



Nationwide On-site Auditing of Hemodialysis Centers: Taiwan Experience and Results

The Results of Onsite Hemodialysis Evaluation (Part 3: Quality of Nursing Care)

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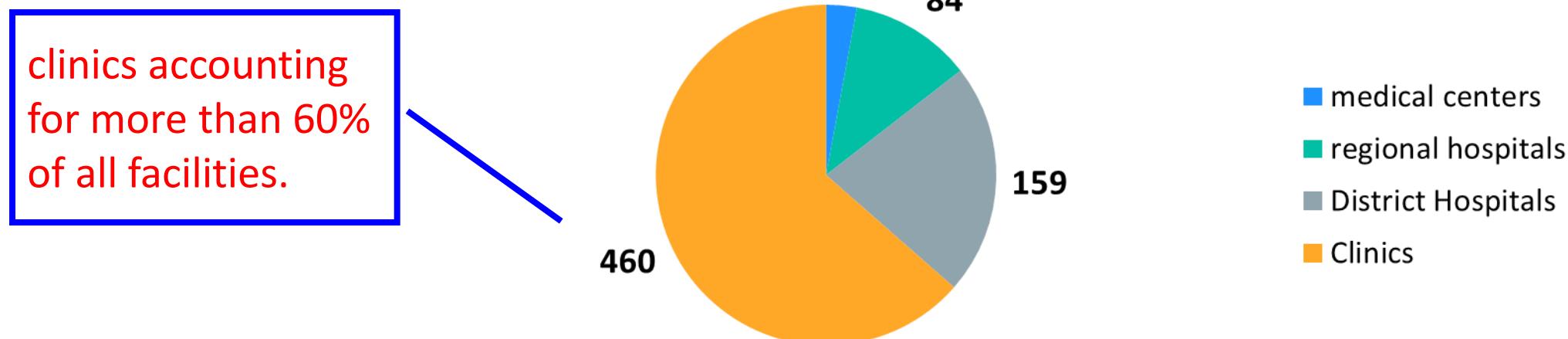
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Background and Purpose

- Taiwan has implemented a nationwide on-site auditing system for hemodialysis centers for many years.
- The goal is to enhance **patient safety**, **nursing quality**, and **standardization of dialysis care**.
- In 2023, **724 facilities** were audited across medical centers, regional hospitals, district hospitals, and clinics.

Facility Level Distribution





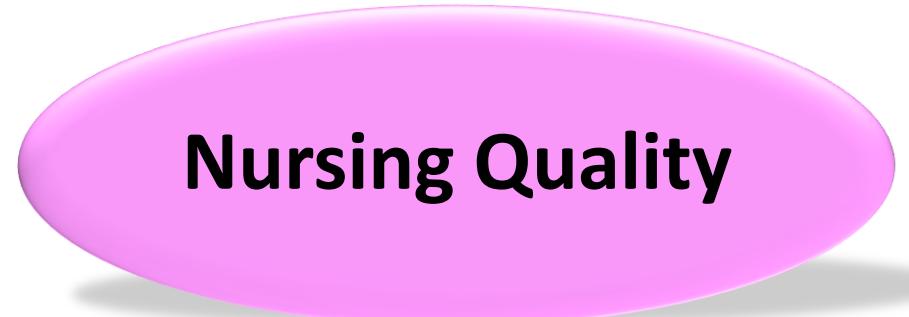
Evaluation Framework

- Three Core Domains in Nursing Evaluation



**organization & material management*

**patient care & patient education*

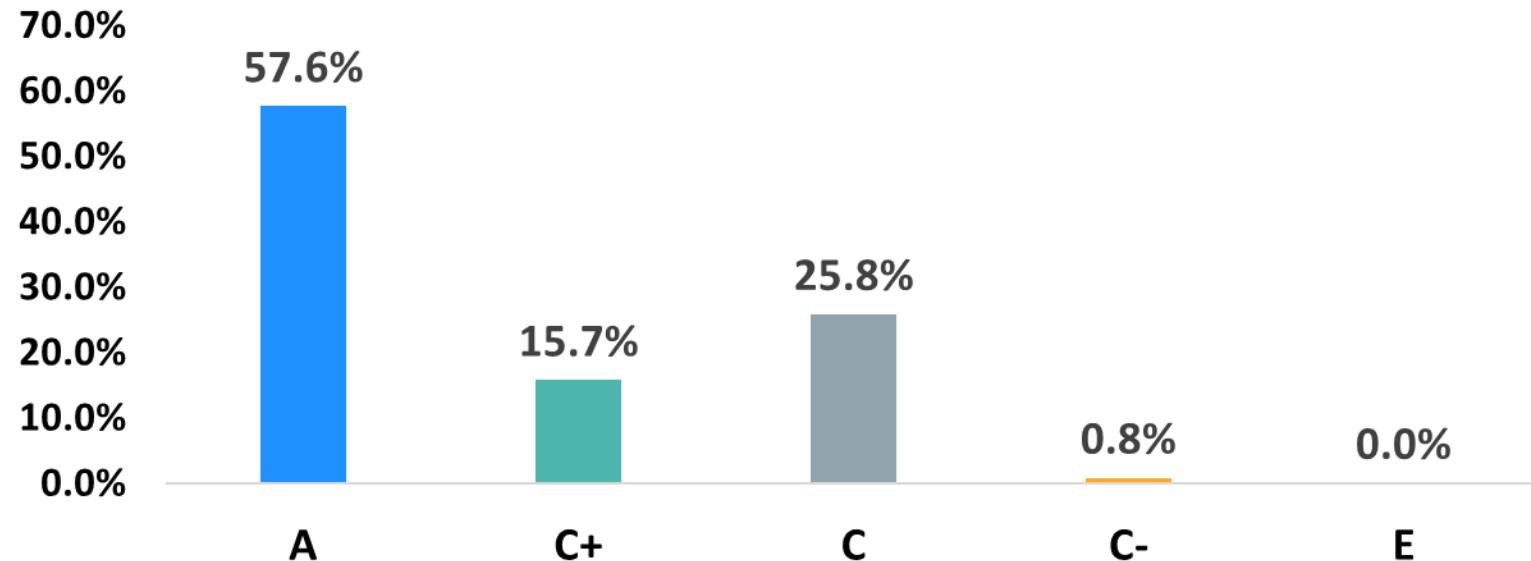


**patient safety & dialysis quality monitoring*

Nursing Administration

- *organization management*

3.1.1.1 Well-established nursing organization and management

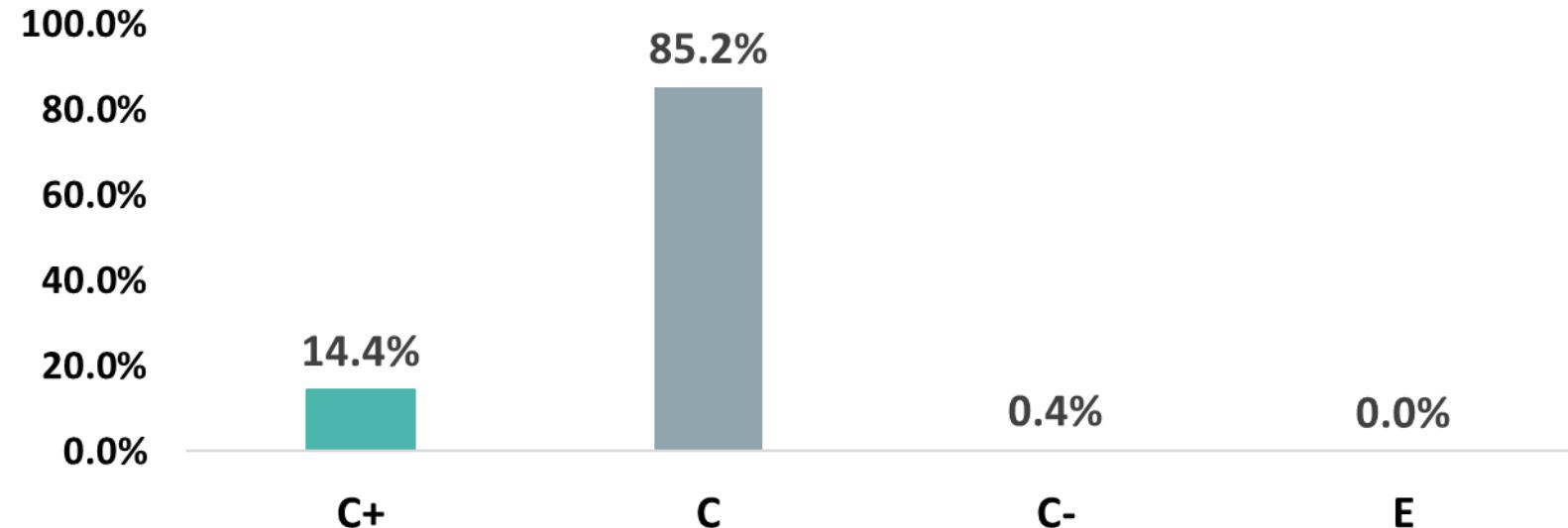


- In this evaluation criterion, 99.1% of facilities achieved Grade A, C+, or C, reflecting strong overall performance.

Nursing Administration

- *organization management*

3.1.1.2 Clearly defined responsibilities and operational standards

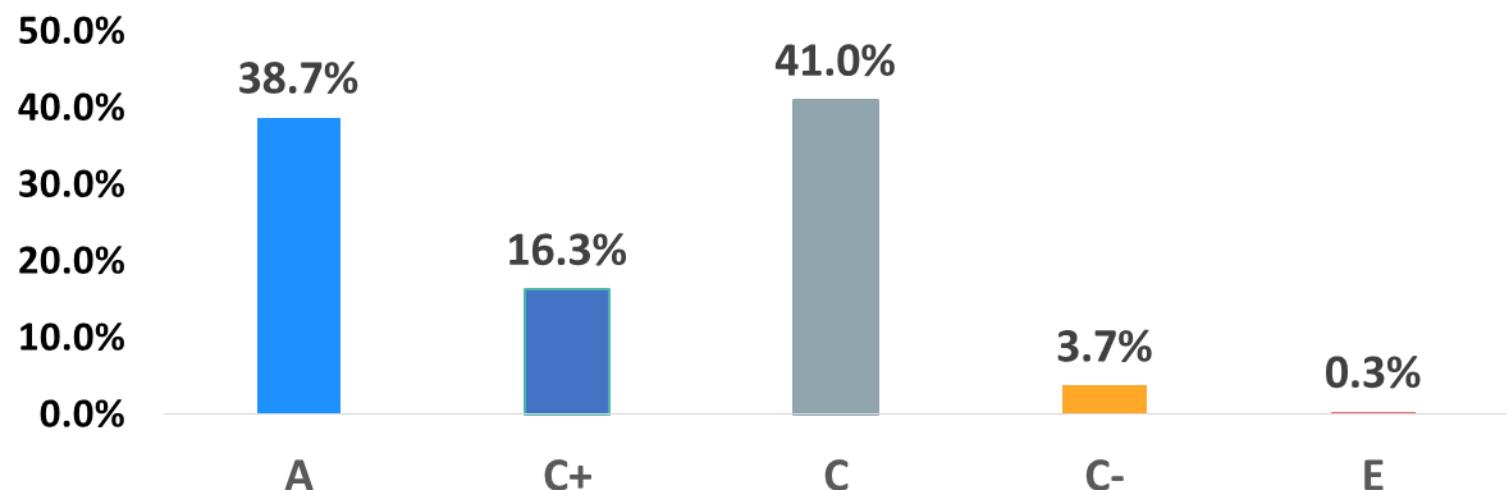


- In this evaluation criterion, 99.6% of facilities reached Grade C or above, indicating broad compliance across facilities.

Nursing Administration

- *material management*

- 3.1.2.1 storage space, temperature and humidity & material expiration date, intact packaging, and inventory.

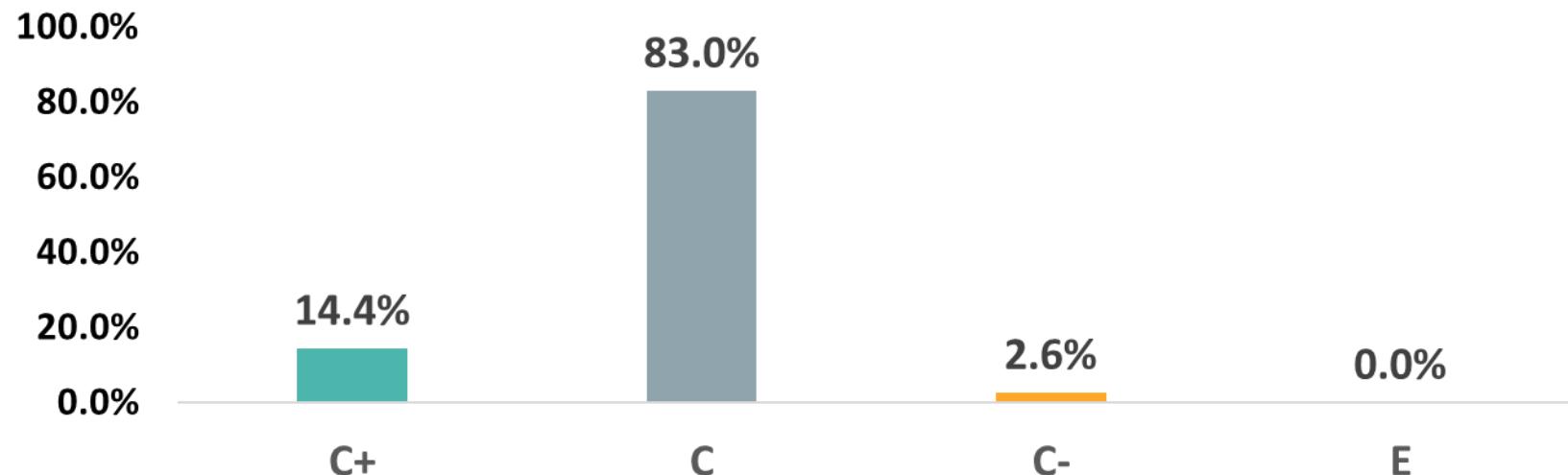


- In this evaluation criterion, 96% of facilities achieved Grade A, C+, or C, **showing generally adequate material-storage management.**
- 4% of facilities were rated below Grade C.

Nursing Administration

- *material management*

3.1.2.2 The dedicated space is equipped with disaster prevention facilities, and the storage of materials does not pose a threat to public safety.

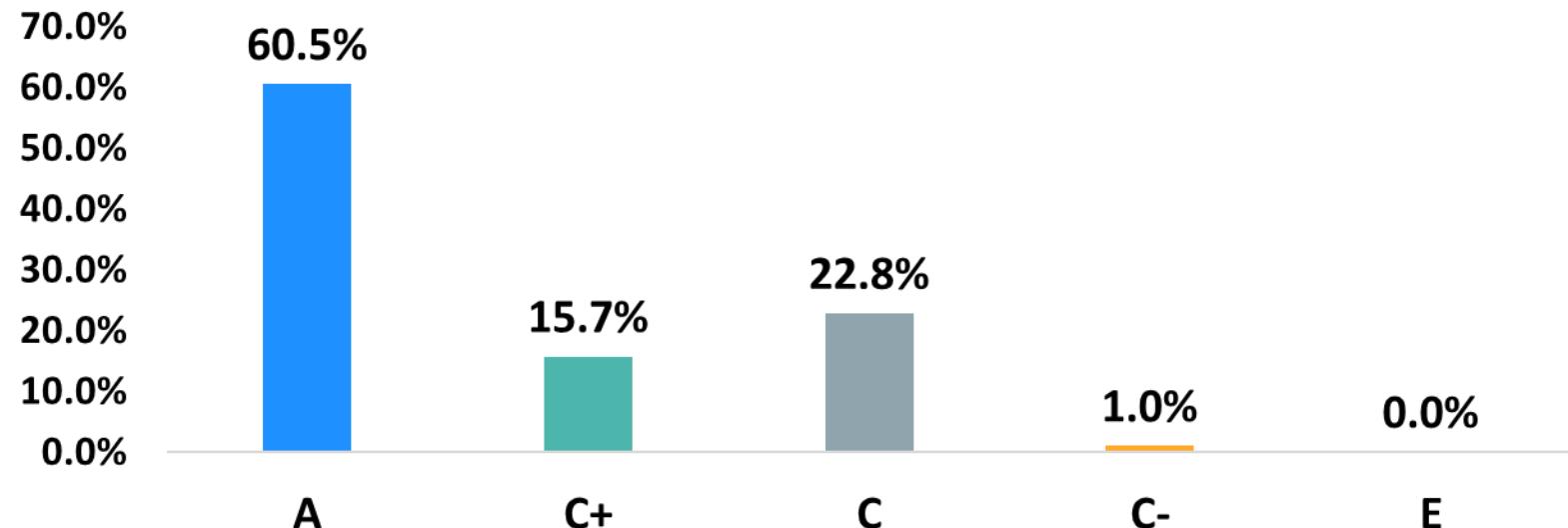


- In this evaluation criterion, 97.4% of facilities reached Grade C or above, **demonstrating good adherence to safe-storage requirements.**
- 2.6% of facilities were rated below Grade C.

Nursing Care

- *patient care*

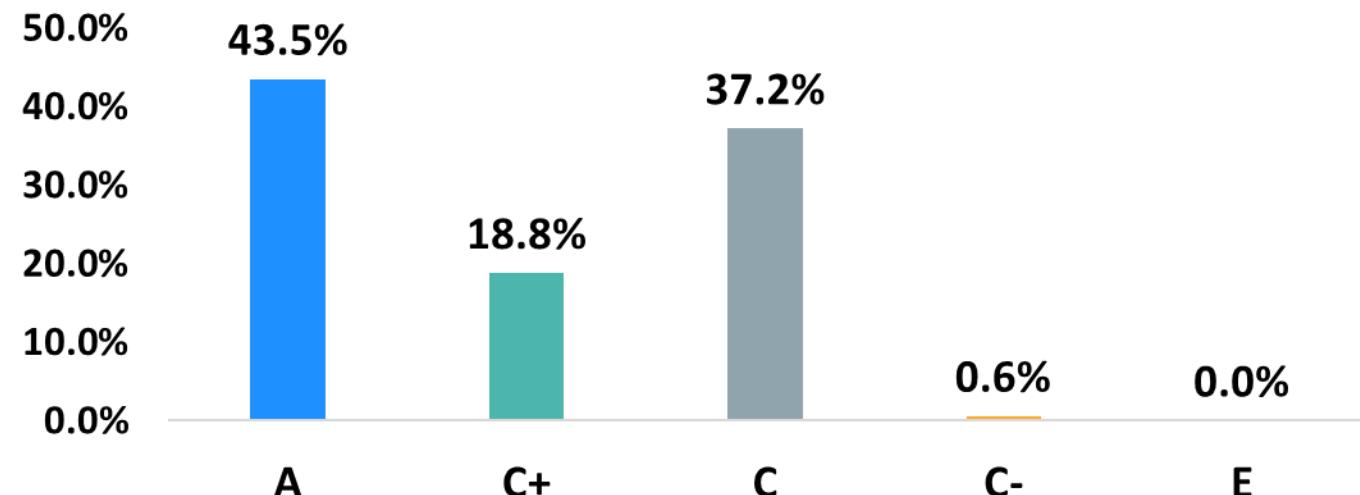
3.2.1.1 Establish routine and technical standards for hemodialysis care.



- In this evaluation criterion, 99% of facilities reached Grade C or above, reflecting strong establishment of nursing care standards.

Nursing Care

- *patient care*
- **3.2.1.2 Provide appropriate care, observation and treatment**

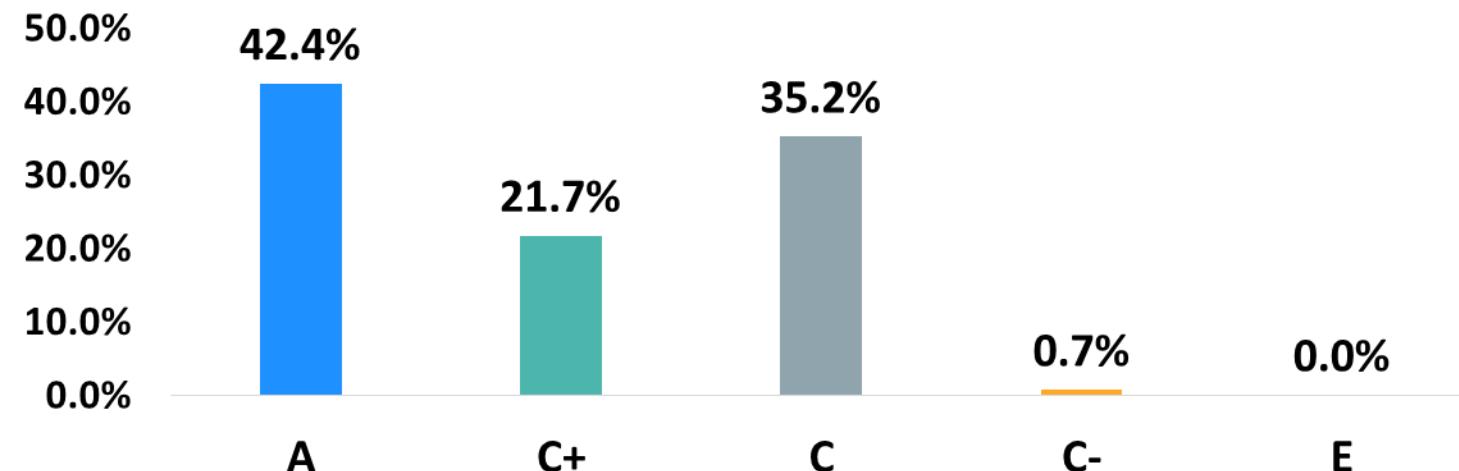


- In this evaluation criterion, 99.5% of facilities reached Grade A, C+, or C, showing solid performance in nursing care.

Nursing Care

- *patient education*

3.2.2.1 Providing individualized, multi-dimensional patient education

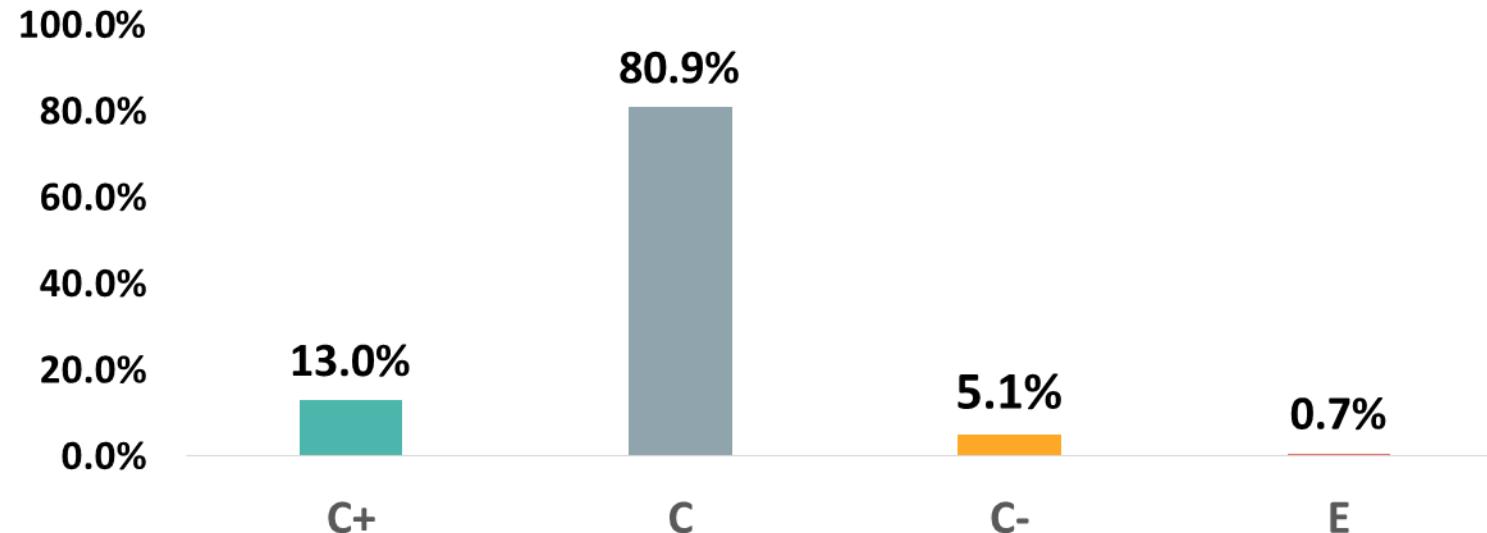


- In this evaluation criterion, 99.3% of facilities achieved Grade C or above, indicating consistent implementation of patient education.

Nursing Quality

- *Medication Safety*

3.3.1.1 Drug management

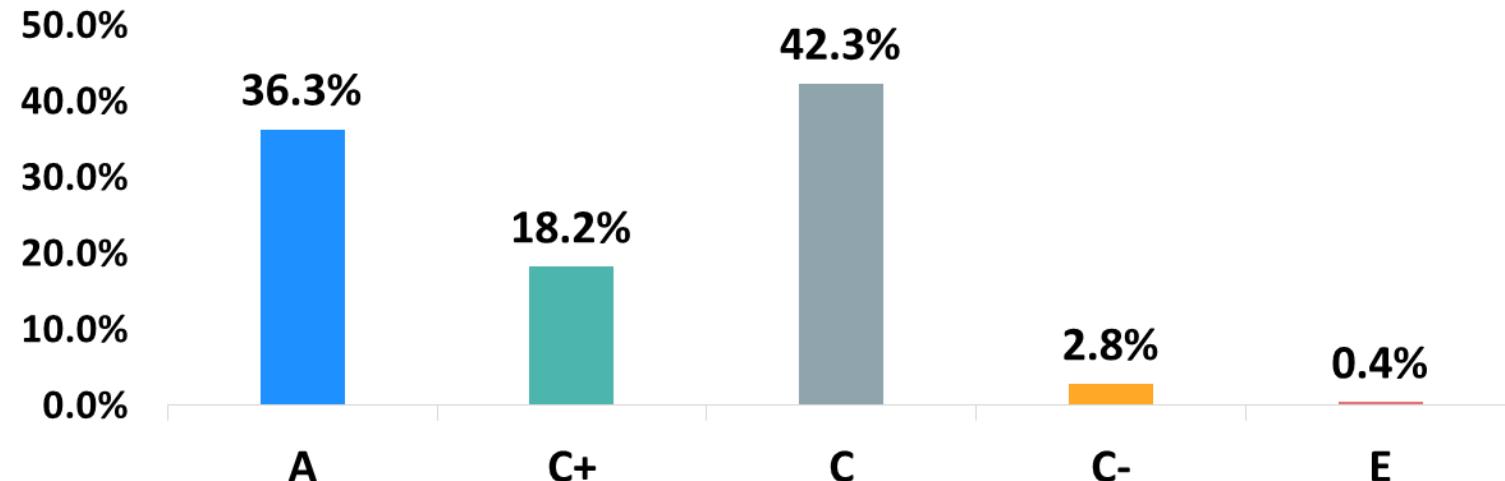


- In this evaluation criterion, 93.9% of facilities reached Grade C or above, **demonstrating acceptable medication-management performance.**
- About 6% of facilities were rated below Grade C.

Nursing Quality

- *Medication Safety*

3.3.1.2 Correct drug administration

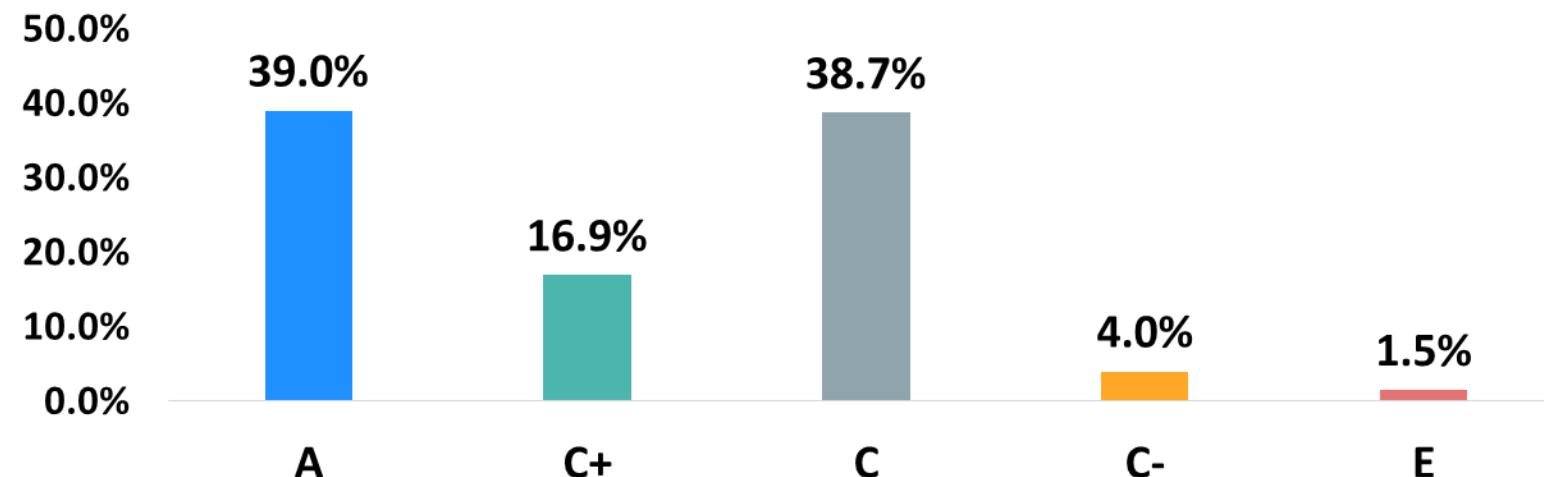


- In this evaluation criterion, 96.8% of facilities achieved Grade C or above, **reflecting strong compliance with medication administration standards.**
- 3.2% were below Grade C.

Nursing Quality

- *Infection Control*

3.3.1.3 Establish and implement infection control guidelines.

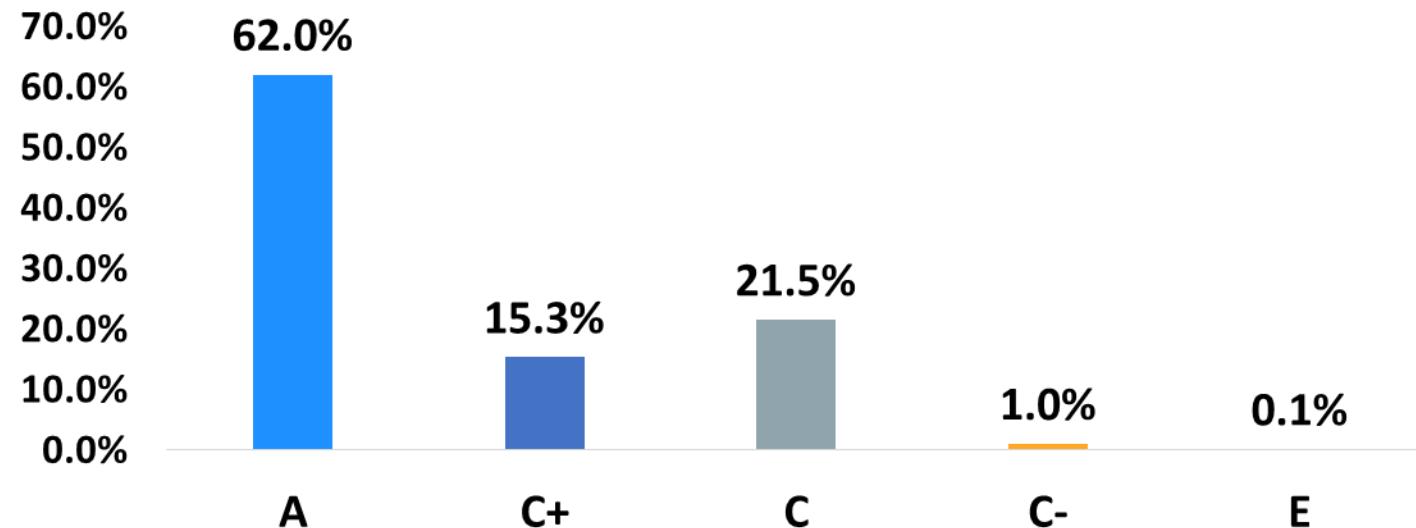


- In this evaluation criterion, 94.6% of facilities reached Grade C or above, **indicating good implementation of infection control practices.**
- Around 5.4% did not meet Grade C.

Nursing Quality

- *Infection Control*

3.3.1.4 Implement hand hygiene

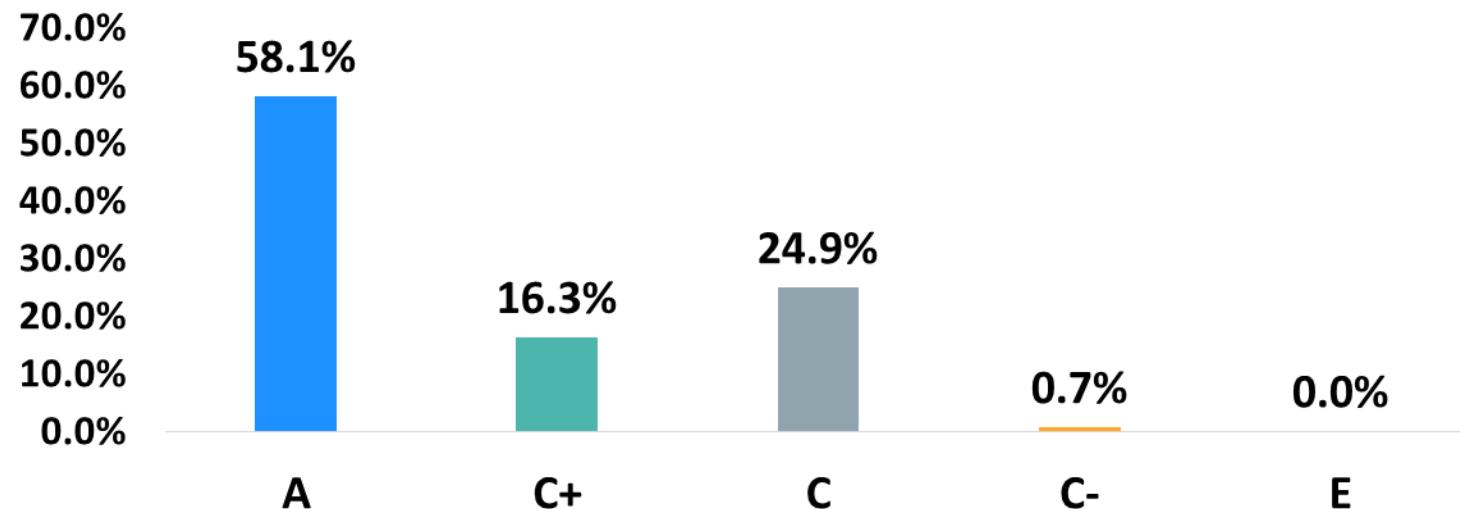


➤ In this evaluation criterion, 98.8% of facilities achieved Grade A, C+, or C, demonstrating strong adherence to hand-hygiene performance.

Nursing Quality

- *Abnormal Event Monitoring*

3.3.2.1 Established guidelines for abnormal events in dialysis care



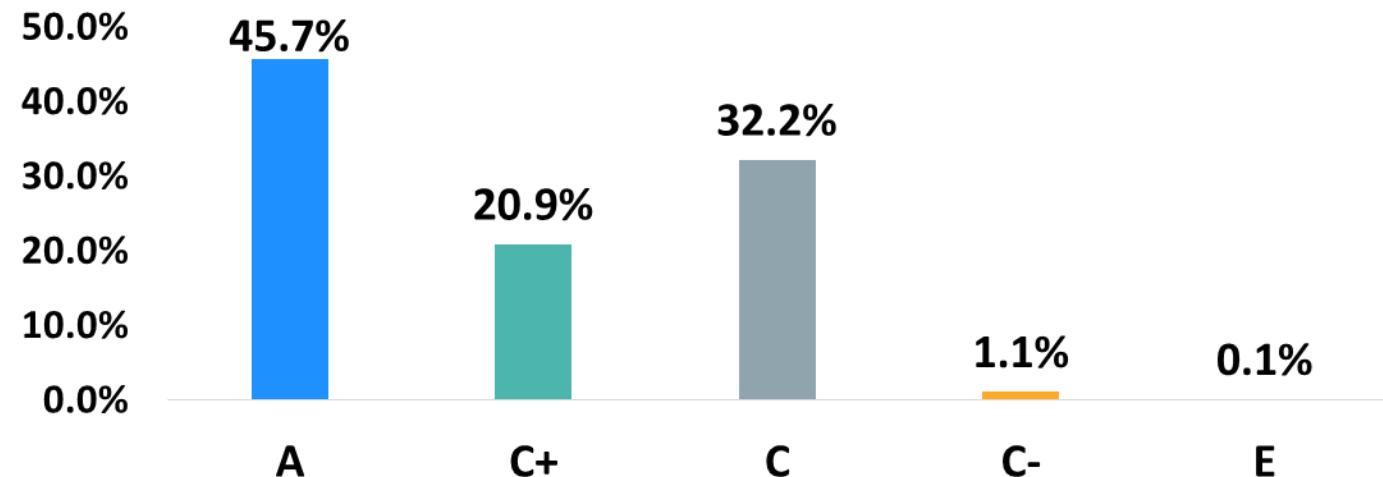
- In this evaluation criterion, 99.3% of facilities achieved Grade C or above, reflecting effective monitoring of abnormal events.



Nursing Quality

- *Abnormal Event Monitoring*

3.3.2.2 Regularly monitor the safety and quality of care for dialysis patients. Report any abnormal events and implement improvements.

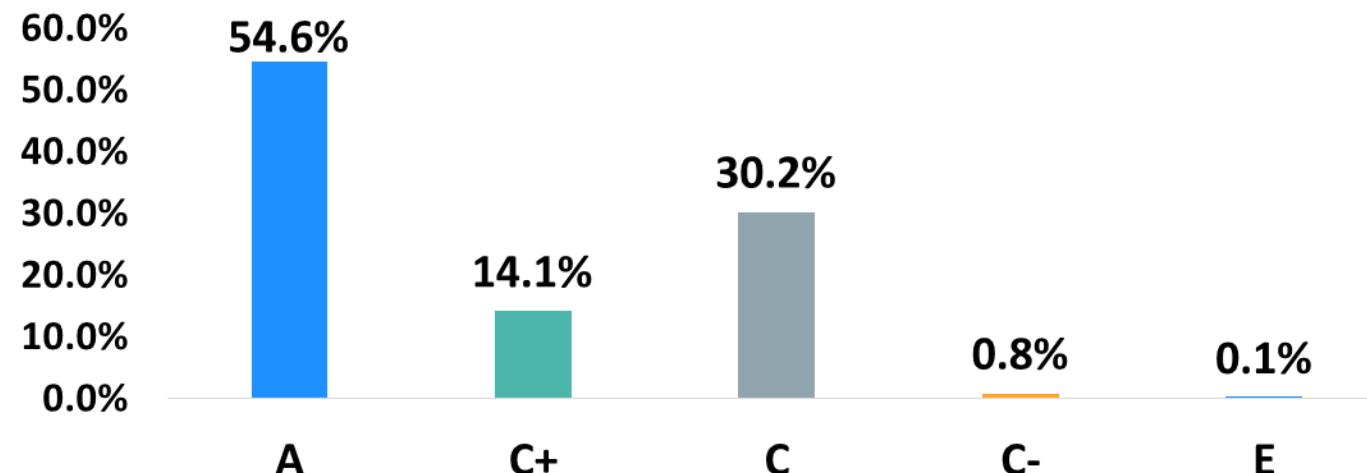


- In this evaluation criterion, 98.8% of facilities reached Grade C or above, indicating strong performance in event reporting and follow-up.

Human resource improvement and quality promotion

- *Nursing Continuing Education*

4.2.1.1 Implement relevant education and training for hemodialysis nursing.



- In this evaluation criterion, 98.9% of facilities achieved Grade C or above, showing well-implemented continuing education for nursing staff.



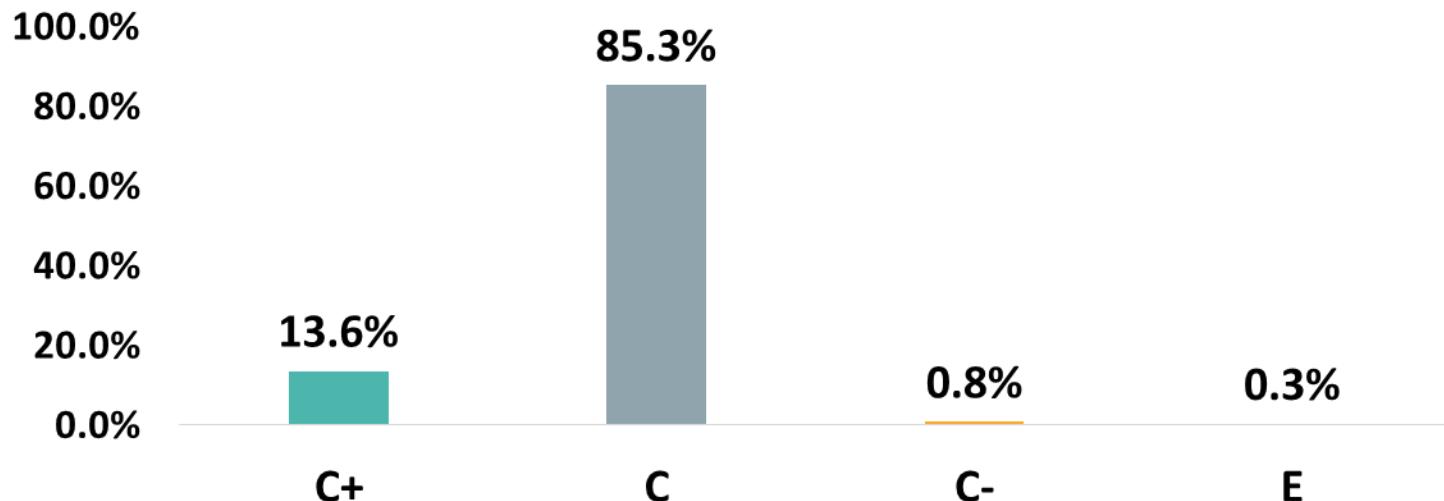
Human resource improvement and quality promotion

- *Nursing staff quality*
4.2.2.1 Stable nursing staff
- **87.4%** of nurses have more than 3 years of dialysis experience.
*Reflecting a **stable and experienced nursing workforce**.*

Human resource improvement and quality promotion

- *Nursing Manpower*

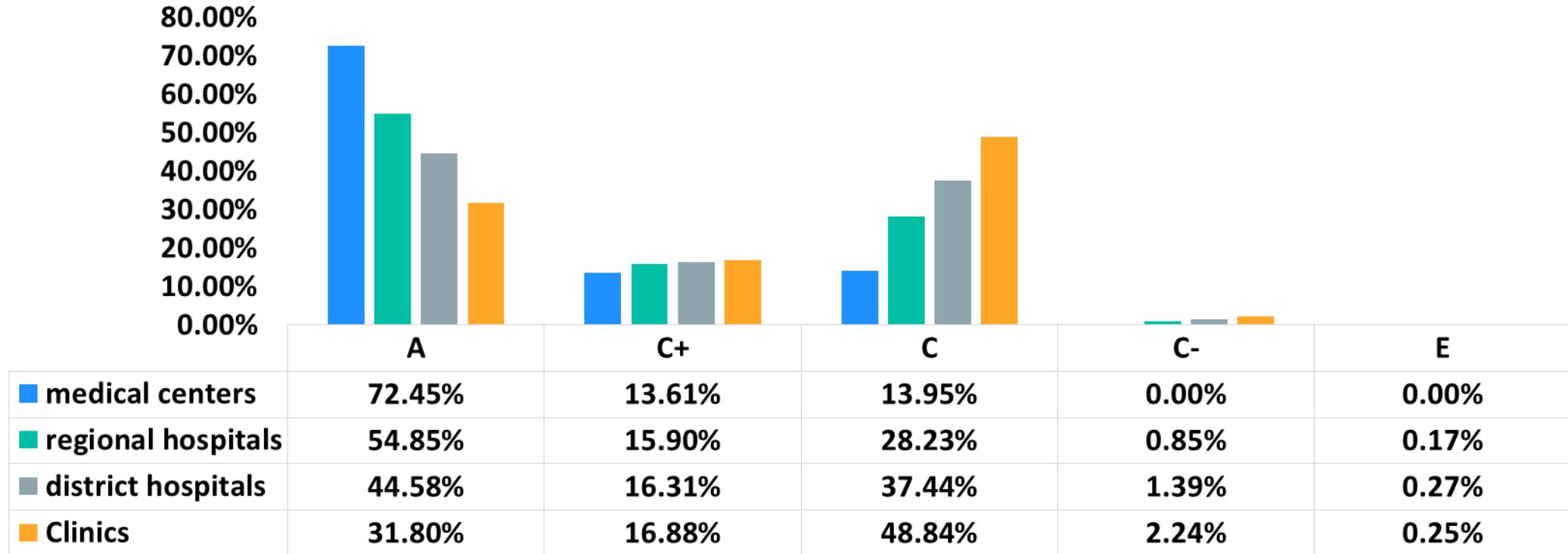
4.2.3 Nursing staffing



- In this evaluation criterion, 98.9% of facilities reached Grade C or above, indicating adequate nursing manpower allocation.



Distribution of Audit Results by Facility Level (2023)



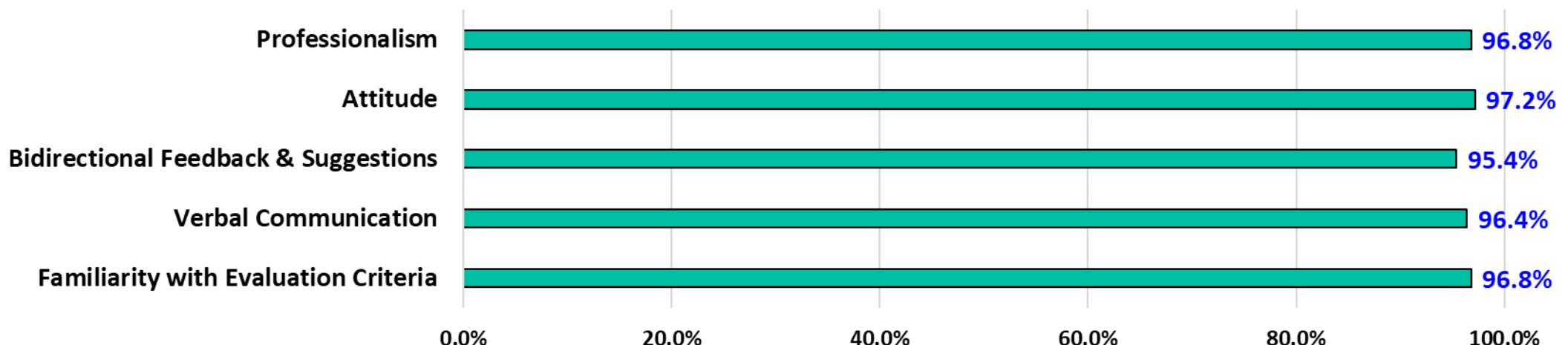
➤ This chart compares audit results across facility levels.

Medical centers and regional hospitals show strong performance with the majority achieving Grade A. Clinics, representing the largest number of facilities, show more variability, with higher proportions in Grade C.



Overall Satisfaction

Evaluation Dimension	Average Score (1–5)	Satisfaction (%)
Professionalism	4.84	96.8%
Attitude	4.86	97.2%
Bidirectional Feedback & Suggestions	4.77	95.4%
Verbal Communication	4.82	96.4%
Familiarity with Evaluation Criteria	4.84	96.8%



- Overall satisfaction with the on-site audit process exceeded 95% across all dimensions, reflecting strong positive feedback.



Key Findings

- The results showed **stable performance in large hospitals.**
- **Some clinic-level facilities still showed room for improvement** in areas such as medication and material management, infection control, and quality monitoring documentation.
- The audit system contributes to **continuous quality improvement and professional exchange.**



Conclusion

- The nationwide audit has strengthened dialysis nursing quality and patient safety in Taiwan.
- Continuous monitoring and education ensure sustained progress.
- Taiwan's experience can serve as a model for quality auditing in the Asia-Pacific region.



Thank you for your attention