The "Government Service Quality Award" is the highest honor to promote innovations and enhance quality of service for all government sectors in Taiwan. It has been implemented for eight years with a total of 233 units being selected from various fields. Taichung Veterans General Hospital won this award in 2010 and then again in 2016. The following efforts and achievements were those that we provided in 2016.

The main theme of our services targeted at “Starting from the Heart, 3C Innovation and Holistic Health Care”, whereas 3C stands for Completeness, Continuity and Creativeness. We had maximized patients care with the integration of innovative case management services and 24-hour health counseling services in order to ensure continuous patient-center services.

To provide high ranking of safety during pharmaceutical services, we adopted and then modified the PharmaCloud system into hospital cloud platform and designed an “unique time series” pattern that can clearly illustrate patient’s immediate past and current uses of all medication in screen. In addition, the system helps to check high-risk medication to avoid repeated use and interactions of potential medication. These implementation greatly reduced number of concurrent medications and costs. The aforementioned integrative medical processes yielded following benefits: (1) the satisfaction rate of case management system run as high as 4.43 points in 5, while outpatient satisfaction significantly improved; (2) the PharmaCloud improves patient medication safety effectively; (3) 24-hour health counseling services take care of people without time lags.

Our efforts in combing medical services with information technology have made us a smart hospital and got the highest honor of the “Government Service Quality Award” in 2016. We will continue to offer state-of-the-art medical service to our patients and contribute to their welfare in central Taiwan.