



A CULTURE OF SAFETY

A CULTURE OF SAFETY



Message from Group CEO & President

As Southeast Asia's large medical network, Bangkok Dusit Medical Services Public Company Limited or BDMS takes it as our mission to help driving Thailand's medical industry forward, to become one of the future industry as a force that fuels Thailand towards a more prosperous and better society.

During 2017 BDMS has adjusted and improved our business procedures towards sustainability, with all stakeholders in mind. With two strategies, BDMS is going to be an organization that focuses on work achievement and sustainability. The strategies are:

CSR in Process

We strongly believe that beside working with world class medical institutions that eventually will improve BDMS's potential of medical treatment, delivery extensive health care service with good standard and safety is also the heart of hospital business. Check Us and Stop the Line are two programs planned as a foundation for the growing a Culture of Safety within the group and our member hospitals. They are designed so our clients can rest assure that the service they receive are of good standard medical service and safety. Such condence is good for our growth towards sustainability and it is good for all our stakeholders as well.

CSR-after-Process

It is the company's mission to give back to the society, in all sorts of medical needs. Bangkok Emergency Medical System or BES is the project designed to serve emergency patients and accident victims in Bangkok Metropolitan Area and throughout the country. Bangkok Hospital and other BDMS member hospitals provide the public with medical information through their websites and Health Bring Wealth, the bi-monthly magazine on healthcare as well as healthcare-related TV shows: Sanuk Kub Sukhapap and Sukchai Klaimor. Cataracts surgery has been performed at ShWe Yuta Tipitaka Cakkhupala Eye Hospital in Mandalay, Myanmar, the hospital BDMS cofounded with the local administration and Sangha. The operations were made possible by team of ophthalmologists from BDMS and Oregon Health and Science University (OHSU).

Moreover, BDMS's Neighborhood Club has taken care and communicated to our neighboring community. Among other of our social support programs are: BDMS Paolo Hospital Group with Green Health Project and One Love Changes One Life Foundation did One Love Changes One Life for the 12th School Building Project at Mae Salidluang, Tak province. BNH Hospital's Get & Give Project. New Life Fund by Samitvej did life changing operations for children. And projects for the underprivileged, by BDMS Group. Throughout the year, the company works with Vejdusit Foundation under the Royal Patronage of Her Royal Highness the late Princess Galyani Vadhana, to provide supports for the underprivileged. The Unlimited Dreams is the foundation's project, sending the message of the opportunity for the disables.

Programs like Check Us and Stop the Line, their stories told in the Sustainability Report, confrm our mission as the group of comprehensive medical service providers with social responsibility and commitment to our clients. We look forward to grow side by side with the society we are a part of. And there are merits in each act of giving.

On the behalf of BDMS, I am proud of our thriving medical network with the strong commitment to sustainability. I wish to express my gratitudes if our medical teams of doctors, nurses, managements and employees of the company and its aflate are committed towards providing the best medical services as well as giving supports to the community, the society and our stakeholders. And I sincerely hope that together we will work towards the better society of Thailand and of the world.



Mr. Prasert Prasarttong-Osoth, M.D.
Group Chief Executive Officer and President

The background is a solid teal color. It features a series of white concentric circles and radial lines that create a sense of motion and depth, resembling a stylized sunburst or a target. The lines are of varying lengths and thicknesses, radiating from the center towards the edges.

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Introduction

INTRODUCTION

Since 1972, BDMS or Bangkok Dusit Medical Services Public Company Limited has grown from the humble beginning of a small hospital in Soi Soonvijai, into a medical network providing medical services for patients in and outside the country. With the vision and efforts of our teams, BDMS has become a group of 45 hospitals serving the whole country and extent its service to the neighboring Cambodia.

The high standard medical service with the world class safety, and the focus on patient better experience are our principles in which we regularly try to deliver to our patients. Social service is another of our priority. We provide emergency medical service when needed. Vast content of healthcare and medical information is distributed through various channels of media. With Vejdsit Foundation under the Royal Patronage of Her Royal Highness the late Princess Galyani Vadhana, BDMS has provided the social service and supports for the underprivileged.

In BDMS's 2017 Sustainable Report, the company presents the stories and the results of two safety programs. Check Us Program was initiated in 2010, and Stop the Line Program in the following year. We rmly believe that these programs best conrm BDMS's dedication to social responsibility and the obligation toward our patients, sustainably and comprehensively.

Patients Safety Program

Check Us and Stop The Line

Two important tools that nurture the culture of patient safety

Mainly the task at hospital is to respond to a patient's complaints as well as give him or her healthcare advices. But hospitals throughout the world, with their numerous units, serve great number of patients. Good measures are needed to minimize patients harm that may result from process of care-giving. In some cases, the harm can be fatal.

Seven years ago, Check Us Program was initiated in the hospital to nurture culture of patient safety. Stop the Line Program followed. The programs act as our safety measure for patients as well as the reassurance that they are getting the best care.

The Idea Behind 'Check Us' Program

Even though taking precaution is already and always the basic of procedures practiced by all healthcare personnel, errors may occur due mostly to miscommunication and personnel take things for granted that some details are overlooked. Check Us is our safety program and it is patient-oriented, that is when in doubt patient is encouraged to demand an explanation or can even object to the care he or she is being given. The protest can be done, no matter how big or small of the issue.

Check Us consists of six patient safety procedures:

- 1.Re-identification of patient with three key data must be done, they are patient's given name, last name and date of birth.
- 2.Effective communication to patient about test result and x-ray, with explanation from a physician.
- 3.Safety in drug administration.
- 4.Operation is to be performed to the right patient at the right operating eld.
- 5.Safety from possible infection.
- 6.Safety from tripping, falling and stumbling. Six procedures are implemented to create patient's awareness.

A patient must be aware that these are important. He or she will be repeatedly asking for the name and birth date for his or her own safety. Patient can also be involved effectively by asking if anything is overlooked, or asking for an explanation when he or she feels it is needed.

The Idea Behind Stop the Line Program

After a year of running Check Us, the patient awareness safety program, we realized there are risk lurking in what considered routines. Staff may skip washing hands before performing care-giving procedures. Oh, I've just washed them, is a common excuse. Incomplete prescription is another example. Risk may come from overlooking small details.

Stop the Line Program stimulates an open culture that sees doctors, nurses and medical staff as the comrades of the same profession. The program encourages the reective attitude towards error and patient safety. They should speak up when aws in medical procedures are being identified. The program is turning the old culture of chains of command, to the new culture of assertiveness and openness, all for the best of patient safety.

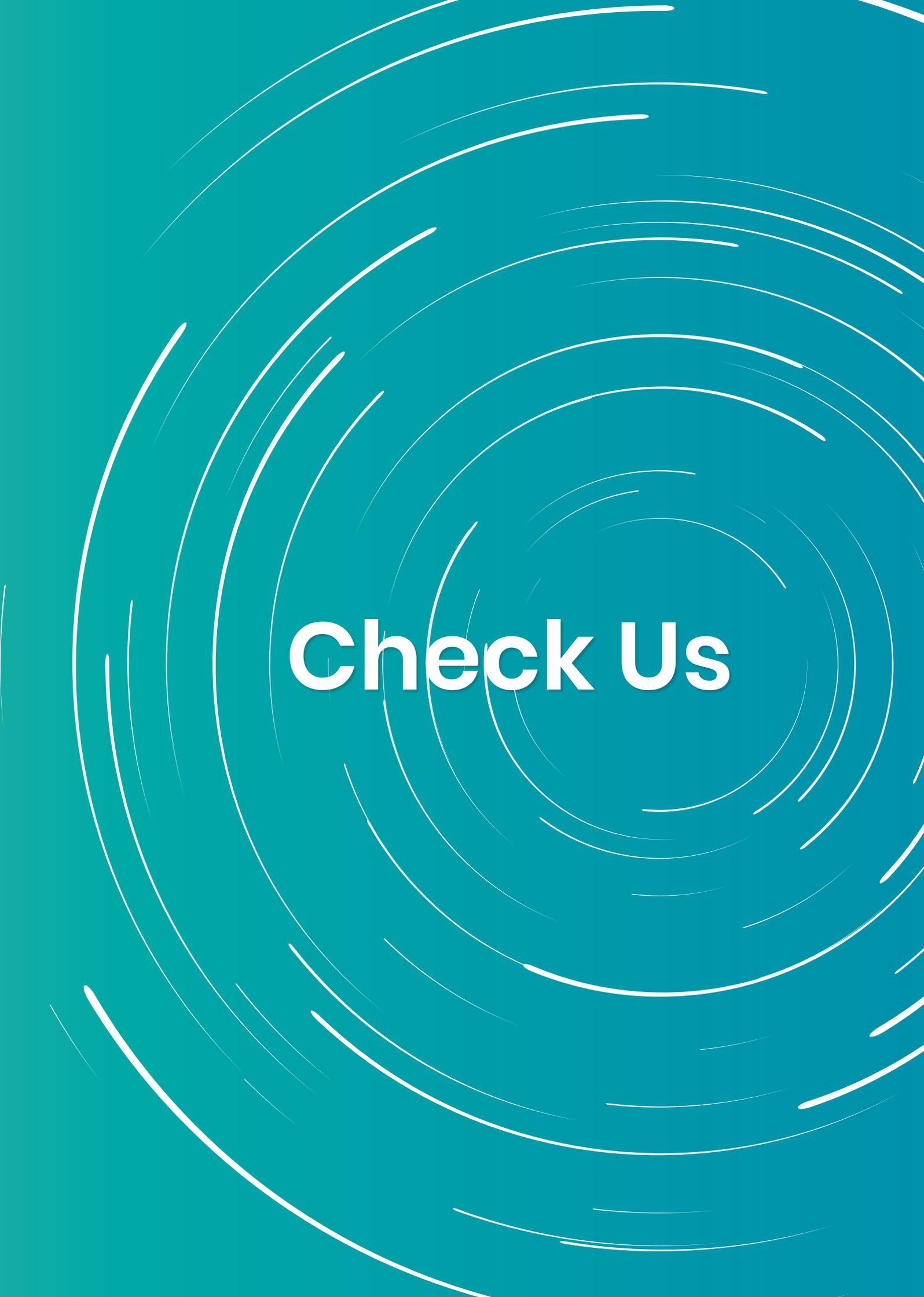
The Positive Outcomes from the Programs

Check Us and Stop the Line are the apparent preventive tools which conrms that we do our best to maximize patient safety. The patient-oriented programs are making a different in Bangkok Hospital. The overall patient safety will be increased if the programs are adopted by other hospitals as the model.

Section 1

CHECK US

YOUR SAFETY IS OUR CONCERN.
WHEN IN DOUBT, PLEASE ASK.

The background is a solid teal color. Overlaid on this are numerous white, hand-drawn style concentric circles of varying radii, creating a dynamic, swirling effect. The circles are not perfectly uniform, giving the design a sense of movement and energy.

Check Us



Check Us

CHECK US

- The objectives of Check Us Program:
- To minimize risk during the care-giving procedures
- To minimize the risk when medication is administered
- To prevent infection
- To minimize the errors in diagnosis
- To minimize risk among child patients

And the results are:

- Positive feedbacks from patients and their families
- It helps nurturing the culture of safety
- It helps preventing errors, minimizing complaints from clients
- CSI (Customers Satisfactions Index) has been increased

The SAFE principles



International Patient Safety Goal No. 1

Identify Patients Correctly

Safety Goal No.1: **Identify Patient Correctly**



Each day a great number of patients visit and receive treatments and care. Even though precautions are already taken during the process that patients are sent for diagnosis, protocol is required to minimize the risk of error or treating wrong patients. There is a history of two patients with the same name and last name were admitted to the same hospital. That was the case of error in patient identification. According to international standard, the first step towards the accuracy of patient identification is double checking a patient identification.

A patient's given name, last name and birthdate must be double checked along with his or her basic symptom when a patient is sent from another department. This starts with the process of registration before blood sampling, blood receiving, blood giving, sending blood samples to the lab, receiving IV, seeing doctor, medical procedures, paying the bill and receiving medicine.

The hospital has publicized through our communication channels, so patients are informed and fully aware of the importance of the re-checking identification procedure. It is also important that patient knows his or her right to correct a staff, for his or her safety and wellbeing.



“Doctor or staff are supposed to recheck your name, last name and birthdate before drawing blood, administer medication and IV, and before any care-giving process. If they don't, we'd like you to ask.”

International Patient Safety Goal No. 2

Improve Effective Communication

Safety Goal No.2 Effective Communication



Patients' wellbeing is our priority. However during some circumstances, treatment have to be done under the chaotic conditions, ineffective communication may cause risk and error. It is important that doctors, nurses and all involved staff must communicate effectively. Every communication, concerning treatments, care-giving procedure, medicine doses, down to smallest details, must be clear and accurate, to assure that patients are received the best treatment, for the best of their wellbeing.

The message that Check Us is trying to get across through out communication tools is that it is patents' right to ask for if the treatment they are about to received is being reconrmed by physicians, and if they are unclear about blood test results, x-ray, treatments or any results, they are entitled to ask for an explanation. And the hospital is obliged to respond to them.



"If you are in doubt that your treatment is being reconfirmed by your physician, or if you are unclear about the result of your blood test, x-ray or any test. If you have any question at all that needs to be clarify by your physician, we'd like you to ask."

International Patient Safety Goal No. 3

Improve the safety Of high-alert Medications

Safety Goal No.3 **The Safety of High-alert Medications**



Administer of drug is crucial to the success of treatment. Even though drug may improve patients' illness, but unexpected error like giving the wrong doses or the drug that patients are allergic, may do patient harm. And some drug may come with some side effect. These are the details that patients must be clearly informed.

The message that Check Us campaign is trying to get across to all our staff is the importance of this procedure, and patient must be clearly informed by either pharmacist, doctor or nurse. After patient's identification is reconrmed, a staff must ask about his or her drug allergy history. The drug administration, the dose of each medicine and its possible side effect must be communicated. This is to assure the success of the treatment as well as for patient safety.



“Has your doctor, nurse or pharmacist inform you about the medication, its usage, possible side effect? If not, we'd like you to ask.”

International Patient Safety Goal No. 4

Ensure Correct-Site, Correct-Procedure, Correct-Patient Surgery

Safety Goal No.4 The Correct Site and Correct Patient Surgery



To minimize surgical error, like operating on the wrong patient or at the wrong site, that may cause irreversible harm to patient, and tarnish a hospital's reputation, surgical safety check list must be done, also for the best of patient's wellbeing.

The safety procedures must be carried out. Before the induction of anesthesia, the surgical team has to reconfirm a patient's identification and the operation site. During the Time Out procedure, just before the first incision, all people in the OR must introduce themselves by names and by roles. Check Us Program has encouraged the hospital staff to take the procedures seriously, and patients have been informed about the procedures as well.



"In the OR, while you are still conscious, the operation team is supposed to reconfirm the accuracy of patient identification the site and the procedures of the operation. If it is not carried out, we'd like you to ask."

International Patient Safety Goal No. 5

Reduce the Risk of Health Care-Associated Infections



Safety Goal No.5 Reduce the Infections

To minimize the risk of health care-related infection in hospitals, WHO's guidelines suggests standard precautions in respiratory hygiene, cough etiquette, safe injection practices and, of course hand hygiene. It is a basic practice for all hospital personnel, for all hospitals.

The message that Check Us Program is trying to get across is the importance of practicing 6 Steps and 5 moments of hand hygiene. If patients are not certain that staff properly wash their hands before touching them, they can make an objection.

6 Steps & 5 Moments

6 Steps

- Wash your palms of both hands, with nger closed.
- Wash the backs of your hands, and the bases of your ngers
- Wash the back of your ngers
- Wash your thumbs
- Put the tips of your ngers together and wash them on the other palm in rotational motions.
- Wash both of your wrists

5 Moments

- Before touching a patient
- Before a procedure
- After exposed to body uid or blood
- After touching a patient
- After touching a patient's surrounding



“Take note if medical staff have washed their hands before and after touching you. Washing hands is crucial to preventing possible infection. If they don't, we'd like you to ask.”

International Patient Safety Goal No. 6

Reduce the Risk of Patient Harm Resulting from Fall

Safety Goal No.6 Preventing Fall

Frail bodies of patients are at risk especially if slips, trips or falls happen. The risk is higher and much more serious if patients are elderly.

The preventive procedures included the extra precaution staff take to make sure that a bed is kept in the low position, and the side rails are up. Buckle up a patient when in wheel chair or stretcher trolley. When not in motion, always keep the wheels locked. Staff must be advised on how to treat patients. Their full attention and willingness to assist a patient when requested is required.



“While being hospitalized, have you been advised and assisted by the hospital staff? Is your bed in the low position, are the side rails up to prevent slips, trips and falls? You may use a buzzer to call nurses for assistance. If not, we’d like you to ask.”

Section 2

TAKE A PRECAUTION,
NOT RISK.
TOGETHER WE NURTURE
THE CULTURE OF SAFETY.

STOP THE LINE,
TOGETHER WE WILL

The background is a solid teal color. It features a series of white, hand-drawn style concentric circles and arcs that radiate from the center, creating a sense of motion or a target. The lines vary in thickness and are not perfectly uniform, giving it a dynamic, organic feel.

Stop the Line

Stop the Line For Patient Safety

Patient safety is the cornerstone of high quality health care, and it is the responsibility and pride we at the hospital share. It is the situation we confront on a daily basis. If one spots any circumstance that may jeopardize the safety of a patient, your fellow physicians, colleagues or yourself, please express your concern freely so the risk can be stopped and the harm can be prevented. We name the act 'Stop the Line'.

The circumstances that must be stopped are:

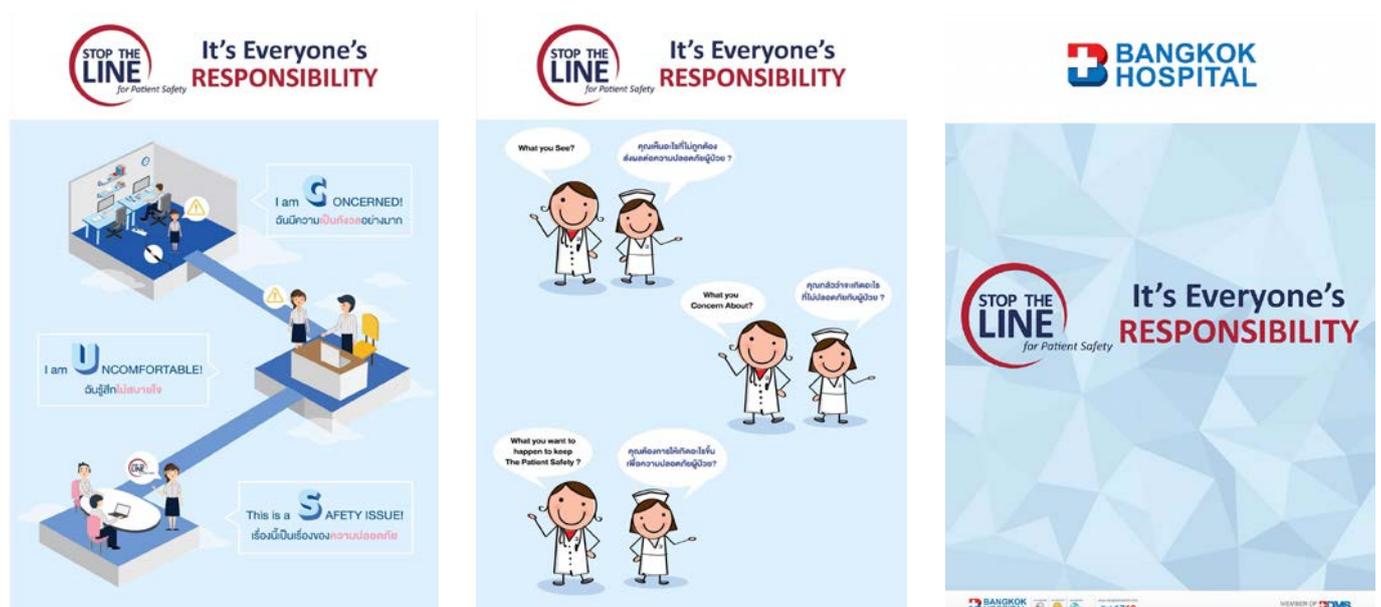
- Incomplete or unclear prescription.
 - Time Out is skipped before the surgery.
 - Using initials in a letter of consent.
 - Patient is not buckled up when put in moving wheelchair or stretch trolley.
- (There can be more circumstances that categorized as risk that must call for Stop the Line.)

Follow three simple steps if you want to Stop the Line:

- Tell us what you see.
- Tell us what is your concern, the risk you see.
- Tell us what you want to preempt for the patient's safety.

In the situation that one may be exposed to harm, the hospital's staff can speak freely and warn others. More open culture brings about a better culture of safety when fellow staff can speak openly with goodwill. And Stop the Line may be a result of such warning.

Sample of the PR materials



Section 3



Voices From **The Patients**



“I feel good. It shows that the hospital has measures for the patient’s safety and that it pays attention to us patients and to small things that will result in our well-being as well as its service quality.”

The hospital where I’d like to be treated

Donruedee Jamraschai

Ms. Donruedee Jamraschai has come to Bangkok Hospital for treatments over 20 years. She also shared with us why she trusts our hospital.

“It’s hard to explain your trust in words. It starts when you walk in to the hospital and you’re treated nicely with even small things by the members of staff, doctors and nurses who are willing to assist you and to answer your questions. A positive feeling here has thus been created and has made me decide it’s this hospital where I’d want to come, want to be cured, and bring my loved ones to be treated as well.

When asked about the “Check Us” program and whether it shows the hospital’s personnel’s lack of responsibility or standard in performing their duties as patients are encouraged to ask and double-check their own information and well-being, she said:

“I don’t think it’s a defect as I don’t think they mean to not do their job well. Well, some patients might have high expectations. They might think they are already paying a lot of money for good services at a private hospital like this place but I understand that

the hospital’s staff must welcome many patients daily and they sometimes forget what they should be doing. So, the fact that this program encourages patients to double-check their well-being with hospital staff is for the patients’ own safety and benefits.”

When asked about the “Stop the Line” program where hospital personnel are encouraged to double-check and criticize constructively their own duties among themselves, she shared this with us as a patient:

“I feel good. It shows that the hospital has measures for the patient’s safety and that it pays attention to us patients and to small things that will result in our well-being as well as its service quality. I don’t think it’s a bad thing when they criticize each other in front of me. I’d feel safe hearing that. However, I think it would probably be better for hospital personnel to criticize constructively among themselves in private and not in front of us, for the person being criticized in public might not accept the criticism well. Anyway, this measure definitely benefits patients overall. It makes us feel safe whenever we come here.”

Behind safety is attention.

Wasita Kitpreecha

When talking about “safety”, many might think of road safety or ight safety where unexpected incidences may occur. However, safety must be everywhere – at shopping malls, schools, airports as well as hospitals, and behind safety is the attention paid by everyone working in that organization. At Bangkok Hospital, patients have said they have been impressed by the attention paid to them by all members of staff at every level and that creates a safe environment. Ms.Wasita Kitpreecha, a patient at Bangkok Hospital, agrees with that.

“I’m impressed by what they do here at Bangkok Hospital. Not only does the hospital provide great services, it is also clean and neat. I can really feel that everyone here performs his/her duties from the heart and not just by trying to get them done.”

Not only did Ms.Wasita share with us her impression of the hospital but also her opinions on the hospital’s campaigns which try to create a culture of safety among the hospital’s premises.

“During all the times I’ve come here, I’ve noticed that the hospital staff will always try to communicate with the patients and encourage them to ask whatever questions may be on their mind, for it concerns their own health and benets. However, Thai people are sometimes not used to asking their doctors about their own symptoms; for they might be afraid that the doctors might either snap back at them or be annoyed by them. But actually, this is the patients’ rights as doctors don’t know everything

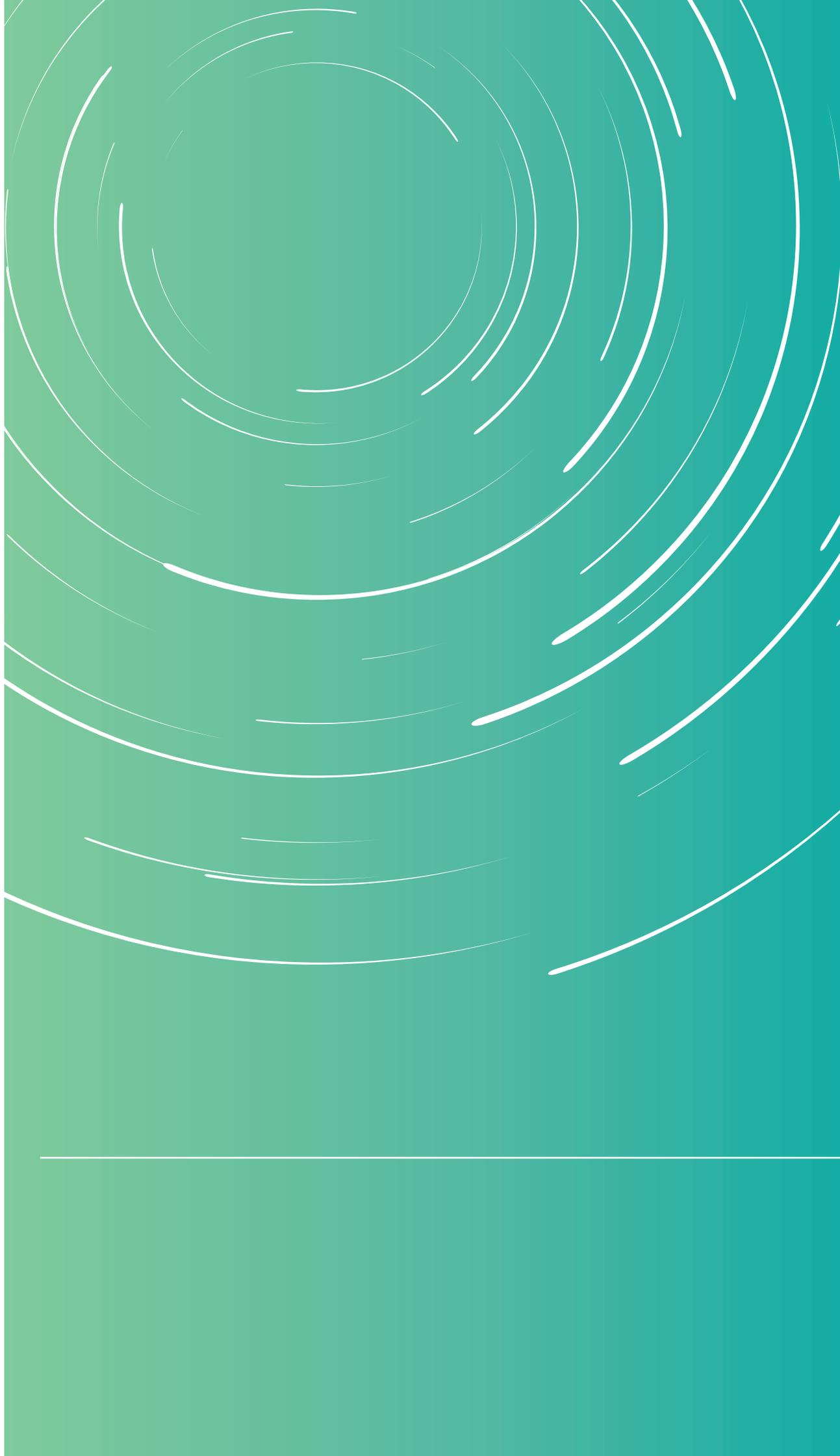
about them. They don’t know what medicines patients are allergic to for example. It’s therefore normal to tell your doctors as well as pharmacists and to be asked by them what medicines you’re allergic to. It’s normal for your name to be asked over and over again when treated at a hospital for public health safety standards.”

Lastly, Ms.Wasita insisted on her condence in Bangkok Hospital: “Both the hospital and its personnel make me feel at the center of their attention. I am condent that I will get the best services and treatments from Bangkok Hospital. Be it safety matters, be it attention, I am ensured that they will do their best to



“ทั้งสถานที่และผู้คนของที่นี่
เราประทับใจถึงความใส่ใจ
เราจึงมั่นใจว่าเราจะได้รับ
การบริการที่ดีที่สุดจาก
โรงพยาบาลกรุงเทพ”

Section 4





BDMS

Activities for

Sustainable

Development

2017

Shwe Yatu Tipitaka Cakkhupala Eye Hospital Project by BDMS









Shwe Yatu Tipitaka Cakkhupala Eye Hospital Project by BDMS

During his several visits to Mandalay, Dr. Prasert Prasarttong-Osoth have met a lot of Myanmar patients with eye problems, especially cataract. Many of them had to wait long before getting their eye operations. He then came up with the idea to open an eye hospital in Mandalay.

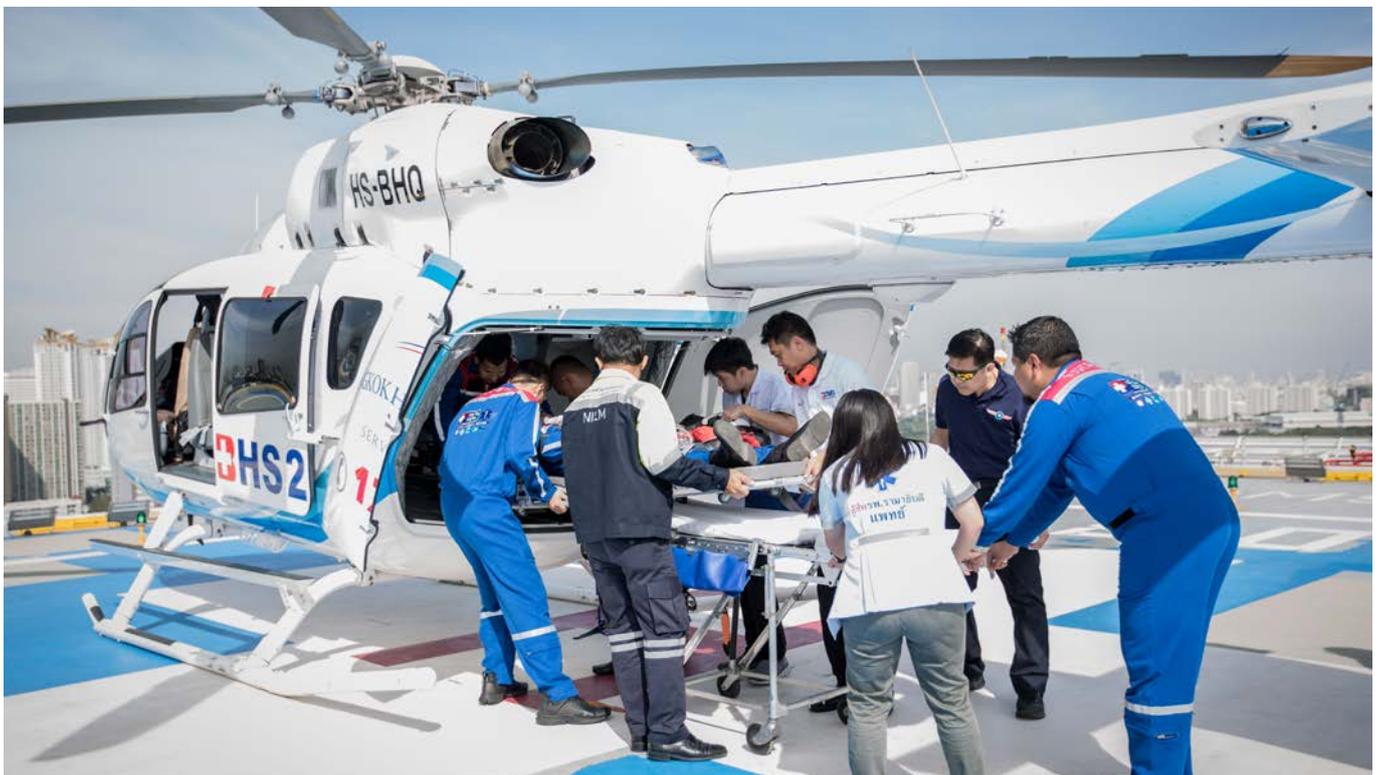
BDMS jointly with the monks and local administration of Mandalay thus set up the Shwe Yatu Tipitaka Cakkhupala Eye Hospital to provide eye examination service and treatment free of charge.

It has provided lens replacement surgeries for cataract patients by the ophthalmologist teams from BDMS and OSHU (Oregon health and science university) since 2016 until now, and treats several thousands of patients annually.

In 2017, a new and bigger patient building has been built, with more patient rooms to serve the increase number of patients.

Bhutan's Ministry of Public Health's Visit to BDMS Alarm Center









Bhutan's Ministry of Public Health's Visit to BDMS Alarm Center

In collaboration with BDMS Alarm Center, the Ministry of Public Health of Bhutan sent 4 doctors and nurses for a study visit and workshop training on Helicopter Emergency Medical Services (HEMS) at BDMS Alarm Center. The training was led by Dr. Sommart Somsiri, Deputy Director of Bangkok Hospital, and Dr. Ake-kit Surakarn, Senior Director of the ER Department and Bangkok Accident Center. The training included topics such as safety standard, patient care standard, simulation training, practicing patient transfer using Sky ICU helicopter and BES ambulance. This was held from 27-28 November 2017 at the head office of Bangkok Hospital.



BDMS Bangkok Marathon 2016 - 2017



MR. BAKAMAL เม็ดเหลือง ร่วมงาน BDMS กรุงเทพมาราธอน





BDMS Bangkok Marathon 2016 – 2017

In 2017, Bangkok Dusit Medical Services Public Company Limited or BDMS united the 5 leading hospital groups under its chain, showing its capacity and readiness to take care of runners as the main sponsor of the annual international marathon race ‘the 29th BDMS Bangkok Marathon 2016’ under the concept “Running is Medicine, Health Victory and Every Life Goals.” The marathon starting point was at Phitsanulok Road (Suan Mitsakawan Intersection - Wang Daeng Intersection - through to Sam Sen Road) held on Sunday 2 February 2017 from 24.00 – 09.00 hrs., with Field Marshal Manus Khlai-Manee, the President of the National Jogging Association of Thailand and Dr. Prasert Prasarttong-Osoth, CEO and the President of Bangkok Dusit Medical Services Public Co., Ltd. and the Ministry of Tourism and Sports jointly presiding over the race. For this marathon event, BDMS prepared medical services for the whole race, with 300 runner volunteers or BDMS medical teams and 14 AED volunteer bikes on standby ready to provide help to marathon runners along the race route.







In addition to the 300 runner volunteers or BDMS medical teams who standby to assist runners throughout the whole race route, runners can get help from amateur radio volunteers that are on post every 200 meters. A total of 14 AED volunteer bikes were on surveillance checking up the safety of the marathon runners along all routes and could provide help immediately in case of emergency, so that runners can run resting assured on their safety. All comprehensive information regarding the marathon event was communicated via Facebook, The Running Experts Page, to prepare for this mega marathon event.

The organizing committee decided to reschedule the 2016 BDMS Bangkok Marathon from 20 November 2016 i.e. the third week of November 2016, to Sunday 5 February 2017 to express condolence to the late King Bhumibol Adulyadej.

Later the '2017 BDMS Bangkok Marathon' in which the winner would be awarded with the royal cup of the late King Bhumibol Adulyadej, was held on 19 November 2017, with the concept "Running is Medicine, Health Victory and Every Life Goals." The marathon event received overwhelming interest with more than 40,000 runners from around the world joining. BDMS Public Co., Ltd. is the main sponsor of this '30th BDMS Bangkok Marathon' with its strengths on sports

medicine, muscle strength and fitness increase and injury prevention during the competition ready to care for the runners attending from worldwide.

This year also marked the 30th anniversary of the National Jogging Association of Thailand since its establishment. In this occasion, the Association offered revenue from the marathon event to H.R.H. Princess Maha Chakri Sirindhorn to contribute THB 2,000,000 to Chaipattana Foundation, and another THB 2,000,000 to the Foundation for the Promotion of Supplementary Occupations and Related Technique of Her Majesty Queen Sirikit of Thailand (the SUPPORT Foundation.) The Association also planned a social contribution activity providing sport shoes to 30 needy schools (30 pairs of shoes per each school), to enhance the students' opportunities to exercise and maintain good health.

In addition, THB 30 from the application fee of each runner was donated to the Kaokonlakao Project. The marathon received around 30,000 runners applying and BDMS put in additional fund to make up a total of THB 1,000,000. This was handed to Mr.Artiwaru Kongmalai, aka Toon Bodyslam, on 4 December 2017.

CPR Training Project by BDMS



Basic Life Support (CPR) Training for Rescue Foundations in Sriracha District Project

Phyathai Sriracha Hospital organized basic life support (CPR) training for rescue foundations in Sriracha District to increase their effectiveness in providing first aid and basic life support for the injured from road accidents before transferring to hospitals so that the accident victims receive proper aid and reduce the mortality rate from road accidents. A total of 3 foundations attended the training namely: Sawang Prateep Sriracha Foundation, Piew Yieng Tai Rescue Foundation, and Bo Win Ethical Foundation. After completion of training, Phyathai Sriracha Hospital also donated THB 10,000 to each foundation for purchase of life saving and rescue equipment.



“Basic Life Support” Training Project Rangsit - Pathum Thani Area

Paolo Rangsit Hospital launched its “Health Promotion and Education Center” on 5 April 2017 as part of its community health care and promotion. Medical knowledge, physio-therapy, nutrition and basic life support have all been integrated in this health learning center and presented through modern digital technology, enabling visitors to apply the knowledge received to care for themselves, their friends and families to make Rangsit - Pathum Thani area a sustainable healthy community. Given that Rangsit - Pathum Thani area is an extended residential area from Bangkok, there is many traffic and as a result frequent traffic problems and road accidents. Paolo Rangsit Hospital recognizes this situation and organized the “Basic Life Support” Training Project for local agencies and the general public on how to provide first aid and perform basic life support (CPR). This is to provide first aid knowledge and skills for the trainees to enable them to provide proper aid to patients and safely transfer them to hospitals. Throughout 2017, the “Basic Life Support” Training Project in Rangsit - Pathum Thani area has provided training for HR staff of various companies, rescue and volunteer foundations, patrol police and traffic police officers of Chulalongkorn Pratunam Police Station, as well as the general public.



Emergency Life Support (CPR) and First Aid Training Project in Neighborhood Area

Because Bangkok Hospital realizes how importance basic rst aid is in emergency, it promoted and raises awareness with the public on the importance of basic life support and rst aid, and launched the ‘Emergency Life Support (CPR) and First Aid Training’ Project for agencies and communities nearby to equip them with the knowledge that they can apply to rescue their friends, families and others. It is also to make them recognize the importance of basic life support and rst aid such as rst aid for unconsciousness, sharp object injuries, burn injuries, hemostasis, electrical shock, and drowning. The team from Bangkok Hospital consisting of doctor and nurse trainers and staff provided on-site practical training sessions to agencies in their neighborhood free of charge. These include: Huay Khwang District Ofce, Dolla Witthaya School, Airport Rail Link service staff and other units.





Level-1 First Aid Training for Rugby Players Project

When speaking of rugby, many can't help but think of violence as this sport involves collisions all the time, resulting in frequent injuries during practices or competitions that sometimes can be crippling or life-threatening for the athletes. To reduce the risk for such loss, providing emergency first aid correctly is of vital importance. Bangkok Hospital thus organized the project 'Level-1 First Aid Training for Rugby Players' to prevent injuries that could harm rugby players, providing training on first aid knowledge and skills to those close to the athletes while practicing and competing, in order to minimize risks of injuries.

Each of the teams receiving the training will have a staff with Level 1 First Aid in Rugby (F.A.I.R.) Course certificate, who is allowed to give first aid to rugby players when travelling abroad for rugby games when there is no physio-therapist or doctor accompanying.

The trainees would learn the principles of basic CPR (Cadio-Pulmonary Resuscitation) which is a suitable procedure to ensure safety of both those providing first aid, the injured and others facing the incidents. This will enable the trainees to assess the situation, assess the injured both in terms of their physical injuries, level of seriousness and bleeding. The training also covers: how to assess joint injuries, bone fracture, how to lift and transport the injured, assessing the respiratory system of the athletes, how to perform basic CPR as well as how to operate automated external debrillator (AED). All these requires expertise. Providing quick, correct and accurate first aid to the athletes is essential because life cannot wait.

Community Support Project by BDMS



One Love Changes One Life Project

Paolo Hospital Group, jointly with the Green Health Project and the One Love Foundation, led by the management team and staff volunteers from Paolo-Phyathai Hospital Group and Bangkok Hospital Group, joined the One Love Changes One Life Project, constructing the 12th study building at Ban Mae Salid Luang School, Ban Grae Khee Branch, Tak Province on 11 – 14 January 2018, with the aim for school children and teachers to maximize benefits from the new building, with teaching aids and school materials that are adequate for the increasing number of students.

In addition to donations of materials in need to the children, favourite child development activities were organized such as drawing and paintings, hair-cutting and lice removal service for school and community's health and hygiene. Public health service was also provided with mobile unit giving basic health check-up for more than 100 villagers and children.

Special activities for 2018 Children's Day were also held drawing in smiles and laughter from the kids who have been eagerly awaiting. Volunteers and the children were filled with happiness from big gifts hand-out especially prepared for such a big day, sponsored by alliances, volunteers and kind elders who have donated money and materials so all could jointly share with the less privileged.





BNH Get & Give 2017

BNH Hospital started the ‘BNH Get and Give’ project, a creative project focusing on activities that are beneficial to the society in a sustainable manner and help foster public awareness towards the environment (Heal the World), helping others (Humanity), and promoting health knowledge (Health and Education).

Instilling a sense of giving, rather than taking, through the 5 projects of BNH Hospital. We believe that the greatest giving is to give with our hearts, and to give the opportunities which allow changes that lead to meaningful improvement.

1. Forest of All

Organizing a terrarium fundraising activity, then bringing a team to plant trees and build up forest re breaks, and providing financial support to Khao Sompoch Non-hunting Area in Lop Buri Province.



2. Medicine Unused but Useful

Collecting donations of unused medicines and gave to Um-Phang Hospital in Tak province, and donating fund for the hospital to support underprivileged patients.





3. Gift of Sight

Organizing fundraising activities such as an auction event where glasses of doctors and executives were put in for bid, and organizing activity booths. Donations were used to produce eyeglasses for school children with eyesight problems in Nong Reau District of Kon Khean Province, to enhance their learning.



4. Thanks for Water Tanks

Organizing a fundraising activity to provide water tanks and water lters for Ban Ply Khlong 22 in Nakorn Nayok Province that lacked clean drinking water for their students.



5. It's So Good!

The project to build first aid room, provide medical equipment, medicine and medical supplies to Chang Hua Man Royal Project in Petchaburi Province, as well as providing training to project staff to increase their knowledge and skills on basic first aid and life support (CPR) to care for people around them and the society sustainably.

**We live by taking,
but we make our lives
meaningful by giving.**





The Neighborhood Club Project

The 'Neighborhood Club' is a project that arises out of the desire to give back to the society and communities. As Bangkok Hospital is located in Soi Soonvijai, the hospital invited its neighbors from local communities in Soi Soonvijai area to meet up and conduct joint activities to maintain good relations. This was led by Dr. Pongsakorn Chindawatana, the head of the committee for the community relations project who welcomed the guests. Basic health check up service was also provided such as blood pressure measurement, Osteoarthritis assessment by the nurse team from Hip & Knee Center and knee joint strength test by the BASEM team. In this occasion, Bangkok Hospital also invited all its neighbors to produce artificial owers for offering during the royal cremation of the late King Bhumibol Adulyadej.



Giving Wholeheartedly, Receiving Happily Project

Phyathai 3 Hospital jointly with the One Love Foundation started the social project ‘Giving Wholeheartedly, Receiving Happily’ which opens up opportunities for the needy and underprivileged to access knee osteoarthritis and cataract treatment for 70 knee joints and 70 eyes. This ‘Giving Wholeheartedly, Receiving Happily’ project started receiving applications from November 2016. Phyathai 3 Hospital united all its doctors, nurses and hospital staff team to provide treatment free of charge, and this patient group would receive treatment of the same equal standard as other hospital’s customers. In addition, customers whom we considered Phyathai 3 Hospital’s families also provide vital support for this project as part of revenue from each treatment service will contribute to the project, to jointly offer opportunities to the needy and underprivileged patients.



100 Paintings, 100 Hearts, 100 Supports for the Underprivileged Patients Project

Phyathai 2 Hospital in cooperation with the One Love Foundation launched the project One Heart for the Underprivileged Patients to support impoverished child patients suffering severe Thalassemia to access surgeries by an expert doctor team. Thailand currently witnesses severe Thalassemia in more than 4,000 new born babies annually. More than 22 million of Thai population possess latent genes for Thalassemia i.e. 1 in every 3 people. The hospital and the foundation recognize this problem and wish for a better health and quality of lives for Thai children.

This project was also for the royal merit-making for Her Majesty Queen Sirikit to the late King Bhumibol Adulyadej. Fundraising was mobilized through an auction of paintings by honorary artists, doctors, nurses, hospital staff, and youths who won the drawing and painting competition under the 100 Jai Thai Tai Rom Yen (Thai Hearts United for Peace in the Deep South) project, totaling 100 pictures. Donation was made through Princess Ngarmchit Foundation.



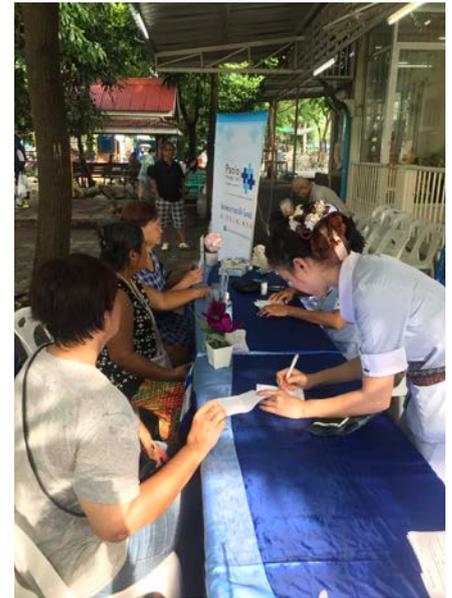
Paolo Samutprakarn @School On tour: Frequent Hand Washes, Prevent Diseases

After the Director General of the Department of Disease Control announced a surveillance of the hand-foot-mouth disease in Thailand from 1 January – 11 July 2017, Paolo Samutprakarn Hospital recognized the importance of children's health with a focus on prevention rather than treatment. It therefore organized the "Paolo Samutprakarn @School On tour: Frequent Hand Washes, Prevent Diseases" activities at various schools in Samutprakarn Province for example: Puay Hua School, Buraraks School, St. Raphael School and Ban Sai Ngam Kindergarten School. Health care was communicated through creative activities that integrate age appropriate knowledge with a song "Wash Your Hand Often" that goes with a dance routine. Kids were provided opportunity to think from their practice and creative playing, and use their imagination that can later develop into creative thinking. The activities were held from 17 - 21 July 2017.



Safe Ride, Drive with Hearts for the Society Project

25 June 2017, recognizing the importance of safety, Dr. Thanakom Manthananondha and the management team launched the policy promoting 100% of staff riding motorbikes to wear helmets. The hospital concern also extends to the general public that awareness should be raised. Phythai Sriracha Hospital therefore supported organization of training under the Safe Ride, Drive with Hearts for the Society Project, jointly implemented with Sriracha District, Traffic Work of Si Racha Provincial Police Station, and Chon Buri Triumph Bid Bike Riders Group. Training was organized on how to reduce injuries from accidents and basic life support, as a pilot project.



Mobile Medical Unit Project Lad Prao Area

Paolo Chockchai 4 Hospital jointly with Lad Prao District Ofce launched a mobile medical unit under the 2017 Do Good for the King Project. This mobile unit served the public in Lad Prao Distract and nearby area, providing health examination and prescribing medicine in different villages and communities for 12 months. The mobile unit was also on standby to provide assistance for the public attending the royal cremation ceremony and offering the funeral owers for the late King Bhumibol Adulyadej at Wat Sakorn Sun Prachasun Temple on 26 October 2017. This was for royal merit making and in remembrance of the late king's kindness, therefore a proud occasion for Paolo Chockchai 4 Hospital to care for local people and perform such good deeds.



Mobile Municipality Unit for Joint Community Health Care Project in Rangsit Area



Paolo Rangsit Hospital jointly with Rangsit City Municipality launched a mobile unit “Community Health Check Up” project providing health check as well as health care advice for the elderly living in Rangsit – Patum Thaneee area. The project focuses on community health promotion, providing knowledge and basic health check up led by the nurse and multi-disciplinary staff team. It stresses on health problems of the elders, who organized themselves as the elders’ clubs in Rangsit City Municipality’s area such as Sindhorn Samut Community, Rattanakosin Community, and Yoo Charoen Village. The mobile unit provided risk screening for heart disease and knee osteoarthritis which have been frequently found in the elders. Basic health check-up was also provided for all community members. In addition, the physio-therapy team demonstrated exercise routines for the community elders, and received their good attention. In 2017, the “Community Health Check Up” project in Rangsit – Patum Thaneee area has covered: Sindhorn Samut Community (21 January 2017), Yoo Charoen Village (11 March 2017), and Rattanakosin Community (20 May 2017.)



Life-changing Surgeries with Samitivej New Life Fund for Scoliosis Treatment Project

The Samitivej New Life Fund for Scoliosis Treatment has supported Wanchai Rittigaysorn or Nong Max, a 15 year-old boy suffering from scoliosis who had to endure the pain from his increasingly serious illness due to lack of nancial resources for treatment. The boy could not go to school and was deprived of childhood happiness. The doctor team that included experts on spine diseases and rehabilitation medicine performed a surgery to correct his scoliosis free of charge at Samitivej Srinakarin Hospital. The surgery went well and Nong Max has now recovered with a normal healthy body, living a normal boy's life and no longer suffering from backpain.

Section 5





Vejdusit Foundation Activities for Sustainable Development 2017

2017 Sustainable Development Activities by Vejdusit Foundation



Vejdusit Foundation under the patronage of Her Royal Highness Princess Galyani Vadhana was established to assist the underprivileged to access health care, provide medicines and medical supplies to the poor and those in need to improve the quality of lives of Thai people, with a special focus on assisting underprivileged children.

The foundation supports these children to become healthy, and well developed for their ages, led by paediatrics, dentists, nurses and staff making their visits with a mobile health and dental check-up unit to children at the Foundation for Slum Child Care under the patronage of Her Royal Highness Princess Galyani Vadhana in On-nut Garbage Dump Community, Nong Kheam Garbage Dump Community, Klong Toei Garbage Dump Community, Ban Sue Yai Community, Bann Mahamek Home for Boys, and Thanayaporn Home for Girls. The mobile unit prescribes monthly essential medicines and some types of medicines that the shelter homes cannot request from state hospitals.

Vejdusit Foundation also extends its assistance to children by supporting furniture to the new Home of Hope (On-nut Garbage Dump

Community) such as furniture for first aid room, desks and chairs for study rooms, meeting rooms and dining rooms, cabinets and shelves for children. The current Home of Hope is located near the garbage dump thus suffering from bad smell and air pollution. The foundation also has limitation in terms of space. It could only serve a limited number of children and faces challenges in organizing child development promotion activities. The current home could accommodate only 35 while the new one can take up to 80 children under its care, thus increasing the chance for the underprivileged children in On-nut Garbage Dump Community to be taken care of by the new Home of Hope and provided with meals, rest, well-being, child development that is up to health and hygiene standard for their improved living.



The private sector usually focuses on charities that involve monetary and in-kind donation to charitable organizations. However, Bangkok Dusit Medical Services Public Co., Ltd. and Vejdusit Foundation realized that Corporate Social Responsibility (CSR) should be done sustainably to add more value to social contribution for betterment. Vejdusit Foundation thus initiated the 'Unlimited Dreams' Project to raise awareness of Thai society that the underprivileged and people with disabilities (PWDs) are valuable members but the society has to take part in opening up opportunities for PWDs to show their capacities, offering support and help boosting their self-confidence as equal human beings. This has to start with PWDs' parents, families and people around them who have to provide encouragement and not feeling ashamed of them or keeping them at home away from the society due to their physical disabilities. They have to support PWDs to have good living jobs, motivate them and boost their confidence that they can do anything as normal people.





Information from the Department for Empowerment of Persons with Disabilities shows that currently Thailand has a total of 1.70 million PWDs registered with the government. This accounts for around 3% of the total population. Of this figure, 48% are persons with physical or movement disabilities, while 16% are persons with hearing disabilities. 11% are vision impaired while another 14% are people with other types of disabilities. Despite the fact that education is key to human development, it turns out that more than half of PWDs do not access education, while 42% who do only completed primary school. And only 1% actually finished undergraduate degree. After working with PWDs for a while, Vej Dusit Foundation realized that they are very capable and have lots of potentials. Yet they lack opportunities and often face limitations regarding jobs and living their own lives. Some children with disabilities are very smart and capable but their families many times do not understand them while they also lacking acceptance and social opportunities.

The 'Unlimited Dreams' Project was therefore conceived to drive and promote the society to recognize the values of children with disabilities and create real social opportunities for youth with disabilities. It aims to encourage the children to go after their dreams and bring out the heroes in themselves, take on jobs of their choice, be able to care for themselves and not burdening their families and the society. They should be proud to be valuable persons, capable heads of families or being able to support themselves with their jobs.

Dusit Medical Services Public Co., Ltd. and its group companies are doing their part offering job opportunities to PWDs so they can have stable jobs and income, becoming self-reliant and thus helping to reduce social inequalities. PWDs were hired to work in 227 positions at sub-district health promotion hospitals all over Thailand, with a subsidy of about THB 24.86 million annually.

Editorial Team

Pongsakorn Chindawattana M.D.

Siriporn Srisan

Panruetai Kongyimlamai

Phusadee Tidrod

BANGKOK DUSIT MEDICAL SERVICES Public Company Limited

2 Soi Soonvijai 7 New Petchburi Rd., Bangkok, Thailand 10310

Tel. 66-2310-3000 Fax. 66-2318-1546

www.bdms.co.th

www.bangkokhospital.com



บริษัท กรุงเทพดุสิตเวชการ จำกัด (มหาชน)

2 ซอยศูนย์วิจัย 7 ถนนเพชรบุรีตัดใหม่ ห้วยขวาง กรุงเทพฯ 10310

โทร. 66-2310-3000 โทรสาร 66-2318-1546

BANGKOK DUSIT MEDICAL SERVICES Public Company Limited

2 Soi Soonvijai 7 New Phetchburi Rd., Bangkok, Thailand 10310

Tel. 66-2310-3000 Fax. 66-2318-1546

www.bangkokhospital.com

www.bdms.co.th