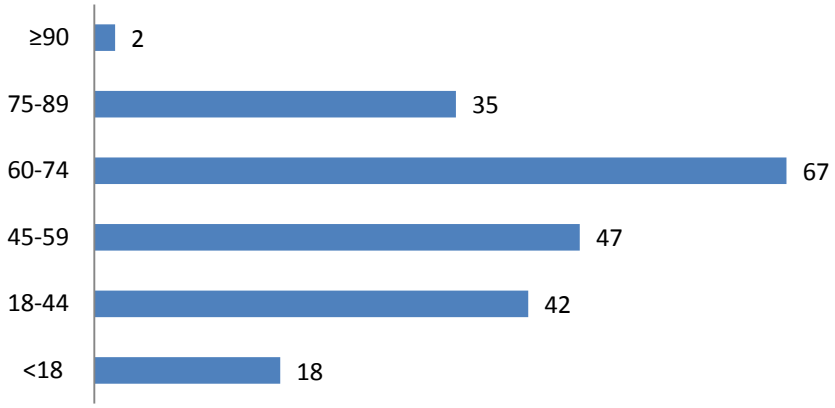
门诊患者国籍分布分
Outpatient Nationality



2015 年我们共服务了来自 25 个国家和地区的患者，2016 年上升到了 38 个国家和地区。
We served patients from 38 countries and areas in 2016, compared with 25 countries in 2015.

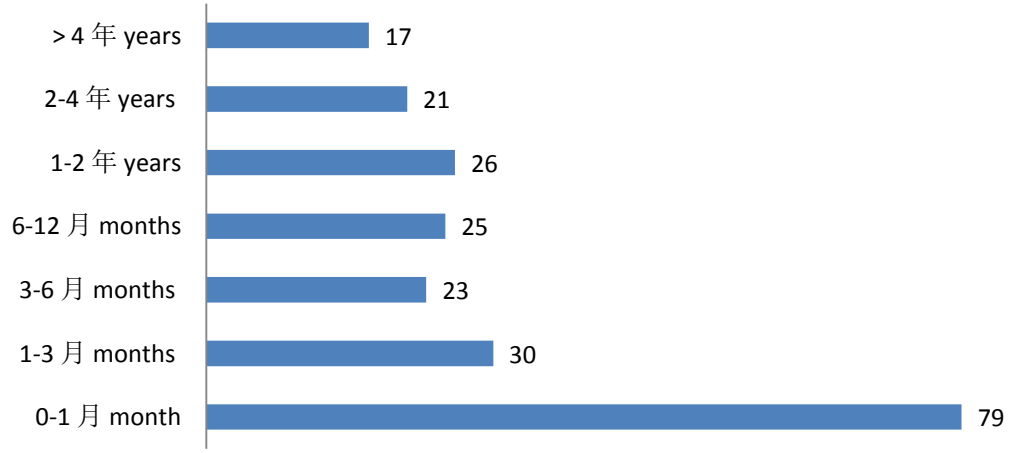
北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

患者年龄分布
Age of Patients



2016 年入院患者的平均年龄是 54 岁，与 2015 年持平。
In 2016, the average age of admitted patients was 54, the same average age as 2015.

患者入院时发病时间
Time between Injury and Admission



大部分患者在发病后 3 个月内来我院就诊，37%的患者在发病后一个月内就诊。
Most of our patients were admitted within three months of their initial injury, and 37% were admitted within one month of injury.

北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

三．患者治疗效果
3. Patient Outcomes

国际功能、残疾和健康分类(ICF)

ICF 是世界卫生组织推荐的一套功能分类标准，对健康状态的结果分类提供理论框架。ICF 通用版组合是能在疾病间通用的评估工具，提供了临床最简化的评估方法，它包含 7 项：能量和驱力系统、情感功能、痛感、执行日常事务、步行、到处移动、有报酬的工作。

International Classification of Functioning, Disability and Health (ICF)

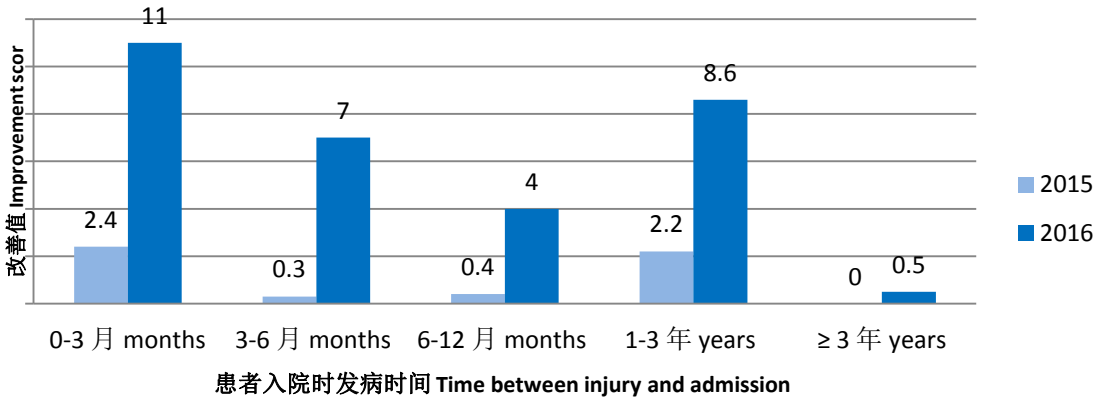
ICF is a set of functional classification standards recommended by the WHO. ICF provides a theoretical framework on the health status of classification. The generic ICF is a set of common assessment tools between different diseases. It provides a streamlined assessment method, which contains 7 items: energy and drive functions, emotional functions, sensation of pain, carrying out daily routines, walking, moving around, and remunerative employment.

ICF 改善值是入院时 ICF 值与出院时 ICF 值之差，数值越大，改善程度越大。

The ICF improvement score is the difference in the overall ICF score between admission and discharge. The higher of the difference, the better of improvement function.

脑卒中患者**ICF** 改善值

Stroke Patient Barthel Improvement Score



以神经康复脑卒中患者为例, 2016 年我们收治的 47 位，其中发病 3 个月内的患者 ICF 改善值最好。较 2015 年患者 ICF 改善值有较大提高。

Taking the stroke patient as example, BJURH treated 47 stroke patients in 2016. Patients admitted within 3 months of the onset of their conditions had the best ICF outcomes, and ICF outcomes improved considerably over 2015.

北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

改良 Barthel 指数

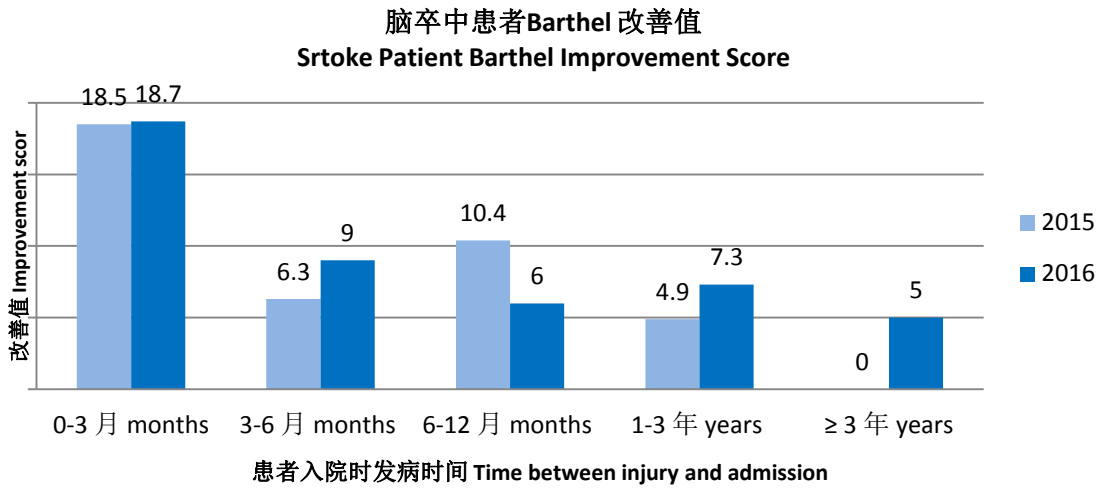
改良 Barthel 指数通过 11 项内容来评估患者的日常功能，尤其是日常活动功能和移动能力。项目包含进食、洗澡、个人清洁(修饰)、穿衣、入厕、大小便控制、床椅转移、轮椅使用、平地步行和上下楼梯。根据患者在完成以上活动时是否需要他人协助对其进行评分。每一项的分数加起来得到一个总分。分数越高说明患者功能越好或独立性越强，总分 100 分。

Barthel 改善值是入院时 Barthel 值与出院时 Barthel 值之差，差值越大，改善程度越大。

The Modified Barthel Index

The Barthel Index consists of 11 items that measure a person's daily functions, specifically daily living and mobility. The items include feeding, bathing, personal hygiene (grooming), dressing, toolet transfers, bowel/bladder control, chair/bed transfers, ambulation, using wheelchair and stair climbing. The person receives a score based on whether they have received help while doing the task. The scores for each of the items are tallied to create a total score. The higher the total score, the more independent of the person. The total score is 100 points.

The Barthel improvement score is the average change in the overall Barthel Score between the time of discharge and the time of admission. The higher of the difference, the better the ADL (activities of daily living) function



同样以脑卒中患者为例，2016 年我们收治的 47 位患者中, 发病 3 个月内的 Barthel 改善值最好。与 2015 年类似。

Taking stroke patient as an example, we treated 47 stroke patients in 2016. Similar with2015, patients admitted within 3 months of the onset of their conditions had the best Barthel outcomes.

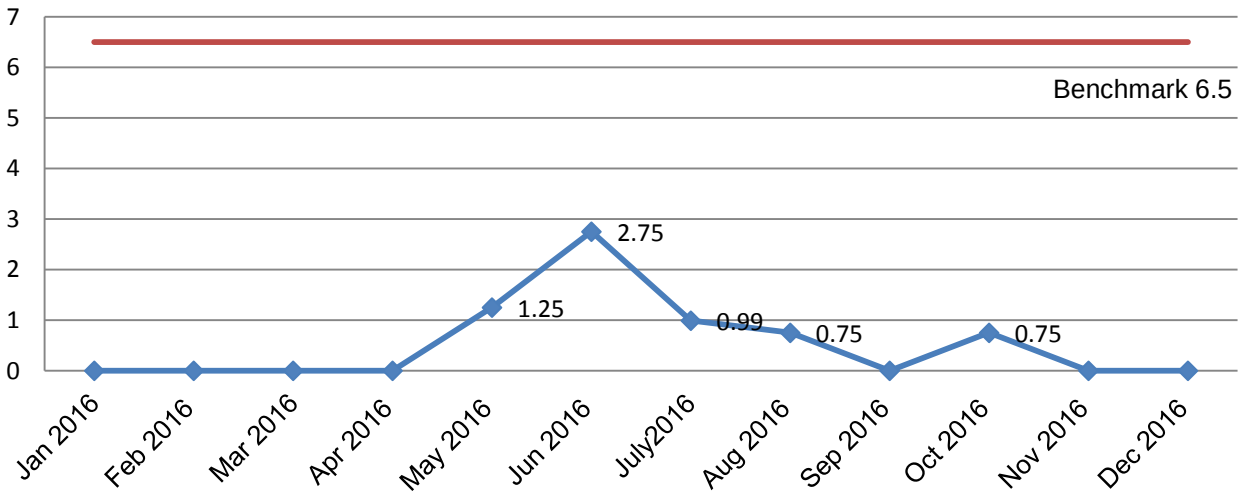
北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

四．质控指标
4. Quality Indicators

- 康复患者中发生压疮的例数 **2** 例，占总住院天数的 **0.02%**。
- 患者导尿管相关泌尿系感染发病率为 **0**。
- 院内感染发病率为 **0.33%**（全年仅一例）。
- 患者跌倒率：全年有 **6** 例患者摔倒，摔倒率平均为 **0.53/1000** 住院日（参考国际标准＜6.5/1000 住院日，源自美国 AHRQ 网站），均未受伤。
- 锐器伤发生例数 **1** 例, 比 2015 年(5 例) 有较大改善.

- There were only **2** cases pressure ulcer during 2016; the pressure rate was **0.02%** per total length of stay.
- The catheter-associated urinary tract infection rate was **0**.
- The nosocomial infection rate was **0.33%** (1 case in 2016).
- Patient falls: we had **6** cases of falls in 2016. The fall rate per 1000 patient days was **0.53/1000** patient days, (target: < 6.5/1000 patient days, US AHRQ.org). None of those falls resulted in an injury.
- There was only **1** case of a sharp injury during 2016, a big improvement compared to 2015 (5 cases).

住院患者摔倒率（每1000 住院天数）
Patient falls cases（per 1000 patient days)

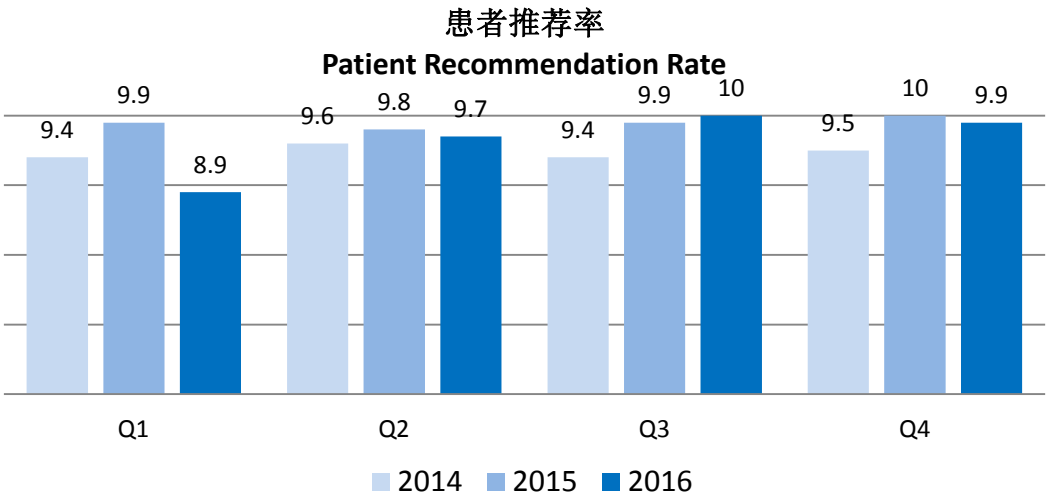


北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

五．患者满意度
5. Patient Satisfaction

2016 年患者满意度仍保持较高水平, 我们秉承以患者为中心, 营造开放的沟通交流环境；以提供多学科综合服务为根基, 为患者和家属提供高质量的医疗服务。

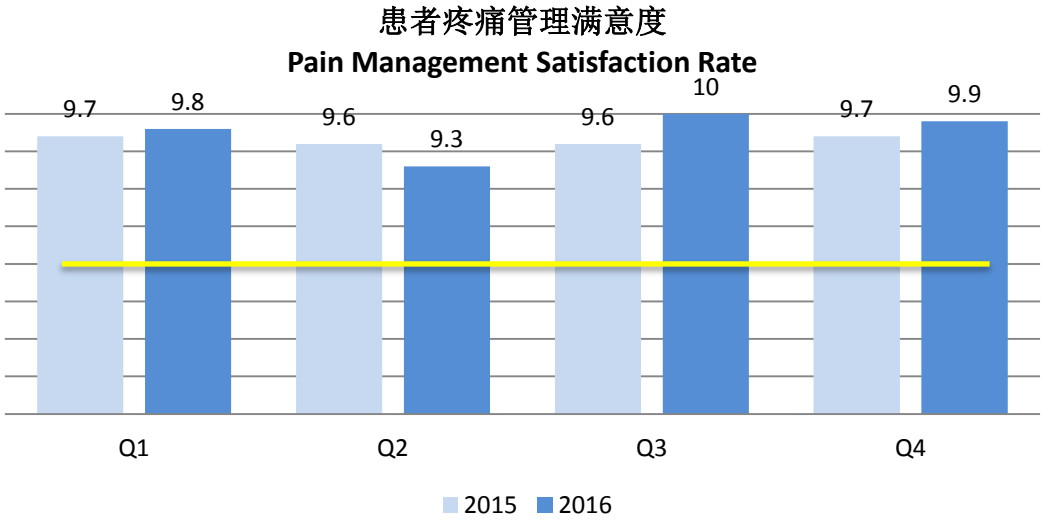
In 2016, our satisfaction rates remained high. Our focus on patient-centered care, open communication, and a multidisciplinary approach combined to ensure patients and families received high-quality medical care.



患者向需要康复服务的朋友推荐我们医院的意愿。

This is the rate at which patients would recommend our hosptial to their friends and family.

北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn



患者对于疼痛管理的满意度评分，我们的平均分为 9.8 分。远高于我们的目标分 8 分。
Our average score for the pain management satisfaction rate is 9.8, far above our target of 8.

图片源于网络 Photo from the network

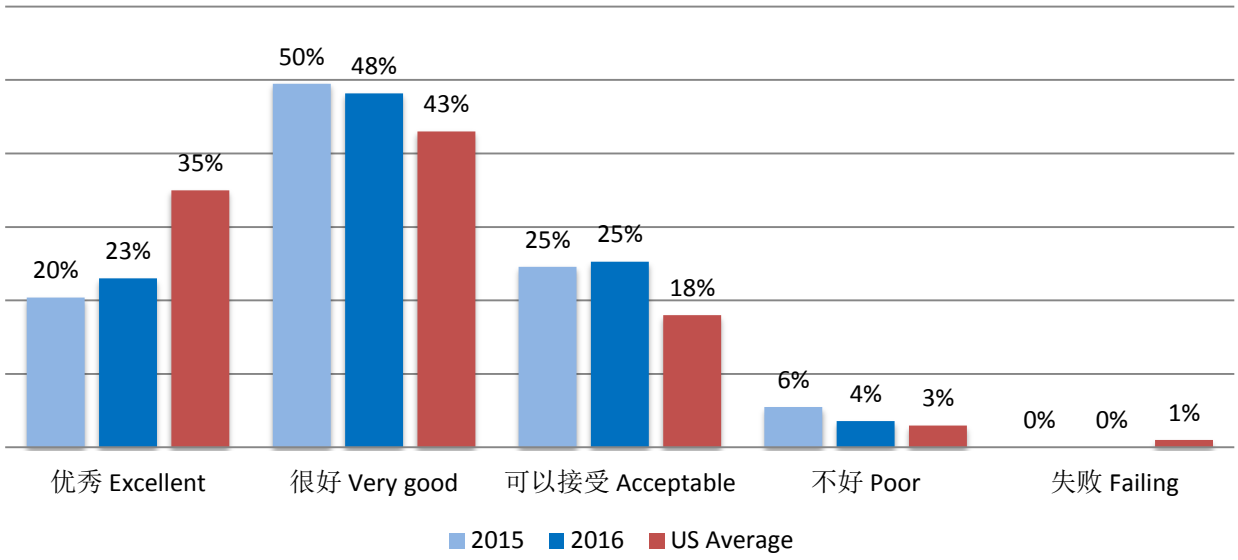
北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

六．医院安全文化
6. Hospital Safety Culture

北京和睦家康复医院秉承和睦家医疗文化，不断追求卓越，持续为患者创建安全和高质量的医疗服务。我们鼓励大家在互信的基础上交流安全相关的问题并一起改进。每年我们会面向全体员工开展安全文化调查；通过调查结果，帮助了解医院安全文化现状，发现需要提高的方面，及时调整质量安全计划。以下是年度安全文化调查的部分结果。

BJURH aims to continuously improve safety, quality, and service for our patients. We encourage staff to speak out on any safety issues or concerns they have, and work together to improve. We conduct a hospital-wide safety culture survey each year. Though the survey, we can determine areas for improvement from a quality and safety perspective, and revise the quality and safety plan accordingly for the coming year. Below are the results of our safety culture survey.

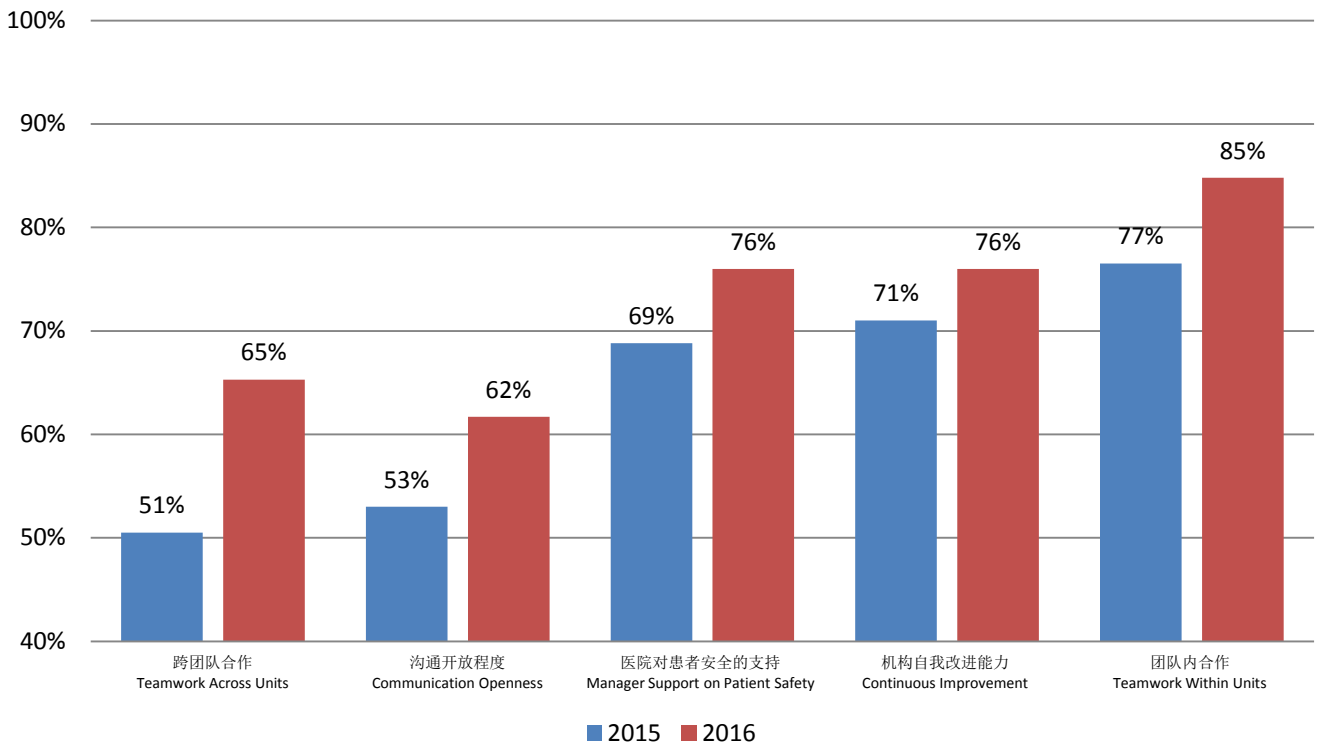
对您所在部门或区域安全等级评分
Overall grade on patient safety

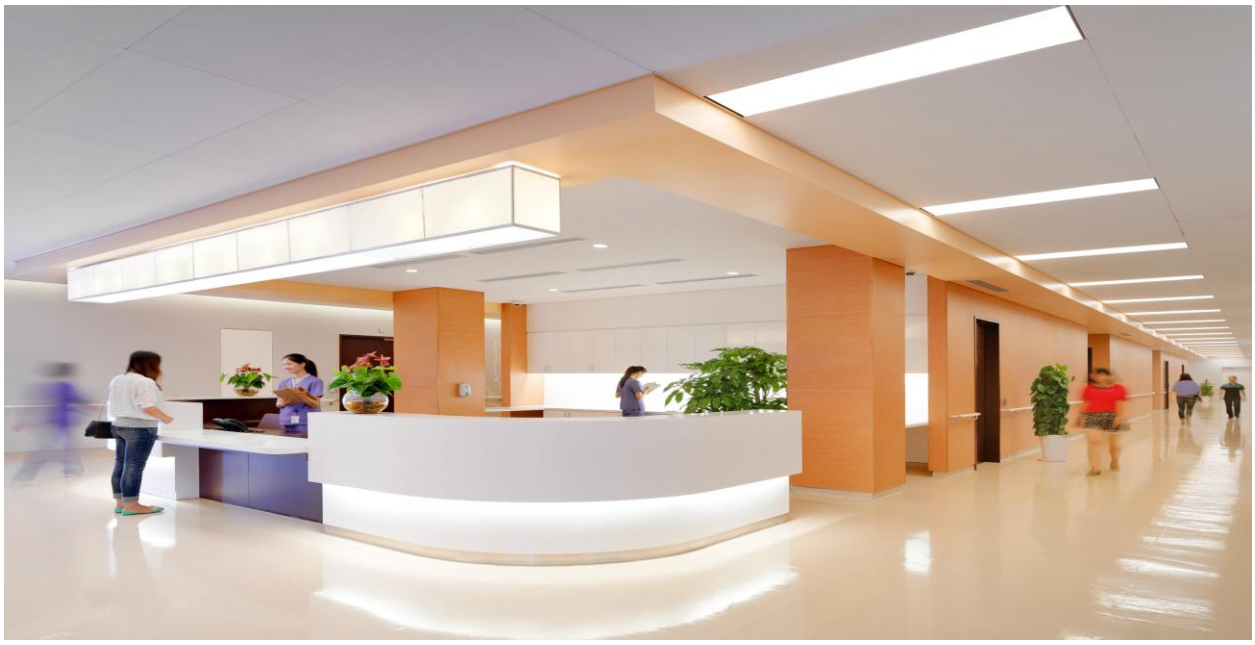


2016 年，70%以上的员工对医院安全等级充分认可。
In 2016, above 70% staff had positive attitude to the overall grade on patient safety.

北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

2016 年安全文化主要提升方面
Key Safety Culture Improvements in 2016





北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

七．产后康复
7. Postpartum Rehabilitation

产后康复

北京和睦家康复医院自 2016 年初正式启动产后康复项目。遵循国际化产后康复标准的同时，结合中医科学主张的“月子”理念，为产后妈妈和新生儿提供个性化的高质量康复体验。包括妇产科专家、儿科医生、康复医生、康复治疗师、康复护士、中医师、营养师、皮肤科医生和母婴专护师、等组成的多学科协作式医疗团队，为每一位客户更安全舒适地度过产褥期，提供全面保障。个性化康复服务内容：

国际标准的产后康复服务
母乳喂养指导
核心肌群激活与训练指导
疼痛管理
中医调理
营养干预
心理支持
产后形体训练
体重管理
婴儿抚触与感觉统合训练等。

2016 年我们共服务 102 位产后妈妈及她们的宝宝。

北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

Postpartum Rehabilitation

United Family Healthcare launched its postpartum rehabilitation (PPR) service at BJURH in 2016. This pioneering service combines international-standard postpartum rehabilitation services with traditional Chinese *yuezi* services to create a premium postpartum experience for new families. The comprehensive team involves obstetricians, pediatricians, rehabilitation physicians, therapists, specialized nurses, TCM physicians, dieticians, dermatologists, and specialized care-givers. Our aim is to provide the full range of high-quality medical and recovery services for postpartum clients. Tailored services include:

- International-standard postpartum rehabilitation
- Breast-feeding support
- Core muscle recovery
- Pain management
- Traditional Chinese Medicine
- Diet adjustment
- Psychological intervention
- Physical exercises
- Weight management
- Infantile massage and sensory integration training, etc.

In 2016, we served 102 postpartum clients and their babies.

北京和睦家康复医院 Beijing United Family Rehabilitation Hospital
北京市朝阳区姚家园北二路 1 号 100016
1 Yaojiayuan Bei'er Road, Chao Yang District, Beijing, 100016
24 小时服务中心 24-hour Service Center: 4008-919191
http://rehab.ufh.com.cn

八．2017 年展望
8. Looking Ahead to 2017

2016 年是北京和睦家康复医院发展的重要一年。我们专注于临床改进（如 Barthel 和 ICF 的改善值），增加患者一对一康复治疗和团体治疗时间（2016 年患者平均每天一对一康复治疗时间为 2.8 小时），启动产后康复服务项目，这也是国内首次在医院内提供的此服务。

2017 年，我们将继续为员工提供培训机会，提高临床和管理技能；拓展与公立医院的合作关系；通过参加培训和加强合作来优化我们康复服务；并继续营造我们神经康复、骨科康复、肿瘤康复和产后康复的良好声誉。今年，我们的质量安全标准将会接受 JCI 再次认证，我们将持续监测、公示和改进我们的临床效果。

我们欢迎所有来自社会各界，包括我们的患者和家属、员工和同行，以及媒体和其他社会团体的反馈和建议。我们的目标是持续自我完善，您的宝贵建议是我们康复旅途中的宝贵财富。

2016 was an important year for BJURH. We focused our efforts on improving clinical outcomes (as evidenced by our increase in Barthel and ICF scores), increased one-on-one and group treatment time for our patients (2.8 hours of one-on-one treatment per patient per day), and launched our postpartum rehabilitation service, the first of its kind in China.

In 2017, we will reinvest in our people by providing training opportunities to further improve clinical and managerial skills, expand our relationships with local hospitals and key experts in rehabilitation care, and continue to build our reputation in neuro rehabilitation, orthopedic rehabilitation, cancer rehabilitation, and postpartum rehabilitation. This year, our quality and safety standards will be affirmed through re-accreditation under JCI, and we will continue to move forward with measuring, publishing, and improving clinical outcomes.

We welcome the feedback and suggestions of all our stakeholders—patients and their families, staff from our hospital and other hospitals, media, and the community at large. Our goal is continuous improvement. With your advice, we will do our best to move down that path.