



NEWS/ HONG KONG/ CITY

Press release (Embargo until 12 noon on 18 May 2016)

WHICH HOSPITAL WOULD YOU CHOOSE? ***HospitalAdvisor.org.hk- rating hospitals by their Quality of Care***

Hong Kong, 18 May 2016.

The Zubin Foundation today launched *HospitalAdvisor.org.hk*, the first Chinese and English language website to provide information to consumers on the Quality of Care in Hong Kong's hospitals. The website covers all of Hong Kong's 41 public and 11 private hospitals and provides consumers a new and innovative way to inform important decisions.

"As patients, we only go into a hospital if it is a serious medical matter. And yet, we know so little about hospital treatment, so it's difficult for a patient to know which hospital is right for them. We rely almost entirely on what a doctor may suggest and although the doctor may make a good suggestion, patients have to be engaged to ensure the best possible outcomes. HospitalAdvisor should be used as an additional tool and does not replace your doctor", said Shalini Mahtani, Founder of HospitalAdvisor, a social enterprise.

Mahtani is well known for her contributions to Hong Kong and globally on Corporate Social Responsibility and Diversity and Inclusion, having been recognized globally for her work including the HKSARG, Queen Elizabeth II and the World Economic Forum in Davos. Her life changed when her son Zubin died in 2009 tragically after a short stay in Hong Kong's hospitals. "Our aim is to empower patients to make more considered decisions about which hospitals is right for them and to celebrate those hospitals that are serious about patient centered care", Mahtani said.

Dr. Donald Li, President of the Hong Kong Academy of Medicine, the launch partner of HospitalAdvisor said that "In today's world patients want access to information. HospitalAdvisor helps to bring information to patients and is based on a methodology developed internationally with local validation".

Professor Ashish Jha, The Harvard Global Health Institute worked closely with Dr. Janice Johnston, School of Public Health, The University of Hong Kong to develop a Patient Experiences Survey for patients who have been in hospital over the last 3 months. HospitalAdvisor will then produce a Quality of Care score for the hospital concerned and at the end of each month. "Our Quality of Care score and the quality of care indicators on HospitalAdvisor will be an additional source of information for patients. Experience in the US and elsewhere shows that patient experience surveys can provide important insights about the quality of care in the hospitals. Patients' experiences are both important unto themselves and a very good proxy for broader quality of care," added Professor Ashish Jha, a physician and Director of the Harvard Global Health Institute, and partner on HospitalAdvisor.

"With the growth of mobile devices and internet usage, and a culture change where patients are researching illnesses before seeing their doctors, HospitalAdvisor has come at a good time for patients to make the right decision about health care", said Wilson Yuen, Founder and CEO of TFI Digital Media Limited and pro bono developers of HospitalAdvisor.

Professor Sophia Chan, Under Secretary for Food and Health, was at today's launch and talked about the importance of quality of care and patient experience in both the public and private healthcare sectors. She said that quality services would continue to be provided to people in Hong Kong. Mahtani

added “www.hospitaladvisor.org.hk will help patients like you and me make informed decisions about which hospital is right for us”.

MEDIA CONTACT: (Cantonese, Putonghua and English languages)

Sandy Chan

Programme Director, The Zubin Foundation

Tel: +858 6421 2677

sandy@zubinfoundation.org

About The Zubin Foundation

The Zubin Mahtani Gidumal Foundation (also known as The Zubin Foundation) is a social policy think-tank committed to improving the lives of Hong Kong people. Our focus is on racial inclusion, patient care and special education needs (SEN) of non-Chinese speaking children. The Zubin Foundation was established by two Hong Kong individuals, Shalini Mahtani and Ravi Gidumal in memory of their son Zubin who died tragically in 2009.

See www.zubinfoundation.org

About HospitalAdvisor

HospitalAdvisor is a newly formed Hong Kong Social Enterprise developed for social good. It aims to empower patients with information about hospitals and to celebrate those hospitals that put patient centred care at the core of their service delivery. It was founded by Shalini Mahtani after the tragic and sudden death of her first born child Zubin, who died in 2009.

See www.hospitaladvisor.org.hk



The Zubin Foundation today launched *HospitalAdvisor.org.hk*, the first Chinese and English language website to provide information to consumers on the Quality of Care in Hong Kong's hospitals. Professor Sophia Chan, Under Secretary for Food and Health, Dr. Donald Li, President, Hong Kong Academy of Medicine and Professor Ashish Jha, Director, Harvard Global Health Institute commemorates the launch.

From the Left to right:

- Dr. Donald Li, President, Hong Kong Academy of Medicine
- Ms Shalini Mahtani, Founder, HospitalAdvisor
- Professor Sophia Chan, Under Secretary for Food and Health
- Professor Ashish Jha, Director, Harvard Global Health Institute