

Siriraj Hospital at Mahidol University in Bangkok

Thailand's First CAP-Accredited Teaching Hospital Delivers High-Quality Education and Care

OVERVIEW

Siriraj Hospital Looks to the Future

As the oldest and largest teaching hospital in Thailand, Siriraj Hospital is committed to delivering high-quality medical services and educating the healthcare professionals of tomorrow. Not only has achieving laboratory accreditation from the College of American Pathologists (CAP) helped improve patient care, but it has also given the staff more confidence in the accuracy of their test results, skills, and services. And with the CAP's worldwide reputation for excellence, top clinical pathology residents and medical technologists now have one more reason to join the Siriraj Hospital team.



AREAS OF IMPACT

Operational Excellence



CAP accreditation led the Siriraj Hospital to create an electronic document system to store important information such as:

- manuals and work instructions
- quality control and proficiency testing results
- any changes regarding the laboratory

The document system helps staff easily find the documents they need, saving them valuable time.

Employee Satisfaction



In preparing for the inspection, the laboratory staff had opportunities to lead subgroups, teach each other, and learn about quality improvement.

Expert Access



Throughout the CAP accreditation process, the Siriraj Hospital team worked with CAP staff and consulted with other like-minded professionals in the CAP's growing network of accredited laboratories in Thailand.



Dr. Panutsaya Tientadakul
Director
Siriraj Hospital

“ Having CAP accreditation increases trust in our hospital. ”

Continuous Improvement Mindset Elevates Laboratory Practice

BACKGROUND

Committed to Providing Exceptional Service

Laboratory Director Panutsaya Tientadakul, MD, joined the Department of Clinical Pathology as a member of the Faculty of Medicine for Siriraj Hospital over 30 years ago because of the organization's strong mission. Since then, she has remained focused on improving the laboratory's practices and the quality of life for the hospitals' patients. To meet today's globally recognized standards for quality, Dr. Tientadakul pursued CAP accreditation. She believed that it would improve patient safety, enhance the hospital's reputation, motivate top-performing job candidates to join the organization, and support ongoing research efforts.

APPROACH

Comprehensive Checklists Streamline Process

With the full support of the dean and faculty executives, Dr. Tientadakul and her team began their journey to achieve CAP accreditation. One of the first steps they took was to form a core working group that was responsible for studying the comprehensive checklists and training other staff members. According to Dr. Tientadakul, "The CAP checklists were easy to follow, and they provided clear, specific examples of evidence and references."

Next, the team conducted a gap analysis and implemented important changes such as aligning the laboratory's key performance indicators (KPIs) with the checklist. To ensure a smooth inspection, they then turned to the experts at the CAP for advice and assistance. They also consulted with other CAP-accredited organizations in Thailand to learn about their experiences and best practices.

During the official peer inspection, the team gained even more insight on laboratory excellence and found opportunities to address deficiencies specific to their laboratory, helping them ensure the best patient care possible.

CONCLUSION

CAP Accreditation Drives Results and Opportunities

In addition to learning how to run a high-quality laboratory, the Siriraj Hospital team's CAP accreditation experience has taught them that their strong culture is essential to accomplishing their goals. Another accreditation benefit is that the team has more confidence in the quality of their tests, services, education, and training. They have set a high standard and are an example to other laboratories in Thailand.

According to the former Dean of Faculty of Medicine at Siriraj Hospital, Prasit Watanapa, MD, PhD, "The accreditation process was a very good experience. It motivated the team and showed them that there is still room to continually improve their processes." For others seeking CAP accreditation, Dr. Watanapa strongly suggests they do it to benefit their own organization and their country's healthcare services' reputation. With CAP's ongoing academic support and up-to-date resources, the Siriraj Hospital is well prepared to maintain compliance in the years to come.

FACTS AND FIGURES

Year Founded	1888
Headquarters	Bangkok, Thailand
Number of Labs	3
Clinical Tests Offered	211
Samples/Day	6,500

“Managing our laboratory according to CAP requirements will result in a higher standard of patient care.”



Dr. Busadee Pratumvinit
Laboratory Manager,
Siriraj Hospital

