TAIPEI 臺北市

衛生醫療年鑑

PUBLIC HEALTH OF TAIPEI CITY

2020 ANNUAL REPORT



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局長序



2020 年是充滿考驗的一年，臺北市政府衛生局始終秉持「正直誠信、開放共享、創新卓越、團隊合作、關懷當責」的核心價值，持續以「促進市民健康安全」為使命，作為市民衛生福祉的全方位領航者。在此與市民朋友們分享 2020 年「強化食品安全」、「促進市民健康」、「精進疫病防治」、「杜絕毒品危害」、「整合醫療照護」、「完善長照安寧」六大策略主題的實踐結果。

有關「強化食品安全」，2020 年臺北市衛生局食藥粧網路地圖新增「網路美食外送平台專區」、食材登錄平台新增「醫院美食街專區」，並公告「臺北市醫院美食街餐飲業者」、「臺北市經米其林指南評定為星級及餐盤推薦之餐廳」應申請餐飲衛生管理分級評核認證標章。另完成《臺北市食品安全自治條例》第 7、9、11、12 及 16 條共 5 條文 6 項新政策公告，含附設自助餐廳之星級旅館應強制自主檢驗及臺北市公有市場應標示管理衛生人員等。期提升民眾對食藥粧安全的信賴，維護食藥粧安全消費資訊環境。

有關「促進市民健康」，2019 年臺北市平均壽命已達 83.9 歲，且 65 歲以上老年人口占全市人口比率已達 18.07%，預計於 2021 年底邁入「超高齡社會」。面對高齡化及少子化的挑戰，臺北市政府衛生局致力執行各項公共衛生政策，超前部署成立全國首創「臺北高齡健康前瞻中心」，整合並透過完善的照護制度與醫療服務，促進及改善市民健康。

有關「精進疫病防治」，因應嚴重特殊傳染性肺炎疫情，自 2020 年 1 月 1 日起，臺北市政府成立跨局處應變小組，共同研商防治策略、督導臺北市醫療院所落實感染控制等疾病防治作為及防疫物資整備，並透過多元管道進行風險溝通，與民間團結合作，提升防疫量能。2020 年臺北市政府衛生局共召開 70 次疫情小組會議及 104 次疫情指揮中心會議。此外，2020 年我們也落實嬰幼兒常規、肺炎鏈球菌、流感、輪狀病毒等疫苗接種，持續執行流感、登革熱、腸病毒、結核病防治作業。

Commissioner's Preface

2020 was a challenging year. The Department of Health, Taipei City Government has always adhered to the core values of "Integrity, Openness, Sharing, Innovation, Excellence, Teamwork, Caring and Responsibility." The Department of Health continues to tirelessly promote the health and safety of citizens. As an all-around leader in public health, the Department of Health has six strategic themes: "Enhance Food Safety," "Promote Public Health," "Diligently Preventing Diseases," "Prevention of Drug Abuse," "Integrated Medical Care," and "Perfecting Long-term Care and Hospice Care."

Regarding "Enhance Food Safety," in 2020, the Department of Health, Taipei City Government added a "Food Delivery Platform Section" to the Food and Drug Inspection Map Taipei, and a new "Hospital Food Court Section" to the Food Tracer Taipei Platform. We also announced that "The food courts in hospital" and "The Michelin star & plate restaurants in Taipei" should apply for the Certificate of the Food Hygiene Rating System. Additionally, the "Taipei City Self-Governing Regulations for Food Safety" contains 5 articles (7, 9, 11 and 12) and 6 new policies including making it mandatory for starred hotels to inspect the food that offer from their buffet restaurants, and stipulating that health officials in public markets in Taipei City must be clearly indicated, the Department of Health aims to raise the public's confidence in Taipei's food and drug safety.

Concerning "Promot Public Health," the average life expectancy of Taipei residents in 2019 reached 83.9 years, and the city's proportion of people over 65 reached 18.07%. Taipei will become a "super-aged society" by the end of 2021. Facing the challenges of aging and declining birth rates, the Department of Health, Taipei City Government has implemented various public health policies to deal with those issues, and has established the "Taipei Advanced Center for Aging and Health" to integrate medical services.

As for "Diligently Preventing Disease," in response to the COVID-19 pandemic, Taipei has established an inter-agency task force since January 1, 2020 to jointly discuss prevention strategies, and to reduce infection risks in Taipei medical institutions. Disease prevention supplies and anti-epidemic measures are coordinated through multiple channels involving the private sector to further strengthen Taiwan's health system. In 2020, the Department of Health, Taipei City Government held 70 anti-epidemic meetings and 104 Taipei City Epidemic Command Center conferences. Moreover, we also vaccinated infants and young children for streptococcus pneumoniae, influenza, and rotavirus to keep common communicable diseases under control.

有關「杜絕毒品危害」，2020 年共列管毒品成癮個案 3,477 人，追蹤輔導 3,482 人，電話諮詢 2 萬 9,818 人次、家訪 4,958 人次、面談 1,318 人次或其他輔導服務 1,221 人次，透過瞭解個案需求，提供就醫、就業、法律與社會扶助及家庭支持等服務。

有關「整合醫療照護」，衛生福利部於 2020 年 2 月將接受居家隔離、居家檢疫及自主健康管理民眾納入通訊診療適用範圍，臺北市政府衛生局也於同月指定臺北市 17 家中度級以上急救責任醫院擔任臺北市通訊診療機構，並於 3 月納入臺北市立聯合醫院松德院區提供心理衛生諮詢服務，5 月起指定 92 家診所提供通訊診療服務。截至 2020 年 12 月 31 日止，疫情期間通訊診療計有 322 人次使用。此外，我們也有好幾個計畫進行當中：「臺北市醫學中心急診待床轉院」計畫，於 2020 年計服務 110 人次；「臺北市立聯合醫院與醫學中心轉診計畫」，2020 年自醫學中心急診直入臺北市立聯合醫院病房共 205 人；辦理簡版急救技能（CPR ＋ AED）訓練 747 場次，參訓人員達 3 萬 6,070 人次。

有關「完善長照安寧」，2020 年「臺北市長期照顧管理中心」服務人數 3 萬 2,108 人，較 2019 年同期成長 26.5%。為建構完善長照服務體系，除長照 1.0 服務項目外，我們有 25 家醫院參與衛福部出院準備銜接長照服務計畫、8 家失智共同照護中心、37 個失智服務據點、23 個居家醫療團隊提供在宅醫療服務、5 個醫療團隊提供社區安寧服務、33 個社區整合型服務中心、4 個家庭照顧者支持中心；並於北投區稻香市場、秀山國小預定地、信義區廣慈及文山區萬隆東營區規劃長照服務設施，於北投區奇岩長青樂活大樓、萬華區青年、河濱及南港區東明公共住宅參建住宿式長照機構。

在此感恩所有衛生局同仁們的努力，也感恩市民朋友們共同落實防疫新生活運動，我們一同度過了充滿挑戰的 2020 年。未來臺北市政府衛生局仍會持續努力，打造健康與安全的生活環境，讓臺北市成為亞洲第一健康城市。

臺北市政府衛生局

局長 黃世傑 謹識



In "Prevention of Drug Abuse," 3,477 addicts were institutionalized; 3,482 patients were counseled; 29,818 telephone consultations were conducted; 4,958 home visits took place; 1,318 in-person interviews occurred, and 1,221 other counseling services were provided during 2020. Medical treatment, employment, legal and social assistance, and family support would be offered according to each person's needs.

Regarding "Integrated Medical Care," the Ministry of Health and Welfare (MOHW) included people under home isolation, home quarantine, and self-health monitoring in the telemedicine beginning February 2020. In the same month, the Department of Health, Taipei City Government also designated Taipei's 17 mid-level acute care hospitals as institutions offering telehealth services. In March, the Department of Health designated Taipei City Hospital Songde Branch as an institution providing psychiatric services. Since May, the Department of Health has arranged 92 clinics to provide telemedicine services. As of December 31, 2020, 322 people had accessed telehealth services during the epidemic. Additionally, we also have several ongoing projects: "Transfer Services for Patients Waiting for Emergency Care at Medical Centers," which served 110 people in 2020; "Taipei City Hospital and Medical Center Transfer Project" admitted 205 people directly to Taipei City Hospitals' wards from emergency services; 747 training sessions for concise first aid training (CPR+AED) were conducted involving 36,070 participants.

Concerning "Perfecting Long-term Care and Hospice Care," "Taipei Long-term Care Management Center" served 32,108 people in 2020, an increase of 26.5% over the previous year. Besides Long-term Care 1.0, we have 25 hospitals participating in MOHW's hospital discharge to the long-term care plan, 8 dementia care centers, 37 dementia support services, 23 home healthcare services, 5 medical teams providing hospice services, 33 community-integrated care providers, and 4 family caregiver support centers. We have also set up long-term care facilities at Dao Xiang Market, Xiushan Elementary School, Xinyi District Guangci and Wenshan District Dongying in Wanlong, Wenshan District. We likewise have established residential long-term care facilities at Beitou Qiyan Elderly Service Center in Beitou District, Wanhua District Youth, Hebin and Nangang District Dongming Social Housing Projects.

I would like to thank my diligent the Department of Health, Taipei City Government colleagues, and fellow citizens for their joint anti-epidemic efforts. We have faced a challenging 2020 together. Foreseeably, the Department of Health will continue to strive for a healthy, safe Taipei—making it the most vibrant city in Asia.

Department of Health, Taipei City Government

Commissioner **Shier-Chieg Huang**

Part 1

第一篇 行政組織與概述

Administrative Organization and General Descriptions

1





2020

ANNUAL REPORT

PUBLIC HEALTH OF TAIPEI CITY

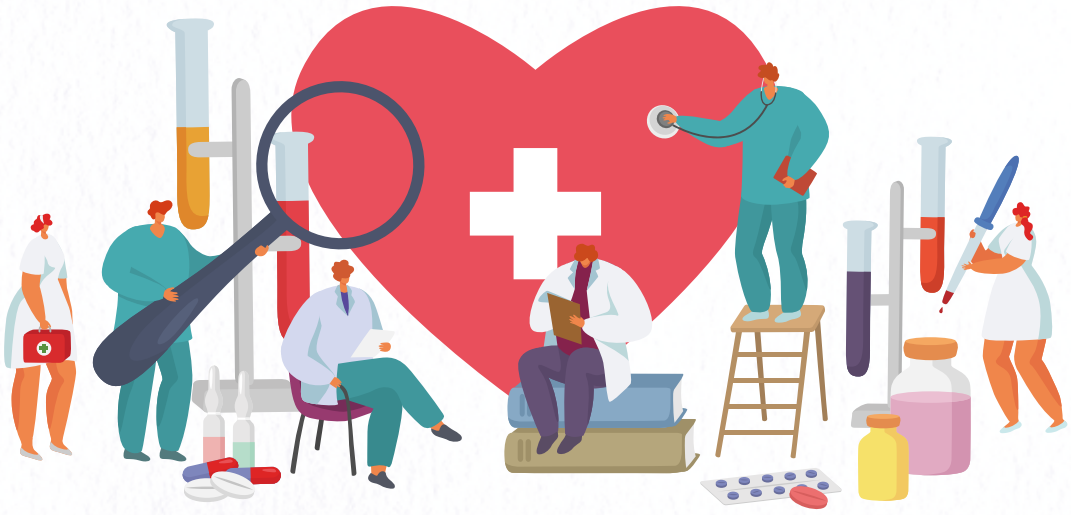
第一篇　行政組織與概述

第一章　行政組織架構

臺北市政府衛生局暨所屬醫療院所為因應國際衛生醫療發展趨勢，晉身為國際級之健康都市，與中央衛生機關接軌，建立事權統一之責任機制，俾使權責分明、各司其職，使現有人力配置，發揮最佳效能，提升服務效率，遂於 2003 至 2004 年間檢討修正衛生局及所屬醫療院所組織編制，衛生局由七科八室重整為五處七室，10 家醫療院所整併為臺北市立聯合醫院，十二區衛生所改制為十二區健康服務中心。全案經臺北市議會 2004 年 7 月 7 日第 9 屆第 10 次臨時大會第 8 次會議三讀審議通過，臺北市政府 2004 年 8 月 4 日府法三字第 09312728300 號令發布，定於 2005 年 1 月 1 日生效。

基於防疫業務之重要性及新型傳染病（如 H5N1 流感）之增加，應落實平時之防治，以確保防疫網之健全，以及為統一衛生稽查、強化工作效能，設聯合稽查隊及分隊。爰修正衛生局組織規程暨編制表，經臺北市議會 2011 年 11 月 2 日第 11 屆第 2 次定期大會第 8 次會議三讀審議通過，臺北市政府 2011 年 12 月 2 日府法三字第 10034218700 號令發布，自 2011 年 12 月 4 日生效。

因應 2015 年 6 月 3 日公布之《長期照顧服務法》，思考未來老人及失能人口之增加，精神病患關懷訪視業務之增加，規劃設「長期照護科」、「心理衛生科」二專責單位及請增必要人力；回應市民對食品安全議題之關心、食品稽查業務激增，將派出單位聯合稽查隊改設「衛生稽查科」；因應資訊業務擴增請增人力，爰遵「地方行政機關組織準則」及各有關組織法規進行全面性檢視，修正衛生局組織規程及編制表，由五處七室重整為九科六室，經臺北市議會 2017 年 5 月 3 日第 12 屆第 5 次定期大會第 5 次會議三讀審議通過，臺北市政府 2017 年 6 月 29 日府法綜字第 10632045700 號令發布，自 2017 年 7 月 1 日生效。



Part 1 Administrative Organization and General Descriptions

Chapter 1 Organization

Medical institutions under the Department of Health, Taipei City Government have responded to global trends in health care development in order to transform Taipei into a world-class, healthy city. The Department of Health is working with central health organizations to create a dedicated system with consolidated executive powers and authority for these purposes. The system has divided the various responsibilities to ensure that every organization fulfills its duties and obligations and achieves the best performance at current human resource allocation levels, and improves the efficiency of the services provided. The organization of medical institutions under the Department of Health was reviewed and revised from 2003 and 2004. The structure of the 7 divisions and 8 offices was reorganized into 5 divisions and 7 offices. A total of 10 medical institutions were merged into the Taipei City Hospital, while the 12 District Health Stations were reorganized into 12 District Health Centers. The entire proposal was reviewed three times and approved at the 8th Meeting during the 10th Interim Meeting of the 9th City Council held on July 7, 2004. The Taipei City Government officially released the proposal in the Fu-Fa-San-Zi Order No.09312728300 of August 4, 2004 which came into effect on January 1, 2005.

Given the importance of disease prevention as well as the emergence of new infectious diseases (such as the H5N1 influenza), preventive measures shall be constantly enacted at all times to ensure the integrity of the disease prevention network. Joint audit task forces and teams were also established to consolidate auditing work and improve work performance. The organizational regulation and framework of the Department of Health, Taipei City Government were amended and were thrice reviewed and approved at the 8th Meeting during the 2nd Regular Meeting of the 11th City Council held on November 2, 2011. The Taipei City Government officially released the proposal in the Fu-Fa-3-Zi Order No.10034218700 on December 2, 2011, before it came into force on December 4, 2011.

The new “Long-Term Care Division” and “Mental Health Division” were set up with required manpower to implement the “Long-Term Care Service Act” promulgated on June 3, 2015 and adapt to the increasing elderly and disabled population as well as the business of care for psychotics and visit to these people. To address the concern of the citizens about food safety and act in response to the rapid increase of the food inspection business, the Joint Inspection Team was reorganized to the “Public Health Inspection Division”. In light of our expanded IT operations, the Department of Health, Taipei City Government has requested for additional manpower and implemented a thorough review of its existing organizational structure and framework pursuant to “Criteria of Local Administrative Organization” and other pertinent organizational regulations. From our former structure of 5 divisions and 7 offices, the Department of Health was restructured to 9 divisions and 6 offices. The restructuring was reviewed and approved at the 5th Regular Meeting of the 12th City Council held on May 3, 2017. Taipei City Government officially released the proposal in the Fu-Fa-Zhong-Zi Order No.10632045700 on June 29, 2017, before it came into force on July 1, 2017.

臺北市政府衛生局組織重整設九科六室業務職掌如下，綜合企劃科：綜合計畫、研究發展、管制考核、國際衛生合作、公共關係、議事、綜合業務宣導及衛生業務訓練等事項。疾病管制科：疫情監測、調查、訓練與醫院院內感染控制事項、規劃疫苗接種之政策與執行、社區傳染病與新興傳染病之防治、外勞與營業衛生從業人員之防疫及委任臺北市立聯合醫院辦理疾病防治等事項。食品藥物管理科：藥政、藥品、醫療器材、化粧品、食品衛生管理、健康飲食推動、諮詢及管理等事項。醫事管理科：醫事行政、醫事機構管理、醫事人員管理、緊急救護及醫療爭議調處等事項。健康管理科：健康管理與保健業務之推展、監督、規劃及考核等事項。長期照護科：提供長照服務、制定轄內長照政策、長照體系之規劃、宣導與執行、辦理地方之長照服務訓練、長照機構之督導考核及特殊照護等事項。心理衛生科：心理健康促進與輔導、精神疾病防治、性侵家暴處遇、自殺防制等業務之規劃、推展、監督及考核等事項。衛生稽查科：衛生相關法規人民申請案現場履勘、人民陳情與檢舉違規案件稽查、各業別例行或計畫性稽查、抽驗、輔導及食品中毒調查處理等事項。檢驗科：食品、藥物與公共衛生檢驗與支援公共衛生相關稽查樣品檢驗、投訴檢舉專案檢驗及受理飲食品藥物申請檢驗等事項。資訊室：業務電腦化與辦公室自動化之規劃、推動、管理與所屬各單位實施資訊作業之督導及輔導等事項。秘書室：文書、檔案、出納、總務、財產之管理及不屬於其他各單位事項。會計室：依法辦理歲計及會計事項。統計室：依法辦理統計事項。人事室：依法辦理人事管理事項。政風室：依法辦理政風事項。

原臺北市立仁愛、忠孝、和平、中興、陽明、婦幼、療養院、中醫、慢性病防治院及性病防治所等10家醫療院所整併為臺北市立聯合醫院，以強化績效制度、品質管理、醫學教育、社區醫學、物流採購、人事、會計等統籌規劃、管理以達到監督、輔導與研擬總體經營策略之目的。同時參與地方衛生政策規劃、分析與評估功能，釐清政策制定與行政執行權責，支援地方公共衛生行政體系業務。



The reorganized 9 divisions and 6 offices of the Department of Health, Taipei City Government are responsible for the following matters, respectively. General Planning Division: Integrated projects, research and development, control assessment, international health collaboration, public relations, meetings, promotion of integrated activities and health related training. Disease Control Division: Epidemic monitoring, investigation, training, and nosocomial infection control; planning and enforcement of vaccination policies; prevention of community epidemics and emerging infectious diseases; disease prevention amongst foreign laborers and personnel in the field of business sanitation; and commissioning Taipei City Hospital in activities related to disease prevention. Food and Drug Division: Drug policies, pharmaceuticals, medical devices, cosmetics, food sanitation control, promotion of healthy diets, consultation services and management. Medical Affairs Division: Hospital administration, hospital management, medical personnel management, emergency care, medical dispute mediation. Health Promotion Division: Promotion, monitoring, planning and assessment of health management and health care services. Long-Term Care Division: Provision of long-term service, establishment of long-term care policies within the specified territory; planning, dissemination and execution of long-term systems; local long-term care service training; supervision and direction of long-term institutions, and special care matters. Mental Health Division: Promotion and guidance of mental health, prevention of mental disorder; planning, promotion, monitoring and assessment of sexual assault and domestic violence treatment, and suicide prevention. Public Health Inspection Division: Health related regulations, on-site survey upon application by citizens, inspection in appealing and violation reporting cases; routine or planned inspection, random inspection or guidance of individual industries; investigation and handling of food poisoning cases. Laboratory Division: Testing of food, drugs and other samples related to public health, testing of samples taken from audits related to public health, testing of samples from reported complaints, and food and drugs testing for licensing purposes. Systems Administration Office: Planning, implementation and management of digitalization of services and office automation; supervision and consultation of IT related activities of various units. Administration Services Office: Documentation, filing, billing, general affairs, financial management and other tasks not under the responsibility of other organizations. Accounting Office: Financial accounting and general accounting according to the law. Statistics Office: Statistics related activities carried out according to the law. Personnel Office: Management and implementation of HR activities according to law. Government Ethics Office: Management and enforcement of government ethics according to the law.

To achieve the objectives of proper supervision, consultation and formulation of overall operational strategies, a total of 10 municipal medical care institutions (Renai, Zhongxiao, Heping, Zhongxing, Yangming, Fuyou, the Sanatorium, Traditional Chinese Medicine (TCM), Chronic Diseases and Sexually Transmitted Disease (STD) Control) were integrated to form the Taipei City Hospital to improve system performance, quality management, medical training, community healthcare, logistics and purchasing, HR, accounting, and other coordination, planning and management activities. The Department of Health, Taipei City Government also participated in local health policy planning, analysis and performance assessments to define separate responsibilities for stipulating and enforcing relevant policies and to support local public health administrative systems.

臺北市立聯合醫院自 2005 年 1 月 1 日裁撤原臺北市立 10 家醫療院所並整合業務成立後，為推展長期照護政策，陸續設立護理之家、居家護理所與產後護理之家等護理機構，以及職能工作坊等精神復健庇護工場。為明訂上述機構設置之依據，並將 2005 年整合時未及釐清之全市疫情監測、社區傳染病、新興傳染病防疫任務及優生保健等公共衛生行政業務，移回臺北市政府衛生局主政，以期指揮監督權責相符；另為符合醫院評鑑標準及考試院會同行政院發布之《各機關人力概況醫事職務級別員額配置準則》相關規定，爰配合修正該院組織規程及編制表，經臺北市政府 2012 年 7 月 17 日第 1689 次市政會議審議通過，臺北市政府 2012 年 8 月 16 日府法三字第 10132354700 號令發布，溯自 2011 年 12 月 4 日生效。

臺北市十二區衛生所修編改制為健康服務中心，其組織任務及功能與原衛生所有所區別，健康服務中心以個案管理及健康促進為主軸，強化公共衛生服務之推展，包含：輔導成立社區健康營造點、推動健康職場、志工經營管理、推動母乳哺育、運動事故防範、社區心理健康促進、健康議題防制宣導等事項。至於原衛生所防疫業務，則改隸屬於臺北市政府衛生局疾病管制科及臺北市立聯合醫院。另為應社區心理衛生服務、長期照護服務及社區健康照護等業務增加，調整員額配置並增加編制人力，爰修正健康服務中心組織規程及編制表，經臺北市政府 2016 年 11 月 1 日第 1910 次市政會議及 2017 年 4 月 5 日第 1931 次市政會議審議通過，臺北市政府 2016 年 12 月 1 日府法綜字第 10534361600 號令及 2017 年 5 月 5 日府法綜字第 10631418300 號令發布，溯自 2016 年 12 月 3 日生效。



After removing the registration of the 10 medical institutions in Taipei City and consolidating them into a single Taipei City Hospital on January 1, 2005, nursing institutions such as nursing homes, home care and postpartum nursing care centers well as occupational workplaces and other sheltered workshops for mental rehabilitation were established to promote the long-term care policy. To establish a documented basis for establishing the aforementioned institutions and to integrate public health administrative operations that are yet to be clearly defined, such as city-wide disease monitoring, infectious diseases in communities, emerging diseases prevention missions, and genetic health, the authority governing these topics was moved back to the Department of Health, Taipei City Government in 2005 to ensure consistency in command and supervision responsibilities. The organizational structure and framework of the Department of Health were adjusted in order to comply with the standards of hospital accreditation and "Standards for Allocating Personnel for Medical Positions in Various Agencies" jointly released by the Examination Yuan and Executive Yuan. These adjustments were passed by the Taipei City Government in the 1689th City Government Meeting on July 17, 2012 and then released by the Taipei City Government in the Fu-Fa-San-Zi Order No.10132354700 on August 16, 2012, and shall be retroactively effective starting from December 4, 2011.

The 12 District Health Stations of Taipei City were reorganized into District Health Centers and have different organizational missions and functions compared to the original health stations. With case management and health promotion as their major operations, the District Health Centers will strengthen the promotion of public health services, including assisting communities to form health management stations, promote healthy workplace, manage volunteers, promote breastfeeding, prevent sport accidents, promote community mental health, propagate health issues and other issues. As for the original epidemic prevention operations conducted by the health stations, it is now under the administration of the Disease Control Division, the Department of Health, Taipei City Government and Taipei City Hospital. Also, in response to increasing tasks such as community mental health services, long-term care services and community health care, the personnel configuration was adjusted and authorized subsidies have increased. The organizational regulation and framework of the district health centers were amended and were approved at the 1910th City Government Meeting held on November 1, 2016 and the 1931st City Government Meeting held on April 5, 2017. The Taipei City Government officially released the proposal in the Fu-Fa-Zong-Zi Order No.10534361600 on December 1, 2016 and the Fu-Fa-Zong-Zi Order No.10631418300 on May 5, 2017, which came into force on December 3, 2016.



臺北市政府 / Taipei City Government

衛生局 / Department of Health

綜合企劃科 General Planning Division	研究發展、國際合作、管制考核、綜合計劃 Research and development, international cooperation, control evaluation, integrated projects
疾病管制科 Disease Control Division	預防接種、感染管制、急性傳染病、慢性傳染病 Vaccination, infection control, acute infectious disease, chronic infectious disease
食品藥物管理科 Food and Drug Division	證照管理、廣告稽查、違規處理、產業輔導、衛生查驗、消費者保護 License management, advertisement audit, offense management, food, drug and cosmetics manufacturer guidance, hygiene, inspection, consumer protection
醫事管理科 Medical Affairs Division	醫政管理、醫事品質、緊急醫療 Medical affairs management, medical quality, emergency medical service
健康管理科 Health Promotion Division	健康促進、婦幼及優生保健、兒童及青少年保健、癌症防治、成人保健、菸害防制 Promotion of health, maternal and child health and eugenic health, children and adolescents healthcare, cancer prevention, adult healthcare, tobacco hazards control
長期照護科 Long-Term Care Division	長照管理、長照服務、特殊照護 Long-term care management, long-term care service, health special care for minority
心理衛生科 Mental Health Division	精神衛生、處遇防治、自殺防治 Mental health, treatment and prevention, prevention of suicide
衛生稽查科 Public Health Inspection Division	衛生違規案件稽查 Inspection of health violations
檢驗科 Laboratory Division	公共衛生檢驗及食品檢驗 Public health inspection and food inspection
資訊室 Information Technology Office	公共衛生與國際資訊管理 Food, drug and public health examination and support for test of public health related inspection samples. Payment test for citizen and companies
秘書室 Systems Administration Office	財產、文書管理、庶務及出納 Assets and document management, general affairs, and cashier
會計室 Accounting Office	歲計、會計 Financial accounts and accounting
統計室 Statistics Office	生命統計、公務統計 Vital statistics and administration statistics
人事室 Personnel Office	人事管理 Personnel management
政風室 Government Ethics Office	貪瀆不法之預防及查處、公務機密維護 Prevention, investigation and discipline of corruption; maintenance of administrative security



臺北市立聯合醫院
Taipei City Hospital



- 中興院區 Zhongxing Branch
- 仁愛院區 Renai Branch
- 和平婦幼院區 Heping Fuyou Branch
- 忠孝院區 Zhongxiao Branch
- 陽明院區 Yangming Branch
- 松德院區 Songde Branch
- 林森中醫昆明院區 Linsen Chinese Medicine and Kunming Branch



委託經營醫院
Commissioned Hospitals



- 臺北市立萬芳醫院 Taipei Municipal Wanfang Hospital
- 臺北市立關渡醫院 Taipei Municipal Gan-Dau Hospital



十二區健康服務中心
12 District Health Centers



- 松山區 Songshan District
- 信義區 Xinyi District
- 大安區 Daan District
- 中山區 Zhongshan District
- 中正區 Zhongzheng District
- 大同區 Datong District
- 萬華區 Wanhua District
- 文山區 Wenshan District
- 南港區 Nangang District
- 內湖區 Neihu District
- 士林區 Shilin District
- 北投區 Beitou District

圖 1　臺北市政府衛生局 2020 年組織系統圖

Figure 1　Organization of the Department of Health, Taipei City Government, 2020

第二章　機關人力概況

一、 職等情形

以職等別而言，現有編制人力總數 1,827 人（不含委託經營的臺北市立萬芳醫院及關渡醫院），計有簡任人員 6 人，占 0.33%；薦任人員 398 人，占 21.78%；委任人員 147 人，8.05%；雇員 6 人，占 0.33%；醫事人員 1,270 人，占 69.51%。



二、 學歷情形

現有編制人力學歷分布（未含臺北市立萬芳醫院及關渡醫院），具博士、碩士學歷者 477 人，占 26.11%；具學士學歷者 901 人，占 49.32%，具專科學歷者 406 人，占 22.22%；具高中（職）學歷者 43 人，占 2.35%。

三、 考試資格情形

現有編制人力考試資格分布（未含臺北市立萬芳醫院及關渡醫院）具高考資格者 471 人，占 25.78%；具普考資格者 239 人，占 13.08%；具特考資格者 104 人，占 5.69%；其他考試資格者（含初等考試及升等考試）527 人，占 28.85%；依其他法令進用者 486 人，占 26.6%。

第三章　2020 年主管預決算

一、 主管預算

臺北市政府衛生局暨所屬健康服務中心 2020 年主管預算計列新臺幣 62 億 9,199 萬元，占臺北市地方總預算新臺幣 1,718 億 2,137 萬元之 3.66%，臺北市立聯合醫院醫療基金預算計列業務總支出新臺幣 157 億 432 萬元。

二、 主管決算

臺北市政府衛生局暨所屬健康服務中心 2020 年主管決算計列新臺幣 60 億 3,838 萬元，占臺北市地方總決算新臺幣 1,655 億 173 萬元之 3.65%，臺北市立聯合醫院醫療基金決算計列業務總支出新臺幣 151 億 7,725 萬元。

Chapter 2 Human Resources

1. By Position

The Department of Health, Taipei City Government currently employs 1,827 individuals (excluding the entrusted Taipei Municipal Wanfang Hospital and Gan-Dau Hospital), and the current staff is composed of 6 senior-rank officers (0.33%); 398 junior-rank officers (21.78%); 147 elementrary-rank officers (8.05%); 6 clerk (0.33%) and 1,270 medical personnel (69.51%).

2. Educational Status

Current staff's educational attainment (not including Taipei Wanfang Municipal Hospital and Gan-Du Hospital). 477 individuals have either a doctoral or a master's degree (26.11%); 901 individuals have a bachelor's degree (49.32%), 406 individuals have a junior college diploma (22.22%); 43 individuals were graduates of senior high school or vocational school (2.35%).

3. Certification

Certification status of existing employees (excluding Taipei Municipal Wanfang Hospital and Gan-Du Hospital) 471 individuals qualified for senior examination (25.78%); 239 individuals qualified for junior examination (13.08%); 104 qualified for special examination (5.69%); 527 individuals candidates qualified for other examinations (including elementary and promotional examinations) (28.85%); 486 candidates (26.6%) are employed based on other criteria.



Chapter 3 2020 Budget and Financial Statement

1. Budget

The Department of Health, Taipei City Government and its affiliated Health Centers in 2020 set a budget of NT$ 6,291,990,000. 3.66% of Taipei's annual budget of NT$ 171,821,370,000. Taipei City Hospital's expenditure (budget) is NT$ 15,704,320,000.

2. Supervisor's Annual Accounts

The Department of Health, Taipei City Government and its affiliated Health Centers in 2020 set an annual account of NT$ 6,038,380,000. 3.65% of Taipei's annual account of NT$ 165,501,730,000. Taipei City Hospital's expenditure (annual account) is NT$ 15,177,250,000.

第四章　服務品質

第一節　全面提升服務品質

臺北市政府衛生局本著為臺北市市民創造優質醫療照護，提升醫療服務品質水準，透過醫療保健為民眾提供多元服務，涵蓋預防保健、菸害防制、疾病防治、醫療資源整合，營業場所及藥物、化粧品、食品衛生管理及各項公共衛生政策推動。

臺北市政府衛生局為能持續提升為民服務品質，活化組織機能，提供臺北市市民優質醫療保健服務，訂定「臺北市政府衛生局提升政府服務品質實施計畫」。2020 年衛生局依前揭計畫針對臺北市十二區健康服務中心及臺北市立聯合醫院進行評核，並配合中華民國國家發展委員會及臺北市政府研究發展考核委員會修訂相關計畫，以督導所屬臺北市立聯合醫院及十二區健康服務中心據以執行，塑造為民服務之良好形象。

臺北市政府衛生局期所屬各機關能依循臺北市政府標準辦理公文書處理相關作業，以確保辦理時限及文書品質，為簡化公文處理成效檢核作業，二年分別採「全面檢核」及「複檢輔導」輪流交互運作方式辦理，2020 年公文處理成效檢核屬「複檢輔導」，針對所屬臺北市十二區健康服務中心及臺北市立聯合醫院於 2019 年「全面檢核」成績未達優等及檢核指標分項成績未達 85 分者，進行公文處理成效複檢輔導作業，由衛生局綜合企劃科、秘書室與政風室共同組成「公文處理成效檢核小組」，至衛生局所屬各機關進行實地檢核工作（應受檢機關計 13 個）予以輔導。

為利各項業務之稽核管考、追蹤進度，建置指標管理系統，2020 年計有 145 項指標，每月進行稽核並定期於臺北市政府衛生局主管會議提出報告及檢討，各業務單位均能適時針對進度落後（執行率未達 100%）之業務，提出檢討及改進策略，以期符合業務目標及民眾需求。

第二節　服務績效

臺北市政府衛生局多年來積極落實公共衛生工作，並將世界衛生組織渥太華憲章之行動綱領（制定健康的公共政策、創造有利健康的社會環境、強化社區的行動、強化個人能力、調整衛生醫療服務取向，以達到健康促進的目的）融入各項業務，期以「臺北健康城市」為守護臺北市市民健康的目標，提供市民最佳服務，並與世界衛生體系接軌，邁向國際健康城市。

Chapter 4 Service Quality

Section 1 General Improvements in Service Quality

Upholding the commitments of creating excellent healthcare environment and improving the quality of medical services for the citizens of Taipei City, the Department of Health, Taipei City Government has provided a variety of medical health services for the citizens, which covered preventive health care, tobacco hazards prevention, disease prevention, medical resource integration, the management of business area, pharmaceuticals, cosmetics and food sanitation, as well as the promotion of various health policies.

In order to constantly improve service quality, invigorate organizational functions, and provide Taipei City citizens with outstanding medical and health services, we have also established the “Implementation Plan to Improve Government Service Quality for Department of Health, Taipei City Government”. In 2020, the Department assessed the 12 District Health Centers and Taipei City Hospitals and contents of related plans were amended in coordination with the National Development Council and Taipei City Research, Development and Evaluation Commission for the supervision of Taipei City Hospitals and the 12 District Health Centers so as to create a positive image of serving citizens.

The Department of Health, Taipei City Government and its affiliated institutions conduct official document related operations in accordance with the standards of Taipei City Government. In order to ensure the processing time and document quality, and to simplify the evaluation operation on official documents, “comprehensive evaluation” and “re-examining instruction” were conducted over the past two years. In 2020, a “re-examining instruction” was conducted on official document operations, targeting the organizations in the 12 District Health Centers and Taipei City Hospital that did not acquire “outstanding” in the “comprehensive evaluation” and those with grading under 85 in the re-examining indicator in 2019. A “Public Document Operation Efficacy Evaluation Team” was formed by the General Planning Division, Administration Services Office, and Government Ethnics Office of the Department, and conducted on-site evaluation operations at each affiliated institution of the Department (including 13 examined institutions) to give instructions.

An indicator management system was established to audit, oversee, evaluate and track the progress of various tasks. In 2020, a total of 145 indicators were audited per month and regularly brought up and reviewed at the executive meeting of the Department of Health, Taipei City Government. Each line unit could appropriately propose reviewing and improvement strategies to the tasks behind progress (below the implementation rate of 100%), in order to meet the task goals and the necessity of the citizens.

Section 2 Service Effectiveness

The Department of Health, Taipei City Government has actively implemented public health work for many years and integrated the WHO Ottawa Charter for Health Promotion in every service (such as build healthy public policy, create supportive environments, strengthen community actions, develop personal skills, and reorient health services to better achieve the objectives of health promotion) in order to create a “Healthy Taipei City”, safeguard the health of Taipei City citizens, provide them with the best services, and align the Department to global health systems to transform Taipei into a world-class healthy city.

第五章　公衛資訊網站及系統

第一節　疫情遠距辦公演練

為嚴防因群聚而疫病蔓延，進而癱瘓行政部門作業之情形發生，臺北市政府提出「超前部署」居家上班方案。

一、 居家辦公

（一） 內容

臺北市政府衛生局自 2020 年 3 月起，員工於家中使用個人資訊設備（如桌上型電腦、筆記型電腦、平板電腦、智慧型手機），透過虛擬私有網路（VPN），進入臺北市政府及衛生局內網使用公務系統 （如公文系統、差勤系統、衛生局應用系統等）。



（二） 架構及資安規範

以虛擬私有網路（VPN）連線搭配雙因子驗證方式 (以手機提供一次性密碼) 連線辦公室電腦，並檢查居家辦公設備作業系統版本是否符合要求，以及禁用資料移轉相關功能，以確保資訊安全要求，並於 4 月舉辦兩場次共計 28 人居家辦公 VPN 教育訓練。

二、 異地辦公

（一） 內容

臺北市政府衛生局自 2020 年 3 月起，員工至衛生局府外會議室使用公務設備辦公測試，配合府外會議室狀況及業務需求，另外增加網路設備或佈建網路環境。

（二） 架構及設備整備

於異地辦公地點（衛生局府外及臺北市立聯合醫院異地辦公室）配置網路設備，並以無線網路連線的方式，建置無線網路環境，來減少網路佈線的時間，來達到快速佈建網路工作環境，並於 4 月 9 日舉辦一場次四個地點（臺北市立聯合醫院松德院區聯醫萬華辦公室、衛生局心衛中心、檢驗大樓）的異地辦公演練。

Chapter 5 Public Health Information Website and System

Section 1 Long-Distance Office Exercise Due to Pandemic

To strictly control the spread of the virus due to gatherings which may further cause disruptions to the operations of administrative departments, the Taipei City Government has proposed the “Advance Deployment” work from home scheme.

1. Work From Home

(1) Contents

Starting from March 2020, employees working from home may use their personal information devices (e.g., desktop computers, laptops, tablets, mobiles) to access the intranet of the Taipei City Government and the Department of Health through a virtual private network (VPN) in order to use official systems (e.g., official document system, attendance system and the application system of the Department of Health).

(2) Structure and Information Security Standards

Use the VPN to connect to the office computer with two-factor authentication (a one-time password is sent to the mobile phone), and check that the operating system of the home office device meets the requirements. Data transfer is prohibited to ensure information security. Two sessions of VPN education and training for work from home were conducted in April for a total of 28 people.

2. Off-Site Office

(1) Contents

Starting from March 2020, employees of the Department of Health, Taipei City Government have conducted office tests using the office equipment in conference rooms outside the Department of Health. In line with the conference room’s situation and needs of the operation, a network device has been added or network environment has been constructed.

(2) Structure and Device Preparation

Establishing network devices in off-site office locations (off-site offices outside of the Department of Health and in Taipei City Hospital) and connecting to Wi-Fi can achieve the quick construction of a working environment and reduce the time for setting up wired networks. One exercise session for off-site office construction was conducted on April 9 in 4 locations (Taipei City Hospital Songde Branch, Wanhua Office of Taipei City Hospital, Mental Health Center of the Department of Health, Testing Building).

三、 視訊會議



2020 年 4 月 7 日局長與市長、資訊局視訊會（一）
April 7, 2020 Video Conferencing with the Commissioner, the Mayor and the Department of Information Technology, Taipei city Government (1)

（一） 因應「居家辦公」或「分區辦公」時，提供視訊會議以解決員工在不同地點上班召開會議需求。

（二） 臺北市政府衛生局自 2020 年 3 月起應用市府的視訊會議系統（CISCO Webex），利用具有網路功能的資訊設備或行動通訊裝置，即可進行遠距會議。會議包含多種模式，例如「多間辦公室」、「個人與辦公室」、「個人與個人」之間的視訊模式。並於 2020 年 10 月完成各外點單位及臺北市十二區健康服務中心、臺北市立聯合醫院各院區安裝 Webex 視訊會議系統。

（三） 臺北市政府衛生局 2020 年的「北臺區域衛生局健康社福合作暨推動聯席會」、「雙北合作交流平臺衛生社福組工作會議」、「臺北市災害防救辦公室第 49 次工作會議」及與衛福部召開「中藥上市後監測辦法會議」、「中央流行疫情指揮中心視訊會議」等工作會議，以視訊會議的方式進行。

第二節　口罩發送資訊彙整平台

中央流行疫情指揮中心徵用口罩（含兒童用），撥用口罩予地方政府衛生局，以因應緊急防疫需求，為有效運用口罩資源，就徵用之一般醫用口罩及外科手術口罩訂定分配原則，以醫療院所 / 機構工作之人員、防疫人員、經地方政府實際協助執行嚴重特殊傳染性肺炎防治相關工作之民政、警消、環保、教育、交通運輸等相關單位人員為主[1]，臺北市政府中央撥發口罩依此原則由衛生局統一分配至各局處。為此，衛生局利用臺北市政府資料填報系統建置「中央撥發徵用口罩統計」表單，並彙整跨局處填報之耗用與庫存數量產製統計表，俾利衛生局提報相關資料予中央流行疫情指揮中心，作為中央流行疫情指揮中心計算分配撥用之依據，並運用於各疫情緊急應變會議，以供長官參考與進行決策。

[1] 來源：衛生福利部疾病管制署

3. Video Conference

(1) In response to “work from home” or “spreading the working space”, video conferences are held to meet the needs of employees working in different locations.



2020 年 4 月 7 日局長與市長、資訊局視訊會議（二）
April 7, 2020 Video Conferencing with the Commissioner, the Mayor and the Department of Information Technology, Taipei city Government (2)

(2) From March 2020, the Department of Health, Taipei City Government has used the city government’s video conferencing system (CISCO Webex). Information devices or mobile communication services with Internet can be used to hold remote meetings. Video conferences can be conducted through various means including “multiple offices”, “person-to-office”, and “person-to-person”. The Webex video conferencing system was installed at all external points as well as 12 District Health centers in Taipei City and all branches of Taipei City Hospital in October 2020.

(3) Work meetings of the Department of Health, Taipei City Government were held through video conferencing: “Health and Social Welfare Cooperation of Northern Taiwan and Promotion Joint Meeting”, “Taipei City and New Taipei City Health and Social Welfare Exchange Platform Work Meeting”, “Taipei City Disaster Prevention and Relief Office 49th Work Meeting”, as well as the “Monitoring Regulations for Chinese Medicines in the Market” and “Central Epidemic Command Center Video Meeting” with the Ministry of Health and Welfare (MOHW).

Section 2 Mask Delivery Information Platform

Central Epidemic Command Center has requisitioned masks (including masks for children) for the departments of health of local governments in response to emergency pandemic prevention needs. To effectively utilize these masks, the distribution of general medical masks and surgical masks is mainly for personnel, pandemic prevention personnel, and related units who actually assist in related prevention and treatment of severe pneumonia with novel pathogens through local governments, including personnel of civil affairs, police and fire, environmental protection, education, transportation.[1] The distribution of masks by the Taipei City Government is done according to this principle through the Department of Health, Taipei City Government to each department. For this, the Department of Health used the data of the Taipei Government to create the “Statistics of the Central Government’s Allocation of Masks” form. The statistics of the consumption and inventory reported across offices were also compiled into a table for the Central Epidemic Command Center to be used as calculation in the event of distribution. Pandemic emergency response meetings are also used for the reference and decision making for chief officials.

[1] Source: Taiwan Centers for Disease Control

一、 表單：


主辦填報 110/05/07 12:06:00

填報人	填報機關	填報日期	發放數量（片）（給防疫）	發放數量（片）（給獨老・身障・遊民）	發放數量（片）（給社福機構（中心）・長照服務單位）	發放數量（片）（給藥局）	瑕疵數量（片）	短少數量（片）	結存數量（片）	發放 N95 口罩數量（片）	N95 口罩短少數量（片）	N95 口罩瑕疵數量（片）	N95 口罩結存數量（片）

圖 2 「中央撥發徵用口罩統計」表單

Figure 2 “Statistics on mask allocation and requisition by the central government”

二、 填報局處：臺北市政府民政局、教育局、工務局公園路燈工程管理處、工務局衛生下水道工程處、工務局水利工程處、社會局、警察局、衛生局、臺北市松山區健康服務中心、信義區健康服務中心、大安區健康服務中心、中山區健康服務中心、中正區健康服務中心、大同區健康服務中心、萬華區健康服務中心、文山區健康服務中心、南港區健康服務中心、內湖區健康服務中心、士林區健康服務中心、北投區健康服務中心、消防局、觀光傳播局、產業發展局、市場處、商業處、動物保護處、法務局、勞動局、環境保護局。

三、 資料筆數：2020 年 3 月 2 日起，截至 2020 年 12 月 31 日，共計 1,791 筆填報資料。

第三節 資料交換平台整合機制

臺北市政府衛生局為因應時代變遷需求，及資訊資源向上集中與整合運用，於 2018 年進行資料交換平台的建置，讓同仁可以透過系統即時取得最新的資料，或利用大數據進行分析，提升業務執行效率：

一、 減少 27% 資料交換時間及開發成本。

二、 以新技術建立系統平台，強化資訊安全。

三、 於 2020 年完成戶政、社政等 4 種資料來源、54 個介接服務 (API)、10 個系統介接及平台交換紀錄量累積超過 600 萬筆。

四、 建立共通性介接服務，減少重複開發，強化各業務系統系統功能。

第四節 強化資安防護

臺北市政府衛生局掌理臺北市公共衛生業務，為確保業務執行之資通安全，2020 年陸續導入多因子驗證 (Multi-factor authentication)、資料外洩防護 (Data Loss Prevention, DLP) 以及 Splunk 日誌管理等資安機制，不僅可強化身分驗證與機敏資料之安全性，也讓巨量的設備日誌得以即時分析與追蹤。

1. Forms
2. Offices that filed applications: The Department of Civil Affairs, Taipei City Government, the Department of Education, Parks and Street Lights Office (Public Works Department), Sewerage Systems Office (Public Works Department), Hydraulic Engineering Office (Public Works Department), the Department of Social Welfare, Taipei City Police Department, the Department of Health, Songshan District Health Center, Xinyi District Health Center, Daan District Health Center, Zhongshan District Health Center, Zhongzheng District Health Center, Datong District Health Center, Wanhua District Health Center, Wenshan District Health Center, Nangang District Health Center, Neihu District Health Center, Shilin District Health Center, Beitou District Health Center, Taipei City Fire Department, the Department of Information and Tourism, the Department of Economic Development, Taipei City Market Administration Office, Taipei City Office of Commerce, Taipei City Animal Protection Office, the Department of Legal Affairs, the Department of Labor, and the Department of Environmental Protection.
3. Amount of data: From March 2 to December 31, 2020, a total of 1,791 pieces of data were filled in.

Section 3 Integration Information Exchange Platform

In view of the changing times and the concentration and integration of information resources, the Department of Health, Taipei City Government has built an information exchange platform in 2018 to allow colleagues to gain access to the latest information in real time or use big data for analysis to improve the efficiency of operations:

1. Information exchange time and development costs have been reduced by 27%.
2. System platforms with new technology have been established to strengthen information security.
3. Information from 4 types of information sources, 54 APIs, 10 system interfaces, and platform exchange records of household and social welfare were accumulated, totaling 6 million records in 2020.
4. Common interface services were established to reduce duplicate development, further strengthening the function of all systems.

Section 4 Strengthening of Cyber Security Protection

The Department of Health, Taipei City Government oversees the public health of Taipei City. To ensure cyber security when carrying out operations, security mechanisms including multi-factor authentication, data loss prevention (DLP), and Splunk were introduced in 2020. Not only do these mechanisms strengthen identity authentication and the security of sensitive data, they also enable the huge amount of equipment logs to be analyzed and tracked in real time.

為達成行政院「資通安全責任等級分級辦法」B 級機關應辦事項之要求 —「兩年內完成全部核心資通系統導入」，2020 年將 16 個核心系統納入 ISO27001 驗證範圍，且系統皆經網頁弱點掃描、滲透測試與原始碼掃描，並持續精進，有效減少風險發生。



bsi.

Certificate of Registration

INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2013

This is to certify that: Department of Health,
Taipei City Government
No. 1
City Hall Rd.
Xinyi District
Taipei City
110204
Taiwan

臺北市政府衛生局
臺灣
台北市
信義區
市府路1號
110204

Holds Certificate No: **IS 736672**

and operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2013 for the following scope:

Please see scope page.

For and on behalf of BSI:

Chris Cheung, Head of Compliance & Risk - Asia Pacific

Original Registration Date: 2018-11-21
Latest Revision Date: 2020-11-21

Effective Date: 2020-10-22
Expiry Date: 2021-11-20

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圖 3　臺北市政府衛生局 ISO27001 證書

Figure 3　The ISO 27001 certification of the Department of Health, Taipei City Government

To achieve the requirements of the “Cyber Security Responsibility Division Measures” for Level B authorities—“Completion of Introduction of Core Cyber Security System Introduction in 2 Years” initiated by the Executive Yuan, 16 core systems were included in the scope of the ISO 27001 verification in 2020. These systems underwent a series of scans for web vulnerabilities, penetration tests and source code scans, and are continuously improved to effectively reduce risks.





Part 2

第二篇 強化食品安全

Enhance Food Safety





2020

ANNUAL REPORT

PUBLIC HEALTH OF TAIPEI CITY



第二篇　強化食品安全

第一章　提升民眾對食藥粧安全的信賴

第一節　食安週食安有感

為營造「食安有感」政策氛圍，臺北市政府衛生局 2020 年 3 月 23 日至 9 月 22 日辦理「食品安全週」，延續 2017 年食安週於 3 月份集中公告《臺北市食品安全自治條例》，並透過食安條例「市民參與」、「安心外食」、「資訊透明」3 大章節，推出食安新政策，並透過跨局處及跨科室整合共創多贏局面，打破分工不合作的刻板印象。

一、 防疫不出門，網路外送食安隨手查

食安週於 2020 年 3 月前期活動適逢防疫期間，民眾使用網路外送及網購平台機率也大增，臺北市政府衛生局主打「為網路通路的食安把關」，於食藥粧網路地圖 iMAP 新增「網路美食外送平台專區」，公布 6 大網路外送平台合作餐廳的衛生稽查結果，讓市民防疫不出門，也能隨手查到訂購餐廳的衛生狀況，查 2020 年 3 月區間最高曾達到每日 3,307 人次瀏覽網頁，因應疫情臺北市政府衛生局也針對外送平台、外送員及合作餐廳於 2020 年 5 月底推出線上衛生講習課程，讓網路外送從業人員瞭解食品衛生相關法規。臺北市政府衛生局也同時公布各大網路平台「代購」食品查核結果及違規食品「網路」廣告裁處統計，呼籲業者應符合食品衛生相關法規。



食藥粧網路地圖 iMAP 新增「網路美食外送平台專區」
New iMAP addition “Food Delivery Platform Section”

Part 2 Enhance Food Safety

Chapter 1 Increasing Public Confidence in Food, Drugs and Cosmetics Safety

Section1 Food Safety Week—A Sense of Security

To enable people to have faith in food safety, the Department of Health, Taipei City Government hosted the “Food Safety Week” from March 23 to September 22, 2020. This event continued the March 2017 Food Safety Week announcement of “Taipei City Self-Governing Regulations for Food Safety”. Emphasizing food safety regulations citizen participation, safe dining out, information transparency to introduce a new food safety policy. We hope to foster cross-agency integration and cooperation.

1. The Rollout of iMAP Food Delivery Platform Section

The time leading up to Food Safety Week of March 2020 coincided with Taiwan’s anti-epidemic period, in which one noticed a significant increase in online shopping. The Department of Health, Taipei City Government has actively monitored food safety online too. Internet map iMAP added the “Food Delivery Platform Section,” and announced the sanitation inspection grades of restaurants cooperating with the six major food delivery platform for public knowledge. In March 2020, the website visits reached a record high of 3,307 per day. Additionally, the Department of Health also launched an online food hygiene training course for delivery platforms, delivery personnel and restaurants at the end of May 2020, allowing online delivery personnel to understand the relevant laws and regulations of food hygiene. The Department of Health simultaneously announced the food inspection reports of major online platforms and statistics on the illegal Internet food advertisements—calling on all businesses to comply with relevant food safety laws and regulations.



二、 公布年度 6 大食安新政策，打造安心的消費環境

臺北市政府衛生局每年 3 月公布《臺北市食品安全自治條例》公告規劃，透過 2020 年食安週前期活動公布連鎖烘焙業應定期檢查及分區管理、星級旅館 Buffet 應強制自主檢驗及公有市場應標示管理衛生人員等 6 大年度食安新政策，後續也透過辦理業者講習暨公告說明會讓業者充分表達意見。也公布 2020 年度「親子餐廳聯合稽查」及「米其林餐廳專案稽查」等專案稽查抽驗結果，也持續為市民把關食品衛生，鎖定民眾外食、採買、節慶聚餐常消費的業別納入臺北市食安條例公告對象，從夜市攤商到觀光旅館等大型餐廳，查核各業別之食品安全衛生。

三、 老地方，新風華 ～ 臺北市傳統市場改建，食安輔導有成，GHP 再升級

臺北市政府衛生局積極提升臺北市公有市場食品衛生，於 2020 年 2 月及 4 月公告，公有市場飲食攤商強制登錄食材來源及食品攤商應設置及標明管理衛生人員，並優先執行改建後之新市場查核食品良好衛生規範準則（GHP），迄今已完成南門中繼、大龍、士東及環南中繼 4 處公有市場，共計 1,198 家攤商衛生稽查，特別於 2020 年 9 月 22 日南門中繼市場舉辦「老地方，新風華～傳統市場落實 GHP 成果發表活動」，藉此肯定攤商在食品安全衛生上的努力，讓傳統市場更具現代化及國際競爭力，達到更衛生、乾淨及友善的市場購物環境，讓民眾消費更加安心。



臺北市傳統市場 GHP 輔導成果展
Enhancement of traditional markets' GHP

2. Announcing the Year's Six New Food Safety Policies; Keeping Food Safety for Consumers



公布年度 6 大食安新政策，打造安心的消費環境
Announcing this year's six new food safety policies to enhance consumer safety

The Department of Health, Taipei City Government has announced the "Taipei City Self-Governing Regulations for Food Safety" in March of every year. Leading up to the 2020 Food Safety Week, Taipei announced that bakery franchises should be routinely inspected their ingredients of expiry date, and the starred hotels to inspect the food that offer from their buffet restaurants, and stipulating that health officials in public markets in Taipei City must be clearly indicated. Subsequently, the Department of Health allowed the industry to fully express its feedback through forums. We also announced the project inspection results for 2020 "Family-Friendly Restaurants" and "Michelin Starred Restaurant" to incessantly monitor public food safety. The Department of Health has paid special attention to dining out, food purchasing and holiday gatherings in its Taipei City Self-Governing Regulations for Food Safety announcements. Everyone from night market vendors to restaurants at starred hotels could look food safety standards.

3. Enhancement of Traditional Market's GHP

The Department of Health, Taipei City Government has been actively safeguarding food hygiene in Taipei's traditional markets. It announced in February and April 2020 that public market vendors are required to show the sources of food ingredients, and display the names of sanitation and maintenance personnel. Food Good Hygienic Practices (GHP) would have high priority for the rebuild markets. So far, 4 traditional markets in Nanmen Zhongji, Dalong, Shidong and Huainan Zhongji have been inspected GHP including 1,198 vendors. On September 22, 2020, Nanmen Zhongji Market held "Enhancement of Traditional Markets' GHP" event to affirm the vendors' commitment to food safety/hygiene. Ultimately, Taipei aims to modernize the traditional market to become shopper-friendly and clean.



第二節　餐飲衛生管理分級再升級

鑑於民眾食品安全意識抬頭，外食人口逐漸增多，為使臺北市市民吃得安心，並回應民眾期待，臺北市政府衛生局即依循市政白皮書「食安．10 安」及「安心外食」之施政目標，鎖定外食族飲食安全，並遵循衛生福利部食品藥物管理署訂定之「餐飲衛生管理分級評核制度」，針對臺北市餐飲業者進行「優級」與「良級」分級評核，藉以提升餐飲衛生安全，並提供消費者安心選擇參考。

自 2015 年起，臺北市政府衛生局即依循衛生福利部食品藥物管理署規劃之「餐飲衛生管理分級評核制度辦理注意事項」，規劃臺北市餐飲衛生管理分級制度。期望藉由落實餐飲衛生管理分級評核，將外食族及學校午餐、外購便當列為優先施政重點，加強要求供應商提升品質安全衛生，保障學生與上班族吃的安心。

臺北市餐飲衛生管理分級評核制度採先輔導後評核方式辦理，2020 年度辦理專家會議 1 場、輔導評核人員共識會 2 場、強制納入「醫院美食街餐飲業者、經米其林指南評定為星級及餐盤推薦之餐廳，應申請餐飲衛生管理分級評核認證標章」業者說明會 2 場及輔導評核業者說明會共 10 場，業者共 595 人參與。2020 年度完成輔導評核 349 家業者，評核通過 342 家（優級 314 家、良級 28 家），未取得認證 7 家，通過率 98%。完成追蹤評核 2017 年原認證業者 374 家，通過 353 家（優級 263 家、良級 90 家），並完成追評 3 家連鎖速食業者（爭鮮 27 家、達美樂 21 家、漢堡王 18 家）66 家分店通過認證，給予通過評核業者標章貼紙，吸引更多符合資格之餐飲業者共同響應，為臺北市市民外食把關。

自 2015 年至 2020 年評核通過計 2,821 家（優級 2,350 家、良級 471 家），未通過 196 家，通過率 93.5 %，藉由餐飲衛生管理分級評核制度之施行，可提升業者衛生自主管理的能力，使餐飲業之食品衛生安全更趨完善，並由臺北市政府衛生局之不定期稽查未通過認證業者，有效監督臺北市業者食品衛生。通過評核業者之名單彙整回報衛生福利部食品藥物管理署協助轉知各縣市，增加業者之競爭力。民眾亦可以藉由餐飲衛生管理分級評核制度，選擇衛生優良且衛生安全之店家，可充分享受安全的消費環境。



2020 年度餐飲衛生管理分級優良標章
2020 Certificate “Excellence” & “Good” of Food Hygiene Rating System

Section 2 Food Hygiene Rating Upgraded

In view of the rising number of people eating out and their concern for food safety, the Department of Health, Taipei City Government has adhered to the goals outlined in Taipei City Government's white paper "Ten Rules for Safe Food Practices" and "Safe Dining Out." To pay attention to the food safety for people eating out, and to follow the "Food Hygiene Rating System" set by the Food and Drug Administration (FDA), Ministry of Health and Welfare, Taipei gives qualified restaurants and food vendors an "Excellent" or "Good" mark to urge people to always stay vigilant about food safety.

Since 2015, the Department of Health, Taipei City Government has utilized the "Food Hygiene Rating System" of the Food and Drug Administration, Ministry of Health and Welfare we have prioritized the food safety of restaurants, food delivery businesses and school cafeterias to enable people to eat at ease.

For the Taipei Food Hygiene Rating System, the restaurants will be first guided then evaluation. In 2020, the Department of Health, Taipei City Government held one expert meeting, two consensus meetings, 2 meetings for "The food courts in hospital and The Michelin star & plate restaurants in Taipei should apply for the certificate of the Food Hygiene Rating System" and 10 meetings for restaurants have been held 595 people attended. In 2020, 349 restaurants have been guided, and 342 restaurants were certificated (314 restaurants be rated as "Excellent", 28 restaurants be rated as "Good"). Seven restaurants were not certificated. The passing rate is 98%. The Department of Health have completed the follow-up evaluation of 374 original certified restaurants in 2017, and 353 restaurants were certificated (263 restaurants be rated "Excellent", 90 restaurants be rated "Good"). The Department of Health further completed the follow-up evaluation of 3 fast-food chains (27 Sushi Expresses, 21 Dominos, and 18 Burger Kings) for 66 restaurants were certificated and received the stamp sticker, and were given markers denoting such status. Hopefully, we could work with more restaurants to safeguard eating out.

From 2015 to 2020, 2,821 restaurants were certificated (2,350 restaurants be rated as "Excellent" and 471 restaurants be rated as "Good"), while 196 restaurants were not certificated. The passing rate is 93.5%. The implementation of Food Hygiene Rating System could encourage more self-monitoring of food safety in the industry. The Department of Health, Taipei City Government supervise food hygiene for non-certified restaurants by irregular inspections. The Department of Health would forward a list of certified restaurants to the Food and Drug Administration, Ministry of Health and Welfare, to enhance the competitiveness of the industry. The public could readily use such information to determine which restaurant to dine at.

臺北市食品安全衛生管理分級認證從餐廳延伸至夜市，2018 年全國首創夜市專屬的「食品安全微笑標章」制度，2020 年賡續推動至「雙城街夜市、大龍街夜市及延三觀光夜市」3 處夜市，共計 94 家攤商參加，經輔導評核共計 92 家獲得「食品安全微笑標章」（金質獎 86 家、銀質獎 6 家）認證，通過率達 97.9%，並於 2020 年 10 月 26 日辦理夜市食品安全微笑標章授證記者會。截至 2020 年累計 8 處夜市共 317 攤通過食品安全微笑標章認證。藉此推廣臺北市市觀光夜市「食品安全微笑標章」制度，營造臺北市食品消費健康安全環境。



臺北市夜市食品安全微笑標章授證記者會焦點儀式
Taipei Night Market Food Safety Smile Certificate Press Conference

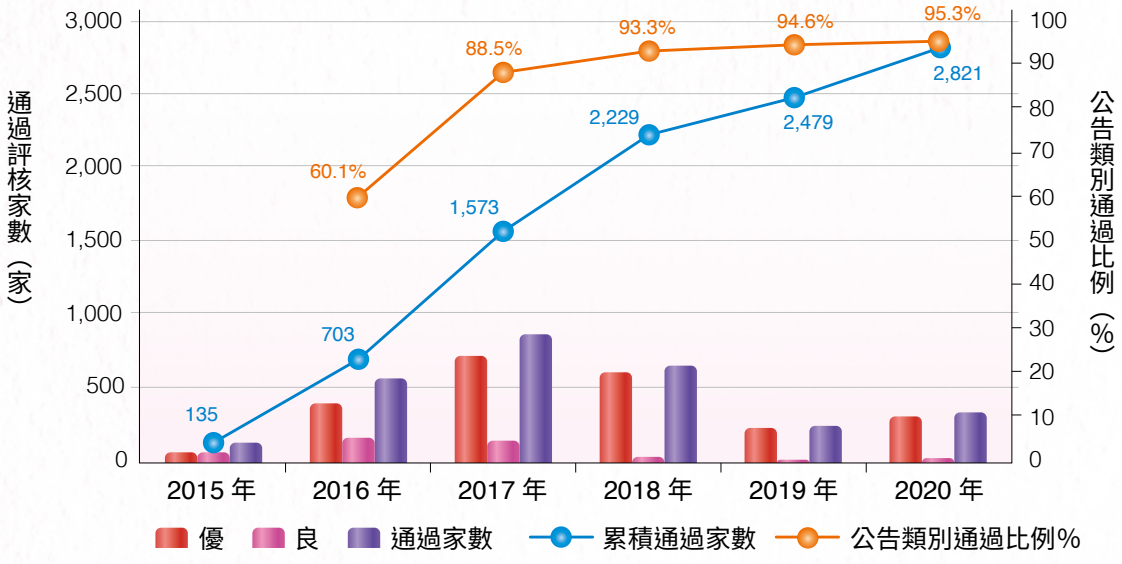


圖 4　2015 年至 2020 年餐飲衛生管理分級執行成果

In Taipei, the food hygiene rating scheme also extends from restaurants to night markets. In 2018, the “Food Safety Smile Certification” system for night markets is first in our country. In 2020, Shuangcheng Street Night Market, Dalong Street Night Market and Yanping N. Rd. Sec. 3 Tourist Night Market containing 94 vendors participated the system, were awarded 92 vendors the “Food Safety Smile Certification” (86 Gold Awards, 6 Silver Awards), the passing rate is 97.9%. A press conference soon followed on October 26, 2020 to publicize the news. As of 2020, 317 vendors in 8-night markets received the Food Safety Smile Certification. In this way, to promote the “Food Safety Smile Certification” in Taipei’s night markets and create a healthy and safe environment for food consumption in Taipei City.



臺北市夜市食品安全微笑標章記者會之攤商業者合影
Vendor group photo at the Taipei Night Market Food Safety Smile Certificate Press Conference

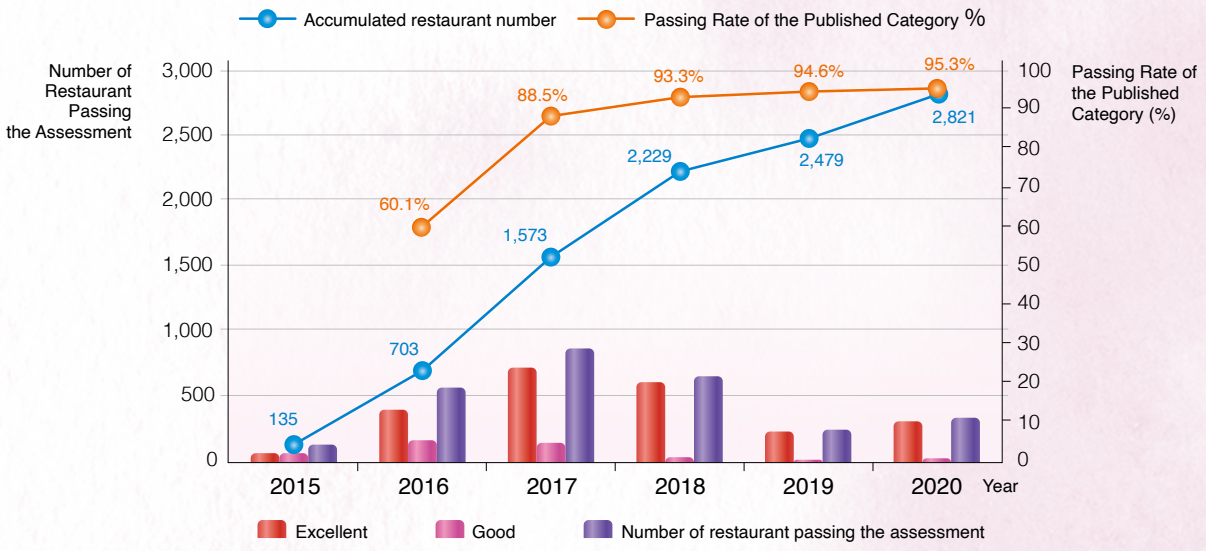


Figure 4 Implementation results of the Food Hygiene Rating System for restaurants from 2015 to 2020

第三節　食材登錄平台全都露

臺北市政府衛生局於 2020 年度推出全新「醫院美食街專區」，辦理 2 場教育訓練及 2 場說明會，共 10 個醫院美食街業者計 70 人與會（代表 4 家醫院、2 個院區承包商及 52 個品牌櫃位業者），會後業者均表示可配合政策執行完整登錄食材登錄平台。臺北市政府衛生局於 2020 年 10 月 19 日辦理食材登錄平台成果發表會，共有 13 家醫院（14 個院區）共計 52 個櫃位品牌，登錄 498 項產品、1,593 項食材及 65 份自主檢驗報告資訊，透過手機查詢可立即揭露食材來源，臺北市衛生局更呼籲餐飲業，製作販售場所應符合食品良好衛生規範準則，操作人員於調理食品前後要徹底洗淨雙手避免污染食材、注意食材儲存溫度管控等，以維護商譽。



臺北市食材登錄平台成果發表會啟動儀式
Opening ceremony of Food Tracer Taipei platform

臺北市政府衛生局依據《臺北市食品安全自治條例》第 7 條規定，於 2020 年 12 月 8 日預公告「醫院美食街業者〈美食街餐飲「櫃位」或有共同座位區〉，為本市食品安全自治條例第 7 條之適用類別業者」，已於 2021 年 3 月 31 日正式公告，並自 2021 年 7 月 1 日施行。

第四節　淨化食藥粧廣告

臺北市政府衛生局統計 2020 年度違規廣告查緝成果，違規廣告查核 3,620 件，食品、藥物及化粧品違規廣告共開罰 806 件，統計分析：以藥物類廣告 77 件，裁罰新臺幣 2,420 萬（37.3%）居首，食品類 381 件，裁罰新臺幣 2,147 萬元（33.1%）居次，再者為化粧品類 348 件，裁罰新臺幣 1,913 萬 5,000 元（29.6%）；違規媒體以網路之 573 件（71.1%）最多，電視共 162 件（20.1%）居第 2，其次為雜誌、報紙 27 件（3.3%）、宣傳物（立牌、看板等）及廣播各 21 件（2.6%）。



2020 年傳播媒體業者講習
2020 Media Practitioners Lecture

為維護消費者權益，臺北市政府衛生局持續監錄及稽查違規廣告，經查證屬實，均依法裁罰，以遏止不法。

Section 3 Ingredient Lists are Available on the Food Tracer Taipei Platform

The Department of Health, Taipei City Government launched a new "Hospital Food Courts Section" in 2020. We hosted 2 training sessions and 2 information sessions. 70 people from 10 hospital food courts' vendors attended the meeting (representing 4 hospitals and 2 hospital branches and 52 food business operators). After the meeting, all participants expressed that they would comply with the new policy about the platform. The Department of Health will hold a presentation on Food Tracer Taipei Platform on October 19, 2020. There are 13 hospitals (14 branches), 52 vendors, 498 products, 1,593 food ingredients, and 65 results of self-inspections. Consumers could easily realize the source of the food ingredients through their mobile phones. The Department of Health also calls on the food industry to comply with GHP in their production and retail premises. The operators should thoroughly wash their hands before and after food preparation to avoid contamination, and carefully monitor food storage temperatures.

Per Article 7 of the "Taipei City Self-Governing Regulations for Food Safety", the Department of Health, Taipei City Government preannounced on December 8, 2020 that all hospital food vendors must comply with this regulation. On March 31, 2021, Taipei officially declared this new law effective July 1, 2021.



臺北市食材登錄平台成果發表會之醫院美食街櫃位業者授證合影
Group photo of the hospital food courts' vendors at the opening ceremony of Food Tracer Taipei platform

Section 4 Management of Advertisements for Food, Drugs, and Cosmetics

The Department of Health, Taipei City Government compiled the results of the 2020 false advertising investigations. 3,620 cases of illegal advertisements for food, drug and cosmetics have been detected, furthermore, 806 cases were penalized. Data showed 77 advertisements concerned drugs accruing the highest fine of NT$ 24.2 million (37.3%). 381 food advertisements were fined NT$ 21.47 million (33.1%), and 348 cosmetics advertisements were fined NT$ 19,135,000 (29.6%). 573 violations occurred on the Internet (71.1%), 162 violations on TV (20.1%), 27 violations on magazines/newspapers (3.3%) and 21 violations on placards/billboards (2.6%).

The Department of Health, Taipei City Government will continuously monitor false adverting to protect consumers, and will fully punish violators of the law.

第二章　維護食藥粧安全消費資訊環境

第一節　食藥粧專案查驗成果

一、 針對各類食品（含節慶及高風險產品）主動稽查及訂定相關稽查輔導與專案抽驗計畫，擬定監測至少 3,600 件市售食品，除了擴充檢驗單位能量，以縮短檢驗時程，另機動調整抽樣時機，即時攔截不合格產品。2020 年查驗市售食品、食品容器具等計 3,875 件，合格 3,619 件（合格率 93.4%）。如發現有不符規定者，除立即命販售業者下架不得販售外，並通知轄區縣市衛生局進行產品後續查處，以利源頭管理及防範不合格產品在市面上流通，同時將抽驗結果即時發布新聞並宣導業者及消費者正確食品衛生觀念，2020 年共計發布 72 則食品抽驗結果新聞，並將不合格業者列入年度重點稽查對象，不定期追蹤查驗。

二、 2020 年度食品標示共檢查 6 萬 1,512 件產品（包裝食品 6 萬 406 件、散裝食品（含直接供應飲食場所）1,106 件），查獲 257 件違規產品，處分 151 件，不合格率為 0.42%。分析產品標示違規原因前 5 項，不合格率以「有效日期（25.5%）」佔最高，其次依序為「內容物（18.5%）」、「營養標示（16.4%）」、「過敏原（8.2%）」、「廠商資訊（7.9%）」。臺北市政府衛生局 2017 年至 2020 年期間，共計辦理 145 場食品標示說明會，總計 5,354 家業者（實體 4,058 家、線上 934 家、實地輔導 362 家）出席。輔導臺北市製造、加工業及輸入業之食品業者使其瞭解「食品標示」之規定及對消費者知之權益。臺北市政府衛生局於 2018 年針對民眾所關心之臺北市公共飲食場所（含一般餐廳、外燴飲食業、自助餐飲業、宴席餐廳…等）、食品販賣業（含超市、大賣場、超商…等）、製造業、食品工廠（含乳品、肉及加工品、蛋及加工品、水產及加工品…等）、物流業及醫事照護機構（如醫療院所）等民生相關之食品業者進行衛生稽查與輔導，替臺北市市民把關食品安全衛生成效頗豐，2020 年衛生稽查與輔導臺北市食品業者總計為 2 萬 5,604 家次，其中輔導改善 3,900 家次，限期改善 2,817 家次，均複查合格。

三、 加強監測藥物品質，抽驗市售藥物及膠囊錠狀食品共計 80 件，市售藥物包裝標示檢查共計 1 萬 424 件，不符規定 42 件；針對公園、寺廟及菜市場、檳榔攤、雜貨店、工地及彩券行等非正規場所進行販賣不法藥物及含酒精類產品稽查，共計 5,530 家次；進行管制藥品例行性查核，共計 2,348 件；另外，也密切聯繫檢、警、調單位，執行不法藥物的查緝工作，查獲偽、劣、禁藥共計 327 件、不良及不法醫療器材共計 488 件。

四、 抽驗市售化粧品產品共計 49 件，檢驗不符規定 12 件。檢查市售化粧品包裝標示，共 1 萬 1,177 件，不符規定 150 件（含臺北市政府衛生局及外縣市移入案件）。

Chapter 2 Maintaining Food, Drugs and Cosmetics Safety

Section 1 Inspection Results of Food, Drug and Cosmetics

1. The Department of Health, Taipei City Government actively inspects all kinds of foods (including festive foods and high-risk products). This process may include inspection counseling and random inspection. The Department of Health plans to inspect at least 3,600 commercially available food products, and will work on expanding the inspection volume while reducing the inspection time. We could also adjust accordingly to intercept substandard products quickly. In 2020, 3,875 food products and containers were inspected; 3,619 passed inspection (93.4% passing rate). The Department of Health would order the immediate removal of non-compliant products by the sellers, and notify local health departments to conduct follow-up investigations to prevent unsafe products from circulating on the market. At the same time, the results of random inspections are speedily released to news media and promote GHP in the industry. In 2020, 72 results of food inspections were publicly announced. Deficient businesses would face an annual audit, and random inspections.

2. In 2020, 61,512 products were inspected for proper food labeling (60,406 packaged foods, 1,106 bulk foods (including dining establishments); 257 illegal products were seized, and 151 were sanctioned attaining a disqualification rate of 0.42%. The top 5 reasons for labeling violations are effective date (25.5%), contents (18.5%), nutrition labeling (16.4%), allergens (8.2%) and manufacturer information (7.9%). From 2017 to 2020, the Department of Health, Taipei City Government held 145 food labeling briefings with 5,354 food businesses (4,058 brick-and-mortar stores, 934 online shops, and 362 onsite counseling sessions), and stressed the importance of adequate food labeling to them. In 2018, the Department of Health targeted public eateries (restaurants, catering businesses, buffets and banquets), food vendors (supermarkets, convenience stores and wholesalers), food manufacturers, food factories (dairy products, processed meats, processed eggs and processed seafood), logistics and healthcare institutions for inspections and counseling. In 2020, 25,604 sanitation inspections and counseling were conducted for Taipei's food businesses. 3,900 companies needed to demonstrate some improvement, and 2,817 establishments needed to remedy deficiencies within a specified time. All of them subsequently passed re-evaluation.

3. Monitoring drug quality—the Department of Health, Taipei City Government inspected 80 commercially available drugs (capsules and lozenges), and 10,424 commercial drug packaging/labeling inspections; 42 of them were found to be non-compliant. We also inspected parks, temples, markets, betel nut stalls, grocery stores, construction sites, lottery shops for the presence of illegal drugs and unlicensed sale of alcohol-contained drugs 5,530 times), and inspected controlled drugs 2,348 times. Additionally, we work closely with prosecution, police and investigation authorities to investigate 327 cases of fake, substandard or prohibited drugs, and seized 488 illegal medical devices.

4. 49 commercially available cosmetic products were randomly inspected, and 12 were found to be non-compliant. 11,177 packaging labels of commercially available cosmetics were also inspected, and 150 cases were non-compliant (including all cases in Taiwan).

第二節　食安自治條例推動成果

《臺北市食品安全自治條例》共計 5 章 20 條，考量臺北市食品產業規模及特性，其中需另行公告始實施之條文共計 7 條（第 7 條、第 9 條、第 11 條、第 12 條、第 14 條、第 15 條及第 16 條），臺北市政府衛生局推動並落實「臺北市食品安全自治條例綱要計畫」，積極辦理講習、座談暨公聽會，2020 年總計召開 41 場次食品業者衛生講習及說明會，計有 1,992 人參與。並於臺北市政府食品安全委員會設立議題，蒐集產、官、學界各方意見，取得共識辦理公告。自食安條例公告施行迄今已完成上述 7 條文共 42 項新政策公告，並依《食品安全衛生管理法》及《臺北市食品安全自治條例》及公告內容執行食品衛生管理工作。

一、 第 7 條 食材登錄平台

《臺北市食品安全自治條例》自公告施行以來，完成該條例第 7 條共 12 項預公告及公告，包含年納管臺北市設有 3 處門市以上之連鎖飲冰品業者、2 處門市以上之連鎖超市、超商、大賣場業者及各級政府機關員工餐廳應強制登錄，2020 年 12 月 8 日完成預公告「醫院美食街業者（美食街餐飲「櫃位」或有共同座位區），為本市食品安全自治條例第 7 條之適用類別業者」，已於 2021 年 3 月 31 日正式公告，並自 2021 年 7 月 1 日施行。

二、 第 9 條 公共飲食場所及散裝食品標示

臺北市政府衛生局於 2016 年 8 月公告「具營業登記之連鎖火鍋業者供應持續加熱火鍋類產品，應於供應場所以中文顯著標示接觸或盛裝之非一次性餐具原產地、材質及耐熱溫度」。2017 年 11 月公告「臺北市商圈食品販售業者，年貨大街期間販售散裝及加工年節食品，應標示品名、原產地及補貨日期」，2020 年 1 月至 2 月年貨大街期間依公告內容執行標示輔導稽查作業，共計查核 2,825 家次。2019 年 4 月公告「臺北市具營業登記且以網路頁面或手機平台（App 或應用程式等）提供即食餐飲點餐服務（包含配送點服務）之平台業者，應於網路頁面及手機平台（App 或應用程式等）以中文顯著標示業者及其合作食品供應業者之食品業者登錄字號」。2020 年 5 月公告「本市市場處列管之公有市（商）場（如表列）內直接供應飲食及販賣食品之攤商應於攤位明顯處，標示其管理衛生人員姓名、食品業者登錄字號及攤名等營業資訊。」及 12 月公告「本市販售散裝生鮮豬肉及豬肉可食部位之連鎖超商、超市及大賣場業者，應於營業所設置『不含萊克多巴胺專區』，並於明顯處標示之」。



Section 2 Promotion Effectiveness of the Taipei City Self-Governing Regulations for Food Safety

The "Taipei City Self-Governing Regulations for Food Safety" has 5 chapters and 20 articles. In consideration of the scale and feature of the food industry in Taipei City, 7 articles of 20 provisions (Articles 7, 9, 11, 12, 14, 15 and 16) must be promulgated separately to bring them into force. To promote and implement the "Master Plan of Taipei City Self-Governing Regulations for Food Safety. The Department of Health, Taipei City Government has held many workshops' discussion meeting and hearing. A total of 1,992 dealers participated in these activities. The Department of Health gathered views from all parties (industry, government, and academia) to reach a policy consensus. These seven articles involving 42 new policies are implemented under "Act Governing Food Safety and Sanitation" and the "Taipei City Self-Governing Regulations for Food Safety".

1. Article 7 Food Tracer Taipei Platform

"Taipei City Self-Governing Regulations for Food Safety" completed 12 pre-announcements under Article 7. These ordinances concern Taipei's ice shops with 3 or more stores, supermarkets with 2 or more stores, convenience stores, wholesalers and cafeterias at all levels government should have a mandatory login platform. Hospital food courts' vendors must also comply with Article 7 as announced on December 8, 2020. These new regulations have been officially announced on March 31, 2021, and will be implemented on July 1, 2021.

2. Article 9 Public Food Venues and Bulk Foods Labeling

The Department of Health, Taipei City Government announced in August 2016 that registered hotpot chains furnishing continuously heated utensils, should mark their place of origin, materials, and thermal resistance in Chinese. Announced in November 2017, Taipei commercial district food vendors, who sell bulk and processed Lunar New Year's foods should indicate the product name, their country of origin and the manufacture date. From January to February 2020, the Department of Health performed 2,825 inspections. Starting April 2019, Taipei online food businesses with web pages or mobile platforms should conspicuously indicate their business registration number and their food suppliers in Chinese. Beginning in May 2020, Public market vendors must prominently display the name of their sanitation personnel and business registration number/name. In a December announcement, supermarkets, convenience stores and wholesalers that sell bulk fresh pork and pork cuts should establish a "Ractopamine-Free Zone" on their premises.

三、 第 11 條 餐飲衛生管理分級

臺北市政府衛生局為使市民安心外食，分別於 2020 年 5 月 25 日及 6 月 24 日召開「 醫院美食街餐飲業者」及「經米其林指南評定為星級及餐盤推薦之餐廳」說明會，於 2020 年 7 月 20 日及 9 月 16 日分別公告「醫院美食街餐飲業者」及「經米其林指南評定為星級及餐盤推薦之餐廳」應申請餐飲衛生管理分級評核認證標章。自 2016 年至 2020 年共計公告「臺北市觀光飯店、一般旅館、食品餐盒工廠、連鎖賣場之即食熟食區及其商店街餐飲業者、20 桌以上中式筵席業者、連鎖自助餐業者、高中職熱食部業者及百貨公司、轉運站暨商圈之美食街餐飲櫃位業者、醫院美食街餐飲業者、經米其林指南評定為星級及餐盤推薦之餐廳」等 10 大業別應申請餐飲衛生管理分級評核認證標章，公告業別優良業者累計共 1,147 家已通過認證。

四、 第 12 條 定期檢查過期食品及分區管理

2016 年 11 月及 2017 年 3 月公告納管連鎖超市、超商、大賣場業者及觀光旅館附屬或委託經營之餐飲部門定期檢查過期食品及分區管理。於 2018 年 3 月、4 月及 8 月公告納管「臺北市星級旅館、中式筵席餐廳及臺北市連鎖自助餐」業者。2019 年 4 月公告納管百貨公司暨轉運站美食街餐飲櫃位業者。2020 年 5 月公告，納管本市設有 3 處以上門市之連鎖烘焙業者。

五、 第 14 條 外燴報備

臺北市政府衛生局藉由《臺北市食品安全自治條例》之規範，首創開立「勸導單」方式，繼 2016 年 4 月公告納管觀光旅館及 20 桌以上中式筵席餐廳及 2018 年 1 月公告西式自助式外燴者應落實外燴報備，公告迄至 2020 年 12 月 31 日止，外燴報備及辦理件數為 700 件。

六、 第 15 條 零售市場及臨時攤販集中場報備

臺北市政府衛生局於 2016 年 3 月 25 日食品安全工作小組會議中跨局處研議，達成公告內容、報備格式共識，於 2016 年 6 月公告應報備內容。自公告日起截至 2020 年底報備件數共 287 件，稽查 6,665 家次。



3. Article 11 Food Hygiene Ratings System

To make people feel more comfortable eating out, the Department of Health, Taipei City Government held briefings for hospital food courts' vendors and Michelin-star & plate restaurants on May 25 and June 24, 2020. Taipei announced on July 20 and September 16, 2020 that these two types of businesses should apply for the certification of the Food Hygiene Rating System. From 2016 to 2020, Taipei hotels, food factories, public eateries, Chinese banquet operators possessing over 20 tables, buffet chains, and restaurants at high schools and department stores, eateries at transit stations, hospital food vendors and Michelin-starred restaurants should apply for hygiene ratings. 1,147 restaurants have already certified.

4. Article 12 Regular Examination of Expired Foods and Management in Different Segmentations

In November 2016 and March 2017, Taipei City Government issue the official document of supermarkets, convenience stores, wholesalers and hotels should regularly examine expired food and implement management in different segmentations. In March, April and August 2018, the Department of Health, Taipei City Government has incorporated star-ranked hotels, Chinese banquet restaurant and franchise self-service food establishments in Taipei City for the inspection. In April 2019, the Department of Health has incorporated the businesses in the food court in department store and transfer stations for the inspection. Finally, in May 2020 the Department of Health started supervising bakery chains that have over 3 stores in Taipei.

5. Article 14 Catering Report

The Department of Health, Taipei City Government, following "Taipei City Self-Governing Regulations for Food Safety", initiated the "Exhortation Sheet" method following the announcements in April 2016 that it would scrutinize hotels and Chinese restaurants with over 20 tables, and in January 2018 self-service catering services should submit the catering report. As of December 31, 2020, Taipei recorded 700 catering reports.

6. Article 15 Report of the Retail and Open-air Markets

The Department of Health, Taipei City Government reached a consensus about the contents of the announcement and the format of the report during the cross-department discussion at the Food Safety Task Force Meeting on March 25, 2016, and announced its contents in June 2016. As of the end of 2020, 287 cases were received, and 6,665 dealers were inspected.

七、 第 16 條 自主檢驗

臺北市政府衛生局於 2016 年 7 月 1 日率先全國公告「供應臺北市國民中小學校午餐之餐盒業者」，應每批或至少每學期 1 次，自主檢驗肉品、蔬果、麵條、豆製品等食材。衛生局訂有學校午餐專案稽查計畫，於學期中不定期派員稽查。2017 年 2 月公告「具有公司登記且設有實體店面販售，資本額大於新臺幣 500 萬元以上，營業項目包含茶葉批發業（營業代碼 F102050）業者」應實施強制檢驗。2019 年 8 月公告「連鎖飲冰品業（凡從事料理飲料提供現場立即引用之非酒精飲料且未供應餐食，以獨立直營店舖、加盟店舖或專櫃方式，至少於臺北市設有 3 處（含）以上之飲料店）」應實施強制檢驗。2020 年 7 月公告「附設自助餐廳之星級旅館，應實施強制檢驗」。2020 年 12 月公告「本市輸入豬肉及豬可食部位原料之食品業者，應實施強制檢驗」。

第三節　強化稽查專業知能

為持續精進臺北市政府衛生局稽查人員專業技能及競爭優勢，於 2020 年 3 月、8 月、11 月共辦理 3 期「衛生稽查實務研習班」，內容涵蓋食品衛生、藥政、化粧品、醫政、營業衛生、菸害防制及稽查溝通技巧等課程，強化稽查人員執法效能。2020 年課程共計 35 小時，253 人次參與。



法制聊衛生稽查課程
Health inspection and safety laws



稽查案例情境模擬及經驗分享
Case simulation and experience sharing



7. Article 16 Autonomous Examination

On July 1, 2016, the Department of Health, Taipei City Government announced that "Taipei school meal suppliers should conduct autonomous examination of meat, fruits and vegetables, noodles, and soy products every batch or at least once every semester. The Department of Health has set up a school meal inspection task force to perform surprise inspections during the school year. In February 2017, it was announced that registered companies with a capitalization exceeding NT$ 5 million and tea wholesalers (business code F102050) must undergo mandatory inspection. In an August 2019 announcement, beverage shops (non-alcoholic, no meals provided, chain/franchise stores, at least 3 stores located in Taipei) shall be routinely inspected. In July 2020, it was announced that starred hotels with cafeterias should be autonomous examination. Starting December 2020, Taipei's pork importers should be autonomous examination.

Section 3 Enhanced Inspection

To continuously improve the professionalism of the Department of Health, Taipei City Government inspectors, 3 Hygiene Inspection Seminars were held in March, August, and November of 2020 covering food hygiene, pharmaceuticals, cosmetics, medicine, nutrition and smoking prevention. Inspectors should hone their communication skills and effectiveness/efficiency from these courses. The 2020 course lasted 35 hours, and had 253 participants.



肌力體能訓練
Muscular strength exercises

第四節　強化檢驗服務，提升檢驗量能



2020 年接受衛生福利部食品藥物管理署實地評鑑查核
Onsite audits by Food and Drug Administration, Ministry of Health and Welfare in 2020

一、 2020 年辦理食品衛生檢驗 32 萬 4,533 項件、營業衛生共計 6,765 項件、中藥共計 8 萬 8,313 項件、醫事檢驗 44 項件及受理人民申請委託檢驗 5 萬 9,677 項件，合計 47 萬 9,332 項件。

二、 2020 年接受衛生福利部食品藥物管理署實地評鑑查核 3 場次。

三、 2020 年於全國食藥檢驗技術交流共識營發表 1 篇口頭論文。

四、 2020 年於「食品衛生管理工作年度業務大會」發表 1 篇壁報論文，榮獲「論文佳作獎」。

五、 2020 年於 AOAC 臺灣分會年會暨學術研討會發表論文 4 篇。

六、 2020 年開發三聚氰胺 - 醬油、禽畜中農藥殘留（129 項）、蔬果植物類及果醬和果凍中重金屬檢驗、總氰酸及腸桿菌科等 5 項新興檢驗技術。

第三章　落實消費者權益保護

第一節　優化食藥粧網路地圖



食品輻射汙染食品健康風險專區
Radiation Contaminated Food Health Risk Section

食藥粧網路地圖 iMAP 於 2016 年 8 月 24 日上線，創全國之先，揭露臺北市餐飲業者衛生稽查結果、居家廢棄藥物檢收站及家庭藥師藥局等資訊及業者定位，並配合時下關注話題設立相關熱門專區，提升網站可見度及關注度，2018 年 3 月 17 日推出「臺北市食安資訊入口網」（http://foodsafety.health.gov.tw）提供民眾同時選擇臺北市食藥粧網路地圖（iMAP）及臺北市食材登錄平台，隨手即可查詢餐飲衛生動態稽查結果及食材來源資訊，隨時關心食安。增闢「通勤美食」、「商圈美食」、「百貨美食」3 種簡易搜尋模式，並提升網站互動性，增加留言及評價功能。2018 年 12 月 10 日率先全國推出「健康風險專區」，遂於 2020 年加碼推出「食品輻射汙染健康風險專區」，教民眾依抽驗結果試算不符規定食品之每日可接受攝食量，讓民眾看得懂數據，瞭解正確健康風險概念。截至 2020 年 12 月 31 日，食藥粧網路地圖已揭露 5,512 家餐飲業者及 344 家加入居家廢棄藥物檢收或家庭藥師的藥局資訊，網站總瀏覽人次達 194 萬人次，平均每月 3 萬 7,000 人次瀏覽。

Section 4 Enhancing Inspection Service and Improving Inspection Capability

1. In 2020, we performed 324,533 food hygiene inspections, 6,765 business sanitation inspections, 88,313 traditional Chinese medicine inspections , 44 medical inspections, and 59,677 entrusted inspections from the public, totaling 479,332 cases.
2. In 2020, we underwent 3 onsite audits by the Food and Drug Administration of the Ministry of Health and Welfare (MOHW).
3. We presented an oral paper in the National Food and Drug Inspection Consensus Camp in 2020.
4. In 2020, we published a poster paper at the “Annual Food Hygiene Business Conference”, and won the Excellent Paper Award.
5. We published 4 papers at the AOAC Taiwan Section Annual Conference and Academic Symposium in 2020.
6. In 2020, 5 new inspection technologies were developed for melamine-soy sauce; pesticide residues in poultry and livestock (129 items); heavy metal testing in fruits, vegetables, jams and jellies; total cyanic acid and Enterobacteriaceae.



2020 年於「食品衛生管理工作年度業務大會」發表 1 篇壁報論文，榮獲「論文佳作獎」
Poster presentation at 2020 “Annual Food Hygiene Business Conference” and winning the Excellent Paper Award

Chapter 3 Implementing Consumer Protection

Section 1 Optimization of the Food and Drug Inspection Map Taipei

Food and Drug Inspection Map Taipei (iMAP), launched on August 24, 2016, disclosed the results of sanitary inspections of food companies in Taipei, household waste recycling centers and community pharmacies. iMAP may also display hot areas of its web page consistent with current popular topics. To increase the visibility of the website, we likewise launched “Taipei Food Safety Information Portal” (http://foodsafety.health.gov.tw) on March 17, 2018 to enable people to access iMAP Food Tracer Taipei Platform to check food hygiene/safety information. Three search modes (Commuter Food, Business District Food, and Department Store Food) to enhance user experience. On December 10, 2018, we further launched the “Health Risk Zone”, and then “Radiation Contaminated Food Health Risk Zone” in 2020 to educate the public about a safe level of radiation for the average person. As of December 31, 2020, iMAP has displayed information about 5,512 food businesses and 344 pharmacies. The total website visits reached 1.94 million, an average of 37,000 visits per month.

第二節　消費爭議權益保護

一、 設立消費者服務專線（02）2720-8777，提供消費者遇到突發狀況能有適當管道諮詢或申訴。受理消費者藥物、化粧品、食品等檢舉案件 1 萬 5,529 件。

二、 為促進企業經營者有效處理消費爭議損害事件，提供民眾消費申訴管道，保障消費者權益，共受理消費爭議案 1,471 件，調處成功 667 件；第 1 次協商未獲妥處案件協助辦理第 2 次協商，執行率 100%。

第三節　用藥安全及藥物濫用防制宣導

2020 年 5 月 1 日至 8 月 31 日配合暑期保護青少年－青春專案辦理藥物濫用防制宣導，結合臺北市政府各局處及所屬聯合稽查隊、健康服務中心、小學國（高）中、區公所、鄰里長辦公處、臺北市藥師公會及轄內各醫學中心、區域醫院等單位共同辦理反毒、藥物濫用防制等多樣性宣導活動 698 場，共計 7 萬 8,575 人參與，其中為了從小建立學童正確的用藥安全、反毒及藥物濫用防制觀念，在暑假期間結合臺北市立聯合醫院，分別於 2020 年 6 月 24 日舉辦「為你寫詩 為你反毒」現代詩徵文比賽、7 月 15 日辦理「2020 暑期華陀營」、8 月 1 日辦理「反毒總動員之小小親子營」及 8 月 12、13 日辦理「北極星反毒夏令營」，以「正確用藥」、「毒品危害暨藥物濫用防制教育」為主題，以平易近人的現代詩，宣揚毒品防制之精神，並透過研習營課程參與、實作體驗的營隊活動方式，創造不同的用藥安全與反毒教育經驗，加強青少年身、心、靈的健康並具備足夠的用藥知識與技巧遠離毒品危害。



2020 年反毒總動員之小小親子營
2020 Youth Anti-Drug Campaign

Section 2 Consumer Disputes Redressal Mechanism

1. A consumer service helpline (02) 2720-8777 was established to provide consumers with appropriate channels for consultation or complaints.15,529 cases involving drugs, cosmetics, and food were handled.
2. We desire to help businesses deal with consumer disputes, and to protect consumers' rights and interests. 1,471 consumer dispute cases were received, and 667 were successfully resolved; If the first negotiation failed to produce an outcome, the second round of negotiation almost always result in a resolution (nearly 100%).

Section 3 Promotion of Safe Drug Use and Prevention of Drug Abuse

From May 1 to August 31, 2020, we cooperated with Taipei City Government inspectors, Health Centers, compulsory education, District Offices, neighborhood services, Taipei Pharmacists Association and local hospitals to host 698 Drug Abuse Prevention events with 78,575 participants as part of Protecting Youths During Summer—Drug Abuse Prevention Guidelines. We aimed to instill correct concepts about drug safety and abuse prevention in children. The Department of Health, Taipei City Government and Taipei City Hospital jointly organized the "Writing Poems for You—Say No to Drugs" poetry contest on June 24, 2020, "2020 Hua Tuo Summer Camp" on July 15, "Youth Anti-Drug Campaign" on August 1, and "Polaris Anti-Drug Summer Camp" on August 12 and 13. Through participation in these practical experiences and camp activities, youths would hopefully stay away from narcotics.



2020 北極星反毒夏令營
2020 Polaris Anti-Drug Summer Camp

設計溫馨易辨識之「藥物濫用防制諮詢站」標章，讓民眾能清楚辨識並善加運用，藉由臺北市社區藥局諮詢站在地性及便利性，透過專業藥師服務，成社區守護網，並提供藥物濫用及毒品危害等相關諮詢服務，以期達到早期偵測藥物濫用問題，並適時提供正確就醫管道，預防藥物濫用問題惡化。

第四節　家庭藥師及居家廢棄藥物檢收



「家庭藥師」制度，打破過去藥師只送藥或調配慢性病處方箋的服務模式，由臺北市執業藥師（以社區藥局藥師為主）主動介入臺北市老人福利機構或社區中有藥事照護需求的民眾，同時協助臺北市健康中心照顧有藥事照護需求的弱勢失能民眾，利用雲端藥歷查詢及對個案用藥的建檔管理，提供專業的藥事照護服務。針對老人福利機構、社區及居家民眾，提供藥物治療評估與建議、藥物諮詢服務及指導。2020 年已服務老人福利機構 12 家，住民 453 人次，並提供 200 人次的居家藥事照護服務及 650 人次的社區藥事照護服務。

藉由藥事專業人員協助，提供民眾正確用藥的觀念，使民眾理解隨意丟棄剩餘或過期藥物可能造成環境汙染及生態衝擊，並瞭解家中儲存藥物環境，解決廢棄藥物處理不當的問題，於全市設置 361 個居家廢棄藥物檢收站點（含 312 個社區藥局、49 家醫療院所），2020 年共檢收廢棄藥物 1 萬 4,102.09 公斤。



We designed an easily recognizable “Drug Abuse Prevention Station” sign so people could identify, and make good use of it. With the convenience of Taipei’s community pharmacies, people could readily access their professional services to achieve early detection of drug abuse problems, and timely prevent their deterioration.

Section 4 Family Pharmacists and Recycling Unwanted / Expired Medications

“The family pharmacist system” breaks the prior model of pharmacists who only distribute prescription medications. Licensed pharmacists (mainly community pharmacists) in Taipei city actively intervene in the medication needs of Taipei’s elderlies. At the same time, it assists the disadvantaged or disabled people at District Health Centers via cloud medical records to perform a query and file management of personal medications. In 2020, it served 12 geriatric care facilities, 453 residents, and provided 200 people with home care pharmacy services and 650 individuals with community pharmacy care services.

With the assistance of pharmacists, people could better understand the environmental impact of randomly discarded surplus or expired drugs. There are 361 household waste recycling centers (including 312 community pharmacies and 49 medical institutions), and 14,102.09 kg of discarded drugs were collected in 2020.





Part 3

第三篇 促進市民健康

Promote Public Health





2020
ANNUAL REPORT
PUBLIC HEALTH OF TAIPEI CITY

第三篇　促進市民健康



第一章　健康促進與維護

第一節　婦幼及優生保健

一、優生保健

辦理人口政策宣導活動、提供生育補助及各項優生保健補助措施服務等。「助您好孕」專案提供婚後孕前健康檢查、孕婦唐氏症篩檢等補助計 1 萬 4,418 人。提供特殊群體（已婚智能障礙、精神障礙及未成年生育婦女）生育調節（結紮、裝置子宮內避孕器及人工流產）補助計 16 案。辦理產前遺傳診斷、遺傳性疾病檢查計 6,515 案。

二、新移民健康照護

執行新移民健康關懷訪視，提供優生保健、生育保健知能宣導，提供新婚登記個案訪視 283 案；懷孕婦女產前衛教諮詢服務 87 案，產後婦女及其子女訪視 546 案。於臺北市十二區健康服務中心設置「保健諮詢站」，由新移民志工及通譯員提供醫療衛生資訊與通譯服務，計 4,461 人次；成立新移民支持團體，提供身心照護相關活動 25 場，計 567 人次參加。辦理新移民親子共讀班課程 8 場，計 214 人次參加。



辦理新移民親子共讀班
Host Parent-Child Shared Reading courses for new immigrants

三、母乳哺育

輔導臺北市 483 家符合《公共場所母乳哺育條例》第 5 條第 1 項之場所設置哺集乳室。推動「優良哺集乳室認證」活動，共 658 間哺集乳室通過認證。辦理護理人員、母乳志工、保母母乳哺育教育訓練 7 場次，計 406 人參訓，平均滿意度 92%。設置母乳諮詢專線，服務 710 人次。21 家母嬰親善醫療院所，提供產後婦女關懷訪視及母乳指導計 1 萬 5,750 人次。

Part 3 Promote Public Health

Chapter 1 Health Promotion and Maintenance

Section 1 Maternal, Child and Prenatal Care

1. Prenatal Healthcare

Taipei provides maternity subsidies and various prenatal healthcare services. The Happy Pregnancy project provides subsidies for 14,418 people including post-marital pre-pregnancy health check-ups and prenatal Down's syndrome screening. The Department of Health, Taipei City Government provides 16 special groups (married, mentally handicapped and under-age women) with subsidized contraception (tubal ligation, installation of intrauterine contraceptive devices, and abortion). We handled 6,515 cases of prenatal genetic counseling.



助您好孕專案宣導活動
Pregnant Women Assistance program promotional event

2. Healthcare for New Immigrants

Taipei provides prenatal healthcare and education. The Department of Health, Taipei City Government visited 283 newly registered married couples, conducted 87 cases of prenatal consultation services for pregnant women, and visited 546 postpartum women and their children. Taipei City also establish "Health Consultation Stations" at the 12 District Health Centers, where new immigrant volunteers offer health information and interpretation services to 4,461 people. A new immigrant support group held 25 sessions to provide mental health services to 567 people. The Department of Health also hosted 8 new immigrant Parent-Child Shared Reading courses to 214 participants.

3. Breastfeeding

We counseled 483 sites that comply with Taipei's Article 5, Paragraph 1 of the "Public Breastfeeding Act" to set up breastfeeding rooms. Taipei City promoted the Quality Nursing Room Certification campaign, and 658 nursing rooms were certified. We conducted 7 breastfeeding counseling to 406 nursing staff with an average satisfaction rate of 92%. Taipei City sets up a lactation consultation hotline to serve 710 persons. 21 maternity-friendly health centers provided breastfeeding guidance to 15,750 people.

四、兒童預防保健及發展篩檢

就 0 至 6 歲兒童進行篩檢服務，計 12 萬 2,388 人次，發現疑似異常或遲緩兒童 675 人次，轉介社會局及健康服務中心追蹤與管理。結合 4 家醫療院所辦理 7 場次兒童健康服務整合一站式試辦方案，計服務 930 人。健康服務中心進行臺北市 0 至 3 歲新移民、原住民與中低收入戶及身心障礙者子女兒童發展篩檢檢核，計 3,265 人。辦理 2 場「兒童發展篩檢研習會」，計 146 人次參加。運用各類行銷管道，增加民眾對兒童發展篩檢認知，提供宣導單張、多語版兒童發展檢核表單等下載。

五、新生兒篩檢

臺北市 36 家特約醫療院所提供新生兒聽力篩檢服務，計篩檢 2 萬 4,385 名新生兒，完成疑似異常個案轉介計 215 人。28 家特約醫療院所提供新生兒危急型先天心臟病篩檢服務，計篩檢 1 萬 8,837 名新生兒，完成疑似異常個案轉介計 42 人。新生兒先天性代謝篩檢補助 2 萬 279 案，完成確診陽性個案追蹤 234 案。

第二節　兒童及青少年保健

一、 學齡前兒童視力、聽力、口腔篩檢與保健

(一) 辦理臺北市公、私立幼兒園免費「兒童整合性篩檢服務」，計服務 5 萬 7,320 人次。

(二) 提供國小一年級學童牙醫到校塗氟，並辦理校園衛生教育講座，計服務 4 萬 379 人，辦理 306 場校園口腔衛教宣導講座。

(三) 辦理「臺北市學齡前兒童整合性社區篩檢實務訓練」初階及進階訓練計 3 場次，邀請臺北市十二區健康服務中心及合約醫療機構相關人員參訓，計 127 人。



從齒開始防齲幸氟四撇步

Four steps to prevent dental caries with fluoride

4. Children's Preventive Healthcare and Developmental Screening

The Department of Health, Taipei City Government conducted pediatric screening services for 122,388 children, and 675 suspected developmentally delayed children were found. These abnormal cases were referred to the Department of Social Welfare and the health centers for follow-up. Together with 4 medical institutions, we hosted 7 sessions on an one-stop pilot program for integrated child health services to 930 people. Taipei's health centers carried out developmental screening for children (from 0 to 3 years old) of new immigrants, aboriginals, low-income households, and disabled people for 3,265 people. We hosted 2 "Child Development Screening Seminars" with 146 participants. Taipei used various channels to increase the public's awareness of child development screening including promotional leaflets and multilingual child development checklists to download

5. Newborn Screening

36 medical institutions in Taipei City provided newborn hearing screening to 24,385 newborns, and completed referrals for 215 abnormal cases. 28 contract institutions provided neonatal congenital heart disease screening to 18,837 newborns, and completed 42 referrals for abnormal cases. Taipei City subsidized newborn metabolic screening for 20,279 cases, and followed up on 234 confirmed positive cases.

Section 2 Children and Youth Health

1. Vision, Hearing and Oral Screening for Preschool Children

(1) Providing free "Children's Developmental Screening" for 57,320 kindergartners at Taipei's public and private kindergartens.

(2) Providing first-graders with fluoride varnish at school, and hosted campus health education lectures to 40,379 people. Holding 306 campus oral health education lectures.



(3) Three sessions of the "Taipei Preschool Children Developmental Screening were organized for 127 participants from Taipei's 12 District Health Centers and contract medical institutions.

（四） 為提升學齡前兒童整合性篩檢服務品質，辦理 2 梯次「學齡前兒童整合性社區篩檢研習會」，邀請臺北市公、私立幼兒園教保人員參訓，計 149 人。



學齡前兒童整合性社區篩檢研習會
Community-based Integrated Screening Seminars for Preschool Children

二、 學齡兒童減度防齲

（一） 結合臺北市、新北市 157 家眼科醫療院所提供國小一至六年級學童免費專業視力檢查服務，計服務 5 萬 4,890 人次。

（二） 辦理「EYE 的糾察隊．從我開始」視力保健親子攝影徵選活動，計 246 組親子件投稿，選出 18 件優秀作品。

（三） 辦理 2 場臺北市國小學童「高度近視防治專業視力檢查催檢活動」，計 2,311 人參加。

（四） 辦理臺北市國中及高中（職）師生「為 Eye 開麥拉」視力保健創意短片徵選活動，計 37 組師生參加，選出 12 件優秀作品。

（五） 辦理臺北市國小學童首篩活動，一年級新生參加人數共計 2,275 人，二至六年級參加人數共計 1 萬 3,607 人；抽出一年級新生有禮獎面額新臺幣 500 元禮券 7 名，實用小禮品 200 名，抽出二至六年級事不宜遲獎面額新臺幣 500 元禮券 7 名，實用小禮品 150 名。

三、 青少年健康促進

結合醫療院所及相關專業團體，發展具特色之青少年健康促進計畫，主動深入校園或社區推動宣導工作，促進青少年健康。

（一） 於臺北市學校及社區辦理 40 場「家庭性健康促進講座及活動」，計 9,807 人參與。

（二） 辦理「金瓜食營養探險記」健康飲食創意坊及線上響應活動，計 91 組親子報名、1,707 人響應。

(4) To improve the quality of developmental screening for preschool children, we organized 2 sessions of “Community-based Integrated Screening Seminars for Preschool Children” for 149 employees at Taipei’s public and private kindergartens.

2. Tooth Decay Prevention in School-age Children

(1) 157 ophthalmology clinics in Taipei City and New Taipei City jointly provided free eye examinations for 54,890 school children in grades one to six.

(2) Holding “EYEs’ Guardian” Starting with Me photography contest. 246 submissions were received, and 18 outstanding works were selected.



免費專業視力檢查服務
Free vision screening check

(3) Hosting 2 “Vision Examinations for High Myopia Events” for 2,311 primary and middle school children in Taipei.

(4) Organizing a short film competition for teachers and students of Taipei junior high and high schools. 37 teacher-student groups participated, and 12 excellent works were selected.

(5) Taipei elementary pupils participated in a cancer awareness event. 2,275 first-graders and 13,607 second to sixth graders participated. For first-graders, 7 received a NT$ 500 gift voucher, while 200 of them received consolation prizes. For second to sixth graders, 7 received a NT$ 500 gift voucher too, while 150 of them received consolation prizes.

3. Youth Health Promotion

Promoting youth health with medical institutions and professional organizations at campuses and communities.

(1) Conducting 40 “Sexual Health Lectures and Events” at schools and communities in Taipei involving 9,807 participants.

(2) Organizing “Gourd Nutrition Adventure Online Event”; 91 groups registered involving 1,707 participants.

第三節　成人保健



臺北市 40 歲以上民眾社區三高篩檢
Health screenings for adults 40 and above in Taipei

一、 心血管疾病預防與保健

（一） 臺北市 40 歲以上民眾社區三高篩檢計篩檢 21 萬 8,123 人數，異常及疑似異常個案計 4 萬 2,974 人數，完成追蹤 4 萬 7,525 人次，追蹤轉介完成率 96.45%。

（二） 臺北市心血管疾病防治網有效認證之醫事人員計 127 人（醫師 60 人、護理人員 35 人、營養師 25 人、藥師 6 人、其他醫事人員 1 人）；認證醫療機構累計 327 家。

二、 糖尿病及腎臟疾病預防與保健

（一） 臺北市糖尿病共同照護網，有效認證之醫事人員計 1,285 人（醫師 590 人、護理人員 425 人、營養師 238 人、藥師 32 人、其他醫事人員 2 人）；認證醫療機構累計 348 家，糖尿病共同照護網醫事人員教育訓練課程共 3 場，計 225 人參加。

（二） 為強化臺北市醫療院所糖尿病照護品質，藉由專家輔導實地訪查 10 家基層診所，以持續提升糖尿病照護量能。

三、 老人健康檢查

設籍臺北市滿 65 歲以上市民及 55 歲以上原住民，每年可免費接受老人健康檢查 1 次，計 3 萬 4,745 人預約，預約率 89.40%，全數完成受檢。

四、 慢性病個案管理服務

就獨居長者、腦血管疾病、失能、高血壓、高血脂及糖尿病等慢性病市民，提供關懷訪視、健康諮詢、三合一健康篩檢、健康需求評估等服務，提供獨居長者健康照護服務計 6,207 人次（個案管理服務 2,122 人及健康關懷 4,085 人）。

五、 市民健康保健服務

為維護市民健康、照顧弱勢族群、促進社區健康服務、建立民眾自主健康管理並關懷慢性病患者之健康，自 2009 年 4 月起開辦「市民健康生活照護服務」（2015 年更名為「市民健康保健服務」），提供民眾血壓或血氧、額溫、身高及體重等自主便利量測服務，達 93 萬 9,660 人次，話務關懷服務量達 1 萬 7,150 通。

Section 3 Adult Health Care

1. Cardiovascular Disease Prevention

(1) Taipei screened 218,123 of its residents over 40 years of age for hypertension, diabetes and hypercholesterolemia. 42,974 people with abnormal results were detected, and 47,525 people completed follow-up—a referral completion rate of 96.45%.

(2) Taipei Cardiovascular Disease Prevention Network has certified 127 medical personnel (60 physicians, 35 nurses, 25 dietitians, 6 pharmacists, and 1 other medical personnel). 327 medical institutions have been certified.

2. Diabetes and Kidney Disease Prevention

(1) Taipei Diabetes Network has 1,285 certified medical personnel (590 physicians, 425 nurses, 238 nutritionists, 32 pharmacists, and 2 other medical professionals), 348 certified medical institutions, 3 training courses totaling 225 participants.

(2) To enhance the quality of hospital diabetes care in Taipei, we have conducted on-site inspections of 10 primary clinics to continuously monitor Taipei's diabetes care capacity.

3. Elderly Health Check

Seniors over 65 years old and Taiwanese aboriginals over 55 years old in Taipei, could receive health check-ups once a year for free and 34,745 people have been checked-up.

4. Chronic Disease Management

Taipei provides care visits, health consultations, three-in-one integrated screenings, health assessment for elderlies living alone; screens for cerebrovascular diseases, disabilities, hypertension, hyperlipidemia, diabetes and other chronic diseases. 6,207 seniors benefited from these services (2,122 cases under management and 4,085 care visits).

5. Citizen's Healthcare

To maintain a healthy citizenry, look after disadvantaged groups, encourage self-health management, and care for patients with chronic diseases, Citizens' Healthy Life was launched in April 2009 (renamed "Citizens' Healthcare" in 2015), where provides people with convenient access to measurement devices for blood pressure or oxygen, body temperature and height and weight serving 939,660 persons with 17,150 telephone consultations.



健康便利站民眾自主健康管理
HATM for people's self-health management

六、 長者衰弱篩檢服務

為強化社區初級預防功能，降低臺北市長者衰弱症發生率，臺北市政府衛生局藉由成人健康檢查、社區篩檢、居家訪視等活動，運用長者簡易健康篩檢評量表，篩檢衰弱高危險之長者，並提供轉介服務，計篩檢 2 萬 9,585 位長者，其中「衰弱前期」占 17.05%，「衰弱期」占 3.06%，依長者意願轉介至醫事機構、長照中心等單位提供介入及照護服務。

第四節　癌症防治及原住民族保健

辦理婦女子宮頸抹片檢查、乳房攝影檢查、大腸癌篩檢、口腔癌篩檢等癌症防治相關服務。

一、 癌症防治便利網，提供可近性癌症防治服務

擴大臺北市「癌症防治便利網」，除持續結合癌症品質精進醫院 25 家；並委託 16 群社區醫療群（222 家診所），提供市民癌症篩檢、轉介及癌症防治宣導、衛教及諮詢服務，計篩檢 3 萬 1,649 人；轉介 2 萬 6,936 人。

二、 運用個人化通知，提升癌症高危險群及困難個案篩檢比率

（一） 臺北市政府衛生局介接衛生福利部國民健康署癌症篩檢資料，運用臺北市整合式篩檢應用系統，建置個人化癌症篩檢通知模式，以達精準投遞，避免重複通知；並運用「癌症篩檢一對一邀約語音提醒通知服務」、電話、手機簡訊、E-post 等方式，組織性邀約大腸癌、乳癌首篩族群、2 年以上未做子宮頸抹片、菸檳行為之癌症高危險與篩檢困難個案參加癌症篩檢，早期發現早期治療。

（二） 就乳癌高危險族群篩（具家族史二等親），結合臺北市特約醫院推動「臺北市乳癌高危險群關懷服務計畫」，提升乳癌高危險群篩檢率。

三、 結合多元化管道，宣導癌症防治資訊

（一） 辦理記者會並發布新聞稿，結合社區健康促進活動，運用大眾傳播及臺北市政府社群網絡，擴大宣導癌症防治訊息，以提升民眾癌症防治識能。



「開心篩 粉樂送」婦癌防治記者會
“Mammogram Screening & Giveaways” Breast Cancer Awareness Press Conference

6. Elderly Frailty Screening

To strengthen the community's primary prevention function and reduce the incidence of frailty among Taipei's elderlies, the Department of Health, Taipei City Government promotes adult health check-ups, community screenings and home visits via Simple Elderly Health Screening. Referral services were available for high-risk elders. 29,585 seniors were screened; among them, "pre-debility" accounted for 17.05%, and "debility" accounted for 3.06%. They were then referred to medical institutions, long-term care centers, etc.



運用長者評估表執行衰弱篩檢之服務
Using the geriatric assessment form to perform disability screening

Section 4 Cancer Prevention and Indigenous People's Health

Taipei provides Pap smear, mammography, colorectal cancer screening, and oral cancer screening to people who need them.

1. Cancer Prevention Network, Providing Accessible Cancer Prevention Services

We expand Taipei City "Cancer Prevention and Control Network", and continue to improve the quality of cancer treatment in 25 hospitals. We also commissioned 16 community medical groups (222 clinics) to provide citizens with cancer screening, referral, treatment advocacy, health education and consultation. Services included 31,649 screenings and 26,936 referrals.

2. Using Personalized Notifications to Increase the Cancer Screening Rate of High-risk Groups and Difficult Cases

(1) The Department of Health, Taipei City Government has interfaced with the cancer screening data of the Health Promotion Administration, Ministry of Health and Welfare, and used Taipei's integrated screening application system to build a personalized cancer screening system to avoid duplicate notifications. Individualized cancer screening reminders via "1 on 1 Cancer Screening Voice Notifications", telephone, cellphone, email, E-post, etc. We remind susceptible individuals to undergo colorectal cancer, breast cancer, cervical cancer, lung cancer and oral cancer screenings for early detection and early treatment.

(2) Regarding breast cancer screening for high-risk groups (second-class relatives with family history), the Department of Health, Taipei City Government works with Taipei contract hospitals to promote the "Care Service Project for the High-risk Group of Breast Cancer in Taipei City".

3. Combining Diversified Channels for Cancer Prevention

(1) We organize press conferences, issue press releases, combine community health promotional activities, mass media and the Taipei City Government's website to raise the public's awareness of cancer prevention.

（二） 結合「台北通－健康服務」，鼓勵民眾參加四癌篩檢，完成篩檢及複診者兌換「悠遊卡」加值金。

（三） 運用資通訊科技，提供「防癌知識＋」智能服務，結合臺北市政府 LINE 官方帳號，以「QA 小幫手」問答方式與民眾互動回饋癌症防治的相關訊息，包含四癌症狀、檢查方式、篩檢醫療院所、治療方式等並線上即時回復市民四癌篩檢問題。

四、 癌症篩檢及防治

（一） 子宮頸癌篩檢：30 歲以上女性完成子宮頸抹片檢查計 23 萬 3,367 人，其中 436 人確診為子宮頸癌。

（二） 乳癌篩檢：接受乳房 X 光攝影檢查計 10 萬 3,406 人，其中 575 人確診為乳癌。

（三） 大腸癌篩檢：糞便潛血篩檢計 13 萬 8,184 人，其中 225 人確診為大腸癌。

（四） 口腔癌篩檢：篩檢計 2 萬 5,439 人，其中 38 人確診為口腔癌。

（五） 整合性預防保健服務：共辦理 66 場次，提供社區型及醫院型的免費成人健康檢查及四大癌症篩檢，計 6,341 人參與，計服務 1 萬 7,706 人次。

（六） 人類乳突病毒疫苗接種服務：提供本市在籍國中生接種公費人類乳突病毒（HPV）疫苗，計服務 2 萬 6,542 人次。



整合性健康篩檢活動
Integrated health screening events

五、 原住民健康促進及預防保健服務

臺北市原住民參加醫院型老人健康檢查者計 483 人次；由臺北市十二區健康服務中心及臺北市立聯合醫院，辦理社區預防保健服務 6 場；結合臺北市原住民團體辦理原住民社區健康促進宣導講座 12 場；提供原住民市民家戶健康訪視服務計 8,121 人次。

(2) "Taipei Pass－Health Service" encourages people to undergo four-cancer screenings: colon, oral, cervical and breast. Those who have completed the screenings and follow-ups may receive a reloaded EasyCard.

(3) "Cancer Prevention Knowledge+" services and Taipei City Government's official LINE account would provide the public information about the cancer screenings, cancer symptoms and treatment methods through QA Helper.

4. Cancer Screening and Prevention

(1) Cervical cancer screening: 233,367 women over the age of 30 have completed the pap- smears test; 436 of them received a cervical cancer diagnosis.

(2) Breast cancer screening: 103,406 people underwent mammography, of which 575 were diagnosed with breast cancer.

(3) Colorectal cancer screening: 138,184 people were screened with a fecal occult blood test, of which 225 were diagnosed with colorectal cancer.

(4) Oral cancer screening: 25,439 people were screened, of which 38 were diagnosed with oral cancer.

(5) Integrated preventive healthcare: we held 66 sessions providing community-based and hospital-based free medical examinations and four major cancer screening tests. 6,341 people participated involving 17,706 visits.

(6) Human papillomavirus (HPV) vaccines: provide publicly funded HPV vaccines for 26,542 middle school students in Taipei City.



臺北市第 1 劑校園 HPV 疫苗設站
Taipei's on-campus HPV vaccination site

5. Indigenous Health and Wellbeing

483 indigenous people from Taipei participated in senior citizen health checkups. Taipei's 12 District Health Centers and the Taipei City Hospital provided 6 sessions of community preventive services, conducted 12 health promotion lectures, and offered home health visits to 8,121 indigenous persons in Taipei.

第五節　菸害防制



一、 稽查執法取締

（一） 菸害防制案件稽查取締，共執行 7 萬 8,875 次，違規件數 865 件，裁罰金額新臺幣 1,313 萬元整。

（二） 結合臺北市政府教育局、學校及十二區健康服務中心辦理違規吸菸青少年戒菸教育，共完成 166 件。

（三） 販菸商家共稽查 7,130 件，違規供應菸品予未成年案件，共裁處 1 件。

二、 提供多元戒菸服務

（一） 結合臺北市 13 家醫院，辦理 23 班戒菸班，計 307 人參加，課後 1 個月之點戒菸成功率達 41.37%。

（二） 結合臺北市藥師公會、中華民國藥師公會全國聯合會、國泰綜合醫院辦理戒菸衛教人員核心、專門實體課程共 6 場，計 279 人參訓。

（三） 2020 年 10 月 16 日召開「臺北市 2020 年戒菸服務業務聯繫會議」，持續監測合約醫事機構執行情形，戒菸治療與衛教諮詢個案 6 個月點成功率達 31.88%。

（四） 結合醫療與社區資源，提供 1 萬 6,952 位吸菸者戒菸服務（戒菸專線、戒菸治療與衛教諮詢服務、戒菸班等），服務涵蓋率達 6.7%。

三、 菸害防制宣導與教育

（一） 辦理 771 場校園、社區、職場宣導，並透過電子平面媒體，廣為宣導吸菸、二手菸、三手菸及電子煙等新興菸品對健康危害。

（二） 辦理戒菸服務與無菸環境記者會，計 37 則媒體報導露出。



校園菸害防制宣導
On-campus smoking cessation campaign

Section 5 Smoking Cessation

1. Inspection of Violating Law on Tobacco

(1) Taipei City investigated 78,875 cases of the illegal tobacco trade, and confirmed 865 violations totaling a fine of NT$ 13.13 million.

(2) In collaboration with the Department of Education, Taipei City Government, schools and 12 District Health Centers hosted 166 education sessions about smoking cessation to the youths in Taipei City.

(3) The Department of Health, Taipei City Government conducted 7,130 audits on the tobacco stores in Taipei City, and found (and fined) one instance of unlawful tobacco sales to minors.

2. Provide Diverse Smoking Cessation Services

(1) In cooperation with 13 hospitals in Taipei City, 23 smoking cessation classes were held, for 307 participants. The success rate one month after class completion reached 41.37%.

(2) In cooperation with Taipei Pharmacists Association, Federation of Taiwan Pharmacists Associations, and Cathay General Hospital held 6 Smoking Cessation Seminars for 279 health professionals.

(3) On October 16, 2020, Taipei Smoking Cessation Conference was held, and to continued to monitor the implementation of contract medical institutions in this regard. Taipei City 6-month success rate of smoking cessation reached 31.88%.

(4) Combined medical and community resources, provided 16,952 smokers with smoking cessation services (e.g., smokers' helpline, smoking cessation treatment and health education consultation, smoking cessation class) with a service coverage ratio of 6.7%.

3. Education and Promotional for Tobacco Control

(1) Holding 771 tobacco hazaed control sessions of dissemination at campus, community, and workplace events publicize the health hazards of smoking, secondhand smoke, thirdhand smoke and e-cigarettes.

(2) Press conference on smoking cessation and smoke-free environment was held accounting 37 reports .



戒菸服務宣導記者會
Smoking cessation campaign press conference

四、 戶外無菸環境推廣與維護

（一） 公告「臺北市捷運線形公園（捷運中山地下街 R1 出口至捷運忠義站間）」，自 2020 年 1 月 1 日起為全面禁止吸菸場所，並委任臺北市政府工務局公園路燈工程管理處執行禁菸場所之違規吸菸行為人稽查取締。

（二） 公告「臺北市城中社會福利綜合大樓所屬室外場所及周邊人行道」、「臺北市文山區翰林苑社區之戶外公共設施區域」，自 2020 年 2 月 1 日起為全面禁止吸菸場所。

（三） 公告「臺北大學臺北校區之周邊人行道及機車停車場」，自 2020 年 5 月 1 日起為全面禁止吸菸場所。

（四） 公告「臺北市大安區溫州街 45 巷內之綠地及其周邊戶外區域」，自 2020 年 7 月 1 日起為全面禁止吸菸場所，並委任臺北市政府工務局公園路燈工程管理處執行禁菸場所之違規吸菸行為人稽查取締。

（五） 公告「臺北市內湖復育園區、山水綠生態公園及福德坑環境復育園區」，自 2020 年 7 月 1 日起為全面禁止吸菸場所，並委任臺北市政府環境保護局執行禁菸場所之違規吸菸行為人稽查取締。

（六） 結合臺北市政府環境保護局，公告「臺北市萬華區捷運西門站 1 號及 6 號出口周邊戶外區域」，自 2020 年 7 月 1 日起為全面禁止吸菸場所，並委任臺北市政府環境保護局執行禁菸場所之違規吸菸行為人稽查取締。



西門捷運站禁菸宣導記者會
Ximen Metro Station smoke-free policies press conference

（七） 公告「臺北市立大學博愛校區、國立政治大學附屬高級中學之周邊人行道」，自 2020 年 8 月 1 日起為全面禁止吸菸場所。

（八） 結合十二區健康服務中心辦理拒菸志工教育訓練 15 場，計有 293 人參訓；協助巡邏戶外禁菸場所計 1 萬 30 次。

4. Promoting and Maintaining a smoke-free environment

(1) Taipei MRT Linear Park (between Zhongshan Metro Mall R1 Exit and MRT Zhongyi Station) would be as smoke-free from January 1, 2020. Appointed inspection by Parks and Street Lights Office, Public Works Department, Taipel City Government.

(2) Outdoor venues and surrounding sidewalks of “Taipei Chengzhong Social Welfare Services Building” and “outdoor public facilities zone of Taipei Wenshan District Hanlinyuan Community” would become as smoke-free from February 1, 2020.

(3) The sidewalks and motorcycle parking lots around the Taipei Campus of National Taipei University would become as smoke-free from May 1, 2020.

(4) The green spaces and surrounding outdoor areas of “Lane 45, Wenzhou Street, Da'an District”, Taipei City would become as smoke-free from July 1, 2020. Appointed inspection by Parks and Street Lights Office, Public Works Department, Taipel City Government.

(5) “Neihu Rehabilitation Park, Shanshuilu Eco Park, and Fudekeng Environmental Restoration Park” would become as smoke-free from July 1, 2020. Appointed inspection by Department of Environmental Protection, Taipel City Government.

(6) The Department of Environmental Protection, Taipei City Government announced that “the outdoor area around exits 1 and 6 of MRT Ximen Station” would become smoke-free from July 1, 2020. Appointed inspection by Department of Environmental Protection, Taipel City Government.

(7) “The sidewalks around Bo-Ai Campus, University of Taipei” and “The Affiliated High School of National Chengchi University” would become as smoke-free from August 1, 2020.

(8) In cooperation with the 12 District Health Centers, we held 15 smoking cessation facilitators training sessions involving 293 participants, and patrolled outdoor non-smoking areas 10,030 times.





第二章　健康城市

第一節　營造健康生活環境

一、 社區健康營造

招募與輔導 57 個單位，建立專家輔導機制，推動社區健康營造，辦理教育訓練、及社區分享研討會 3 場次計 283 人參加；辦理 4,175 場健康促進活動（包含健康飲食、規律運動及長者健康促進等議題），計 19 萬 595 人次參與。

二、 職場健康促進

委請臺北市 4 家醫療院所提供 15 家職場健康促進服務，觸及約 3,970 名員工；配合衛生福利部國民健康署推廣健康職場認證方案，計 371 家職場通過認證；辦理臺北市績優職場獎項評選，共 10 家職場獲獎。

三、 促進身體活動

運用社區在地身體活動資源，辦理 788 場次，共計 6 萬 2,519 人次參與。以及持續經營社區健走隊共計 102 隊，辦理 8,513 場健走活動，計 21 萬 8,540 人次參與。



社區健走隊活動
Community walking group

四、 長者健康促進

（一） 因應 COVID-19 辦理「2020『爺奶 SHOW 創意 健康好活力』活躍老化線上競賽」，計 24 支隊伍 887 位長者參與。

（二） 為提倡長者身體活動，增進健康生活型態知能，委託 17 個社區服務單位辦理衛生福利部國民健康署「長者健康管理計畫」，開辦 79 班，計服務 1 萬 3,049 人次及培力 17 個自主運作社團。

（三） 結合社區資源於臺北市 12 區健康服務中心，辦理長者健康促進相關課程及活動，計 16 萬 1,559 人次參加。

Chapter 2 Healthy City

Section 1 Creating a Healthy Living Environment

1. Creating Community Health

We recruited and counseled 57 units to promote community health. We also organized 3 community sharing sessions with 283 participants, and 4,175 health promotion activities (healthy eating, regular exercise, healthy aging, etc.) involving 190,595 attendees.

2. Workplace Health Promotion

We entrusted 4 medical institutions in Taipei to provide 15 workplace health promotion sessions for 3,970 employees. We cooperated with the Health Promotion Administration, Ministry of Health and Welfare (MOHW) to promote workplace health & wellness certification training. 371 workplaces passed the certification process; 10 workplaces won Taipei City Outstanding Workplace Award.

3. Promoting physical activity

Taipei City utilized community supports for physical activity to hold 788 exercise sessions with 62,519 participants. We continued to operate 102 community walking teams hosting 8,513 walking events with 218,540 participants.

4. Elderly Health Promotion

(1) In response to COVID-19, 887 seniors from 24 teams participated in the “2020 Happy Aging-Senior Health Vitality Online Show”.

(2) To promote physical activity among elderlies, 17 community service units were entrusted to handle the “Elderly Healthcare Management” of the Health Promotion Administration, Ministry of Health and Welfare. 79 classes served 13,049 people and 17 autonomous organizations.

(3) Taipei’s 12 District Health Centers organized health promotion courses for 161,559 seniors.



五、 社區營養推廣

（一） 臺北市社區營養推廣中心深入社區推動營養教育，辦理 216 場團體營養衛教，計 4,831 人參與；輔導 100 家共餐據點及 8 家餐飲業者（或 HACCP 業者）符合均衡飲食；營養諮詢及營養風險篩檢計 1,930 人。

（二） 結合大型活動宣導「我的餐盤」圖像口訣及「三好一巧」飲食原則，觸及 2,800 人；運用多元宣傳管道辦理健康飲食推廣活動，包含結合 175 個單位進行宣導、合計 161 則平面媒體、電子媒體及網路新聞露出、觸及 39 萬 6,672 人。

第二節　健康城市及高齡友善城市



2020 年臺北市健康城市研討會
2020 Taipei Healthy City Conference

一、 健康城市

推動健康城市、社區安全及高齡友善之跨域合作機制，召開 14 次會議，計 464 人次與會，並以臺北市政府策略地圖為基礎，訂定臺北市健康城市 5 大主題、67 項指標，指標達成率 80.6%、進步率 53.7%，營造臺北市成為「以人為本」的宜居城市。辦理「2020 年臺北市健康城市研討會」，計 9 個縣市政府代表共 137 人參與。臺北市政府獲康健雜誌「2020 健康城市大調查」全台第 1。

二、 高齡友善城市

臺北市政府透過跨局處、跨領域及輔導專家等組成工作小組，訂定 10 項高齡友善環境監測指標進行管考，以臺北市社區為基礎，結合 12 區健康服務中心，跨域整合產、官、學、民之相關單位資源，積極營造高齡暨失智友善之支持性環境。參與衛生福利部國民健康署「2020 年台灣健康城市暨高齡友善城市獎暨海報獎」榮獲 8 項獎項。

5. Community Nutrition Promotion

(1) Taipei City Community Nutrition Promotion Center hosted 216 nutrition sessions for 4,831 people. It also coached 100 eateries and 8 food companies (or HACCP companies) about providing a balanced diet. 1,930 people received nutrition counseling.

(2)We promulgated the large promotional event “My Meal Plate” and “3 Good Tips & 1 Smart Action” dietary principles involving 2,800 people; Taipei used multiple publicity channels to publicize healthy eating to 175 units and 161 media outlets to 396,672 people.

Section 2 Healthy City and Elderly-friendly Cities

1. Healthy City

Taipei promotes cross-domain cooperation for healthy cities, community safety, and age-friendliness. 14 meetings were held for 464 attendees. Based on Taipei City Government’s strategic map, five major themes and 67 indicators for a healthy Taipei were set. Taipei’s achievement rate of 80.6% and progress rate of 53.7% make it a “people-oriented” city. 137 representatives from 9 county and city governments attended the “2020 Taipei Healthy City Conference”. The Taipei City Government was ranked No. 1 in “Taiwan in the 2020 Healthy City Survey” by Common Health Magazine.

2. Age-friendly City

Taipei City Government formed an inter-agency working group to set 10 age-friendly monitoring indicators. 12 District Health Centers, government, academia, and businesses pool their resources to form a supportive environment for demented elderlies. We participated in the “2020 Taiwan Healthy City and Age-Friendly City Poster Award” from Health Promotion Administration, Ministry of Health and Welfare, and won 8 prizes.



三、 臺北高齡健康前瞻中心

為讓臺北市長者健康長壽及在地老化，由市長擔任召集人，整合臺北市政府衛生局、社會局、教育局、體育局、民政局及臺北市立大學資源成立「臺北高齡健康前瞻中心」，並設立秘書組、4 工作分組及 1 示範中心，邀集 14 位專家學者成立智庫團隊，培訓 136 名師資人員，發展 3 項運動課程模組。期藉由跨領域政策服務整合、培訓增能、資源轉介、教材共享、創新實證等策略，串聯及發展創新多元健康促進服務模式，全方位部署臺北市高齡健康政策。



首創臺北高齡前瞻中心
The first Taipei Advanced Center for Aging and Health

第三章　心理健康促進

第一節　精神醫療照護

一、 精神病人照顧須結合醫療院所與社區資源，提供完整性、延續性照顧，以降低精神病人輾轉於醫院及家中；臺北市政府衛生局透由 12 區健康服務中心進行社區精神病人追蹤訪視，除銜接醫院端出院準備服務，也提供醫療照護及福利資源等垂直平行轉介，並跨局處合作，針對主要照顧者辦理社區化教育課程，強化其對精神病的認識、照顧及善於利用醫療及社會福利資源，期使精神病人及主要照顧者在社區中有更好的生活品質，進而減少社會成本；2020 年追蹤照護人數計 1 萬 4,529 人，訪視服務共計 8 萬 3,606 人次。

二、 為強化社區病人緊急送醫服務網絡，臺北市政府衛生局委請臺北市立聯合醫院松德院區及三軍總醫院北投分院提供「社區緊急個案醫療小組」出勤，由精神醫療專業人員到社區提供專業的評估協助與協助社區處理個案；2020 年共計出勤服務 760 人次。

3. Taipei Advanced Center for Aging and Health

To ensure the long-term health of Taipei's seniors, Taipei mayor integrated the resources of the Department of Health, Taipei City Government, the Department of Social Welfare, the Department of Education, the Department of Sports, the Department of Civil Affairs and University of Taipei to establish the "Taipei Advanced Center for Aging and Health". Taipei convened a secretariat, 4 working groups, and 1 demonstration center. 14 experts and scholars formed a think tank team. 136 teachers were trained, and 3 sports training modules were developed. Through sharing resources across agencies, Taipei City aimed to deploy a comprehensive aging policy.

Chapter 3 Promoting Mental Health

Section 1 Mental Healthcare

1. Taipei would like to integrate medical institutions and community resources to provide complete, continuous care to reduce the need for inpatient care. The Department of Health, Taipei City Government conducted community mental patient follow-up visits through its 12 District Health Centers. Through vertical sharing and horizontal distribution of resources, Taipei could provide community-based education for caregivers to enhance the total quality of care, thereby reducing social costs. In 2020, we conducted 14,529 follow-ups and 83,606 patient visits.
2. To strengthen emergency medical services, the Department of Health, Taipei City Government commissioned Taipei City Hospital Songde Branch and Tri-Service General Hospital Beitou Branch to provide a "Community Emergency Medical Team" providing professional psychiatric consultations to the community. In 2020, 760 patients received these services.



社區緊急個案醫療小組 — 臺北市立聯合醫院松德院區

Community Emergency Medical Team—Taipei City Hospital Songde Branch



社區緊急個案醫療小組 — 三軍總醫院北投分院

Community Emergency Medical Team—Tri-Service General Hospital Beitou Branch

三、 臺北市政府衛生局為關懷精神病人身心健康及精神疾病去污名化，2020 年結合消防局、教育局教師研習中心、臺北市立聯合醫院松德院區職能工作坊、臺北捷運公司、NGO 團體等單位辦理「我們與善的距離」去污名宣導設攤活動、精神衛生知能宣導講座、精神康復之友舞蹈表演、「精神障礙者一人一故事劇場」、「健心盃精神康復者社區才藝交流競賽」，共計約 9,400 名民眾、專業人員、精神疾病患者及康復之友參與。



精神復健機構學員於防災日表演
Trainees from psychiatric rehabilitation center perform on Disaster Prevention Day

第二節　社區心理服務

一、 社區心理諮商服務

為加強宣導心理衛生預防理念，提供民眾便捷之心理資源，使民眾熟悉社區化的心理衛生求助管道，並接納運用，避免心理困擾問題進一步惡化及醫療費用的浪費，臺北市政府衛生局自 2005 年 7 月起結合臺北市立聯合醫院院外門診部，首創「社區心理諮商服務」於 12 個行政區及社區心理衛生中心共 13 處附設門診部，每週提供民眾 35 診次之心理諮商服務，2020 年共服務 8,703 人次。

二、 建構在地化社區心理衛生服務網絡

結合民間團體、醫療院所暨大專院校等，落實社區化心理衛生服務之推動。2020 年委託力人心理治療所、台灣基督長老教會馬偕醫療財團法人馬偕紀念醫院、中崙諮商中心心理諮商所及國立臺北護理健康大學等 4 家民間團體，分區提供臺北市高風險個案個別心理輔導、團體輔導、外展服務、電話關懷、專業人員訓練及辦理相關研討會等社區心理衛生服務，其族群包括憂鬱症高關懷個案、嚴重情緒困擾個案、緊急災難心理衛生高關懷個案及社區高關懷個案等，並視各委辦單位專長提供特色服務，亦以外展服務方式，由專業人員至需求個案居住地訪視，協助社區有需求個案能進而主動走出社區，共服務 5,634 人次。

3. To care for mental patients and to destigmatize mental illness, the Department of Health, Taipei City Government integrated Taipei City Fire Department, Taipei City Teachers' In-Service Education Center, Taipei City Hospital Songde Branch Occupational Workshop, Taipei Rapid Transit Corporation, and NGO groups to organize "The Distance Between Us and Goodness event". Additionally, in 2020, we also held mental health awareness lectures, recovering patients dance performances, "One Person One Story Mental Illness Through the Lens of Theater" and "Jianxin Cup Mental Rehabilitation Competition" for about 9,400 professionals, mentally ill patients and recovering patients, etc.



我們與善的距離去污名宣導
The distance between us and the good—anti-defamation campaign

Section 2 Community Psychological Service Center

1. Community Psychological Services

To promote mental wellbeing, provide convenient psychological resources for the public, the Department of Health, Taipei City Government and the outpatient departments of the Taipei City Hospital created the first "Community Psychological Services" at 13 mental health centers in the 12 administrative districts starting July 2005. It provides psychological counseling services for Taipei residents 35 times a week. 8,703 people benefited from these services in 2020.

2. Establishing a Community-based Mental Healthcare

Non-governmental organizations, medical institutions and colleges/universities jointly promote community-based mental healthcare. In 2020, four private organizations including Li Jen Psychological Clinic, Mackay Memorial Hospital, Central Hill Counseling Center, and National Taipei University of Nursing and Health Sciences were entrusted to provide individual counseling, group counseling, outreach services, telephone consultations and professional training to Taipei's high-risk group. Depressed patients, severe emotional distress cases, emergency cases and community-care cases could all benefit from our outreach services. Our professionals would perform onsite visits as needed to help patients restore normalcy. 5,634 persons were helped.

三、 心理健康促進

臺北市政府衛生局多年來持續結合臺北市政府各單位之資源及非政府組織，共同推動市民心理健康，並依據場域特性分別針對校園、職場、社區（含特殊族群對象）及近年關注之長者族群，發展在地多元化之心理健康促進活動或方案，另搭配世界心理健康日於每年 10 月為心理健康月，舉辦系列宣導活動，盼能增進市民因應生活壓力之調適能力，協助潛在高危險群民眾學習檢視自我心理衛生狀態，適時尋求資源。2020 年度在校園兒少心理健康促進辦理講座及培訓 20 場，共 700 人次參與；職場心理健康促進辦理講座及培訓課程 82 場次，共 3,551 人次參與；社區心理健康促進則辦理 45 場講座活動，共 1,568 人次參與；推動長者心理健康促進辦理 95 場講座活動，共 2,678 人次參與。2020 年 9 月至 10 月搭配世界心理健康日主題「Mental Health for All Greater Investment – Greater Access」，整合北臺區域八縣市心理健康月宣導活動資訊，並結合相關局處及民間心理健康團體，以「促進全民心理健康」為主軸規劃 2020 心理健康月系列活動，共辦理 9 場次、1,703 人次參與。



校園兒少心理健康促進講座
Lectures on mental health awareness of school-age children



職場心理健康促進辦理講座
Workplace mental health awareness seminar



社區活動「認識自我，擁抱他人」－ 自我認識成長講座
Community activity “Know Yourself, Embrace Others”-Self-Awareness and Personal Development Seminar



2020 社區據點長者心理健康促進活動
2020 Mental Health Awareness for Seniors

3. Mental Health Promotion

The Department of Health, Taipei City Government has continuously combined the resources of various agencies of the Taipei City Government and non-governmental organizations to jointly promote the mental wellbeing of citizens. Elderlies at campuses, workplaces and communities (including disadvantaged groups) could access diversified mental health programs. In conjunction with World Mental Health Day in October each year, we hold Mental Health Month activities to enhance people's ability to adapt to the stress of life. People at risk could also learn to examine their mental health status, and seek timely assistance. In 2020, there were 20 mental health lectures on campus for 700 participants. 82 workplace mental health lectures helped 3,551 participants, while 1,568 persons participated in 45 lectures on community mental health promotion. We organized 95 seminars for 2,678 participants to promote mental health. From September to October 2020, with the theme of World Mental Health Day: "Mental Health for All Greater Investment—Greater Access", we organized Mental Health Month events in eight counties and cities in northern Taiwan. We also planned the theme of 2020 Mental Health Month to be Mental Health for All with local governments and civilian groups. 1,703 people participated in 9 sessions.



2020 心理健康月電影賞析活動
2020 Mental Health Awareness Month film viewing



2020 心理康月活動宣傳記者會
2020 Mental Health Awareness Month press conference

第三節　自殺防治

為有效整合臺北市自殺防治策略與資源，於 2009 年成立臺北市政府自殺防治中心，下設「規劃執行」與「研究宣導」兩組，透過綜合規劃、個案整合處理、特殊個案通報、緊急處置、教育宣導、環境防治、知能訓練及研究發展等進行各項自殺防治工作。

一、 強化臺北市之關懷訪視服務

（一） 2020 年接獲自殺企圖暨高危險個案通報 8,541 案次，包括自殺企圖通報個案 3,548 案次、社區高危險自殺個案 4,287 案次，以及外縣市個案 706 案次，並委託民間團體辦理自殺防治危險分級化服務計畫，拓展自殺中高危險個案之社區服務共 755 案次。

（二） 2020 年臺北市自殺防治諮詢專線共接獲 185 案次疑似自殺企圖個案電話，其中有 12 案次為自殺高危險且有立即生命危險，經啟動警消協助與派員緊急出勤後，均成功挽救自殺危險邊緣民眾。

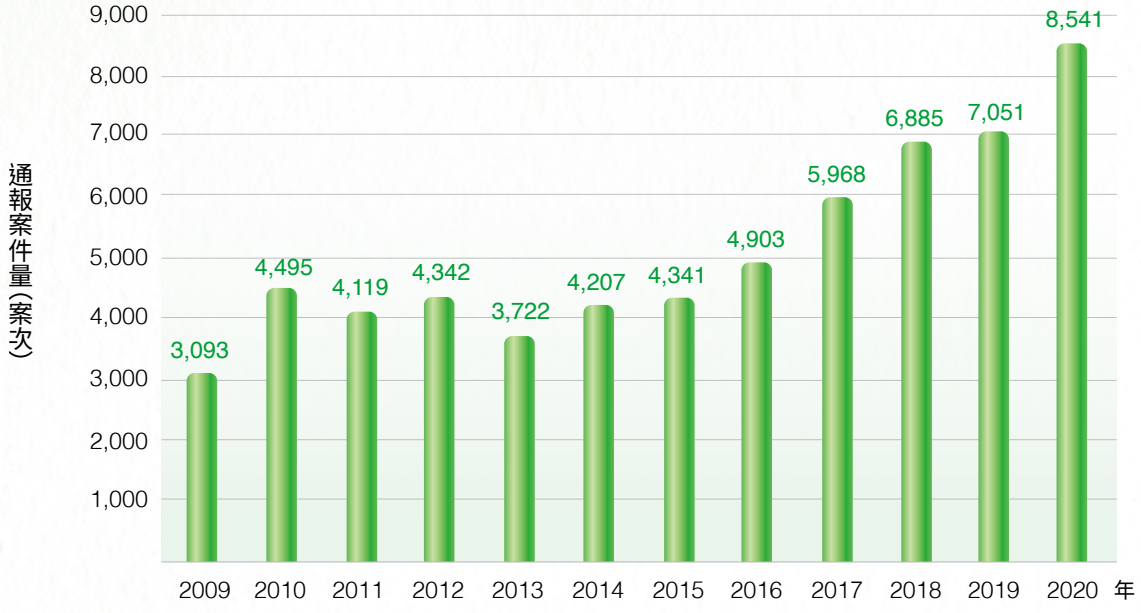


圖 5　歷年臺北市自殺企圖暨高危險者通案報案件量

Section 3 Suicide Prevention

To effectively integrate Taipei's suicide prevention resources, Taipei City Government Suicide Prevention Center was established in 2009. Its two groups "planning and implementation" and "research and education" utilize comprehensive planning, case integration processing, special case notification, and emergency response, education and training promotion, environmental prevention, knowledge training, research and development to carry out various suicide prevention measures.

1. Enhancing Visiting Care in Taipei

(1) In 2020, 8,541 total suicide attempts were reported (3,548 suicide reports, 4,287 high-risk suicide cases, and 706 cases in other counties/cities). We commissioned private organizations to handle suicide risk assessment and expand community services to 755 cases of medium-high risk suicides.

(2) In 2020, Taipei City Suicide Prevention Hotline received 185 calls concerning suicide attempts, of which 12 cases needed immediate attention. Police and emergency personnel were dispatched to successfully prevent these suicide attempts.

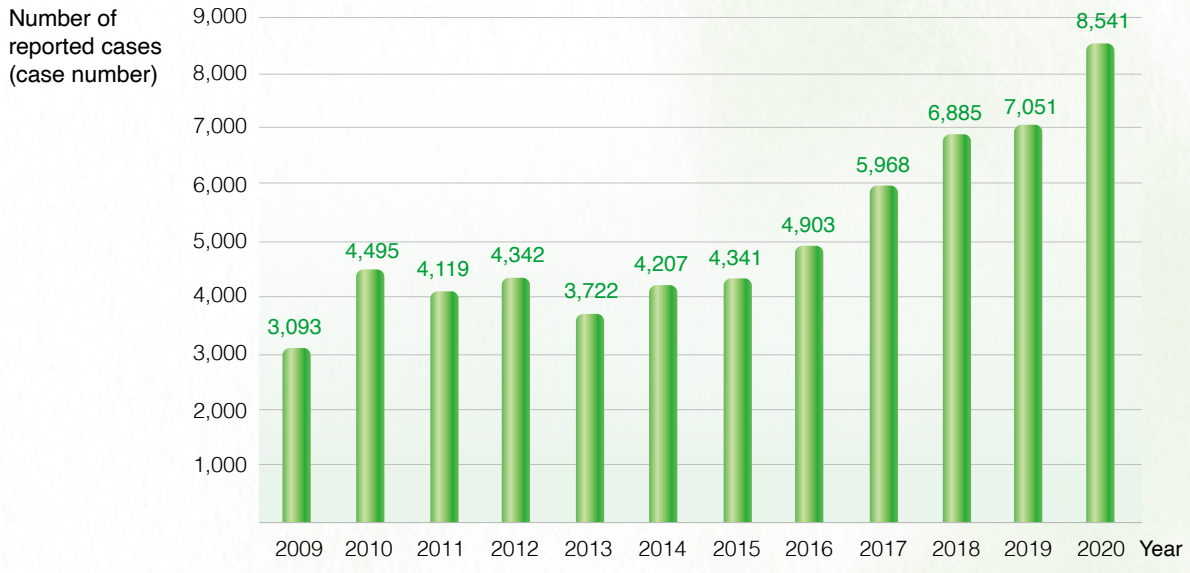


Figure 5 Number of reported suicide attempts and high-risk individuals in Taipei City over the years

二、 建置跨局處資源整合平台

辦理跨局處業務聯繫會報 3 場次，由臺北市政府各局處就自身權管業務規劃自殺風險個案之服務機制並進行宣導，以強化臺北市政府自殺防治之效能，並由各局處加強宣導同仁對於報導自殺新聞的「六不」與「六要」原則，促進各局處建立良好的媒體溝通管道以強化臺北市政府自殺防治之認知防治策略。

三、 自殺防治守門員訓練多元化

自殺防治守門員訓練除臺北市政府及民間各單位外，並連結國立教育電台及臺北廣播電臺共同規劃推動自殺防治工作宣導、建立與媒體溝通的管道，營造共同預防自殺的意識、鼓勵負責任的報導方式。2020 年共辦理 95 場次自殺防治守門員訓練，共計有 1 萬 1,052 人次參與。



自殺防治守門人教育訓練
Training for suicide counselors

四、 辦理自殺防治研討會及大型宣導活動

2020 年邀請國內外專家學者、政府部門與民間團體實務工作者辦理「守護生命 young 起來—開啟與青年世代的對話」研討會，針對近年 15-24 歲自殺死亡率上升現象，與教職人員、醫療機構及民間團體進行交流，計 151 人次參與；另配合世界自殺防治日，舉辦「守護生命 Young 起來」大型記者會暨互動展示活動，於 2020 年 8 月 31 日假臺北市政府一樓中庭辦理，結合臺北市政府 11 局處及 7 個民間團體，共同宣導「自殺防治人人共守」（Working Together to Prevent Suicide）衛教觀念，參與人數達 314 人次。



自殺防治日大型記者會暨互動展示活動
Suicide Prevention Day press conference and interactive exhibition

2. Establishing a Cross-agency Platform

Three inter-agency liaison meetings were conducted. Each department of Taipei City Government advocated its suicide prevention mechanism as it sees fit to hopefully achieve the sum is greater than its parts. All departments follow “6 to do” and “6 not to do” principles to facilitate among various government branches so Taipei could have robust suicide prevention strategies.



自殺防治中心業務聯繫會報
Suicide Prevention Center Operating Communication Report

3. Suicide Gatekeeper Training

Taipei City Government and various private agencies train suicide gatekeepers. National Education Radio and Taipei Broadcasting Station jointly promote suicide prevention measures. In 2020, 95 suicide gatekeeper or training sessions were held involving 11,052 participants.

4. Hosting Suicide Prevention Seminars and Large-scale Marketing Campaigns

In 2020, domestic and foreign experts/scholars, government agencies and civilian groups practitioners jointly held a seminar entitled “Keeping Your Life Young—Opening a Dialogue with Youth Generation”. To combat the recent increase in suicide mortality for people between 15-24 years of age, we would exchange ideas with faculty members and medical professionals; 151 people participated. In conjunction with World Suicide Prevention Day, we would hold a large press conference “Keeping Your Life Young” with an interactive exhibition on August 31, 2020 in the first-floor atrium of Taipei City Hall. The department cooperated with 11 other departments of Taipei City Government and 7 non-governmental organizations jointly promoted the theme of “Working Together to Prevent Suicide” involving 314 participants.



自殺防治研討會
Suicide Prevention Seminar

第四節　性侵害防治

性侵害案件之特殊性及處理層面廣泛，非單一機關所能解決，需要警察介入、醫療服務、社工處遇、教育協助及司法偵辦等相關單位共同執行，故臺北市對於設籍且實際居住臺北市之性侵害被害人及其家屬，進行性侵害案件一站式及整合性團隊之被害人服務。

臺北市透過團隊分工合作，提供被害人及家屬適切服務，並減少造成被害人的二度傷害，持續以「專責處理、全程服務」為核心概念，結合以被害人為中心之重複陳述精神，幫助性侵害被害人克服報案、驗傷診療、對刑事司法之恐懼、避免司法程序對被害人可能造成的二度傷害，及提供被害人心理輔導、復健治療、律師諮詢及相關費用補助等諮詢及協助。

臺北市設有 6 處性侵害驗傷採證一站式服務據點，包含臺北市立聯合醫院忠孝、和平婦幼、中興、陽明、仁愛院區及臺北市立萬芳醫院，若不幸遭受性侵害，可自行前往或由警方、社工陪同前往上述據點進行驗傷，醫院即會啟動「一站式服務流程」，提供下列協助：

一、 優先處理醫療問題：被害人至醫院急診室就醫，給予優先處理。

二、 獨立溫馨的診療與會談空間：醫院提供專屬、隱密且溫馨會談室及診療空間，以維護被害人隱私。

三、 專業人員陪伴：社工或護理人員全程陪伴，隨時提供必要之協助。

四、 驗傷採證及診斷書開立：醫院徵求被害人同意，簽署同意書後協助相關證物採集及驗傷，作為其提出告訴的證物；醫師對於診療結果，會協助開立驗傷診斷書，以維護被害人權益。

五、 筆錄製作服務：被害人可於醫院的會談室進行筆錄製作，由專責醫護、社工及檢警人員全程陪同，減少其舟車勞頓的困擾，並可獲得安全、信任、隱密之團隊的協助。



一站式溫馨會談空間
One-stop meeting room

Section 4 Preventing Sexual Assault

Sexual assault cases are often complicated. They could not be easily handled by any single agency. They require police intervention, medical services, social work assistance, and judicial investigation offices. Therefore, there's an integrated policy of the residents who endured sexual assaults in Taipei City Government. Victims and their families could receive one-stop integrated team services.

Through the division of labor, Taipei provides appropriate services for victims and their families to reduce double victimization. It continues to offer professional, full service to victims of sexual assault. Taipei desires to help the victims overcome fears of being victimized twice by the criminal justice system. Victims could receive medical treatment, psychological counseling, rehabilitation, lawyer consultation, etc.

Taipei has 6 one-stop sexual assault examination centers including Taipei City Hospital Zhongxiao Branch, Heping Fuyou Branch, Zhongxing Branch, Yangming Branch, Renai Branch and Wanfang Hospital. An sexual assault victim could be accompanied by the police or social workers to the above-mentioned institutions for examination. The hospitals would start the "one-stop service" to provide the following assistance:

1. Health & treatment priorities: the victim goes to the emergency room for urgent care.
2. Private consultation room: hospitals provide exclusive, private consultation areas to safeguard victims' privacy.
3. Professional accompany: social workers or nursing staff would accompany victims throughout the process, and provide necessary assistance at any time.
4. Injury assessment and evidence collection: with the victim's consent, the hospital collects evidence, and performs a physical examination. The doctor would issue his/her findings to help the patient seek justice.



一站式驗傷採證空間
One-stop inspection and evidence collection

5. Written statements: victims' accounts of the alleged events would be recorded in the hospital interview room. They would be accompanied by dedicated medical staff, social workers, and police officers throughout the process to maintain a safe, trusting environment.

Part 4

第四篇 精進疫病防治

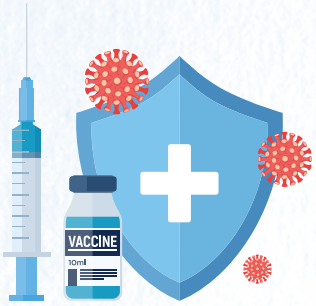
Diligently Preventing Diseases





2020
ANNUAL REPORT
PUBLIC HEALTH OF TAIPEI CITY

第四篇　精進疫病防治



第一章　預防接種

第一節　嬰幼兒常規疫苗接種

預防接種是預防傳染病的有效途徑，配合衛生福利部疾病管制署政策，持續辦理嬰幼兒各項常規預防接種，接種率平均達 95.23%，符合群體免疫效果並能保障嬰幼兒的健康。

第二節　輪狀病毒疫苗接種

輪狀病毒感染所造成的病毒性腸胃炎是全球幼兒嚴重腹瀉最常見的原因之一，為減少醫療花費、降低照顧成本及提升市民生活品質，臺北市自 2017 年 4 月 5 日開始實施臺北市輪狀病毒疫苗補助接種計畫，依市民家庭狀況分級補助口服輪狀病毒疫苗，共同防禦輪狀病毒對小寶貝的威脅。

自 2020 年 1 月 1 日起至 12 月 31 日止，共補助 1 萬 8,939 人，接種 3 萬 6,068 劑次，補助金額計新臺幣 3,133 萬 2,625 元，接種率達 78.2%。

第三節　流感疫苗接種

流感可透過飛沫傳染，散播力強，全球曾發生幾次流感大流行且造成眾多人死亡，對人類健康具相當大威脅，預防流感最有效的方法就是接種流感疫苗。

依據衛生福利部疾病管制署政策，積極推廣高危險群接種流感疫苗，減少流感病毒傳播、避免罹患流感；2020 年流感疫苗除提供原定公費對象接種，並配合中央政策自 2021 年 1 月 30 日起提供全國滿 6 個月以上尚未接種之民眾接種，自 2020 年 10 月 5 日至 2021 年 5 月 24 日止，總計接種 72 萬 8,751 劑，疫苗涵蓋率達 27.9%。



2020 年流感疫苗開打記者會
2020 Flu vaccination press conference

Part 4 Diligently Preventing Diseases

Chapter 1 Vaccination

Section 1 Routine Vaccination of Infants and Children

Vaccination is an effective way to prevent infectious diseases. According to the policy of Taiwan's Centers for Disease Control of, Ministry of Health and Welfare, we continue to handle routine vaccinations for young children. The average vaccination rate is 95.23%, which could help achieve herd immunity for Taiwan's youngsters.

Section 2 Rotavirus Vaccination

Rotavirus gastroenteritis is one of the most common causes of severe diarrhea in young children worldwide. To reduce its complications, Taipei has been actively subsidizing its Rotavirus Vaccination Program based on youngsters' family financial status since April 5, 2017.

From January 1 to December 31, 2020, Taipei subsidized 18,939 people to receive 36,068 doses of vaccines. The subsidy amounted to NT$ 31,332,625, and the vaccination rate reached 78.2%.

Section 3 Influenza Vaccination

Influenza can be transmitted through droplets and is highly infectious. Several influenza pandemics have occurred worldwide throughout history leading to many deaths. The most effective way to combat influenza is through vaccinations.



長者挽袖接種肺炎鏈球菌疫苗及流感疫苗
Elderlies vaccinated against Streptococcus pneumoniae and Influenza

Following the policy of Centers for Disease Control, Ministry of Health and Welfare, Taipei actively encourages influenza vaccination for especially high-risk groups. Additionally starting January 30, 2021, influenza vaccinations would be available to everybody over the age of six months From October 5, 2020 to May 24, 2021, 728,751 shots were given reaching vaccination coverage of 27.9%.

第四節　肺炎鏈球菌疫苗接種

本於照顧長者健康照顧服務，2017 年 10 月 1 日起，提供長者肺炎鏈球菌疫苗接種，凡設籍臺北市 65 歲以上且從未接種過的市民，免費提供 1 劑 23 價肺炎鏈球菌疫苗，並於 2019 年 5 月 1 日起擴大至 55-64 歲原住民族，以降低長者罹患侵襲性肺炎鏈球菌感染症之風險並增加群體免疫力。



流感疫苗社區接種服務
Community Influenza vaccination service

2020 年臺北市 65 至 74 歲長者共計 3 萬 6,833 人受惠，累計接種 13 萬 2,724 人，累計接種率為 43.4%；臺北市 75 歲以上長者肺炎鏈球菌疫苗施打人數為 1 萬 2,846 人，自 2008 年開辦以來，累計 15 萬 2,561 人接種。

第二章　傳染病監測網絡平臺

第一節　法定傳染病通報

醫療院所依《傳染病防治法》規定，進行法定傳染病疑似個案通報，臺北市政府衛生局針對居住於臺北市之個案進行疫情調查與防疫處置，以監控臺北市傳染病流行趨勢，並據以辦理相關防治措施，截至 2020 年 12 月 31 日，共 9,043 個通報病例，其中 3,943 個確定病例。

第二節　學校傳染病通報

為掌握學校、幼托機構等人口密集場所之疫情通報時效，同時採取即時之處置，由臺北市政府衛生局、教育局及社會局共同建置「臺北市學校傳染病通報系統」之資訊平臺，自 2010 年 1 月 1 日啟用，藉此進行臺北市各公私立幼托機構及國小至大專院校之傳染病通報、監測，學校可於該系統獲得即時公告及疫情相關資訊，系統情資可做為流行病學分析與防疫策略參考之重要依據；2020 年疾病通報數共計 1 萬 2,204 筆。

Section 4 Streptococcus Pneumoniae Vaccination

Streptococcus Pneumoniae vaccination would be provided to seniors beginning October 1, 2017. All unvaccinated Taipei residents over the age of 65 would be vaccinated with a dose of 23-valent Streptococcus Pneumoniae vaccine for free. The vaccination efforts were later expanded to include Taiwan's indigenous people aged 55-64 starting May 1, 2019 to reduce the spread of pneumococcal disease, and to reach herd immunity.

In 2020, 36,833 Taipei seniors aged 65 to 74 would benefit from this policy, while 132,724 people were vaccinated achieving a vaccination rate of 43.4%. In Taipei City, 12,846 people over the age of 75 were given a Streptococcus Pneumoniae vaccine. Since its inception in 2008, 152,561 people were vaccinated.

Chapter 2 Infectious Disease Surveillance Network

Section 1 Reporting Notifiable Infectious Diseases

Medical institutions report suspected cases of notifiable infectious diseases according to "Communicable Disease Control Act". The Department of Health, Taipei City Government conducts anti-epidemic measures, and monitors epidemic trends in Taipei. As of December 31, 2020, 9,043 cases were notified, of which 3,943 were confirmed cases.

Section 2 Campus Infectious Disease Bulletin

Taipei desires to enable timely epidemic notifications in densely populated places such as schools and kindergartens, so it could take immediate countermeasures. The Department of Health, Taipei City Government, the Department of Education, the Department of Social Welfare, jointly established an information platform for the "Communicable Diseose Notification System" Notification. It was set up on January 1, 2010 to carry out infectious disease notification and monitoring of public/private kindergartens, elementary schools and colleges in Taipei. Schools could obtain real-time epidemic-related information through the system to formulate anti-epidemic strategies. There were 12,204 disease notifications in 2020.

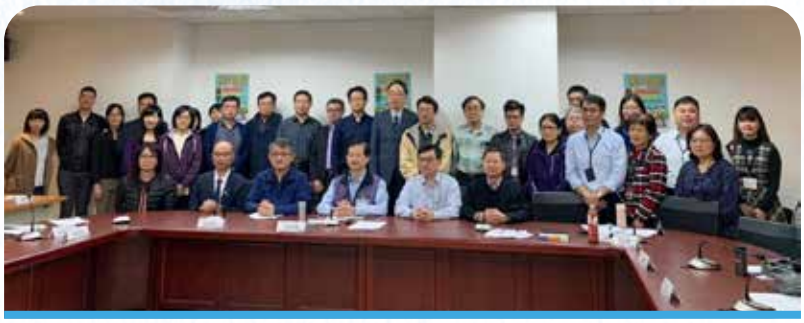
第三節　國際傳染病監測與警示

臺北市自 2001 年起加入亞洲主要都市網（The Asian Network of Major Cities 21, ANMC21），與會員城市進行防疫經驗交流與策略研討；為有效控制傳染性疾病在亞洲地區蔓延，降低對經濟社會之潛在衝擊，會員城市共同擬定對策計畫，協議以合作方式，共同預防及控制傳染病擴散。

2019 年 9 月 3 日至 5 日由臺北市主辦第 15 屆亞洲傳染病防治對策會議（Conference on Countermeasures to Combat Infectious Diseases in Asia, CCIDA），參與城市包括東京、首爾、曼谷、馬尼拉，共計 138 人參加，針對流感、蚊媒傳染病、結核病、梅毒及愛滋病進行討論。2020 年因 COVID-19 疫情，停止辦理 CCIDA 會議。

第三章　傳染病防治

第一節　流感防治



因應流感疫情專家研商會議
Meetings on Influenza epidemic

冬季為流感流行期，每逢春節連假基層診所休診，類流感病人可能至大醫院急診就醫，而造成急診壅塞，不但影響重症病人權益，也使救命的急診空間成為呼吸道疾病交叉感染的傳染窩，為強化醫院應變機制，2020 年 1 月 8 日臺北市政府衛生局邀集專家學者及臺北市 12 家重點醫院代表（2019 年春節期間急診人次超過 1,000 人次之醫院），召開流感疫情整備應變會議，請醫院開設類流感特別門診，並請急診檢傷單位將流感輕症病人確實轉介至「類流感特別門診」，2020 年 1 月 18 至 19 日、23 至 29 日及 2 月 1 至 2 日之例假日及春節連假總計開設 171 診次，分流 2,218 人次。

2020 年 1 月 20 日發布「迎來金鼠慶新春，門診服務不中斷，春節假期臺北市開設類流感特別門診」新聞稿 1 篇，公告春節期間 12 家重點醫院開設類流感特別門診 163 診次，372 家公費流感抗病毒藥劑合約診所加開 2,003 診次，以因應春節期間醫院急診類流感病患就醫分流。

為提高公費流感抗病毒藥劑之可近性，2020 年持續協調臺北市醫療院所加入合約院所，截至 2020 年底計有 401 家醫療院所加入合約配置點，其中提供急診服務之醫院計有 35 家。

Section 3 International Infectious Disease Surveillance and Alert

Since 2001, Taipei has joined The Asian Network of Major Cities 21 (ANMC21) to share experience in epidemic prevention, and discuss strategies with member cities. To effectively control the spread of infectious diseases in Asia, and to reduce their impact on the economy, member cities jointly formulated countermeasures and agreements to prevent the spread of infectious diseases.

Taipei hosted the 15th Conference on Countermeasures to Combat Infectious Diseases in Asia (CCIDA) from September 3-5, 2019. Participating cities include Tokyo, Seoul, Bangkok, and Manila, with 138 participants in discussions on influenza, mosquito-borne diseases, tuberculosis, syphilis and AIDS. Due to the COVID-19 pandemic, the 2020 CCIDA meeting will be suspended.

Chapter 3 Preventing Infectious Diseases

Section 1 Influenza Prevention and Treatment

Winter is the influenza season. During Lunar New Year, primary clinics are usually closed. Consequently, influenza patients need to go to the emergency department of large hospitals for treatment, which may cause backlogs that not only negatively affect severely ill patients, but also makes the emergency room a cesspool for respiratory infections. To ameliorate this problem, the Department of Health, Taipei City Government invited experts/scholars and representatives from 12 key hospitals in Taipei (2019 hospitals with more than 1,000 emergency visits during Chinese New Year), to hold an influenza epidemic prevention meeting. We asked hospitals to set up “special clinics for influenza-like illness” so emergency rooms could readily transfer patients with mild influenza to these outpatient clinics. 171 consultations were conducted during Lunar New Year from January 18-19, 23-29 and February 1-2, 2020 to divert 2,218 visits to these special clinics.

On January 20, 2020, a press release concerning “The Golden Rat celebrates the New Year; Uninterrupted Outpatient Services; Taipei Opens Special Outpatient Clinics for Influenza during Lunar New Year”. announced that 12 key hospitals would set up 163 special outpatient clinics for influenza-like illness during the Chinese New Year. 372 publicly-funded contract clinics opened additional 2,003 clinics to cope with medical emergencies during the holidays.

To improve the accessibility of government funded antivirals drugs in 2020, we would continue to urge more Taipei medical institutions to become our contract institutions. By the end of 2020, 401 healthcare institutions signed the contract with us, of which 35 hospitals provide emergency services.

第二節　登革熱防治

2020 年全國登革熱確診個案共計 137 例（本土 73 例、境外移入 64 例）、臺北市登革熱確診個案共計 8 例（境外移入 8 例）。臺北市政府衛生局接獲傳染病通報後，24 小時內完成疫情調查，48 小時內完成通報個案居住地、工作地、其他可能感染地點及病毒血症期間停留達 2 小時以上地點之病媒蚊密度調查，並對社區民眾進行病媒蚊孳生源清除工作之宣導及提供衛教單張。2020 年臺北市針對 2,119 里次進行社區環境病媒蚊密度調查，其中 2 級以上共計 72 里次，均已完成改善；高危點聯合稽查共計 418 處，開立 189 張改善通知單；辦理社區衛教宣導活動 2,834 場次，宣導人次達 17 萬 5,237 人次。

為防治登革熱疫情，臺北市政府訂有「首都生活圈登革熱防治計畫」，分別於 2020 年 5 月 18 日及 10 月 27 日，由臺北市副市長黃珊珊擔任主席，召開「臺北市政府登革熱工作會報」，由各局處指導所權管之機構、單位或個人，加強清除病媒蚊孳生源、維護環境衛生及辦理病例發生時的整體防治工作。

運用科技監測病媒蚊，提供防疫人員傳染病疫情資訊處理平臺，機關決策者利用傳染病防治資訊整合系統（GIS）提供的相關地理位置，結合環保、民政、勞動局等局處作為讓防治效能加倍。



2020 年登革熱防治府級會議
2020 Dengue Fever Prevention and Control Conference

第三節　腸病毒防治

臺灣位處亞熱帶，全年皆有腸病毒感染發生，2020 年臺北市政府衛生局於腸病毒流行期前，訪查 1,473 家幼托機構、校園、親子出入場所等進行洗手衛教、漂白水消毒、疫情處置等查核輔導，與幼托主管機關建立合作模式，透過學校、幼托及補教機構通報機制，依規定進行停課與適當隔離，防範幼兒交叉傳染，為加強流行期管制，運用健保、檢驗資料監測流行疫情，公告臺北市腸病毒流行期，加強民眾風險溝通，並依《傳染病防治法》落實公權力。

為提升重症醫療品質，偕同疾病管制署防疫醫師及專家委員，至臺北市腸病毒重症責任醫院進行實地訪查、臨床案例交流，強化醫療資源整備及維持轉診管道暢通。

Section 2 Dengue Fever Prevention

In 2020, there were 137 confirmed cases of dengue fever nationwide (73 local cases and 64 imported cases), and 8 confirmed cases of dengue fever in Taipei City (8 imported cases). After receiving the notification of infectious diseases, the Department of Health, Taipei City Government would complete the investigation of the epidemic within 24 hours; complete the investigation of the density of vector mosquitoes in the patient's residence, workplace, other possible infection sites, and his/her 2-hour stay at any location within 48 hours. The Department of Health also promoted the elimination of vector mosquitos through educational leaflets. In 2020, Taipei conducted mosquito density and pattern distribution surveys for 2,119 neighborhoods. 72 of them received Level 2 inspection, and all later demonstrated improvement. 418 high-risk locations were thoroughly inspected, and 189 of them were issued a notice of deficiency. There were 2,834 educational events involving 175,237 attendees.

To prevent dengue fever transmission, Taipei City Government has set up the "Capital Living Circle Dengue Fever Prevention", which was held on May 18 and October 27, 2020 under Taipei Deputy Mayor Shan-Shan Huang. "Taipei City Government Dengue Fever Report" was also held to guide agencies in their efforts to eliminate vector breeding sources, and maintain sanitation.

Taipei uses science and technology to monitor vector mosquitoes, provides a platform for information processing of epidemic prevention personnel, and utilizes the relevant location provided by the Infectious Disease Geographic Information System (GIS) to enhance the effectiveness of epidemic prevention and control.

Section 3 Enterovirus Prevention and Treatment

As Taiwan is geographically situated in a subtropical region, the threat of enterovirus infection is persistent all year round. And as such, prior to the beginning of the enterovirus season of 2020, the Department of Health, Taipei City Government has visited and inspected 1,473 child care centers/kindergartens, schools and venues of family gatherings to carry out audits and offer guidance on aspects such as hand washing hygiene, disinfection with bleach, handling of contracted cases and so forth. The Department of Health also convened two inter-departmental meetings at the municipal level to establish model of collaboration with the governing body for child care centers to utilize different reporting mechanisms with schools/child care centers/tuition organizations to implement suspension of classes and quarantine when deemed necessary to prevent cross infection between children. To ensure adequate control during high seasons for enterovirus, the Department of Health will monitor the latest status of the disease by analyzing relevant National Health Insurance and inspection data in addition to informing the general public on the high season of enterovirus in Taipei City to strengthen risk communication with citizens as the Department of Health exercises the public authority through the enforcement of the "Communicable Disease Control Act".

To improve the quality of critical care, infectious disease physicians and experts went to Taipei's critical care hospitals for onsite visits and clinical exchanges to maintain a smooth referral system.

2020 年全國累計 6 例腸病毒併發重症病例，臺北市確診 0 例。11 至 12 月於捷運市政府站刊登燈箱，宣導「濕、搓、沖、捧、擦」洗手預防腸病毒，提醒留意腸病毒重症前兆，家長應把握時機儘速就醫，並製作主題性三折頁及海報等加強腸病毒防治宣導。



宣導洗手預防腸病毒及防護 10 招（一）
Ten steps to good hand washing to fight enterovirus (1)

第四節　嚴重特殊傳染性肺炎防治

2020 年新冠肺炎疫情繼續延燒，全國嚴重特殊傳染性肺炎 2020 年確診個案共計 823 例、臺北市嚴重特殊傳染性肺炎確診個案共計 195 例。

為防範疫情擴散，召開 104 次府層級「臺北市流行疫情指揮中心會議」，由柯市長文哲擔任指揮官親自主持會議，與相關局處進行決策性會議；並由黃副市長珊珊主持 70 次「臺北市因應嚴重特殊傳染性肺炎疫情小組會議」，邀集專家及各局處共同研商防治策略，完成醫療量能整備、應變演練、社區及科技防疫措施等「超前部屬」方案，促使疫情控制得當，並於 2020 年 4 月 16 日及 4 月 21 日辦理 2 場次防護衣穿脫教育訓練，以提升臺北市政府衛生局及 12 區健康服務中心人員防疫專業知能。

In 2020, 6 severe cases of enterovirus diseases were diagnosed nationwide, but none was found in Taipei City. From November to December, the Department of Health, Taipei City Government also promoted the steps of “Wet, Scrub, Rinse, Clean, Dry” on the advertising light boxes at MRT Shuanglian Station, and to make people beware of the signs of severe enterovirus. Parents should seek medical attention for their kids at the first sign of suspected illness. Promotional flyers were circulated to shed light on enterovirus prevention and control.



宣導洗手預防腸病毒及防護 10 招（二）
Ten steps to good hand washing to fight enterovirus (2)

Section 4 Prevention and Treatment of COVID-19

In 2020, COVID-19 continued to spread unabated. 823 confirmed cases of COVID-19 nationwide in 2020, and 195 confirmed cases in Taipei City.

To prevent the spread of the pandemic, 104 government-level “Taipei City Epidemic Command Center Meetings” were presided by Mayor Wen-Je Ko. Deputy Mayor Shan-Shan Huang presided over 70 “Taipei Group Meeting in Response to COVID-19” inviting experts from various agencies to jointly formulate prevention and control strategies. On April 16 and April 21, 2020, two sessions about donning personal protective equipment were conducted for the staff of the Department of Health, Taipei City Government and 12 District Health Centers.



因應嚴重特殊傳染性肺炎疫情，防護衣穿脫教育訓練
Training on the proper use of personal protective equipment in response to COVID-19

第五節　結核病防治

臺北市政府衛生局配合衛生福利部疾病管制署「結核病十年減半」目標，及降低抗藥性結核風險，辦理「結核病 / 漢生病直接觀察治療（Directly Observed Treatment Short-course, DOTS，中文簡稱都治）執行計畫」，以「送藥到手、服藥到口、吃完再走」之策略，提高結核病個案完成治療率，有效控制社區傳染源。

自 1996 年執行都治計畫以來，臺北市結核病發生率已從 2005 年每十萬人口 52.9 人，下降至 2020 年每十萬人口 27.3 人，降幅達 48.3%。惟部分個案因注重隱私、工作時間及地點不固定等因素，拒絕加入都治計畫，臺北市爰於 2013 年首創「遠端視訊都治關懷服務」，提供個案自主性及便捷性較高之都治服務，2020 年加入遠端視訊都治關懷服務個案共 87 人。

2018 年起，臺北市政府衛生局配合衛生福利部疾病管制署政策，推動「護理之家、安養及養護機構結核防治計畫」，與兩家安養護機構合作，提供胸部 X 光篩檢及潛伏結核感染（Latent Tuberculosis Infection, LTBI）檢驗，以主動發現結核病個案，並提供潛伏結核感染者預防性治療，降低其未來發病機率，進而減少機構結核病感染風險。2020 年共 11 家機構參與本計畫，共 573 人完成潛伏結核感染檢驗，檢驗陽性數 93 人，陽性率 16%，加入治療人數 73 人，LTBI 治療率達 82%。另結核病接觸者完成胸部 X 光篩檢 1 萬 3,634 人，潛伏結核感染檢驗 5,910 人次。

第六節　愛滋病及性病防治

臺北市自 1984 年至 2020 年，本國籍 HIV 累計通報人數為 6,000 人，男性 5,826 人占 96.2%，女性 174 人占 2.9%，男女比例約為 33：1。年齡中位數為 29 歲，年齡層分布以 25-34 歲最多，35-44 歲次之，危險因子以同性間不安全性行為為主。

臺北市持續依世界衛生組織訂定 90-90-90（即 90% 知道自己感染、90% 感染者有服藥、90% 服藥者病毒量受到控制）目標執行愛滋防治策略。依據衛生福利部疾病管制署統計，2019 年臺北市 3 個指標分別為 86-95-96。第 3 個指標藉由提供一天一顆藥的簡易服藥模式，使感染者有效抑制體內病毒量，目前已達到 96%。第 2 個指標藉由專業個案管理師長期協助愛滋感染者，鼓勵及早進入醫療體系，已到達 95%。第 1 個指標為 86%，目前藉由積極開發多元愛滋篩檢管道引導民眾接受篩檢，期使未確診感染者藉由篩檢獲知病況，及早進入醫療體系，避免病毒傳播。此外，2018 年至 2020 年連續 3 年愛滋病新發生個案已呈現下降趨勢，2020 年新增感染個案較去年同期下降 18.5%，顯見臺北市執行愛滋病防治之成效。

Section 5 Tuberculosis Prevention and Control

The Department of Health, Taipei City Government has cooperated with the goal of Centers for Disease Control, Ministry of Health and Welfare, "Halving TB in 10 years," reducing the risk of drug-resistant TB strains and administering "Directly Observed Treatment Short-course (DOTS) Implementation Project". We advanced the slogan/strategy of "deliver medicine to your hands, take the medicines, and leave after taking them" to effectively control TB.

Since the inception of the Metropolitan Plan in 1996, Taipei's incidence of TB has dropped from 52.9 per 100,000 residents in 2005 to 27.3 per 100,000 residents in 2020—a drop of 48.3%. Due to privacy concerns and unstable working hours/locations, some patients refused to join the Metropolitan Plan. In 2013, Taipei, therefore, initiated Remote Video Metropolitan Care Services to provide privacy and convenience. 87 people joined Remote Video Metropolitan Care Services in 2020.

Since 2018, the Department of Health, Taipei City Government has cooperated with the policies of Centers for Disease Control, Ministry of Health and Welfare to promote "Nursing Homes, Hospice and Care Institutions Tuberculosis Prevention". It cooperated with two care institutions to provide chest X-ray screening and Latent Tuberculosis Infection (LTBI) tests to detect TB cases, and to timely provide preventive measures thereby reducing the risk of TB transmission within these institutions. In 2020, 11 institutions participated in this project. 573 people completed tests for latent TB; 93 people tested positive resulting in a positive rate of 16%. 73 people received treatment, and the LTBI treatment rate reached 82%. Additionally, 13,634 people with TB contacts completed chest X-ray screening, and 5,910 people were tested for latent TB infection.

Section 6 Prevention and Treatment of HIV/AIDS and STDs

From 1984 to 2020, the cumulative number of HIV notifications of Taiwanese nationality in Taipei city was 6,000, of which 5,826 are males accounting for 96.2%, and the number of females was 2.9%.The ratio of men to women was about 33:1. The median age is 29 years old. The age group having the highest number is 25-34 years old, followed by 35-44 years old. The most significant risk factor is same-sex behaviors.

Taipei continues to implement HIV/AIDS prevention and control strategies following the 90-90-90 target (90% knows they are infected, 90% of the infected is taking medications, and 90% of those taking the medications are under control) set by the World Health Organization (WHO). According to Taiwan Centers for Disease Control, Taipei's three indicators in 2019 are 86-95-96. The third indicator (96%) is provide a simple mode of taking one medicine a day that successfully suppressed the viral load in the body. For the second indicator (95%), case managers have long-term assistance to patients and encouraged them to seek treatment without delay. The first indicator was 86%. Presently, we are developing multiple AIDS screening methods. We hoped that undiagnosed cases could detect their condition through screening, and seek medical attention to avoid the spread of the virus. Moreover, the incidence of AIDS from 2018 to 2020 steadily declined. The incidence of HIV/AIDS in 2020 dropped by 18.5% compared with the same period last year demonstrated the effectiveness of Taipei City's implementation of HIV/AIDS prevention and treatment.

為朝 2020 年達「90-90-90」目標邁進，2020 年愛滋防治策略目標拓展為減少社會歧視、降低新增感染、完善個案照護，運用三級預防架構落實防治策略。一級預防方面，召開 2 次愛滋防治工作小組會議，連結各局處共同推動愛滋宣導及各項防治工作；二級預防加強篩檢諮詢服務訓練，開發多元愛滋篩檢管道，推廣匿名篩檢及在家血液篩檢試劑，並輔導易感染族群接受暴露前預防性投藥，2018 年～ 2020 年愛滋病毒篩檢與暴露愛滋病毒前預防性投藥（PrEP）計畫，自 2018 年 9 月 17 日起至 2020 年 12 月 31 日止，共計服務 567 人，為全國之冠；三級預防重視愛滋個案管理品質提升，與臺北市 10 家愛滋指定醫院個案管理師合作，密切追蹤個案就醫服藥情形，確保個案維持病毒測不到、不具傳染力的情況，預防傳染進而降低臺北市愛滋感染發生率。



臺北市愛滋防治成果發表記者會
Taipei HIV Prevention press conference

第四章　感染管制

第一節　醫院感染管制

因應 COVID-19 疫情，保障病人就醫安全、強化院內感染管制相關規範，提升醫界對 COVID-19 因應醫療整備及醫院感染管制品質與執行效率，提供醫院同仁安全的工作環境，2020 年至 43 家地區級以上進行無預警查核，查核結果均符合規範。

第二節　長照機構感染管制

衛生福利部推估全國長照需求人數將從 2020 年底之 82 萬 4,515 人，2021 年上升至 85 萬 5,253 人。長期照護機構收容人數眾多，且空間有限，為人口密集之處所；又 2019 年 12 月起新冠肺炎（COVID-19）快速侵襲全球，我國於 2020 年 1 月 15 日起公告「嚴重特殊傳染性肺炎」（COVID-19）為第五類傳染病，近年來隨各式新興傳染病於全球竄出，為預防傳染病於人口密集機構發生群聚感染，提昇機構感染管制品質成了當下防疫的重要課題。

To achieve the goal of "90-90-90" in 2020, the 2020 HIV/AIDS Prevention & Control aimed to reduce discrimination, lower incidence, improve care, and implement control strategies using three levels of prevention. Two HIV/AIDS prevention group meetings were held to link all agencies to advance HIV/AIDS prevention in primary prevention jointly. Secondary prevention strengthened screening and consulting services training, developed multiple HIV/AIDS screening methods, and promoted anonymous screening. Taipei also urged high-risk individuals to receive pre-exposure prophylaxis. HIV Screening & Pre-Exposure Prophylaxis (PrEP) plan from 2018 to 2020 served 567 people from September 17, 2018 to December 31, 2020, making Taipei as Taiwan's top performer. Tertiary prevention emphasizes the quality of AIDS management. Case managers from 10 hospitals with HIV wards in Taipei work closely to follow patients' progress to achieve the ultimate goal: reduce viral load to undetectable, prevent transmission, and minimalize incidents.

Chapter 4 Infection Control

Section 1 Preventing Nosocomial Infection

In response to the COVID-19 pandemic, Taipei would like to ensure that its healthcare system is up to the task. As such, Taipei conducted unannounced inspections of 43 healthcare institutions in 2020. All were subsequently found to comply with relevant regulations.



醫院感染管制查核（一）
Nosocomial infections management (1)



醫院感染管制查核（二）
Nosocomial infections management (2)

Section 2 Infection Control in Long-term Care Institutions

Ministry of Health and Welfare (MOHW) estimates that the number of people in need of long-term care in the country would rise from 824,515 in 2020 to 855,253 in 2021. Long-term care institutions house many people within a limited space. Taiwan announced on January 15, 2020 that "Coronavirus disease 2019"(COVID-19) became the Fifth Type of Infectious Disease as defined by Taiwan's Communicable Disease Control Act. In recent years, various emerging infectious diseases have spread globally. To prevent cluster infections in densely populated institutions, Taipei must pay more attention to the quality of its institutional care.

針對 COVID-19 疫情，完成全市人口密集機構感染管制查核共 547 家，又自行辦理辦理無預警查核，共計查核 44 家，查核結果皆符合規定。

藉由感染管制查核作業，提升機構對感染管制之重視及加強落實感染管制作為，降低機構內醫療照護相關感染風險及事件發生，強化工作人員知識態度落實於照護住民之技能，達成有效防範於未然之效果，提升照護服務品質。



長照機構感染管制查核（一）
Infection management in long-term care institutions (1)

第三節　營業衛生管理

為提升營業場所衛生安全，防止傳染病散播，針對高風險的 6 大場所如旅館業、美容美髮業、浴室業、娛樂業、游泳業、電影片映演業等，辦理衛生自主管理輔導及違規查處。依《臺北市營業衛生管理自治條例》進行定期及不定期稽查，包含從業人員健康檢查、維持環境整潔衛生及水質管理（游泳池、三溫暖、溫泉浴池）等重要項目，針對不合格項目輔導改善，並依規定處以罰鍰，2020 年共稽查 4,654 家次，輔導改善 1,503 家次，處罰鍰 111 家次；有關水質管理，除規範業者應每月自行汲取浴池水（含溫泉）或泳池水送驗一次外，臺北市政府衛生局亦定期抽驗水質，以維護水質衛生。

為落實上述 6 大業別營業場所之營業衛生自主管理，業者應指定專人為衛生管理人員，負責該衛生場所衛生事項及指導從業人員衛生管理工作，臺北市政府衛生局持續辦理營業場所衛生管理人員培訓及線上從業人員講習，進而提升營業場所從業人員衛生管理實務及傳染病防治新知，2020 年共辦理 8 場衛生管理人員培訓，參訓人數計 474 人，其中 448 人通過測驗取得結業證書；辦理 8 場線上從業人員講習，參加人數計 777 人。

臺北市政府衛生局辦理衛生優良自主管理分級認證制度，聘請專業委員至營業場所實地查核，以輔導業者主動執行衛生檢查工作，養成良好衛生習慣，提升營業衛生水準，並舉辦授證典禮頒發認證標章，加強業者責任心與榮譽感，提高業者建立衛生自主管理之理念，以提升消費者衛生安全，保障臺北市市民健康及權益，並藉由消費者選擇機制，獲取同業主動的跟進，達到更高層次的衛生文化。2020 年 6 大業別參加「衛生優良自主管理分級認證」，評核為「優級」及「良級」之業者共 382 家，包括旅館業 125 家、美容美髮業 107 家、浴室業 64 家、娛樂業 20 家、游泳業 50 家及電影片映演業 16 家。

In response to the COVID-19 pandemic, 547 inspections of Taipei's densely populated were completed, and 44 inspections were random ones. All were found to be compliant.

Through inspections, Taipei desires to raise awareness about infection control, reduce the spread of infection within institutions, and enhance the knowledge, attitudes and practices of essential workers to nip the virus in the bud.



長照機構感染管制查核（二）
Infection management in long-term care institutions (2)

Section 3 Business Hygiene Management

To improve the health and safety of business premises, the Department of Health, Taipei City Government counseled businesses (hotel industries, beauty salon industries, spa industries, entertainment industries, swimming pools industries and movie theater industries businesses on hygiene management. Routine and surprise inspections were performed per the "Taipei City Self-Governing Regulations for Business Sanitation Management". The Department of Health inspects the health of employees, maintenance of sanitation, water quality (swimming pools, saunas and hot spring baths), etc. In 2020, 4,654 companies were inspected. 1,503 companies were ordered to show improvement, and 111 companies were punished for violating regulations. Regarding water quality management, businesses must test bathwater (including hot springs or swimming pool water) monthly; the Department of Health would also regularly sample their water to ensure compliance.

To implement the self-management of business hygiene in the above-mentioned six industries, businesses should designate a dedicated hygiene manager responsible for hygiene matters. The Department of Health, Taipei City Government continues to train hygiene management personnel, and conduct online sessions for business practitioners. In 2020, 8 health management personnel training sessions were conducted involving 474 participants; 448 of them obtained a certificate of completion. 777 people participated in 8 online workshops for practitioners.

The Department of Health, Taipei City Government implements a tiered certification system for self-monitoring of hygiene, and hires specialists to conduct onsite hygiene inspections at business premises. Taipei presents awards to top-performing businesses to instill a sense of responsibility and pride in businesses. And to protect the health and rights of Taipei citizens. In 2020, 6 major industries participated in the "Tiered Certification of Hygiene Self-Management". 382 companies were assessed as "Excellent" and "Good," including 125 in the hotels, 107 in beauty and salon businesses, and 64 spa businesses, 20 companies in the entertainment industry, 50 companies in the swimming pool industry and 16 companies in the movie theater industry.

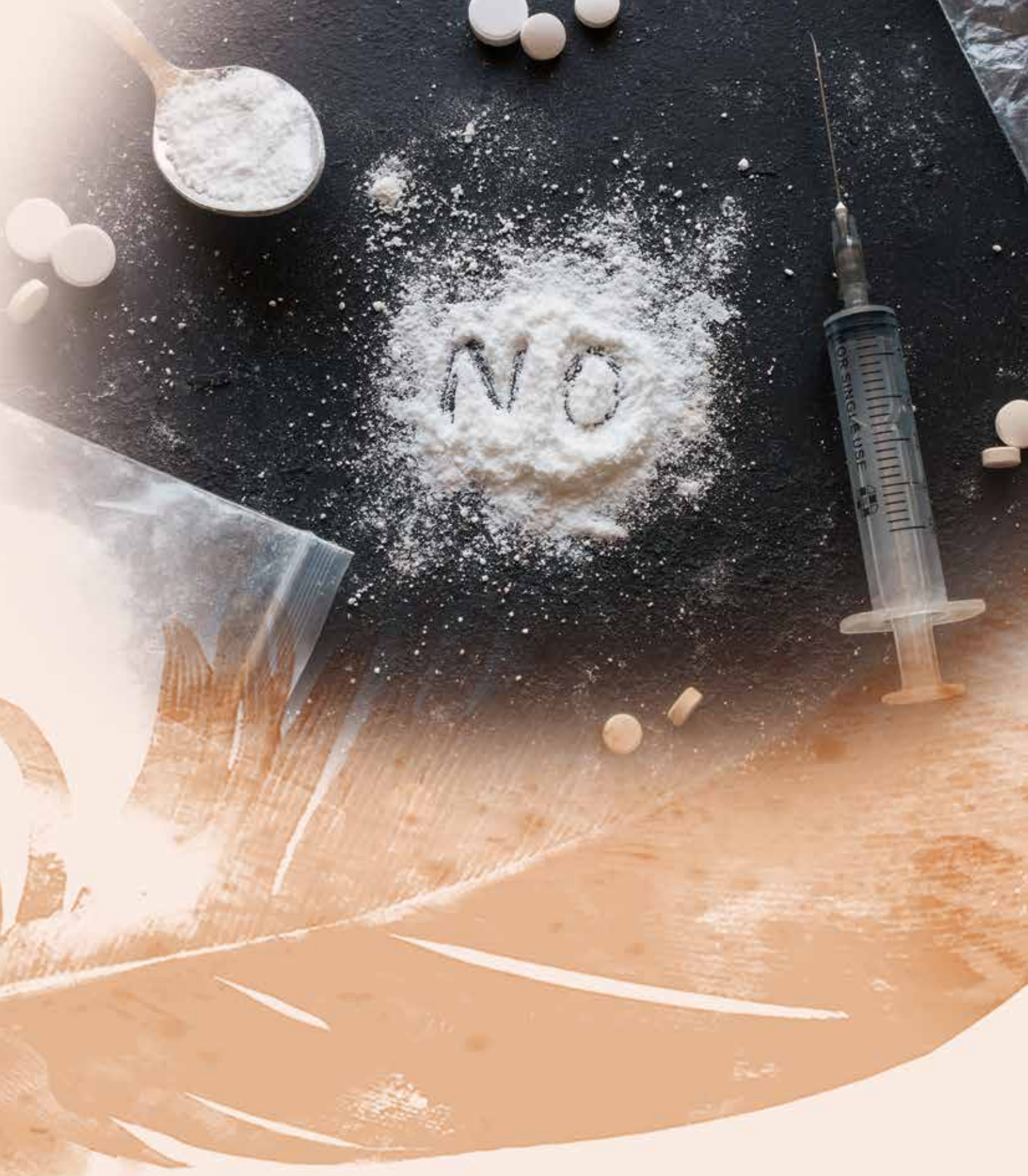
Part 5

第五篇 杜絕毒品危害

Prevention of Drug Abuse

5





2020

ANNUAL REPORT

PUBLIC HEALTH OF TAIPEI CITY

第五篇　杜絕毒品危害

第一章　整合毒品危害防制網路

第一節　毒品成癮防治

毒品成癮是個複雜的問題，除了強烈威脅臺灣公共衛生與社會安全，亦對醫療與司法體系造成巨大的衝擊。2005 年起臺灣藥癮愛滋疫情快速攀升，對愛滋病防治帶來衝擊，亦提醒政府重新檢視毒品問題，鑑此法務部調整我國毒品防制策略，配合世界潮流轉向藥癮者處遇模式，以「社區處遇」取代「機構處遇」，不再單純以監禁隔絕方式懲誡警示，同時強制藥癮者接受藥癮戒癮處置，強化藥癮者追蹤輔導網路，協助藥癮者於社區中戒癮，並將施用毒品者視為兼具「病人」與「犯人」雙重身份的「病犯」。施用毒品成癮已被證實為一種腦部功能失調之疾病，與高血壓、糖尿病等慢性疾病一樣，具慢性及高復發性。施用毒品成癮會改變人們大腦的認知功能、酬賞機制與外在行為表現，形成原因涉及生理、心理、行為及社會情境等多重因素；另戒治成效影響因素亦相當複雜，目前尚未有一個單一的治療模式可適用於所有的成癮個案，需依賴專業醫療及心理、社會復健、家庭支持、社會接納、就業協助等跨領域及專業的合作，透過多面向的專業協助改善其人際、社會及職業功能，方能有效預防復發及復歸社會。

法務部於 2006 年著手規劃並促成各縣市成立「毒品危害防制中心」，針對全國施用一、二級毒品出監個案提供追蹤輔導、轉介醫療、社會救助、就業轉銜等個別管理機制。臺北市政府於 2006 年配合中央成立防制中心，因考量毒品並非醫療用語，亦希望能突顯臺北市以衛生領導防制之立場，於 2006 年 11 月成立「臺北市物質濫用危害防制中心」，於 2007 年更名成立「臺北市毒品危害防制中心」，並由臺北市政府毒品危害防制委員會領導。有鑑於毒品危害防制業務日趨繁複，2014 年臺北市市長柯文哲就任後，考量毒品危害防制為臺北市之施政重點，於 2015 年調整臺北市毒品危害防制組織架構，改制設立「臺北市政府毒品危害防制中心」，設置主任（由市長兼任）、副主任（由市長指派之副市長兼任）、執行長 （由市長指派之副秘書長兼任）；副執行長 （由市長指定衛生局局長兼任）及執行秘書 （由市長指定臺北市立聯合醫院昆明防治中心負責人兼任），毒品危害防制中心敦請專家學者 5 至 7 人為諮詢委員，提供毒品危害防制專業諮詢及指導。亦於 2015 年 7 月成立臺北市立聯合醫院昆明防治中心為府級授權之專責單位，專責進行臺北市毒品危害防制政策之全盤評估、規劃與推動，橫向整合教育局、警察局、衛生局、社會局、勞動局、觀光傳播局、民政局、產業發展局、兵役局、文化局等相關局處毒品危害防制工作，並連接相關民間資源。

Part 5 Prevention of Drug Abuse

Chapter 1 Integrating Drug Hazard Prevention Networks

Section 1 Preventing and Treating Drug Addiction

Drug addiction is a complex problem. It threatens Taiwan's public health and social safety, and negatively impacts the medical and judicial systems. Since 2005, drug addiction and AIDS epidemics have grown worse. The government of Taiwan re-examined its policies and made changes. Under the global trend of deinstitutionalization, the Ministry of Justice has aligned its drug interventions from "institution-based programs" to "community-based treatments". Drug offenders are no longer placed in jails; nstead, they can receive drug addiction treatments and counseling in community-based settings. Drug offenders are considered as both "patients" and "criminals" they are, therefore, "ailing criminals" or criminals with mental health issues. Drug addiction has been considered a disease of brain dysfunction with a high relapse rate, similar to chronic diseases such as hypertension and diabetes. Drug addiction could affect peoples' brains to change their cognitive function, brain reward system, and behavior. These changes involve multiple factors: physiology, psychology, behavior, and socioeconomic status. Additionally, the factors affecting the effectiveness of treatment are also quite complex. Presently, no single treatment is appropriate for all people having drug addiction. Successful outcomes depend on medical/psychological assistance, social rehabilitation, family support, employment service, and interdisciplinary cooperation. Multi-disciplined professional assistantship could help people with addiction regain their social and occupational functions to effectively prevent recurrence.

In 2006, Taiwan's Ministry of Justice established the "Drug Abuse Prevention Centers" to provide follow-up counseling, medical referrals, social/employment assistance for level 1 and 2 drug offenders. In 2006, the Taipei City Government cooperated with Taiwan's central government to establish the "Taipei City Substance Abuse Prevention Center", later renamed the "Taipei City Drug Prevention Center", overseen by Taipei Government Drug Hazard Prevention Committee. Considering the increasingly complex nature of narcotics control, Wen-Je Ko the mayor of Taipei, declared drug addiction prevention as his priority mission in 2014. In 2015, he modified the organization structure of "Taipei City Government Drug Abuse Prevention Center", with a director (mayor), a deputy director (deputy mayor), an executive chief (deputy secretary-general); a deputy executive chief (director of the Department of Health), and an executive secretary (appointed by the mayor to concurrently serve as the head of Taipei City Hospital Kunming Prevention and Control Center), Drug Hazard Control Center composed of 5 to 7 experts serving as advisory board members. In July 2015, Taipei City Hospital Kunming Prevention and Control Center was authorized to be responsible for the overall evaluation/planning of Taipei's drug hazard prevention and control policies and coordinated with the Departments of Education, Police, Health, Social Welfare, Labor, Information and Tourism, Civil Affairs, Economic Development, Military Compulsory Service, and Cultural Affairs to fight drug hazards and pool relevant civilian resources jointly.



毒品危害防制中心工作執行會議
Addiction prevention executive conference

第二節　毒品危害防制中心

臺北市政府毒品危害防制中心每季召開工作執行會議，由市長親自擔任主席，確認政策執行方向，考核業務執行進度，並邀請專家學者提供專業建議。臺北市政府毒品危害防制中心下設 5 個工作小組：

一、 綜合規劃組：

由昆明防治中心主政（主管機關為衛生局），負責結合各局處共同擬訂年度工作計畫，並布建藥癮社會復健服務資源、建立網絡聯繫機制、深化個案管理服務品質，以提升毒品危害防制成效，工作項目包含：管理臺北市政府毒品危害防制中心資訊平台、充實個案管理及志工人力、舉辦藥癮者毒品危害防制講習、辦理毒品危害防制志工服務工作、提升諮詢專線營運效能、統籌辦理各項毒防跨局處會議、研習座談及教育訓練等。

二、 預防宣導組：

由教育局主政，昆明防治中心、衛生局、民政局、產業發展局、警察局、觀光傳播局、社會局、勞動局、兵役局、文化局等單位跨局處協同辦理預防宣導相關業務，整合市府、學校及民間資源建立綿密反毒宣導網絡，以分級、分眾、分區為原則辦理多元反毒宣傳與教育活動，工作項目包含：以預防宣導、清查篩檢、春暉輔導等預防措施執行校園防制藥物濫用工作；強化教育警政司法單位之聯繫，提高環境預防機制，加強校園周邊熱點巡查；深入社區鄰里反毒宣導，針對職場勞工、移工等對象規劃多元毒品防制宣導措施等。

Section 2 Drug Abuse Prevention Center

Taipei City Drug Abuse Prevention Center holds quarterly work meetings, with the mayor as the chairman confirming the policy direction, assessing the progress of policy implementation, and soliciting expert opinions. Taipei City Drug Abuse Prevention Center has five working groups:

1. General Planning Group:

Taipei City Hospital Kunming Prevention and Control Center (under the Department of Health, Taipei City Government supervision) is responsible for drafting up annual plans in conjunction with various departments, establishing drug addiction social rehabilitation service resources, establishing a network connection mechanism, and strengthening the quality of case management services to improve the effectiveness of drug harm prevention. The work content includes: managing the information platform of the Taipei City Government Drug Prevention Center, enriching case management and volunteering, handling drug hazard prevention and volunteer services, and improving the operational efficiency of the consultation line, Coordinate and manage various inter-bureau and drug prevention meetings, conferences, education, and training, etc.

2. Prevention Education Group:

The Department of Education, Taipei City Government is in charge. The Department of Health, Civil Affairs, Economic Development, Information and Tourism, Social, Labor, Military Compulsory Service, Cultural, Taipei City Police Department, Kunming Prevention and Control Center, and other units coordinated to handle prevention and publicity-related services. Integrate the municipal governments, schools, and non-governmental resources to establish a close anti-drug advocacy network and conduct multiple advocacy and education activities based on classification, segmentation, and division principles. Their responsibilities include implementing campus prevention and control of drug abuse with measures such as campus prevention and advocacy, inspection or screening, and Anti-drug campaign abuse of Department of Education; strengthening the the links between education, police, and judicial, and improving environmental prevention mechanisms, and strengthening inspections of hot spots around campuses; in-depth Anti-drug advocacy in the neighborhoods, planning multiple drug prevention and advocacy measures for workplace workers, foreign migrant workers, and other objects.

三、 保護扶助組：

由社會局主政，昆明防治中心及勞動局等單位跨局處協同辦理相關業務，負責建置支持環境，提供完善的個案服務，工作項目包含：落實社會福利資源並建立轉介機制、推動毒品成癮者家庭支持服務方案、培力民間團體辦理家庭支持服務方案、提供就業轉銜服務、兒少施用毒品之輔導機制與親職教育、訂定輔導處遇流程及提供整合輔導機制等。

四、 轉介服務組：

由昆明防治中心主政（主管機關為衛生局），培植藥癮醫療專業人力，布建藥癮醫療資源，提升藥癮醫療品質並促進發展，提供可近、便利、專業之藥癮醫療服務，工作項目包含：辦理戒癮治療醫療暨藥癮個案入住中途之家補助方案、藥癮治療及處遇專業人才培訓、毒品使用者之愛滋病毒篩檢諮詢及檢測、訪查輔導指定藥癮戒治機構等。

五、 危害防制組：

由警察局主政，負責斷絕供給，加強緝毒，工作項目包含：執行各項緝毒專案、進行北北基聯合區域聯防、戒治出所個案不定時密集查訪及訪疑帶驗防制再犯、辦理毒品犯罪統計事項、盤點過去相關案件並規劃查緝策略等。

臺北市立聯合醫院昆明防治中心成立 5 年多來，橫向整合各局處工作小組團隊及連結民間資源，進行臺北市毒品危害防制政策之全面評估、規劃與推動，建立三級預防架構、跨局處及連結民間資源之運作模式。毒品危害防制須長期耕耘，期待在各局處及民間單位的整合經營下，達成避免民眾接觸毒品、完善毒品防制體系、提供優質個案服務之三級預防目標，進而達到全面防制毒品危害與維護社會治安之目的。



3. Protection and Assistance:

The Department of Social Welfare, Taipei City Government Affairs is in charge. Taipei City Hospital Kunming Prevention and Control Center, the Department of Labor, and other units collaborate to handle relevant business to construct a supportive environment and provide comprehensive case management services. Their responsibilities include implementing social welfare resources and establishing a referral mechanism, promoting family support service programs for drug users, cultivating non-governmental organizations to handle family support service programs, providing employment transfer services, counseling mechanisms for underage drug users, and parenting Education, development of counseling procedures and provision of integrated counseling mechanisms, etc.

4. Referral Services:

Taipei City Hospital Kunming Prevention and Control Center (under the Department of Health, Taipei City Government supervision) is in charge, cultivates professional medical case managers for drug addiction, establish drug addiction medical resources, improve the quality of medical treatment, promote development, and provides convenient and professional drug addiction medical services. The work content includes handling subsidies for drug addiction cases to stay in halfway houses, drug addiction treatment and professional training, HIV screening and consultation, visits and counseling of designated drug addiction treatment institutions, etc.

5. Hazard Prevention Group:

Taipei City Police Department is in charge. Responsible for cutting off supplies and strengthening anti-drugs. The work content includes: implementing various anti-drug projects, conducting joint regional prevention in Taipei City, New Taipei City, and Keelung County, conducting irregular and intensive visits to prevent re-offending cases, and conducting drug crimes, sorting out past related matters, and planning Anti-drug strategy, etc.

Since its establishment more than five years ago, Taipei City Hospital Kunming Prevention and Control Center of Taipei United Hospital has integrated the teams of various departments and non-government organizations with conducting a comprehensive evaluation, planning, and promotion of Taipei City's drug harm prevention and control policies. Establish a three-level prevention framework, a working model that crosses departments and connects private resources. The prevention and control of drug hazards require long-term hard work. With the cooperation of various departments and non-governmental organizations, we hope to achieve the three-level prevention goal: to prevent people from being exposed to drugs, improve drug control mechanisms, and provide high-quality case management services. In turn, comprehensively prevent drug harm and maintaining social order can be achieved.

第二章　強化毒品危害防制功能

第一節　避免民眾接觸毒品

為培養大眾拒毒觀念與知識，臺北市致力於年輕學子、一般民眾及高危險族群之毒品危害預防宣導，規劃適性之反毒教材及宣導方式，期能做到全面的反毒教育。



捷運站燈箱刊登毒品危害防制資訊
Anti-drug public service announcements at Taipei metro stations

一、 推廣「北極星反毒專案計畫」

透過捷運站、公車候車亭及車體、官方網站、社群媒體、電台、各級機關學校、民間團體等管道，利用燈箱廣告、廣播、海報單張、宣傳小卡等方式辦理毒防諮詢專線（0800-770-885）及毒品危害防制知識宣導。2020 年於各宣傳管道刊登毒品危害防制資訊，共計於捷運站廣告燈箱刊登 5 面，台北捷運佈告欄文宣品上架 18 站點，公車車體刊登 20 面、公車候車亭刊登 40 站，幫助民眾在遭遇毒品問題時能尋求正確管道，接觸專業的毒品防制相關資源。

二、 辦理毒品危害防制宣導講座

針對一般民眾、機關團體、各級學校、職場勞工、特定營業場所等對象規劃多元教材進行反毒教育宣導，透過各類藥物濫用危害態樣認識、法規及罰則介紹、轉介醫療及戒治機構資訊等內容，提升藥物的危害與自我健康管理的認知，引導民眾拒絕毒品誘惑。2020 年辦理 130 場，共計 1 萬 8,745 人次參加。

三、 與法務部、教育部、食品藥物管理署、國立自然科學博物館與松山奉天宮共同辦理「防毒好遊趣」特展

2019 年 12 月 20 日至 2020 年 3 月 1 日與法務部、教育部、衛生福利部食品藥物管理署、國立自然科學博物館及松山奉天宮共同辦理「防毒好遊趣」特展，展覽結合大型遊戲教具、反毒知識影片觀賞與靜態反毒資訊易拉展等多元反毒教材，引導幼童、青少年與社區民眾識毒及反毒，共計 2 萬 6,753 人次參觀。



毒危宣導「防毒好遊趣特展」
Drug abuse prevention “Anti-drug Exhibition”

Chapter 2 Strengthening the Prevention and Control of Drugs

Section 1 Preventing the Public from Drug Exposure

To raise public awareness against drug abuse, Taipei is committed to preventing drug abuses for general population, young students and at-risk groups. We plan anti-drug education and organize campaigns to raise public awareness against drug abuse.

1. Promoting "Polaris Anti-Drug Project"

Through Taipei Metro stations, bus shelters and ads banners, websites, social media, radio stations, government agencies, and schools at all levels and non-governmental organizations, we used promotional posters, broadcasts, and leaflets to educate people about the drug addiction service hotline (0800-770-885). In 2020, information on the prevention, drug hazard, and intervention for substance abuse were publicized through various media channels. The information was advertising on advertising light boxes at 5 MRT stations, bulletin boards at 18 MRT stations, 20 buses, and 40 bus shelters to help people connect to substance abuse services.



公車候車亭張貼毒品危害防制海報
Drug-prevention posters at bus stations

2. Drug Prevention Seminars

The Department of Health, Taipei City Government has planned various seminars on anti-drug education to the public, government agencies, organizations, schools, laborers, businesses, etc. We hope to empower people to reject narcotics. There were 130 sessions in 2020 involving 18,745 participants.

3. Collaborating with the Ministry of Justice, the Ministry of Education, Food and Drug Administration, the National Museum of Natural Science, and Songshan Feng-Tian Temple on a special exhibition entitled "Anti-drugs & Fun".

From December 20, 2019 to March 1, 2020, the Ministry of Justice, Ministry of Education, Food and Drug Administration, the National Museum of Natural Science and Songshan Feng-Tian Temple jointly organized "Anti-drug & Fun" special exhibition, which combined various anti-drug teaching aids, films, and printed information to educate people about drugs' danger. 26,753 visitors attended to the exhibition.

四、 辦理反毒教育營隊

2020 年 8 月 12、13 日辦理「2020 北極星反毒夏令營」，透過遊戲競賽、小隊討論、反毒戲劇、手做 DIY 活動等多元活動紮根反毒觀念，並使學員具備足夠的知識與技巧向毒品說不，共計 15 名隊輔、44 名學員參加。



「北極星反毒夏令營」反毒戲劇表演
“Polaris Anti-Drug Summer Camp” anti-drug theatrical performance

五、 推動「臺北市拒毒場所標章」

為正面傳達臺北市所有場所拒絕毒品之決心，並維護市民健康，推動「臺北市拒毒營業場所標章」，廣邀業者合作參加毒品危害防制訓練，並簽署營造拒毒無害環境、加強全員反毒意識、宣導拒毒反毒觀念、落實毒品通報機制等四大訴求之「臺北市拒毒場所公約」，宣誓拒毒決心，以保護消費者安全。優化之「第二代臺北市拒毒場所標章」於 2019 年 7 月 17 日台北市旅館商業同業公會會員大會首次亮相，並由臺北市商業處於八大行業營業場所聯合檢查協助宣導。2020 年共計有 162 家場所申辦成功。

第二節　完善毒品防制體系

臺北市公部門系統健全且社會資源豐富，各局處透過連結民間資源構築社區毒品防制體系，完善本市緝毒、防毒、拒毒、戒毒之綿密網絡。警察局配合中央「安居緝毒專案」，加強查緝各項毒品犯罪，重點查緝製造、運輸、販賣及意圖販賣而持有毒品之犯罪，由前端阻斷毒品供應網。教育局帶領相關局處著重加強年輕學子、一般民眾及高危險群之預防教育宣導，培養大眾拒毒觀念與知識，避免毒品新生人口增加。臺北市立聯合醫院昆明防治中心結合社會局、勞動局及民間機構共同編織藥癮者協助網絡，減少藥癮對個人、家庭及社會之傷害，並跨領域、跨專業整合，建構社會支持系統，提供良好的復歸社會環境。

4. Anti-drug Summer Camps

The Department of Health, Taipei City Government organized the “2020 Polaris Anti-Drug Summer Camp” on August 12-13, 2020. Students were equipped with knowledge and skills to say no to drugs through multiple activities such as game competitions, team discussions, anti-drug dramas, and other activities. Fifteen team assistants and 44 students participated in the camp.

5. Promoting Taipei Anti-Drug Label

The Department of Health, Taipei City Government promotes “Taipei City Anti-Drug Label” to identify places in Taipei that reject drugs. Taipei invites industry representatives to participate in anti-drug training. “Taipei Anti-drug Convention” has four major demands: building a drug-free environment, raising anti-drug awareness, implementing drug notification mechanisms, and adamantly rejecting drugs. “Second Generation Taipei Anti-Drug Label” was unveiled on July 17, 2019 at the Taipei Hotel Association meeting. Taipei City Office of Commerce promoted its implementation at eight major industries’ premises. In 2020, 162 venues were successfully certified.



臺北市拒毒場所標章張貼情形
Anti-drug campaign in Taipei

Section 2 Improving Drug Prevention System

Taipei City's government departments are well-established and rich in social resources. Each department has improved Taipei's close anti-drug networks by linking private resources to build a community drug control mechanism. The Department of Police cooperate with the government's “Anju Anti-drug Project” to strengthen the investigation of various drug crimes, focusing on the reconnaissance of manufacturing, transportation, trafficking, and crimes of possession of drugs with the intention of trafficking, and block the drug supply network from the front end. The Department of Education leads the relevant units to focus on strengthening preventive education and advocacy among the youngers, the general public, and high-risk groups, cultivating the public's awareness and knowledge of anti-drugs, and avoiding increasing the new drug population. Taipei City Hospital Kunming Prevention and Control Center has combines the Department of Social, Labor, and non-governmental organizations to form a drug addicts assistance network. It is used to reduce the harm of drugs addiction to individuals, families, and society and integrate cross-discipline and cross-professional integration to construct a social support system and provide a Good return to the social environment.

一、 落實縱向管理及橫向聯結

臺北市市長柯文哲上任後為加強毒品危害防制業務，設立臺北市政府毒品危害防制中心，親自領軍出任中心主任，於 2015 年 7 月成立府級授權之臺北市立聯合醫院昆明防治中心，為國內首創結合「公衛與醫療」、「愛滋與毒品防制」、「感染科與精神科」、「醫療與社區」之專責單位，進行本市毒防政策全盤評估、規劃與推動，肩負橫向整合相關局處任務。每季召開工作執行會議，由柯文哲市長親任主席，引導政策執行方向，考核業務進度及指標執行成效，並邀請專家學者提供專業建議。

二、 建置資訊平台加強資訊整合

臺北市毒品危害防制中心於 2017 年建置資訊平台，蒐集毒品議題相關數據、彙整相關局處藥癮個案輔導歷程資料、整合藥癮個案管理服務、掌握毒品危害防制中心工作進度及評量執行成效，藉此提升個案管理品質與服務效能，並提供資訊作為毒品危害防制政策擬定之參考。

三、 強化跨域網絡聯結

(一) 依個案需求發展多元心理社會復健服務，與民間團體如社團法人新北市基督教晨曦會、臺北市盼望協會及以琳基督徒中心士林教會緊密合作辦理家屬支持團體，提供個案及家庭穩定支持力量。

(二) 鼓勵藥癮醫療機構參加地區性或全國性藥癮醫療相關計畫，包含：臺北市藥癮醫療補助計畫、新北市非海洛因類醫療戒癮服務計畫、衛生福利部藥癮治療費用補助方案、毒品施用者緩起訴附命戒癮治療等，活化機構功能，同時提高臺北市藥癮治療量能。

(三) 與民間收容安置機構合作，提供藥癮者支持性服務，以提升藥癮人口生活適應能力。

(四) 與司法矯正單位合作，致力銜接和及早介入。與臺北地方法院少年及家事法庭合作辦理藥癮青少年暨家屬團體；與臺北市立聯合醫院松德院區整合性藥癮醫療示範中心，共同進入法務部矯正署臺北少年觀護所辦理衛教宣導；並與臺北看守所、新店戒治所、臺北女子看守所等矯正機關合作，強化個案出矯正機關前、後之輔導銜接。



1. Implementing Vertical and Horizontal Linkages

After taking office, Taipei Mayor Wen-Je Ko established Taipei City Government Drug Abuse Prevention and Control Center to strengthen the prevention and control of drug hazards. He led as the director of the center. In July 2015, he established Taipei City Hospital Kunming Prevention and Control Center, authorized at the government level, which combines “Public Health and Medical Care,” “AIDS and Drug Control,” “Infectious Diseases and Psychiatric,” and “Medical Care and Community”. To conduct an overall evaluation, planning and promotion of the city's drug prevention and control policies and is responsible for the horizontal integration of relevant departments. The work meeting is held quarterly, with Mayor Wen-Je Ko personally serving as the chairman, guiding the policy implementation direction, assessing the business progress and the effectiveness of the target implementation, and inviting experts to provide professional advice.

2. Building an Information Platform to Enhance Information Integration

Taipei City Drug Abuse Prevention Center established an information platform in 2017 to collect data on drug addiction and their counseling history. The Department of Health, Taipei City Government also integrates case management services, and tracks their progress to ensure their effectiveness. All this information would guide the future formulation of drug prevention and control policies.

3. Strengthening the Cross-domain Network

(1) Taipei develops diversified rehabilitation services according to the needs of individual cases. It works closely with non-governmental organizations such as the Operation Dawn, Taipei Hope Association and Elim Christian Center Shilin Church to help family support groups.

(2) The Department of Health, Taipei City Government encourages drug treatment centers to participate in regional or national drug addiction programs, including Taipei Drug Addiction Subsidy Program, New Taipei City Non-Heroin Addiction Control Program, Ministry of Health and Welfare Drug Addiction Treatment Subsidy Program, delayed prosecution of drug abusers and addiction treatment. We aim to enhance efficacy, and simultaneously improve the treatment capacity for drug addiction in Taipei.

(3) Taipei cooperates with halfway housing institutions to non-government organizations that support services for drug users to improve the adaptability of drug addicts.

(4) Taipei collaborates with law enforcement to intervene early and works with Taipei’s Juvenile and Family Courts to deal with young addicts properly. We join forces with the Drug Treatment Center of Taipei City Hospital Songde Branch and Taipei Juvenile Detention House, Agency of Corrections, Ministry of Justice. We also cooperate with Taipei Detention Center, Sindian Drug Abuser Teatment Center, and Taipei Women's Detention Center to develop cohesion in counseling before and after the detainee leaves the correctional institution.

四、 建構社區協力合作模式

推動臺北市藥癮防治社區營造計畫，深耕北投社區，持續參與萬華區兒少資源協力聯盟會議，並推動南港暨信義區召開協力會議整合社區資源，依個人、家庭、學校、社區及三級預防概念組成資源盤點規劃表，促進社區互動及資訊交流，營造培力團隊運作模式並加入藥癮防治社區營造計劃，同時建立社區青少年藥物濫用防制系統，提供青少年復歸社區並學習專業技能之場域。



南港暨信義區社區協力會議
Nangang and Xinyi Districts Community Cooperation Meeting

五、 建立新興毒品檢驗平台

2018 年起臺北市立聯合醫院與臺灣大學法醫研究所合作，以 Liquid Chromatograph/Mass Spectrometer（液相層析儀 / 質譜儀）進行疑似使用新興毒品者尿液檢驗，了解病患毒品使用情形，協助醫師臨床診斷，以提供病患妥適之醫療照護，提升醫療戒治服務品質。並於 2019 年、2020 年擴大接受教育局疑似使用新興毒品青少年之尿液檢體，以了解青少年用藥趨勢及提升輔導成效。

六、 連結地檢署推動防毒金三角計畫

（一） 於臺灣臺北地方檢察署提供駐點面談與現場諮詢，共同推動毒品犯戒癮治療工作，協助施用毒品罪之受保護管束人及緩起訴被告戒除毒癮復歸社會，並針對弱勢與急難需求之個案提供醫療補助及門診關懷面談，2020 年共計執行 46 場緩起訴新報到案件面訪會談。

（二） 每季參加臺灣臺北地方檢察署與臺灣士林地方檢察署緝毒執行會議，加強毒品防制合作共識。

（三） 強化因懷孕停止執行徒刑或拘役之孕婦毒品個案轉介與追蹤輔導機制。

七、 強化個案管理師專業知能

（一） 參與家暴高風險、社會安全網、少年事件處理法轉向等相關網絡會議，認識與提升連結在地資源之能力。

4. Constructing a Model of Community Cooperation

We promote the development of the Taipei City drug addiction prevention and treatment community plan. Work hard in the Beitou community, participate in the Wanhua District Children and Adolescent Resources Cooperation Alliance meeting, and promote the Nangang and Xinyi District to hold a joint meeting to integrate community resources. Based on the concepts of individual, family, school, community, and three-level prevention, compose a resource planning table to promote community interaction and information exchange. At the same time, we want to construct a team operation model and join the drug prevention community plan. At the same time, establish a youth drug abuse prevention system in the community to provide a place for young people to become responsible adults and learn professional skills.



萬華社區協力聯盟會議
Wanhua District Community Cooperation Meeting

5. Establish an Emerging Drug Testing Platform

Since 2018, Taipei City Hospital has cooperated with the Department and Graduate Institute of Forensic Medicine, college of Medicine, National Taiwan University to conduct urine tests on people who suspected use New Psychoactive Substances with Liquid Chromatography/Mass Spectrometer. It not only helps to understand the use of medications patients but also the clinical diagnosis. It also provides medical care to patients and improves the quality of medical treatment services. In 2019 and 2020, we increase the number of urine samples taken by the Department of Education, Taipei City Government for young people suspected of using New Psychoactive Substances. It helps to understand the trend of young people's drug use and improve the effectiveness of counseling.

6. Working with Taipei District Prosecutors Office to Promote Anti-Drug Golden Triangle Project

(1) Taipei provides onsite interviews and consultations at Taipei District Prosecutors Office to assist persons under protection or receiving deferred prosecution to connect to the medical assistance, rehabilitation, and case management services. In 2020, 46 interviews for persons under deferred prosecution were conducted.

(2) The Department of Health, Taipei City Government participates in quarterly Anti-Drug Enforcement Meeting with the Taipei District Prosecutors Office and the Shihlin District Prosecutors Office to build common drug enforcement strategies.

(3) We enhance the referral and follow-up counseling for women who have a suspended sentence due to pregnancy.

7. Strengthening the Professional Knowledge of Case Managers

(1) We participate in conferences for domestic violence, social safety nets, and juvenile matters to improve the ability to integrate local resources.

（二） 辦理教育訓練並邀請相關資源單位授課，連結臺北市家庭暴力暨性侵害防治中心、社團法人台灣露德協會、財團法人利伯他茲教育基金會、臺北市立聯合醫院等，開拓個案管理人員多元資源之接觸管道，就教各不同領域之第一線工作者，提升以家庭為中心之輔導能力。

（三） 為確保服務與資料維護品質，設置個案管理督導人員進行分組督導，針對案件之個案紀錄、家庭訪視狀況、轉介、失聯、高危機個案進行追蹤輔導計畫及紀錄輔導查核，並定期召開小組團體督導與個別督導。

（四） 辦理個案管理人員進階課程教育訓練，2020 年辦理 30 場，共計 724 人次參加，累計辦理 1,649 小時課程；並參加衛生福利部等外部單位辦理之教育訓練課程，2020 年參加 14 場，共計 48 人次，累計參訓 231 小時。

（五） 規劃個案管理師客觀結構性臨床能力評估測驗（Objective Structured Clinical Examination ）計劃，於模擬臨床情境下，藉由預先訓練的標準化病人（個案）來進行臨床照護、應對能力測試。2020 年 11 月 11 日舉行評估測驗，以瞭解個案管理人員是否能將訓練課程實際應用在日常追輔工作上，並考核藥癮個案追蹤輔導工作之品質和效能。

（六） 提升專業知能，於 2020 年 12 月 5 日舉辦「臺北市毒品危害防制中心毒品防制與社安網研討會」，邀請行政院羅秉成政務委員、臺北市柯文哲市長、法務部陳明堂政務次長、衛生福利部諶立中司長等長官蒞臨，研討會以「司法與醫療的對話：吸毒是病人還是犯人？」、「藥癮者多元處遇：緩起訴治療到社區賦歸」、「破碎的安全網？：強化社安網與社工減壓」、「回家的路好長：用毒兒少跨系統整合」等為主題，邀請各界專家學者之相互交流，引領毒品防制工作者對毒品防制及個案醫療處遇之觀念，增強其毒品防制知能與關懷能力。



毒品防制與社安網研討會
Drug prevention and Social Safety Net Seminar

(2) We held internal training to improve case managers' relationship-building and counseling skills. We also invited experts from related fields to give lectures. Previously, Taipei City Center for Prevention of Domestic Violence and Sexual Assault, Taiwan Lourdes Association, Libertas Education Foundation, and Taipei City Hospital were the expert groups invited.

(3) To ensure the quality of services and data maintenance the center has set up case management supervisor to supervise in groups, conduct follow-up counseling plans, and record counseling reviews for case records, family visits, referrals, lost connections, and high-risk cases. And regular group supervision and individual supervision are held.

(4) Taipei provides advanced courses and training for case managers. In 2020, 30 sessions were held serving 724 participants. 1,649 class hours were saved. Ministry of Health and Welfare (MOHW) also had 14 sessions lasting 231 hours with 48 attendees in 2020.



個案管理人員進階課程教育訓練
Case managers' training

(5) We plan an Objective Structured Clinical Examination for case managers to test their ability to adequately perform their duties and coping strategies with pre-trained standardized patients in a simulated clinical situation. On November 11, 2020, an evaluation test was held to determine whether case managers could apply the training courses to daily follow-up work and assess the quality and effectiveness of counseling work.

(6) To enhance counselors' professional knowledge, the "Taipei City Drug Abuse Prevention Center and Social Safety Net Seminar" was held on December 5, 2020. Minister of State Ping-Cheng Luo (Executive Yuan), Taipei Mayor Wen-Je Ko, Political Deputy Minister Ming-Tang Chen (Ministry of Justice), Director Li-Zhong Chen (Ministry of Health and Welfare) and other officials attended the seminar The seminar focused on "The Dialogue Between Justice and Medical Care: Are Drug Addicts Patients or Convicts?", "Broken Safety Net: Strengthening Social Safety Net & Social Workers' Decompression", "The Way Home is Long: System-wide Integration of Youth Drug Prevention", etc. We invited experts from all walks of life to share ideas, and to enable case managers to understand drug prevention and case medical treatment and strengthen their professional knowledge and caring ability.

八、 防治笑氣濫用

笑氣（一氧化二氮）正當用途可分為醫療用、食品添加用及工業用，分別由《藥事法》、《食品安全衛生管理法》與《毒性及關注化學物質管理法》管理，近年來被濫用於派對吸食助興，恐造使用者身體及精神上的危害。臺北市政府為維護市民健康，遏止笑氣濫用情事發生，由衛生局主導並結合相關局處另制訂《臺北市政府防制營業場所一氧化二氮不當使用要點》管理，該行政規則自2020 年 11 月 13 日生效，以主管機關行政權約制營業場所業者，要求業者善盡場所管理及通報責任，避免笑氣於營業場所遭到濫用。自 2020 年 10 月 30 日笑氣被納入關注化學物質列管後，截至2020 年 12 月 31 日，警察局已查獲 3 案，共計 10 人，環保局依《毒性及關注化學物質管理法》處查獲之 10 人各新臺幣 3 萬元罰鍰。上述案件中有 2 件共計 7 人係因營業場所業者通報而查獲，顯示公私協力、警民合作之成效。



臺北市笑氣管制行政規則記者會
Press conference on nitrous oxide control in Taipei

第三節　提供個案優質服務

為完善個案管理及其家庭之輔導關懷，串聯各式資源提供專業醫療、追蹤輔導、法律諮詢、家庭支持、就業轉銜、社會救助等心理社會復健服務，協助藥癮者改善人際、社會與職業功能，並提供資源及協助方案，期能藉由提供家屬支持，間接協助藥癮者家庭支持系統復健，使家庭能協助個案建立正常生活型態順利復歸社會，降低再犯之可能。

一、 毒防諮詢專線諮詢服務

提供 24 小時毒防諮詢專線服務，提供一般民眾、藥癮者、藥癮者家屬等便捷之電話求助管道，同時針對通話內容進行記錄及分析，以提升服務品質。2020 年接聽通數共計 2,689 話次。

8. Preventing Laughing Gas Abuse

The legitimate uses of nitrous oxide can be divided into medical, food additive, and industrial use. They are governed by "Pharmaceutical Affairs Act," "Act Governing Food Safety and Sanitation," and "Toxic and Concerned Chemical Substances Control Act" manage. Recently, nitrous oxide has been abused for fun, which may cause physical and mental harm to users. To protect the health of citizens and prohibit the abuse of nitrous oxide, the Department of Health, Taipei City Government combined with relevant units to formulate the "Key Points for Preventing Improper Uses of Nitrogen Oxide on Taipei Business Premises." This administrative rule took effect on November 13, 2020. Restrict the operators of the business premises with the executive power of the competent authority, requiring the operators to do their best to manage the premises and report their responsibilities to avoid the abuse of laughing gas in the business premises. Since nitrous oxide inclusion in the list of concerning chemical substances on October 30, 2020, Taipei City Police Department has investigated 3 cases with 10 people and fined NT$ 30,000 each. The 2 cases mentioned above, with 7 people, were seized after notification by business establishments, showing excellent cooperation between the government, the police, and the civil public.



營業場所稽查
Business premises audit

Section 3 Providing High-quality Services for Individual Cases

To improve case management and family counseling, we have combined various resources to provide professional medical care, follow-up counseling, legal counseling, family support, employment counseling, social assistance, and other psychosocial rehabilitation services to help drug addicts regain their footing. We hope to assist the rehabilitation of drug users to encourage their families to participate in their return to society and reduce the possibility of recidivism.

1. Successful Detoxification

Taipei provides a 24-hour dedicated hotline for drug detoxification consultation. This service offer convenient telephone help for the public, drug users, and their family members. At the same time, it records and analyzes the conversation to improve service quality. In 2020, 2,689 calls were received.

二、 藥癮個案追蹤輔導與資源轉介

（一） 個案管理師針對藥癮者及其家屬，運用電訪、家訪、面談或其他方式追蹤輔導個案，提供施用毒品者家庭重整及心理輔導等關懷訪視輔導服務。2020 年共計列管 3,414 人，追蹤輔導 3,317 人，追蹤輔導比例達 96.16%，其中接受家庭訪視輔導服務個案 2,226 人，比例達 63%，年度追蹤輔導 3 萬 7,805 人次。

（二） 由個案管理師進行個案之需求評估與處遇計畫，依個案與案家需求，積極協助法律、就業、社福、醫療、家庭、就學、安置、交通等資源連結與轉介，2020 年共計轉介藥癮醫療 630 人，就業轉銜 69 人，其他 46 人（包含民間單位協助、社會福利、高風險家庭、自殺防治中心關懷等），藥癮個案社會資源轉介率達 21.43%。

三、 藥癮者家庭支持服務

（一） 辦理本市藥癮者家屬團體及家庭支持方案，發展家屬支持系統，提供藥癮者家屬情緒支持並分享陪伴戒治與社會適應之經驗，以促進家庭穩定與和諧。2020 年與新北市基督教晨曦會、士林地方法院盼望團體、財團法人利伯他茲教育基金會合作辦理 10 個家屬支持團體，共計辦理 80 場家屬支持活動。



藥癮者及家屬支持團體（一）
Support groups for drug addicts and their families (1)

（二） 2020 年 8 月 15 日及 11 月 7 日辦理 2 場男同志用藥親友支援工作坊，共協助 40 位親友認識藥物及了解陪伴原則。

四、 藥癮者入監銜接服務

（一） 積極與臺北看守所、新店戒治所、臺北女子看守所等矯正機關合作，強化個案出矯正機關前、後之銜接，由毒品危害防制中心個案管理師進入監所辦理一對一訪談銜接輔導，建立服務關係並提供社會福利、就業及戒治醫療院所等資訊，以利銜接後續追蹤輔導及提供家庭支持服務。2020 年辦理 19 場銜接輔導活動，共計輔導 112 人次。

（二） 與華人正念減壓中心合作，至新店戒治所開辦「正念藥癮團體計畫」，辦理監所毒品施用者正念減壓團體，協助個案將活在當下的能力落實於日常生活中，改善其生活狀況。2020 年辦理 30 場次，共計服務 251 人次。

（三） 配合地檢署推動施用毒品罪緩起訴、假釋個案之追蹤輔導，並與臺灣臺北地方檢察署觀護人室合作，每月定期提供面訪輔導。

2. Drug Addiction Case Tracking, Counseling and Resource Referral

(1) For drug users and their family members, case managers use telephone interviews, home visits, face-to-face interviews, or other methods to track cases. Taipei provides care visits, family support groups and psychological counseling for drug users. In 2020, 3,414 people were under management, 3,317 (96.16%)people were tracked or counseled, and 2,226 (63%) people received family visits and counseling services. The total number of follow-ups and consultations annually was 37,805.

(2) Case managers assess the needs and design treatment plans. They also actively assist in referring drug users and their families utilizing services such as legal, employment, social welfare, medical care, family, schooling, residential placement, transportation, and other resources according to individual's needs. In 2020, 630 people were referred to drug addiction treatment, 69 were referred to employment, and 46 received other assistance Ngo services, social welfare, assistantships for high-risk families, suicide prevention care, etc.). The referral rate for drug addiction cases reached 21.43%.

3. Family Support Services for Drug Addicts

(1) The Department of Health, Taipei City Government sponsors Taipei City family support programs for drug users to provide emotional and educational support for family members. In 2020, Operation Dawn, Shilin District Court Support Group, and Libertaz Education Foundation co-organized ten family support groups and conducted 80 family support activities.



藥癮者及家屬支持團體（二）
Support groups for drug addicts and their families (2)

(2) On August 15 and November 7, 2020, we organized two support workshops for family relatives and friends for gay drug users. 40 relatives and friends came and learned about drug addiction and the principles of companionship.

4. Transitional Services for drug users in correctional facilities

(1) The Department of Health, Taipei City Government actively cooperates with correctional institutions to help inmates reintegrate into society. Taipei City provides inmates information on social welfare, employment, and rehabilitation, follow-up counseling, and family support services at Taipei Detention Center, Sindian Drug Abuser Treatment Center, and Taipei Women's Detention Center. In 2020, we held 19 events to provide consultations for 112 people.

(2) To help imprisoned drug users relieve stress and successfully transition back to society, the Department of Health, Taipei City Government cooperates with the Chinese MBSR Service to facilitate the "Mindfulness Addiction Group Project" in Sindian Drug Abuser Teatment Center. In 2020, 251 people participated in 30 sessions.

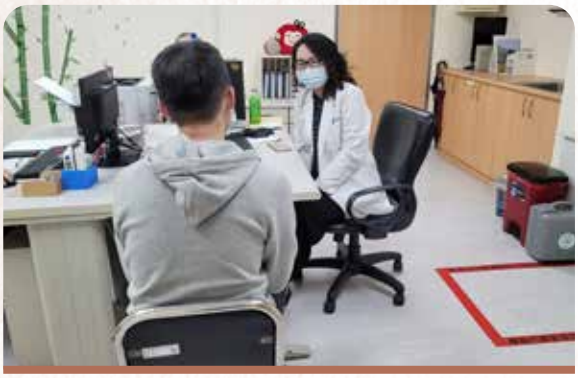
(3) The Department of Health, Taipei City Government cooperates with Taipei District Prosecutors Office to conduct follow-up meetings relating to drug-related crimes and parole cases. We work with its Probation Office to conduct monthly counseling sessions.



監所銜接輔導
Counseling in correctional institutions

五、 藥癮戒治費用補助

（一） 推動臺北市「戒癮治療醫療補助計畫」，補助藥癮個案戒癮治療費用，降低個案就醫障礙、提升醫療動機，並邀請藥癮戒治機構參與，以提高臺北市戒癮治療量能。合作之藥癮戒治機構共計 10 處，包含：臺北市立聯合醫院林森中醫昆明院區、臺北市立聯合醫院松德院區、臺北市立聯合醫院陽明院區、臺北市立聯合醫院仁愛院區、基督復臨安息日會醫療財團法人臺安醫院、臺北市立萬芳醫院、臺北醫學大學附設醫院、臺北市立關渡醫院、財團法人天主教耕莘醫院、衛生福利部八里療養院、安興精神科診所。2020 年協助 899 名個案，共計 1,968 人次接受藥癮醫療。



戒癮治療及醫療補助情形
Addiction treatment and medical assistance

（二） 推動臺北市「藥癮個案入住中途之家補助計畫」，與民間收容安置機構合作，提供個案回歸社區前之中繼服務，藉由密集穩定陪伴及生活技巧訓練等，協助個案建立正常生活。合作機構計 6 家，包含：社團法人中華趕路的雁全人關懷協會、財團法人新北市基督教晨曦會、社團法人台灣鳳凰婦女關懷協會、社團法人台灣露德協會、財團法人基督教更生團契 （日光之家）、臺北市友愛關懷協會。2020 年協助 8 名個案入住中途之家。

六、 推動獨特少年方案

（一） 針對藥物濫用之青少年發展標準化評估、心理治療與藥癮門診治療模式，接受地方法院、教育局、少輔會等相關單位轉介自行求助個案，並透過個案管理服務整合保護扶助及戒癮醫療資源，除了青少年本身，同時強化家屬心理支持服務，2020 年共計服務 24 人，24 人均接受醫療服務。

（二） 與地方法院少年法庭、少年觀護所合作辦理愛滋、性傳染病及藥癮醫療衛教宣導，2020 年共計辦理 22 場。

5. Subsidy Program for Addiction Treatment

(1) Taipei encourages drug users to seek addiction treatment for their drug-related health problems. It also promotes the participation of drug rehabilitation centers in the program to remove financial barriers of the drug users when seeking treatment. Ten drug rehabilitation institutions in Taipei have participated in the program: Taipei City Hospital Linsen Chinese Medicine and Kunming Branch, Taipei City Hospital Songde Branch, Taipei City Hospital Yangming Branch, Taipei City Hospital Renai Branch, Taiwan Adventist Hospital, Taipei Municipal Wanfang Hospital, Taipei Medical University Hospital, Taipei Municipal Gan-Dau Hospital, Cardinal Tien Hospital, Bali Psychiatric Center Ministry of Health and Welfare, and Ansin Psychiatric Clinic. In 2020, we assisted 899 cases involving 1,968 people with drug addiction treatment. In 2020, we assisted 899 cases, with 1,968 visits, received drug addiction medical treatment.

(2) The Department of Health, Taipei City Government promulgates “Subsidy Project for Drug Users to stay in the Halfway Houses”. It cooperates with non-profit housing agencies to provide support for drug users before reintegration into society. Through intensive life skills training, we help inmates re-establish regular lifestyle. 6 cooperating organizations are Flying Life Association of Christ, Operation Dawn, the Taiwan Phoenix Women’s Care Association, the Taiwan Lourdes Association, the Christian Rehabilitation Fellowship (Daylight Home), and the Taipei You-I Fraternity Association. In 2020, we assisted 8 individuals to move into the halfway houses.

6. Promoting Unique Youth Programs

(1) We develop standardized assessments, psychotherapy, and addiction outpatient treatment models for underage drug users. Taipei accepts referrals from local juvenile courts, education departments, and youth assistance associations for addiction services. Besides teenagers, psychological support for family members is also emphasized. In 2020, 24 underage drug users received medical services.



(2) Taipei cooperates with the juvenile courts and the juvenile detention centers to hold educational sessions on AIDS, sexually transmitted diseases, and drug addiction. 22 sessions were held in 2020.

七、 辦理三、四級毒品危害講習

（一） 三、四級毒品危害講習實體課程內容包含用藥安全介紹、毒品法律問題與防制相關資源、心理輔導、愛滋防治、心靈成長、家庭關係與職能發展、NGO 過來人心路歷程分享、勵志影片觀賞及心得分享等。2020 年辦理 41 場講習，共計 1,219 人次參加。

（二） 辦理三、四級毒品危害講習多元講習「線上課程暨實地訪談方案」，提供因時間限制無法參與實體課程之學員便利的線上學習選擇，同時配合實地訪談了解民眾毒防認知提升程度，即時覺察高危險族群，以利進行後續追蹤輔導。2020 年共計 565 人次完成線上課程暨實地訪談。

（三） 針對成癮嚴重度較高之第三、四級毒品累犯個案，開發「結合藥癮醫療多元講習方案」，透過門診醫療及個案管理師面訪，協助個案完成講習認定並提供醫療協助。自 2019 年 6 月開始實施至 2020 年底，共計 28 案提出申請， 20 案完成相關規定結案，以問卷調查個案參與方案後之感受，於「方案對我是否有幫助」及「整體情緒有改善」主題均獲個案肯定。



三、四級毒品危害講習辦理情形
Category 4 hazardous drug sessions

八、 推動藥愛（chemsex）防治處遇計畫

（一） 2019 年 3 月起推動藥愛（chemsex）防治處遇計畫，啟動藥愛個案協助機制，個案經個案管理師評估後依個案現況與相對應之需求協助轉介戒癮醫療、心理諮商、支持團體、治療團體、愛滋病毒暴露前預防性投藥（PrEP）補助、友善醫師及同儕支持等服務，2020 年共計提供 108 位個案 PrEP 藥物，0% 愛滋陽轉。

（二） 規劃辦理男同志藥癮者協助團體，開辦包含生命故事敘說、同儕支持、家庭支持等各類團體。利用團體動力協助藥愛個案找回穩定的生活，進而促進藥癮的戒除。2020 年辦理藥愛支持團體及活動 18 梯次，共計 168 場活動，1,212 人次參加。

九、 臺北市女性藥癮者服務計畫

針對本市育齡及懷孕之藥癮婦女規劃支持服務方案，除臺北市毒品危害防制中心收案關懷追蹤外，並納入避孕、節育及流產等相關補助給予協助。計畫於 2020 年 7 月 25 日開始辦理，與 3 家醫療院所合作，截至 2020 年底服務 4 人，共計 5 人次。

7. Holding Schedule III and IV Drug Seminars

(1) The target population of the seminar is people who use Schedule III and IV drugs. The contents of seminars include drug safety, legal issues and prevention resources, psychological counseling, AIDS prevention, spiritual growth, family relations, occupational development, inspirational film viewing, experience, and experience sharing. In 2020, 41 seminars were held with 1,219 participants.

(2) We also held “Online Courses and On-site Interview Project” for people who use Schedule III and IV drugs. The online courses provide a convenient learning option for those who could not participate in person. Through onsite interviews, high-risk people can also be detected and provided with necessary prevention information by case managers. In 2020, 565 people completed online courses and onsite interviews.

(3) “Integrated Drug Addiction Treatement Intervention Project” was developed from outpatient treatment and case management interviews to combat Schedule III and IV drug recidivism. From June 2019 to the end of 2020, 28 cases applied to the program and 20 of them were approved. Questionnaires were used to determine whether the plan was effective. The result indicated that participants confirmed “does the project help?” and “does my overall emotion improve?”.

8. Promoting the Chemsex Prevention and Treatment Plan

(1) Since March 2019, Taipei City has been promoting chemsex prevention and treatment plan model and has activated its case assistance mechanism. The case is evaluated by the case manager and receives referrals to addiction medical treatment, psychological consultation, support groups, treatment groups, pre-exposure prophylaxis (PrEP) subsidies, and other medical or peer support services. In 2020, 108 patients received PrEP drugs with 0% HIV positive rate.

(2) Taipei sponsors various groups for gay drug users: life story narration, peer support, and family support, etc. We use peer support groups to motivate those drug users to return to a regular lifestyle. In 2020, we held 18 sessions of Drug Love support groups involving 168 events with 1,212 participants.

9. Taipei Women’s Drug Addicts Service Project

Taipei offers support for drug-addicted pregnant women and those of childbearing age. Besides regular follow-ups conducted by case managers, Taipei City Drug Abuse Prevention Center also offers subsidies for prenatal care, contraception, or abortion if needed to prepare them for the pregnancy and maintain their physical health. The project started on July 25, 2020. It involves three medical institutions to serve four people for 5 medical visits by the end of 2020.

Part 6

第六篇 整合醫療照護

Integrated Medical Care





2020

ANNUAL REPORT

PUBLIC HEALTH OF TAIPEI CITY

第六篇　整合醫療照護

第一章　提升緊急醫療效能

第一節　提升急診品質

輔導轄內醫院配合衛生福利部計畫，整合雙北市 35 家急救責任醫院，形成雙北網絡，由臺大醫院擔任基地醫院，下設亞東、雙和、馬偕、三總與北榮等 5 個次網絡；改善急診轉診安全與品質作業，精進急診轉診流程，督促與輔導臺北市急救責任醫院使用衛生福利部之轉診電子作業平臺，完成轉診單開立、回復與登錄轉診相關資料並請病患填寫「緊急傷病患轉診同意書」；督導各醫院轉院前需妥適聯繫，經由電話及線上電子轉診系統聯繫交班，落實轉診交班標準作業程序再進行院際間轉診。

各網絡醫院遇有急診收治病患須轉診時，應根據其他網絡醫院專長，先啟動平行轉診，或推動基地醫院下轉機制，促進網絡內醫院病床使用效率，避免病人過度集中於壅塞醫院（基地醫院）以紓解並改善急診壅塞情形。為保障民眾就醫權利，宣導民眾若因醫院急診無法提供適切治療，或因病患個人因素要求轉診時，醫院應告知轉診之可能風險，記載於病歷，並取得病患或其家屬填寫之轉診同意書，再讓病患進行轉診，當病患主動要求至他家醫院接受治療，得向院方人員申請病歷摘要或檢查報告等資料，供欲前往醫院即時了解病況，以提升轉診安全。

臺北市政府衛生局負責督導與協調網絡內之醫院轉診相關疑義，2016 年已完成修訂「大臺北地區急救責任醫院急重症病患院際間轉診疑義反應表」，與新北市政府衛生局及臺北市急救責任醫院確認實施運用，臺北市政府衛生局亦提供單一窗口，受理協調並釐清疑義雙方之轉診問題點，及回應疑義雙方，並將相關案例於衛生福利部「雙北市提升急診暨轉診品質計畫」網絡委員會會議中討論適切執行方案，透過醫院督導考核強化監督改善，以落實緊急傷病患轉診安全與品質並冀減少爭議之發生。2020 年臺北市醫院院際間轉診爭議案件共查辦 3 案；醫院與消防局間轉送爭議案件共查辦 2 案。

第二節　強化正確就醫觀念

囿於國人就醫習性，遇急症習慣前往大醫院急診，造成醫學中心急診過度壅塞，為使臺北市民養成「小病到小醫院，大病到大醫院」之正確就醫觀念，並宣導民眾善用急診資源，讓醫學中心充分發揮執行緊急醫療業務，提供重症患者妥善、安全醫療服務，賡續推動臺北市「醫學中心急診待床轉院」計畫，針對醫學中心到院後待床超過 24 小時之病患，由醫師建議病患轉診至就近適當之急救責任醫院，雙方醫院再協調安排救護車協助病患轉院並直接入住病房，期降低病患於急診室候床的時間，亦減輕民眾及其家屬於急診室候床之辛勞。當符合之個案進行轉院成功，派車端醫院得申請轉院救護出勤費，該經費由臺北市政府衛生局支應，2020 年計服務 178 人次。

Part 6 Integrated Medical Care

Chapter 1 Improving the Effectiveness of Emergency Response

Section 1 Improving the Quality of Emergency Care

The Department of Health, Taipei City Government works with Ministry of Health and Welfare (MOHW) to integrate 35 emergency responsible hospitals in Greater Taipei to form a Taipei Metropolitan Area network. National Taiwan University Hospital serves as the main hospital with Far Eastern Memorial Hospital, Shuang Ho Hospital, Mackay Memorial Hospital, Tri-Service General Hospital and Taipei Veterans General Hospital serving as secondary hospitals. They jointly establish 5 sub-networks to improve the safety and quality of emergency referral operations, and supervises Taipei's emergency services' use of the electronic referral platform of Ministry of Health and Welfare (MOHW). The system completes the issuance, reply, and login transfer of the referral form. These hospitals require patients to sign "Emergency Care Patient Referral Agreement", counsel them before transfer, complete the handover via the telephone and online electronic referral system, and follow the standard operating procedures before proceeding with referrals.

When network hospitals need to refer patients for emergency treatment, they should start parallel referrals with other network hospitals, or activate the transfer mechanism of the main hospital to promote efficiency and avoid congestion at the main hospital. To protect people's right to informed consent, the hospital should explain to the patient of possible risks of the referral, record it in the medical record, and obtain consent from the patient or their next of kin. When the patient asks to go to another hospital for treatment, he can request to forward his/her medical records to the next hospital rendering transferal safe.

The Department of Health, Taipei City Government is responsible for addressing concerns related to the referral process. In 2016, it revised the "Greater Taipei Region Emergency Responsibility Hospitals Referral Doubt Response Form on Severe Patients". New Taipei City Government Department of Health and Taipei City's emergency services would implement the system with the Department of Health providing a contact window. They clarify referral problems, and submit the relevant cases to Ministry of Health and Welfare (MOHW) "Greater Taipei Network Emergency and Referral Quality Enhancement Plan" for review. In 2020, 3 referral disputes in Taipei City's hospitals were investigated; 2 cases involving hospitals and fire departments were resolved.

Section 2 Strengthen the Correct Concept of Seeking Medical Care

Taiwanese people tend to go to major hospitals in emergencies, which has caused overcrowding in emergency departments of the medical center. For a more effective utilization of medical resources, Taipei City residents are encouraged to "visit small hospitals for minor illnesses and large institutions for serious diseases". We ultimately aim to provide proper, safe medical services for critically ill patients. Taipei City continues to promote "Transfer Services for Patients Waiting for Emergency Care at Medical Centers" to target patients staying for over 24 hours after arrival. The doctor recommends that the patient be referred to the nearest available hospital. The two hospitals then coordinate to arrange a swift transfer to the next hospital's ward. This arrangement would reduce the patient's waiting time in the emergency room. When the qualified case is successfully transferred, the original hospital could then apply for the ambulance fees, which would be paid for by the Department of Health, Taipei City Government. This system served 178 people in 2020.

2015 年首推「臺北市立聯合醫院與醫學中心（國立臺灣大學附設醫院）轉診計畫」，建置各院區單一窗口服務，透過臺大醫院窗口提供欲轉院病人之基本資料，另告知欲入住之院區、病床別等資訊以找尋合適床位，透過 LINE 群組即時回復，轉出醫院則提供病人檢驗、檢查相關結果，並派遣救護車轉送病患，以利後續病情評估與治療，統計 2020 年自臺大醫院急診直入臺北市立聯合醫院病房共 408 人。

為保障醫療服務品質，醫學中心依地緣區域性完成到院前病患分流之規劃，與鄰近區域級醫院建立合作機制，疏解急診滿床壓力，如遇非重症病患欲前往已報備急診滿床之醫院，臺北市政府消防局救護人員將向民眾充分解釋後，建議其接受轉介至合作醫院，可讓病患儘速獲得良好的醫療照護及處置，於 2008 年 6 月 1 日實施「到院前急診分流」計畫，2020 年經消防局輔導送醫 1,226 件中，計 169 件（13.78%）同意接受到院前急診分流（前往非壅塞之急救責任醫院），以落實醫院緊急傷病患能力分級制度。

第二章　救護資源管理

第一節　善用公共場所急救設施

為加深民眾對急救技能及體外電擊心臟去顫器（簡稱 AED）的印象，將心肺復甦術（CPR）急救訓練內容簡化，並增加實用的教具，以深化民眾學習效果，提高旁觀者施救意願；另將 AED 納為各類大型活動（如跨年、端午嘉年華及大稻埕煙火節等）救護站必備裝備，增加能見度並保障與會人員安全。

臺北市自 2009 年開始推動 AED 設置政策，於同年人口流量大之大型公共場所設置 AED 計 6 台。《緊急醫療救護法》增修條文於 2013 年 1 月 16 日公布實施，除要求特定公共場所應設置 AED 外，亦揭櫫「救人不受罰」的精神，強調全民共同把握黃金時間搶救生命。臺北市政府於同年 3 月 19 日率先宣示響應，在每日旅運量 170 萬人次的捷運各場站設置 AED，隨後即訂定擴大設置 AED 並已達成 3 年內設置 1,000 臺的目標，透過各單位及企業機關紛紛響應，設置或捐贈 AED 的意願及觀念有顯著提升。

臺北市政府各單位亦持續宣導及推動公共場所設置 AED，設置量已具規模，截至 2020 年底已設置 2,236 臺，設置密度達每十萬人口 85.92 臺。臺北市 AED 設置場所皆依規定於「衛生福利部公共場所 AED 急救資訊網」完成資料登錄，供民眾查詢及緊急救護使用，讓 AED 充分發揮效益。

臺北市政府衛生局更提供免費課程，輔導 AED 設置場所申請「AED 安心場所」認證，凡通過認證者，代表該場所有 70%員工接受 CPR 及 AED 訓練，管理員完成 220 分鐘 AED 管理員訓練並取得證照，場所有清楚標示 AED 所在位置，可在發生緊急事故時即刻拿到 AED，更有許多受過訓練的人員協助搶救，把握黃金救援時刻，獲得即時處置提高存活率，全面建置臺北市成為健康城市、安全社區，更保障市民生命安全。臺北市累計至 2019 年 12 月 31 日止已有 1,396 處場所取得「AED 安心場所」認證。

In 2015, “Taipei City Hospital and Medical Center (National Taiwan University Hospital) Transfer Project” was first launched. The basic information of patients wishing to be transferred was provided through National Taiwan University Hospital window. Information such as hospital location and suitable beds are instantly replied through the LINE group. The original hospital provides patients’ medical records, and dispatches an ambulance. In 2020, 408 people were admitted to the ward of Taipei City Hospital from the emergency department of National Taiwan University Hospital.

To ensure the quality of medical services, medical centers have completed the planning for patient diversion based on the geographic area, and established a cooperating mechanism with neighboring hospitals to relieve the pressure on emergency rooms. If non-critical patients want to go to a full emergency room, Taipei City Government Fire Department ambulance staff would recommend that he/she accepts referrals to partner hospitals, so that patients could receive good medical care as soon as possible. The “Distribution of Pre-hospital Emergency” was implemented on June 1, 2008. Out of 1,226 cases sent to the hospital by the fire department in 2020, 169 (13.78%) agreed to receive pre-hospital triage (go to a non-congested emergency room).

Chapter 2 Rescue Resource Management

Section 1 Making Good Use of First-aid Facilities

To facilitate the use of first aid kits and Automated External Defibrillator (AED) in public places, the contents of cardiopulmonary resuscitation (CPR) training have been simplified. Practical teaching aids have been added to heighten the public’s interest and increase bystanders’ willingness to help. Furthermore, AED would be included in ambulance stations for various large-scale events (New Year's Eve, Dragon Boat Festival and Dadaocheng Fireworks Festival, etc.) to ensure the safety of participants.

Taipei City began to promote its AED policy in 2009, and installed 6 AEDs in crowded public places in the same year. Taipei announced that revised provisions of the “Emergency Medical Services Act” would be implemented on January 16, 2013. Besides requiring that certain public places should be equipped with AEDs. Taipei City also promulgates its “Good Samaritan Law” to emphasize that people have a limited window to save lives. The Taipei City Government took the lead on March 19, 2013. It set up AEDs at Taipei Metro stations with a daily passenger volume of 1.7 million passengers. After that, it would later expand the installation of AEDs to 1,000 units within 3 years. Overall, the number of AEDs has been significantly increased.

Taipei City Government has continued to promote the installation of AEDs in public places. As of the end of 2020, 2,236 units have been installed, with a density of 85.92 units per 100,000 population. These AEDs’ exact locations in Taipei could be found on the “Taiwan Public AED Registry” of Ministry of Health and Welfare (MOHW).

The Department of Health, Taipei City Government also provides free courses to help AED establishment sites apply for “AED Safe Place” recognition. An AED-certified business indicates that 70% of its employees have received CPR and AED training. The management completed 220 minutes of AED training, and received certification. The location of AED should be displayed on the premises so people could readily access it during an emergency to improve the survival rate. As of December 31, 2019, 1,396 sites in Taipei have obtained the “AED Safe Place” recognition.

第二節　防止救護資源濫用

臺北市救護量逐年攀升，為遏止緊急救護資源濫用，提升到院前緊急救護品質及效率，臺北市政府衛生局與消防局共同研議規劃，自 2012 年 12 月 8 日起實施「臺北市民眾濫用消防局救護車收費計畫」，針對民眾指定 119 救護車至非急救責任醫院及未赴急診室檢傷掛號之民眾進行收費；收費標準依據《臺北市救護車設置機關（構）救護車收費基準》計算，每趟次收取新臺幣 1,800 元救護車使用費。衛生局、消防局及社會局共同組成「臺北市政府緊急救護審核小組」，定時召開會議，針對疑義個案進行逐案審查，其中列管之高救護量使用者不乏遊民、低社經非重症者、酒醉路倒者、精神障礙者等，除醫療外並評估個案社會福利需求，包含就業、安置、關懷訪視、社會救助及相關福利供給，整合社會福利資源並提供適切服務及輔導，以落實弱勢族群權益之維護及社會資源合理分配。

第三節　救護車管理

為建立完善的緊急醫療救護系統，提供合法的救護運輸設備及救護技術員，提升臺北市市民對於緊急醫療救護的重視及信賴，臺北市政府衛生局對所轄救護車之人員配置、設備及救護業務每年均進行定期及不定期檢查，並辦理急救責任醫院及救護車營業機構督導考核加強管理。

臺北市救護車截至 2020 年底，數量共計 185 輛，2020 年新設置救護車共計 26 輛，廢止之救護車 22 輛，應完成定檢之數量為 185 輛，均依規定完成定期稽查，達成及合格率達 100%；另不定檢部分，應完成不定檢之數量為 185 輛，依規定完成不定期稽查，檢查結果均合格，達成及合格率達 100%。

輔導臺北市合法立案之救護車營業機構分別為仁光、一心、聯安、駿龍及生命之星救護車有限公司共計 5 家，另有外縣市跨區至臺北市營運之救護車營業機構為九九九、順新、和安及捷安救護車事業有限公司共計 4 家，臺北市政府衛生局於 2020 年 11 月 23 日至 12 月 4 日辦理救護車營業機構進行督導考核，考核結果除上傳衛生局網站提供民眾參考外，為保障臺北市民救護運送之安全與權益，亦函知臺北市各醫療院所（含護理機構）暨社會局轉知安養護機構作為選擇合約救護車營業機構之參考。藉由加強臺北市救護車稽查工作，提升救護車設置機關（構）管理效能、建立正確緊急救護作業觀念及提供良好的緊急救護服務品質，保障臺北市市民救護運送之安全與權益。截至 2020 年 12 月底，臺北市總計 24 家救護車設置機關（構），救護車總數為 185 輛（一般型 160 輛；加護型 25 輛），包含消防機關 93 輛、醫療機構 46 輛、救護車營業機構 41 輛及其他單位 5 輛。

Section 2 Preventing the Waste of Emergency Services

Taipei's number of ambulances has gradually increased. To curb the abuse of emergency services, and improve their quality/efficiency, the Department of Health, Taipei City Government and the Fire Department have implemented "Taipei Charging Scheme in Cases of Public Misuse of Fire Department Ambulances" on December 8, 2012. This rule charges people who call ambulances for non-urgent conditions. The extra fees are based on the "Taipei Ambulance Installation Organization Ambulance Fees Criteria". Every unnecessary ambulance trip is assessed an extra NT$ 1,800 to the user. The Department of Health, Taipei City Fire Department and the Department of Social Welfare have formed "Taipei City Government Emergency Rescue Evaluation Team", which holds regular meetings to review potential abuses. Among them are vagrants, people with low socioeconomic, non-severely ill people, drunkards, mentally handicapped people, etc. Besides medical treatment for these people, we also assess their social welfare needs including employment, housing, care visits, social assistance and integrate social welfare resources and to safeguard the rights and interests of disadvantaged groups, and the equitable distribution of resources.

Section 3 Ambulance Management

To enhance Taipei residents' trust in its emergency services, the Department of Health, Taipei City Government has conducted regular and irregular inspections/supervision of emergency responsible hospitals and ambulance business organizations.

As of the end of 2020, Taipei had 185 ambulances. In 2020, 26 new ambulances were purchased, and 22 ambulances were decommissioned. A surprise inspection was performed on 185 vehicles, and 100% of them passed the inspection.

Taipei City's legally registered 5 ambulance companies are Renguang, ES, Lian An, Jun Long and Life Star Ambulance Co., Ltd. 4 ambulance operators serve adjacent cities besides Taipei—999, Shunxin, He An and Giant Ambulance Co., Ltd. The Department of Health, Taipei City Government evaluated these ambulance businesses from November 23 to December 4, 2020. The results of these evaluations are available to the public. The Department of Health aims to help raise the quality and efficiency of Taipei City's emergency services. As of the end of December 2020, Taipei City has 24 ambulance operators with 185 ambulances. (160 general ones, 25 intensive care ambulances). Taipei City Fire Department has 93 ambulances, medical institutions have 46 ambulances, ambulance businesses have 41 ambulances and other organizations have 5 vehicles.



第三章　推動市民急救教育訓練 - 推廣全民救人觀念

為強化民眾體認 CPR 及 AED 的需要與必要性，臺北市政府衛生局分三層面進行宣導：「有沒有 AED ？會不會救？敢不敢救？」，期降低死亡與失能的風險，培養臺北市民對人的關懷及對生命的尊重，進而主動負起旁觀者施救之責任，提高旁觀者施救率。推行市民急救教育訓練除由消防局、臺北市十二區健康服務中心、臺北市立聯合醫院等公家單位共同推行辦理外，衛生局另委託專業團體針對不同場域人員辦理急救教育訓練，加強輔導受訓民眾，使參訓民眾充分正確練習操作，以臨危不亂應變。2020 年臺北市政府衛生局辦理簡版急救技能（CPR ＋ AED）訓練 1,505 場次，參訓人員達 7 萬 4,656 人次。



簡版急救技能（CPR ＋ AED）訓練－敦化國中
Concise first aid (CPR + AED) training—Dunhua Junior High School



簡版急救技能（CPR ＋ AED）訓練－停車場清潔隊
Concise first aid (CPR + AED) training—Parking lot sanitation services

第四章　重大災害緊急救護 - 災防救護建置

臺灣位於亞熱帶與熱帶交界屬於副熱帶季風區，又位於歐亞板塊與菲律賓海板塊的交界地震帶，所以天然災害頻繁，如 1999 年發生「九二一」集集大地震，造成全國 2,000 人以上死亡，1 萬餘人受傷，造成社會衝擊影響。此外，2015 年 2 月 4 日復興空難、同年 6 月 27 日八仙樂園粉塵暴燃事件亦造成多人死傷；以及 2016 年 2 月 6 日臺南地震造成 551 人輕重傷，117 人死亡；2018 年 2 月 6 日花蓮大地震傷患總計 295 人輕重傷，17 人死亡；同年 10 月 21 日普悠瑪自強號列車脫軌事故共有 18 人死亡，215 人輕重傷；以及 2020 年 4 月 26 日林森北路錢櫃火災傷患共有 5 人死亡、90 人輕重傷。當災害導致大量傷患，考驗災難現場的緊急醫療救護，以及臺北市政府災害處置應變機制，若有良好的防救災準備與緊急醫療應變計畫，則可降低災害帶來的傷亡和損失。為提升臺北市政府衛生局處理災害緊急應變能力，制定「臺北市政府衛生局災害防救業務執行計畫」及「臺北市政府衛生局『大量傷病患處理應變機制』標準作業程序」，作為處理災害防救業務之依據。災害預防、整備、應變及復建重建四階段分別敘述：



簡版急救技能（CPR ＋ AED）訓練－保安大隊
Concise first aid (CPR + AED) training—Security team

Chapter 3 Promoting First-aid Education & Training - Promoting Good Samaritan Principles

To raise public awareness of the need for CPR and AED, the Department of Health, Taipei City Government announced a three-pronged strategy: Is there an AED? Can you save him/her? Do you dare to save him/her? Taipei would like Taipei bystanders to be more willing to assist strangers in distress. In addition to implementing first aid education and training for citizens, Taipei Fire Department, 12 District Health Centers, and Taipei City Hospital jointly partake in this endeavor. The Department of Health also entrusts professional organizations to conduct first aid education and training for personnel in different fields. In 2020, the Department of Health held 1,505 first aid skills (CPR+AED) training sessions, with 74,656 participants.



簡版急救技能（CPR ＋ AED）訓練－臺北市私立普林思頓高級中等學校

Concise first aid (CPR + AED) training—Kingston Private School



簡版急救技能（CPR ＋ AED）訓練－台北王朝大酒店

Concise first aid (CPR + AED) training—Sunworld Dynasty Hotel Taipei

Chapter 4 Emergency Rescue for Major Disasters - Disaster Prevention

Taiwan is located at the junction of the subtropical and tropical regions and the subtropical monsoon zone. It is also situated in the seismic zone at the junction of the Eurasian Plate and the Philippine Sea Plate. The “921” Earthquake in 1999 caused over 2,000 deaths and 10,000 injuries. Additionally, TransAsia Airways Flight 235 air crash on February 4, 2015, and the 2015 Formasa Fun Coast Explosion on June 27 also caused many deaths and injuries. The Tainan earthquake on February 6, 2016 caused 551 injuries and 117 deaths. On February 6, 2018, the Hualien earthquake inflicted 295 injuries and 17 deaths. On October 21, 2018, 18 people died and 215 people were injured in the 2018 Yilan train derailment. On April 26, 2020, the Linsen North Road PARTYWORD fire killed 5 people, and injured 90 people. Large disasters almost always test Taiwan’s emergency response system. Good disaster prevention and relief preparations can reduce potential casualties. To enhance the ability of the Department of Health, Taipei City Government to deal with disasters, “The Department of Health, Taipei City Government Disaster Prevention and Rescuing Operation Implementation Plan” and “The Department of Health, Taipei City Government SOP on ‘Responsive Mechanism on Handling Numerous Injured Patients” were formulated as the basis for handling disaster prevention and rescue operations. The four stages include disaster prevention, preparation, response, and reconstruction are described separately:

一、 災害預防

（一） 災害防救資料之建置與管理

無論是災前的預防或是災時的緊急應變，皆須依靠平時建置之各類防災資料，每年完成更新製作。包含：臺北市政府衛生局災害防救措施手冊、醫院緊急狀況聯絡人通訊錄、各行政區避難收容處所醫護組對應窗口連絡人通訊錄。

（二） 災害緊急通報系統

為因應臺北市天然災害及突發之重大事故時，能儘速成立緊急應變小組，協同臺北市急救責任醫院參與災害防救任務，建立良好的通訊網路系統，俾利資訊傳遞並提供決策者正確的判斷依據，包含：無線電通報系統、有線通訊系統、緊急醫療管理系統等。

（三） 臺北市政府衛生局緊急及災難應變指揮中心（EMOC）資訊整合系統

建立臺北市政府衛生局緊急及災難應變指揮中心專屬網頁及整合防救災醫療資訊，內容包含：災害管理、急重症轉診、事件管理及通報、自殺防治專線等資訊整合通報功能。

（四） 醫院設施減災與補強

為確保災害發生時醫院能發揮最大的緊急救護功能並維持正常運作，臺北市政府衛生局要求轄內醫院需每年提報「緊急災害應變措施計畫」，期於災害發生時，並能立即發揮醫院緊急應變能力。

二、 整備

（一） 災害應變中心作業準則

依據臺北市各級災害應變中心作業要點，訂定臺北市政府衛生局災害應變工作事項。

（二） 災情通報準則

臺北市急救責任醫院、非急救責任醫院及各行政區健康服務中心制定災情通報準則，以供災害發生時緊急通報。

（三） 計畫及標準作業程序之研修訂定

臺北市政府衛生局訂定災害應變相關計畫、標準作業程序及備妥相關防救災資源，當災害發生時，即可依照既定之應變計畫及程序執行各項應變行動，迅速掌握災害情況，達成災害搶救任務。

（四） 防災教育訓練及演習

辦理防災教育訓練及演習以提升防災人員對災害的認知及強化防救災整備、應變能力。每年定期督導臺北市醫療機構實施緊急災害應變演習並針對臺北市 16 家急救責任醫院及民間救護車機構進行督導考核。辦理緊急醫療救護及各項災害之相關議題教育訓練。配合臺北市政府及相關單位參與災害防救演習，包含風災、震災、核化災、氣體油料、人為事故及交通事故等。

1. Disaster Prevention

(1) Disaster Prevention Information setup and Management

Whether it is pre-disaster prevention or emergency response during a disaster, one must rely on the various disaster prevention plans that are updated yearly. Taipei City Government Health Department Disaster Prevention Handbook, Hospital Emergency Contact Directory, and Contact Directory of Shelters in Various Administrative Districts.

(2) Emergency Alert System

In response to natural disasters and sudden major accidents in Taipei, an emergency response team can be established as soon as possible to cooperate with Taipei emergency departments to participate in rescue missions, establish a good communication network system, and make sound decisions. These judgments are based on the radio notification system, wired communication system, emergency medical system, etc.

(3) The Department of Health Emergency Medical Operating Center (EMOC) Information Integration System

We establish a dedicated webpage for the Department of Health Emergency Medical Operating Center, and integrate disaster prevention and medical information. The contents include disaster management, emergency & critical illness referral, suicide prevention hotline and other notification functions.

(4) Disaster Risk Reduction and Reinforcement for Hospitals

To ensure that the hospital could maximize its emergency response capabilities, the Department of Health, Taipei City Government requires hospitals within its jurisdiction to submit an Emergency “Disaster Response Plan” yearly, which could become handy when the disaster strikes.

2. Preparation

(1) Operating standards for the Emergency Operations Center (EOC)

Disaster response tasks of the Department were stipulated according to the EOC operating requirements at various levels of the Taipei City Government.

(2) Disaster Notification Guidelines

Emergency responsibility hospitals, non-emergency responsibility hospitals, and the 12 District Health Centers formulate disaster notification guidelines.

(3) Revising Standard Operating Procedures

The Department of Health, Taipei City Government has formulated disaster response plans, and standard operating procedures. When disasters occur, they can implement various response actions according to the established contingency procedures to quickly handle disaster situations.

(4) Disaster Prevention Training and Exercises

The Department of Health, Taipei City Government holds disaster prevention training. Every year, we regularly supervise medical institutions in Taipei to conduct emergency disaster response drills, and assess the 16 emergency departments and private ambulance operators in Taipei. We also cooperate with the Taipei City Government’s various departments to conduct disaster prevention and rescue exercises: storms, earthquakes, nuclear/chemical disasters, gas/oil, man-made accidents, and traffic accidents.

（五） 臺北市政府衛生局危機管理應變機制

為因應臺北市政府衛生局權管業務發生突發且重大事件時，建立有效因應危機管理機制，成立緊急應變小組，並由衛生局局長指派相關人員負責。

三、 應變

（一） 災害防救人員編組

依各災害防救法規，臺北市政府衛生局編制有緊急應變小組、臺北市十二區健康服務中心緊急應變小組、臺北市立聯合醫院災難醫療救護隊、民防法及全民防衛動員體系。

（二） 災害應變中心成立與運作程序

當災害發生，臺北市災害應變中心成立，臺北市政府衛生局進駐醫衛環保組，負責緊急醫療救護之相關工作聯絡事項及彙整傷病患等事宜。

（三） 現場救護站緊急醫療救護

當發生災害或大量傷病患時，依災害規模臺北市政府開設前進指揮所及現場救護站，臺北市政府衛生局派員進駐以執行緊急醫療救護任務，即時掌握災區緊急救護需求及臺北市緊急救護之動員能量。如災情嚴重，超出臺北市緊急醫療量能，臺北市政府衛生局向鄰近縣市衛生局請求跨區緊急醫療協助，並通報衛生福利部台北區緊急醫療應變中心請求醫療支援。

（四） 緊急傷病患救護與後續治療緊急動員

臺北市政府衛生局及急救責任醫院於災害現場完成傷病患緊急醫療處置，持續辦理後續傷患醫治、人力及資源調度等事宜，以降低失能及災損。各醫療機構在接獲通報準備收治大量傷病患後，應立即啟動院內大量傷病患應變機制，並在接收傷患後儘速登錄傷情。接獲災區指揮官之藥品及醫材需求時，衛生局將立即調撥動員重要藥品醫材儲存處之醫院提供儲備藥品及醫材。

（五） 避難收容安置計畫之配合

依據臺北市「地區災害防救計畫」，配合臺北市政府教育局、社會局及各區區公所等相關單位辦理避難收容處所災民衛生保健醫療事項。

四、 復健重建

能於災後迅速瞭解災情，研判災害所造成之受創、受損程度，擬訂復原重建計畫，依據標準作業程序循序完成重建計畫。

（一） 災情監視、通報及處理

各級醫院之受災情形調查與處置，臺北市政府衛生局提供必要之協助，使轄內之醫療功能得以正常運作，確保市民之就醫品質。

(5) Crisis Management of the Department of Health, Taipei City Government

The Department of Health, Taipei City Government establishes an effective crisis management system as well as an Emergency Response Team (ERT), and the Department of Health director appoints the relevant personnel to run this operation.

3. Disaster Response

(1) Disaster Prevention and Formation of a Rescue Team

In compliance with various disaster prevention and rescue regulations, the Department of Health, Taipei City Government has established emergency response team, Emergency Response Group of 12 District Health Centers, Disaster medical and reuse team of Taipei City Hospital, and the national defense mobility system under the Civil Defense Act.

(2) Disaster Response Center and Operation Procedures

When a disaster occurs, the Taipei EOC is established. The Department of Health, Taipei City Government would be embedded with stationed in health and environmental support teams to respond accordingly to deal with potential injuries and deaths.

(3) Emergency Medical Care at the Ambulance Station

In the event of numerous injuries and deaths, the Taipei City Government would establish forward command posts and on-site rescue stations depending on the scale of the disaster. The Department of Health, Taipei City Government would dispatch personnel to perform emergency rescues. If the disaster exceeds the emergency response capacity of Taipei, the Department of Health would request assistance from the neighboring jurisdictions, and the Taipei District Emergency Response Center of Ministry of Health and Welfare.

(4) Emergency Rescue and Follow-up Treatment for Patients

The Department of Health, Taipei City Government and emergency departments completed emergency medical treatment for injured people at the disaster site, and continued to handle their follow-up care. After being asked to receive many injured patients, each medical institution should immediately activate its disaster response mechanism, and register the injuries as soon as possible. Upon receiving the request for more medical products from the commander at the disaster-stricken area, the Department of Health would immediately mobilize its resources and manpower.

(5) Shelter and Resettlement

Under the Taipei City's "Regional Disaster Prevention and Rescuing Plan", the Department of Health, Taipei City Government cooperates with the Department of Education, the Department of Social Welfare, and District Office, Taipei City to handle an influx of victims.

4. Rehabilitation and Reconstruction

We desire to quickly understand the disaster situation, study the extent of damage, formulate a recovery and reconstruction plan according to standard operating procedures.

(1)Disaster Monitoring and Notification

For the handling of disaster situations, the Department of Health, Taipei City Government provides necessary assistance to enable the normal operation of hospitals within its jurisdiction.

（二） 受災民眾及工作人員心理重建及後續治療

由專業人員提供有心理需求的民眾心理支持，視需要開設安心會談室或安心諮詢專線及提供一線救災人員減壓服務。

第五章　整合社區資源，強化醫療人文關懷

第一節　社區關懷醫師整合照護

臺北市政府衛生局為照顧更多社區弱勢族群，於 2015 年 9 月委託台灣家庭醫學醫學會推動士林區、北投區「社區關懷醫師整合性照護試辦計畫」，建構社區網絡資源；2017 年起授權臺北市立聯合醫院辦理「臺北市家庭責任醫師照護整合計畫」，由臺北市立聯合醫院為軸心，串連社福單位、在地里長、健康服務中心等團隊，並號召當地基層醫師，以健康、專業、關懷為核心，提供低收入戶、中低收入戶、身心障礙者及獨居長者整合性健康照護服務，服務內容包含院所內健康評估、居家關懷訪視、專業人員服務及電話諮詢等，期望藉由主動關懷、健康守護，成為臺北市市民最貼心的醫師朋友。

第二節　提升醫病溝通品質 - 醫療爭議調處

截至 2020 年止，臺北市計有醫院 36 家、診所 3,664 家，登記執業醫師數 1 萬 1,275 人。民眾對於醫療機構的要求，已不再侷限於醫療專業與技術知能，對於服務態度與就醫感受的注重，使得醫病關係緊張度不斷攀升。依《醫療法》第 99 條，地方衛生主管機關對於醫療爭議案件，應建立醫療爭議調處機制，臺北市政府衛生局為維護醫病關係，建立醫病信賴、友善與良性互動環境，在推動策略上朝全方位、多元化、多管道推廣，2020 年度承接衛生福利部「多元雙向醫療爭議處理機制試辦計畫」，每案醫療爭議調處會議皆有醫學、法律專業人員各 1 名協處，藉由專業客觀第三方意見協助釐清事件癥結問題，減少醫病雙方認知差異，以達到醫病和諧、息爭止訟的目標。醫療爭議關懷小組相關指標納入醫院督導考核項目，強化醫院醫療爭議處理機制及關懷服務運作，於 2020 年 9 月至 11 月進行轄內 36 家醫院實地督導考核，經訪查 36 家醫院皆建立醫療爭議關懷機制及實際運作紀錄。2020 年受理醫療爭議案件計 246 件，其中調處案件共 97 件，其中成立案件計 30 件，成立率 30.9%；醫療爭議發生科別前三名分別為整形外科、牙科及婦產科。

為增進醫病雙方和諧，持續協助醫療機構建置完善的醫療爭議關懷小組與關懷機制，2020 年 9 月 4 日辦理「醫療爭議教育訓練」及 2020 年 10 月 20 日辦理「醫療糾紛預防與員工關懷教育訓練」共 2 場次，藉以提升醫療機構之醫療爭議處理知能。

(2) Counseling and Follow-up Treatment for Affected People.

Professionals provide psychological support for people. Consultation rooms and hotlines are available as needed, and offer front-line workers ways to destress.

Chapter 5 Integrating Community Resources and Strengthening Medical Humanistic Care

Section 1 Integrating Community Care Physicians

To care for more disadvantaged groups in the community, the Department of Health, Taipei City Government commissioned the Taiwan Association of Family Medicine in September 2015 to promote the "Pilot Project on the Integrated Care of Community Doctors" in Shilin District and Beitou District. Since 2017, the Taipei City Hospital has been the focal point linking "Integrated Plan for Healthcare Provided by Family Physicians", with social welfare departments, neighborhood chief officers and district health centers to provide integrated healthcare services for low-income households, disabled persons and elderlies living alone. These services include in-hospital health assessment, home care visits, and telephone consultations. We aspire to become the best advocate for Taipei residents' health.



醫師檢查個案患部
The doctor examines the patient's afflicted parts

Section 2 Improving Doctor-patient Communication—Medical Dispute Mediation

As of 2020, Taipei City has 36 hospitals, 3,664 clinics, and 11,275 licensed physicians. Taipei's patients have rising expectations for their healthcare providers. At times, medical disputes may inevitably arise. According to Article 99 of "Medical Care Act", local authorities should establish a dispute mechanism to address medical disputes/grievances. The Department of Health, Taipei City Government aims to help establish good doctor-patient relationships via comprehensive strategies undertaken in 2020 by "Diverse and Two-way Medical Dispute Handling Mechanism Pilot Project" of Ministry of Health and Welfare. Each medical dispute mediation would have a team composed of medical and legal professionals. An expert third-party opinion would help resolve the differences between doctors and patients. From September to November 2020, 36 hospitals established dispute mechanisms. In 2020, 246 medical disputes cases were submitted, of which 97 went to mediation that resulted in successful outcomes for 30 cases (30.9%). The top three medical disputes involved plastic surgery, dentistry, and obstetrics and gynecology.

To enhance the doctor-patient relationship, the Department of Health, Taipei City Government will continue to assist the medical institution to establish a functional dispute mechanism. "Medical Dispute Education and Training" were held on September 4, 2020, and "Medical Dispute Prevention and Staff Care Education and Trainong" were held on October 20, 2020 to help medical institutions better resolve disputes.

第六章　市立醫院 - 聯醫、萬芳、關渡

第一節　臺北市立聯合醫院

臺北市立聯合醫院自 2005 年整合至今計有 7 個院區（5 個綜合院區：中興、仁愛、和平婦幼、忠孝及陽明院區；2 個專科院區：松德、林森中醫昆明院區）、14 個院外門診部（含 2 個院外中醫門診部）、2 個醫務室、1 個兒童發展評估療育中心、3 個職能工作坊、1 個庇護工場、1 個學苑、4 個附設護理之家、1 個精神護理之家、3 個附設產後護理之家、6 個附設居家護理所、1 個昆明防治中心及 1 個附設居家服務所，服務網絡遍及臺北市 12 個行政區域。秉持公立醫院成立之精神與存在價值，配合國家政策推動公共衛生業務，整合醫療資源提供臺北市市民優質的醫療服務，秉持核心價值為「正直誠信、團隊合作、創新卓越、開放共享、關懷當責、同理謙卑」，並以「照顧市民健康、守護弱勢族群」為使命，朝向「醫養結合的領航者」之定位發展，期達成「成為亞洲第一的社區型醫院」之願景。

一、 走入社區，照顧有醫療需求但行動不便的市民

臺北市市長柯文哲期許，讓臺北市每個家庭都有醫師朋友，特別是弱勢的家庭。臺北市立聯合醫院自 2015 年 4 月起推動「醫院型家庭責任醫師」制度，依個案需求提供跨團隊整合服務，主要收案對象包括低收入戶、獨居長者、重度身心障礙者或經醫事人員評估有明確醫療需求者。2020 年已提供 2,947 位有需求的弱勢族群到宅服務，其中出訪醫師共 1 萬 2,073 人次、非醫師專業人員出訪共 2 萬 284 人次。

為拓展服務能量，臺北市立聯合醫院於 2016 年新增居家醫療服務，由專業醫療團隊評估後，提供有需要的個案到宅醫療服務，自開辦日起至 2020 年底累計收案 7,271 名個案、服務 7 萬 3,819 人次。2018 年更以「藍鵲送愛－建構居家醫療照護整合服務模式」為題，榮獲「2018 年國家品質標章銅獎」。

二、 推動「都會型社區安寧照護」

在臺北市立聯合醫院總院長黃勝堅帶領下，自 2015 年起率先啟動「都會型社區安寧照護」計畫，期望提供末期病人一個安適、有意義、有尊嚴、有希望的生活，讓回到住家的末期病人亦能得到全方位的照顧。截至 2020 年共計有 4,189 位各職類同仁完成健保乙類社區安寧 13 小時訓練，投入照護人力 272 名，2020 年出隊訪視 6,099 次，各專業人員共出勤訪視 1 萬 4,798 人次。克服都會型社區推動安寧的各種困難，讓希望能在家善終的末期病人，都能獲得完善的安寧照護，2020 年持續照護人數共 726 人，家屬對社區安寧照護服務滿意度 為 97.5 分。

Chapter 6 Taipei City Hospital, Taipei Municipal Wanfang Hospital, Taipei Municipal Gan-Dau Hospital

Section 1 Taipei City Hospital

Since the integration of Taipei City Hospital in 2005, it now operates 7 branches (5 comprehensive branches of Zhongxing, Renai, Heping Fuyou, Zhongxiao and Yangming; 2 specialized branches of Songde and Linsen Chinese Medicine Kunming branch), 14 external clinics (including 2 external Chinese medicine clinics), 2 infirmaries, a Children Development Assessment Treatment Center, 3 occupational workshops, a sheltered workshop, an academy, 4 affiliated nursing homes, an affiliated psychiatric home, 3 affiliated postpartum nursing care centers, 6 affiliated household nursing centers, the Kunming Prevention and Control Center along with 1 household clinic to form a service network that stretches throughout all 12 districts of Taipei City. Upholding the spirit and value of a public hospital, Taipei City Hospital coordinates with national policies in promoting public health operations, and integrates medical resources to provide Taipei City citizens with outstanding medical services. With the core value being "honesty and integrity, teamwork, innovation and excellence, openness and sharing, caring and accountability, sympathy and modesty", our mission is to "take care of the citizens' health and the underprivileged population" to become the "pilot in the integrated medical care field", hoping that we can realize the goal of being the "No.1 community hospital in Asia".

1. Walking Into the Community, and Caring for People with Reduced Mobility

Taipei Mayor Wen-Je Ko hopes that every family in Taipei City would have unimpeded access to healthcare, especially disadvantaged families. Since April 2015, Taipei City Hospital has promoted the "Hospital-Based Family Physicians Systems", providing integrated services according to the needs of everyone. The main beneficiaries include low-income households, elderlies living alone, disabled people and medical personnel. In 2020, 2,947 disadvantaged groups received home services, involving 12,073 home visits from physicians and 20,284 home visits by non-clinicians.

To expand service capacity, Taipei City Hospital added home services in 2016. From their inception to the end of 2020, 7,271 applications were accepted serving 73,819 persons. In 2018, Taipei City Hospital was awarded the "2018 Symbol of National Quality—Bronze Prize" entitled "Blue Magpie Delivering Love—Constructing At Home Medical Care Integrated Service Model".

2. Promoting "Metropolitan Community Palliative Care"

Under the leadership of Director Sheng-Jean Huang in 2015, Taipei City Hospital launched "Metropolitan Community Palliative Care" to provide terminally ill patients with a comfortable, dignified life preferably at home. As of 2020, 4,189 employees in various departments completed 13-hour training in Category B hospice care. Taipei has 272 workers are involved in hospice & palliative care. In 2020, there were 6,099 team visits 14,798 visits by various professionals to provide terminally ill patients who hope to die at home comprehensive hospice care. In 2020, 726 people received these services with a family satisfaction score of 97.5 points.

三、 推動「與醫學中心（臺大醫院）轉診計畫」

為改善整體醫療照護及醫學中心急診部門壅塞問題，臺北市立聯合醫院推動「與醫學中心（臺大醫院）轉診計畫」，讓在臺大醫院急診室等床的民眾，可以先到臺北市立聯合醫院接受住院治療，等臺大醫院有床後仍然可選擇轉回，減輕在醫學中心急診候床民眾及家屬辛勞，使民眾獲得持續醫療照護讓病人得到妥善的照顧，順利疏解臺北市急診滯留問題。精進轉診作業流程，以病人滯留醫學中心超過 24 小時，檢傷分類為第三、四級病人且經醫學中心急診部醫師判定符合轉臺北市立聯合醫院病人為對象，規劃綠色通道由急診後送病房。透過轉診單一窗口聯繫，並協助病人轉入醫院後直入病房，全面啟動參與轉診計畫。2020 年臺大醫院病人成功轉入臺北市立聯合醫院共計 410 人，從新光醫院轉入 36 人、馬偕醫院轉入 3 人，轉診滿意度 90.38%。

四、 推動「臺北市慈悲關懷社區」

慈悲關懷社區係以前瞻性健康概念推動社區醫療照護，共同建立社區化之照護平臺，對象以 65 歲以上長者為主，身障者、弱勢族群、社會邊緣人為輔，以補足現今健保及長照體系未關注之族群，提供完善的人性關懷服務。

臺北市立聯合醫院自 2018 年 4 月起推動，截至 2020 年底已於臺北市設立 20 個慈悲關懷社區及 4 個推動點，遍及 12 個行政區，並協助連江縣政府，成立離島第一個慈悲關懷社區－南竿鐵板慈悲關懷社區，造福離島居民。

各慈悲關懷社區均獨立發展自我特色，針對社區特性及需求，持續以生命識能要素營造社區，包括弱勢訪視、生命咖啡館、生命識能講座、推廣長筷子運動、生活美學、寵物友善講座等，截至 2020 年底共計服務 2 萬 8,958 人次，2018 年以「生老有終 聯合共行－國際慈悲關懷社區推動」為題，榮獲「2018 年國家品質標章認證」。

2020 年 12 月 17 日辦理慈悲關懷社區第一次在臺灣舉辦的研討會－「2020 慈悲關懷社區研討會－遇見慈悲 關懷左右」，邀請宗教人士、里長、社區經理人等夥伴分享慈悲關懷社區實務經驗，涵蓋社區各面向，主題多元豐富。為表示祝賀及勉勵，Allan Kellehear 教授特地預錄影片獻上祝賀詞，使現場充滿溫暖的活力，並現場訂定臺北市慈悲關懷社區行動綱領：「增進生命識能，建構社區價值；尊重善終意願，推廣自主權利;融合在地文化，推動特色發展；精進實務訓練，培育未來舵手；分享成果經驗，接軌國際交流」，為臺北市在國際慈悲關懷社區中再向前邁進一大步。



慈悲關懷社區研討會
Compassionate Community Symposium

3. Promoting "Referral Project with Medical Center(National Taiwan University Hospital)"

To alleviate overcrowding in the emergency departments, Taipei City Hospital has promoted a "Referral Project with Medical Center(National Taiwan University Hospital)" so that people who are waiting for beds in the emergency room of the National Taiwan University Hospital could transfer to Taipei City Hospital. Patients could still choose to National Taiwan University Hospital should condition permits. This arrangement ensures that patients could be properly taken care of in an emergency. Patients who have been in the emergency rooms for over 24 hours, and are classified as either Level 3 or 4 patients are eligible to transfer to Taipei City Hospital by NTUH doctors. A green marking on the floor would direct patients directly from emergency rooms to wards. In 2020, 410 patients from National Taiwan University Hospital, 36 patients from Shinkong Hospital, and 3 patients from Mackay Hospital were successfully transferred to Taipei City Hospital attaining a referral satisfaction rate of 90.38%.

4. Promoting "Taipei Compassionate Community"

The Compassionate Care Community is a forward-looking health concept that promotes community care that benefits mainly seniors over 65 years old, supplemented by the disabled, disadvantaged groups, and marginalized communities.

Taipei City Hospital established 20 Compassionate Communities, and 4 promotional centers across 12 districts from April 2018 to the end of 2020. Taipei also helped Lianjiang County Government establish the first Compassionate Community on outlying islands—Nangan Tieban Compassionate community.

Each compassionate and caring community develops its characteristics depending on the needs of the population. We continue to enrich these communities with cafes, lectures, exercises, aesthetics, and pet-friendly lectures by the end of 2020, 28,958 people were served. In 2018, the undertaking was awarded the "2018 Symbol of National Quality" with the theme of "Life and Death United Cooperation-Promotion of International Compassionate Community".

On December 17, 2020, we organized the first symposium held by the compassionate care community in Taiwan—"2020 Compassionate Community Symposium"—Meeting Compassion & Caring. We invited religious leaders, district chiefs, community managers and others to share their experiences. Professor Allan Kellehear specially pre-recorded a film filled with warm vitality, and formulated the Taipei City Compassionate and Caring Community Action Principles: "Improving knowledge and energy, building community values; respecting the wishes of terminally ill patients, promote a patient's right to autonomy; incorporating local cultures to promote unique development; enhancing practical training to train future leaders; sharing achievements to connect with the world". Taipei wishes to take a giant step toward becoming an international compassionate and caring community.

五、 《病人自主權利法》、預立醫療照護諮商

配合《病人自主權利法》執行，開辦預立醫療照護諮商服務，民眾可透過預立醫療照護諮商程序，獲得充分的醫療資訊，與親友、醫療團隊經過討論溝通，達到共融諮商，並簽署預立醫療決定，選擇自己在特定醫療情境下是否或如何接受醫療，另外也可以指定自己信任的人擔任醫療委任代理人，確保自己的意願能夠得到貫徹。臺北市立聯合醫院經評比為衛生福利部 2020 年度「預立醫療照護諮商推廣獎勵計畫」臺北市之示範醫院，2020 年共提供 1,740 人次預立醫療照護諮商服務，簽署 1,574 份預立醫療決定書，並編撰「我的預立醫療決定書－易讀說明手冊」，協助心智障礙者獲得病人自主權利法規相關資訊的權利，透過易讀說明手冊，開啟心智障礙者與家庭對生命識能的認識 ，進而保障弱勢族群醫療自主權利。

六、 失智症照護

臺北市立聯合醫院失智症中心於 2017 年 6 月成立，結合各院區組成跨科醫療團隊，從疾病篩檢、照護模式建立、社區照護服務等三大面向，建立並整合在地院內外社區資源，串聯建置大臺北地區全面性、整合性失智症照護模式。推動「以人為本」的個案照護，規劃兩大推動策略：「個案管理服務」、「共照平臺服務」。個案管理強調從「診斷到臨終」的全程式服務，連結失智整合醫療，建立快速確診綠色通道，截至 2020 年止失智個管收案量共計 6,059 人。於 2019 年首創臺灣第一個將社交處方箋納入醫師醫囑的創新作法，與國立臺灣博物館、國家交響樂團等機構合作，期透過「醫療」與「文化」跨界合作，鼓勵失智症者至社區參與復能與健康促進活動，達預防及延緩病程之效益，2020 年博物館處方箋計 194 人參與；音樂處方箋計 178 人次參與；舞蹈處方箋 420 人次參與。2020 年以「憶起愛 台北愛一起 ，打造失智照護一條龍的創新照護服務」榮獲第 3 屆政府服務獎，並以「科技照護與失智症社交處方箋於失智症創新服務應用」榮獲 2020 年台灣健康城市暨高齡友善城市之高齡友善城市創新獎。

七、 照顧社區弱勢族群

(一) 社區整體照顧服務

建立以醫療為主軸的社區整體照顧服務，深入社區走主動發掘失能長者需求，訂定個別化服務計畫並媒合所需資源，解決就醫不便問題，連結社區長期照顧資源，落實在地老化、在宅臨終等目的，建構在地老化最佳的社區整體照顧模式。臺北市立聯合醫院共有 6 個院區參與長期照顧 A 級單位，2020 年共收案數 7,565 案

5. "Advanced Care Planning Act", an Advance Medical Directive

In conjunction with the implementation of "Advanced Care Planning Act", advanced directive consultation services are launched. Patients could obtain sufficient medical information to formulate an advance directive involving relatives, friends, and medical teams. Afterward, they could express the advance directive to guide the direction of their medical treatment, and could also designate a person to act as the substitute decision-maker if necessary. Taipei City Hospital was rated as a model hospital by 2020 "Advanced Directive Promotion Award of Ministry of Health and Welfare". In 2020, Taipei provided 1,740 advance directive consultation services, and help patients complete 1,574 advance directives. "My Advance Directive Made-Easy Instruction Manual" was made to assist disadvantaged groups to understand their right to autonomy.

6. Dementia Care

Taipei City Hospital Dementia Center was established in June 2017. It combines various hospitals to form an inter-disciplinary medical team. Through disease screening, care model, and community care services, it integrates resources inside and outside the hospital to build a comprehensive dementia care system in Taipei. The individualized plan has two features: "case management services" and "shared services platform". Case management emphasizes diagnosis to the end of life to create integrated care for demented people. As of 2020, there were 6,059 dementia cases under our management. In 2019, Taipei pioneered Taiwan's first innovative approach to incorporate social prescribing into physician's orders, and collaborated with National Taiwan Museum, National Symphony Orchestra and other institutions to encourage demented people to be actively involved in their rehabilitation therapy through medical and cultural means. In 2020, 194 patients visited museums; 178 people listened to music; 420 people participated in dancing activities. In 2020, Taipei won the 3rd Government Service Award with "Recalling Love Together Taipei, Creating An One-Stop Innovative Dementia Care". Taipei also captured the 2020 "Taiwan Healthy City & Senior-Friendly City Innovation Award through Technology and Social Prescribing on Innovative Dementia Care".



7. Caring for Disadvantaged Groups

(1) Comprehensive Community Care

We ventured deep into the community to explore the needs of disabled elderlies to formulate individualized service plans. We tried to help seniors gain access to healthcare to enable people to finish the remainder of their lives at homes if they wish. Overall, we constructed the best elderly care communities. 6 branches of Taipei City Hospital provide Class A long-term care, and accepted 7,565 patients in 2020.

（二） 長照藥事服務、到宅提供用藥指導

因應高齡化社會，藥師走入社區執行藥事照護服務，就用藥高關懷族群、獨居長者或弱勢族群等需要照顧之個案，進行藥物使用評估、雲端藥歷處方整合，查檢重複用藥、藥物交互作用，提供病人及家屬用藥指導、藥物諮詢、藥品管理建議，確保用藥安全。自 2015 年 5 月起，提供居家訪視藥事照護服務，2020 年共有 44 位藥師進入病人居家處所，提供藥物管理及評估服務，計 510 人受訪，共訪視 1,264 人次。服務對象以中高年齡病人（85%）占多數，其次為三高病人（15%）及三高併大於兩種慢性病病人（5%）；病人整體滿意度達九成九；另調查發現有九成八以上的病人表示有幫助，近九成八希望藥師再訪。臺北市立聯合醫院 2020 年臨床藥學年會投稿，關於居家及獨居失能藥事照顧壁報展示共錄取 3 篇。

（三） 獨居長者送餐

臺北市立聯合醫院結合老人服務中心、社福團體及鄰里辦公處，共同為獨居長者提供送餐服務，營養師依長者不同需求調配各式餐食，以符合長者所需之營養。自 2010 年起提供獨居長者送餐服務，服務範圍包括士林區、中正區、萬華區、大同區、大安區、信義區及南港區。2020 年共服務 4,117 人次，提供 10 萬 5,916 餐次。

（四） 遊民健康照護

自 2010 年起以中興院區為首，組織跨領域合作團隊，結合臺北市政府社會局及公、私立輔導部門，提供遊民傳染病篩檢，透過篩檢陽性個案之轉介及追蹤，另就慢性病部分，安排醫師與營養師分別進行健康衛教講座與機構健康飲食建議。2020 年遊民健康篩檢服務共篩檢 180 人次及追蹤服務，確認 7 人感染梅毒、3 人感染愛滋病，皆由醫院追蹤並穩定控制病情中。於萬華區設置弱勢醫療服務站，提供遊民醫療篩檢與諮詢服務，2020 年共服務 120 人次。

八、 社區健康促進及衛教宣導活動

（一） 用藥安全宣導

結合社區共同合作，提供院內、學校、社區或機構「用藥安全暨反毒、藥物濫用防制」教育宣導，避免藥物濫用產生藥物不良反應，以確保藥物使用的安全性，建構健全的安全用藥環境；2020 年共辦理 105 場傳染病防治

（二） 傳染病防治

加強四段七級之預防工作，提升民眾傳染病衛生教育知識，至社區、學校、人口密集機構提供衛教宣導，如：愛滋病、性病、結核病等各式傳染病宣導等；2020 年共辦理 275 場。

(2) Long-term Care; Providing Medication Guidance at Home

Pharmacists have begun to deliver their services to homes of seniors, drug abusers and disadvantaged groups. They conduct drug use assessments, take patients' drug history, check duplicate medications, and potential drug interactions. The information is used to provide medication recommendations to patients and their families to ensure medication safety. Since May 2015, pharmacists have conducted home visits, and in 2020, 44 pharmacists provided such services. 510 people were interviewed, and 1,264 visits were made. Most service recipients were elderly patients (85%), followed by patients with hypertension, hypercholesterolemia, diabetes (15%) and patients with these three diseases plus two more chronic diseases (5%). The overall satisfaction of patients reached 99%. More than eighty percent of patients considered it helpful, and nearly 98% hoped to see these pharmacists again. At the 2020 Annual Conference of Clinical Pharmacy, Taipei City Hospital submitted 3 posters for the exhibition.

(3) Meal Delivery for Elderlies Living Alone

Taipei City Hospital integrates the elderly service center, social welfare groups and neighborhood offices to provide meal delivery services for seniors living alone. Dietitians prepare various meals according to each elderly's needs. Since 2010, this service has covered Taipei's Shilin District, Zhongzheng District, Wanhua District, Datong District, Da'an District, Xinyi District and Nangang District. In 2020, 4,117 people were served and 105,916 meals were delivered.

(4) Homeless Healthcare

Since 2010, Taipei City Hospital Zhongxing Branch has led the way in organizing inter-agency cooperation. The Department of Social Welfare, Taipei City Government, and various public and private counseling services have collaborated to provide infectious disease screening for homeless people. Positive cases are tracked, and their chronic diseases are further managed by doctors and dietitians. In 2020, Taipei screened 180 vagrants, and follow-up on them subsequently. 7 people were confirmed to be infected with syphilis and 3 people were HIV positive. Hospitals would continue to follow up on them to ensure their recovery. Taipei City set up medical service stations in Wanhua District to screen and counsel homeless people. In 2020, 120 people receive these services.

8. Community Health Promotion and Public Health

(1) Drug Safety Advocacy

We educate people on drug safety and drug abuse prevention in hospitals, schools, and institutions. In 2020, 105 drug prevention and control programs were held.

(2) Infectious Disease Prevention

Taipei City has strengthened four methods and seven levels of infection control. We improve the public's knowledge of infectious diseases, and provide health education to schools, and densely populated communities concerning AIDS, other venereal diseases, tuberculosis, and other infectious diseases. In 2020, 275 sessions were held.

（三） 癌症篩檢

辦理癌症篩檢活動，達到及早發現、及早治療之目的。2020 年四癌總篩檢量 9 萬 8,872 人次，子宮頸抹片 3 萬 7,650 人、乳房攝影 1 萬 1,260 人、大腸癌篩檢 4 萬 5,456 人及口腔癌篩檢共 4,506 人，四癌異常個案後續追蹤總陽追率達 84.42%，子抹陽追率 84%、乳攝陽追率 83.12%、腸篩陽追率 80.37% 及口篩陽追率 90.20%。和平婦幼院區榮獲臺北市政府衛生局「大腸癌篩檢服務績優獎」及「癌症防治進步獎」、中興院區榮獲臺北市政府衛生局「乳癌篩檢服務績優獎」、陽明院區獲臺北市政府衛生局「口腔癌陽追王」及「子宮頸癌陽追王」。

（四） 心血管疾病暨代謝症候群防治

結合社區相關資源，辦理三高及慢性腎臟病防治宣導活動；2020 年共辦理 20 場。

（五） 健康飲食新文化宣導

透過輕鬆、活潑有趣及生活化的宣導，深入社區推廣「天天 5 蔬果」健康飲食觀念，教育民眾建立正確飲食習慣。2020 年共辦理 81 場，參加人數共 2,292 人，滿意度達 98.8%。

（六） 宣導健康生活型態活動

辦理健康體位宣導、系列體操等活動，提供學校、社區銀髮、鄰里民眾健康觀念；2020 年共辦理 178 場。

（七） 菸害防制宣導

透過各項宣導活動，加強民眾正確的認知，培養良好習慣，預防及降低菸害之發生；2020 年辦理菸害防制宣導及二代戒菸治療宣導共 91 場。

九、 翻轉思維、持續學習成長

（一） 成立「跨領域擬真教育發展中心」

臺北市立聯合醫院為提高醫療服務品質及醫療效能，於 2015 年 11 月 19 日公告成立跨領域擬真教育發展中心，協助醫院推廣跨領域包含行政職類同仁進行臨床擬真教育訓練，於醫學人文關懷、醫病溝通之臨床場域應用教學，最終實踐於病人及其家屬之醫療照護，以落實臺北市政府各項相關政策發展，達成永續經營之目標。

自 2015 年起推廣至今，跨領域擬真教育發展中心於 2019 年以「愛怎麼說－醫院劇場學堂」申請並通過「2019 SNQ 國家品質標章」，提供從事醫療照護之醫護、醫事、行政等跨職類團隊同仁，進行緩和醫療家庭會議及醫病溝通之實質演練與經驗分享，透過角色扮演及主題討論方式教學，並有雙向互動與回饋，提升相關知能，進而落實照護市民健康、守護弱勢族群之使命；委員予以相當正面之鼓勵與肯定該項目以角色扮演之方式訓練安寧照顧與溝通模式，有其創意，屬特殊作為；醫院跨領域團隊積極參與，盼持續精進成為特定項目的國內標竿團隊。

(3) Cancer Screening

We favor early detection and early treatment for cancer. In 2020, 98,872 tests for four major cancers was performed: 37,650 Pap smears, 11,260 mammograms, 45,456 colorectal cancer screenings, and 4,506 oral cancer screenings. The total follow-up rate reached 84.42%: the rate for abnormal Pap tests was 84%, the rate for abnormal breast cancer results was 83.12%, the rate of positive colon cancer screening was 80.37%, and the rate for oral cancer was 90.20%. Taipei City Hospital Heping Branch won the "Colorectal Cancer Screening Excellence Award" and the "Cancer Prevention Award" from the Department of Health, Taipei City Government. Taipei City Hospital Zhongxing Branch won the Department of Health "Breast Cancer Screening Excellence Award", and Taipei City Hospital Yangming Branch won the Department of Health "Oral Cancer Screening Excellence Award" and "Cervical Cancer Screening Excellence Award".

(4) Prevention and Treatment of Cardiovascular and Endocrine Disorders

Taipei encourages people to prevent hypertension, hypercholesterolemia, diabetes and chronic kidney diseases. In 2020, 20 information sessions were held.

(5) Promoting a Healthy Diet

The Department of Health, Taipei City Government encourages people to eat healthily. "5 fruits and vegetables every day" should be on people's menu. In 2020, 81 sessions were held with 2,292 participants reaching a satisfaction rate of 98.8%.

(6) Promote a Healthy Lifestyle

We ask people to pay attention to their weight and BMI 178 information sessions were held in 2020.

(7) Tobacco Hazards Prevention

The Department of Health, Taipei City Government would like people to refrain from smoking. In 2020, we held 91 smoking cessation programs.

9. Thinking Outside the Box; Continuing to Learn and Grow

(1) Establishing "Cross-Field Simulation Education Development Center"

To improve the quality and efficiency of medical services, the Taipei City Hospital announced the establishment of the Cross-Field Simulation Education Development Center on November 19, 2015. We hope that patients and their families could benefit enormously from this new learning tool, and that Taipei could realize its health-related policies.

Since 2015, we have promoted Interdisciplinary Virtual Learning Center, and passed the "2019 Symbol of National Quality (SNQ)" in 2019 with the "How to Express Love—Hospital Theater Forum". We provide healthcare professionals a platform to share their experience on palliative care with family members. We hope to convey our messages through role-playing and theme discussions. The committee members especially affirmed the use of role-playing to train hospice workers. An interdisciplinary team aims to become a trendsetter for this unique training style.

該中心更極力培訓符合未來臺北市立聯合醫院醫學教育相關教學課程所需之標準化病人（演員）團隊，協助參與相關教學課程，提供院內醫療團隊教學，並發展相關教育訓練多元化教材，目前透過安寧、醫病溝通、同理心等相關課程，利用雙向互動及實作演練方式進行教學，創造與他院相異之教學發展特色，並發展適合國情之主客觀評核工具；2020 年於臺北市立聯合醫院各院區巡迴劇場課程，支援醫病溝通 / SDM 小劇場共 7 場次、安寧小劇場共 7 場次以及相關臨床技能測驗（OSCE）課程演出數場，達到各職類同仁服務品質與職能技巧提升之內部持續學習與成長目的，更致力於開發失智症相關議題教材，將教學量能持續延伸至社區，帶動社區學習醫療相關識能。

（二） 成立「全觀式社區預防暨心理健康中心」

臺北市立聯合醫院於 2017 年 8 月 1 日成立「全觀式社區預防暨心理健康中心」（以下簡稱全觀心理中心），期望建立「價值導向心理健康」之服務。結合臨床與諮商心理師，連結「醫療」、「社區」、「居家」及「長期照護系統」，提供「初段」（心理健康促進）、「次段」（心理問題偵測）、「三段」（心理問題處預），以及「四段」（悲傷輔導）的心理健康服務。

2020 年全觀心理健康中心於臺北市各地社區關懷據點提供心理健康識能宣講共 45 場 510 人次；長期照護居家心理師訪視病人 244 人次，家屬 139 人次；社區居家失智症訪視服務 48 人次；失智症病人認知復健團體共服務病人 561 人次，照顧者 369 人次；失智症照顧者情緒支持團體及單次課程共服務 139 人次；參與社區居家安寧團隊訪視服務 1,317 人次；提供法務部矯正署臺北少年觀護所青少年酒癮衛教課程共 20 場次 839 人次、個別簡短心理介入共 48 人次。

為將心理健康概念向下扎根，與北市國小合作，提供龍安國小班級導師共 8 堂情緒教育課程教案及執行之討論。院內提供仁愛院區癌症病人情緒篩檢共 4,711 人次，並提供該院區癌症病人心理照會共 135 人；提供松德院區藥酒癮病人個別心理治療共 104 人次、團體心理治療共 35 場次 70 人次，並與忠孝院區合作於南港高工開辦菸癮團體共 4 場次 47 人次。院內員工心理健康服務，包含寄送 10 封全院關懷信、17 場次員工心理健康特地任務團體共計 444 人次；提供員工個別心理諮商服務 157 人次。為銜接上述社區、居家、員工心理健康服務，提供院外門診部自費心理諮商門診或家訪服務，總計服務 389 人次，並於 2020 年起於中興及忠孝兩院區設立院區自費心理服務（開放診）以服務有心理諮商需求之民眾，總計服務 141 人次。

此外，全觀心理健康中心以「全『心』啟航－全觀式社區居家心理整合服務模式」為題，續審通過 2020 年「國家品質標章－醫療院所類－醫院社區服務組」類別之認證。

The center also strives to train standardized patients that meet the requirements of the Taipei City Hospital for medical education. At present, patient communication, empathy and other related courses could create a better educational experience in Taipei. In 2020, various Taipei City Hospital branches supported better doctor-patient communication/SDM 7 small theater sessions, 7 hospice theatrical performances, and Objective Structured Clinical Examination (OSCE) courses to achieve quality in all categories. Since learning is a life-long process, we are more committed to developing teaching materials related to dementia and the community, and driving the community to learn about medical knowledge.

(2) Establishing the "Holistic Social Preventive and Mental Health Center"

Taipei City Hospital established the "Holistic Social Preventive and Mental Health Center" (henceforth referred to as Holistic Mental Center) on August 1, 2017. The system hopes to establish a value-oriented mental health service. It links the expertise of clinical and counseling psychologists to home and community-based long-term care services to provide the initial stage (mental wellbeing), the second stage (mental problem detection), the third stage (preventing and treating psychological problems), and the fourth stage (grief counseling).

In 2020, Holistic Mental Center provided 45 sessions on mental health awareness at community care locations in Taipei for 510 people. Residential long-term care psychologists visited 244 patients and 139 family members. Residential dementia care home visits were provided to 48 persons. Cognitive rehabilitation groups helped 561 patients and 369 caregivers. Dementia caregivers' support groups assisted 139 people, and participated in home hospice visits for 1,317 persons. Holistic Mental Center also provided Taipei Juvenile Detention House, Agency of Correction, Ministry of Justice with 20 sessions on teenage alcohol abuse with 839 people. 48 of them involved brief psychological interventions.

We cooperated with Long An Elementary School instructors to hold 8 emotional learning sessions. Taipei City Hospital Renai Branch provided 4,711 emotional screenings for cancer patients, and provided consultations for 135 cancer patients. Taipei City Hospital Songde Branch provided treatments for drug and alcohol addiction to 104 patients, group psychological treatments in 35 sessions to 70 people, and cooperated with Taipei City Hospital Zhongxiao Branch to set up addiction groups with 47 people for 4 sessions at Taipei Municipal Nangang Vocational High School. The mental health services for hospital employees include sending 10 letters for the whole hospital, 17 sessions for employees' mental health with 444 people, and providing psychological counseling for 157 people. Taipei also provided outpatient services self-pay healthcare and home visit options for 389 people. Starting in 2020, Taipei City Hospital Zhongxing and Zhongxiao Branches have been offering self-pay psychological counseling to 141 people.

Besides, Holistic Social Preventive and Mental Health Center, using the theme of "All Heart Set Sail—A Comprehensive & Integrated Framework for Psychological Services", passed 2020 "Symbol of National Quality in the Hospital Community Service Group under the category of Medical Institution".

（三） 推動精實管理

配合臺北市政府推動大型組織精實、零基預算政策，形塑同仁學習精實管理精神，積極檢視現有業務情況，主動進行流程改善，消除作業過程中的浪費，提升行政效能及執行力。配合扎根精實管理，辦理體驗精實工作坊課程，202 年共計 5 梯次 ，共 134 人參與 。為擴散精實學習成效，促使受訓同仁能實際應用精實管理之改善精神於工作場域上， 2020 年由外聘顧問及院內種子師資帶領團隊，辦理 18 場次主題討論會議 ，共 92 人參與 。2020 年 9 月 4 日辦理「 2020 精實醫療國際高峰會 」，邀請國內外專家學者共同交流經驗分享，與會人員共計 420 人（含視訊與會 263 位），口頭發表 13 案及海報發表 39 案。



2020 年精實國際高峰會頒獎
2020 International Lean Healthcare Summit (Asia) Awards

第二節　臺北市立萬芳醫院

臺北市立萬芳醫院身為臺北市第一家公辦民營的醫院，肩負臺北市政府交付之衛生任務重責，現有 750 床及護理之家 39 床，除提供臺北市市民優良醫療照護，亦積極推動各項國家衛生政策，在癌症篩檢及防治、各類疫苗接種服務、戒菸戒檳衛教服務、老人健檢服務、兒童發展篩檢、糖尿病照護等皆深獲主管機關肯定。萬芳醫院秉持著「社區為重、病人為尊」之核心經營理念，持續深耕特色醫療發展，精實及優化醫療服務，積極落實分級醫療，與社區基層醫療院所成立共好健康照護網。

一、 榮耀與肯定

（一） 2020 年 1 月通過衛生福利部癌症診療品質認證

（二） 2020 年 1 月榮獲財團法人生技醫療科技政策研究中心「2020 SNQ 國家品質標章」

1. 晚期腹腔癌症的曙光 - 腹腔內溫熱化學治療
2. 腳逐甲級人生 - 嵌甲症矯正治療
3. 融合在地資源高效益社區復能照護新模式
4. 關節鏡手術修補旋轉肌破裂



(3) Promoting Lean Management

The Department of Health, Taipei City Government cooperates with the Taipei City Government to promote lean strategies for large organizations. We urge business entities to actively eliminate waste, and enhance administrative efficiency. In 2020, there were 5 sessions involving 134 participants on lean management in the workplace. External consultants and in-house instructors conducted 18 discussion meetings with 92 participants. On September 4, 2020, the "2020 International Lean Healthcare Summit" was held. Domestic and foreign experts were invited to share their experiences. The summit had 420 attendees (including 263 video participants), 13 oral presentations and 39 posters.



2020 年精實醫療國際高峰會
2020 International Lean Healthcare Summit

Section 2 Taipei Municipal Wanfang Hospital

As Taipei's first public hospital commissioned to be managed by the private sector, Taipei Wanfang Hospital plays a pre-eminent role in this city's healthcare. It has 750 acute illness care beds and 39 nursing home beds. It actively participates in various public health policies such as cancer screening, vaccinations, smoking cessation, alcoholism treatment, geriatric service, child stunted development screening and treatment, and diabetes care. Taipei Wanfang Hospital adheres to the core philosophy of "community-oriented, patient-first" care. It implements a tiered healthcare system, and establishes an integrated health care network with the nearby care providers.

1. Awards and Achievements in 2020

(1) Certified as qualified cancer diagnosis and treatment institution by the Ministry of Health and Welfare (MOHW) in January 2020

(2) Won the Symbol of National Quality (SNQ) from Taiwan Biotechnology Center in January 2020

A. Intraperitoneal hyperthermic chemotherapy brought up the hope for advanced abdominal cancer

B. Ingrown onychomycosis correction treatment

C. Integrating local resources with a new model of high-efficiency rehabilitation care

D. Arthroscopic surgery for repairing rotator cuff rupture

5. 遠離膀胱癌復發噩夢 - 膀胱溫熱療法

6. 飛藥夢想 - 建構卓越臨床藥學服務

7. 高效能心血管疾病預防性篩檢模式 - 醫療院所類 . 醫院特色醫療組

8. 結核病中心 - 醫療院所類 - 醫院特色醫療組

（三） 2020 年 2 月通過臺灣職業安全衛生管理系統驗證證書 CNS45001 2018 中文

（四） 2020 年 2 月榮獲登革熱快篩設置點推動管理計畫感謝狀

（五） 2020 年 4 月榮獲衛生福利部中央健康保險署「2019 年臺北業務組糖尿病品質獎勵金」

1. 2019 年糖尿病品質 - 卓越獎勵金

2. 胰島素注射獎勵金

（六） 2020 年 7 月榮獲臺北市政府委託檢查醫院辦理徵兵檢查作業「驗退率最低績優醫院獎」

（七） 2020 年 7 月榮獲國家新創獎「痣能達人 - 皮膚痣人工智能風險辨識系統」

（八） 2020 年 7 月榮獲工商時報「臺灣服務業大評鑑服務尖兵獎」

（九） 2020 年 8 月通過財團法人醫院評鑑暨醫療品質策進會相關認證

1. 腦中風照護認證

2. 糖尿病照護認證

3. 腎臟病照護認證

4. 創傷性腦損傷照護認證

5. 關節置換照護認證

6. 疼痛照護認證

7. 慢性阻塞性肺病照護認證

8. 卓越機構美容醫學品質認證

（十） 2020 年 9 月榮獲臺北市政府勞動局「2019 年度臺北市勞動安全獎 - 績優健康職場單位」

（十一） 2020 年 9 月榮獲社團法人台灣醫務管理學會「改善分枝桿菌培養在液態培養基（MGIT tube）的作業成效」2020 年台灣健康照護品質管理競賽 - 海報組 - 銅獎

（十二） 2020 年 10 月榮獲國際獅子會「糖尿病防治暨親子健行公益感謝狀」

（十三） 2020 年 12 月榮獲臺北市政府衛生局「2020 年度臺北市學童高度近視防治眼科合約醫療院所獎勵方案 - 高度近視防治獲得績優院所服務獎（醫院組）第三名」

（十四） 2020 年 12 月榮獲臺北市政府環境保護局「綠色採購優良企業」

（十五） 2020 年 12 月榮獲臺北市政府衛生局「2020 年臺北市醫院推動癌症防治獎勵計畫 - 子宮頸癌陽追王、防癌天使服務獎」

E. Innovative treatment for the bladder cancer recurrence-bladder thermotherapy

F. Offer outstanding clinical pharmacy services

G. High-efficiency preventive screening model for cardiovascular diseases

H. Outstanding Tuberculosis Care

(3) Taiwan Occupational Safety & Health Management Systems Certification CNS45001 2018 in February 2020

(4) Awarded for the Promotion of Rapid Detection of Dengue Fever in the February 2020

(5) Won the "2019 Taipei Business Group Diabetes Quality Award" from the National Health Insurance Administration in April 2020

(6) "Excellent Hospital Award for the Lowest Rejection Rate" by Taipei City Government for the servicemen recruitments physical check in July 2020

(7) Won the National Innovation Award "Mole Can Master-Skin Mole Artificial Intelligence Identification System" in July 2020

(8) Won "Taiwan Service Industry Pioneer Award" from the Commercial Times in July 2020

(9) Certified by the Taiwan Joint Commission for cerebral stroke care in August, 2020 also for diabetes care, kidney disease care, traumatic brain injury care, joint replacement care, pain management, chronic obstructive pulmonary disease care and cosmetic medicine service

(10) Won the "2019 Taipei City Labor Safety Award" by the Department of Labor, Taipei City Government in September 2020

(11) Won the Bronze Award from Taiwan Healthcare Quality Competition-Poster Group-for "Improving the Operational Performance of Mycobacterium Culture in Liquid Medium (MGIT Tube)" in September 2020

(12) Won the "Diabetes Prevention and Parent-Child Hiking Charity Certificate" of Appreciation by Lions Clubs International in October 2020

(13) Won "third place in 2020 Taipei City School Children's High Myopia Prevention and Treatment Award (Hospital Group)" by the Department of Health, Taipei City Government in December 2020

(14) Awarded the "Excellent Green Procurement Enterprise" by the Department of Environmental Protection, Taipei City Government in December 2020

(15) Won the "2020 Taipei City Hospitals Promotion of Cancer Prevention and Control Award—Cervical Cancer Screening, Anti-Cancer Angel Award" by the Department of Health, Taipei City Government in December 2020

（十六） 2020 年 12 月榮獲臺北市政府衛生局「2020 年度志願服務獎勵獲獎志工」3 金 2 銀 12 銅

（十七） 2020 年 12 月榮獲衛生福利部疾病管制署「高防護 / TB 負壓實驗室配合本（109）年實驗室生物風險管理系統導入作業 - 精進獎」

（十八） 2020 年 12 月榮獲臺北市政府衛生局「2020 年度臺北市兒童發展篩檢績優醫事機構獎勵方案」醫學中心 - 第 1 名

二、 醫療與服務

秉持「品質是萬芳的尊嚴」之理念，提供急重症、癌症、慢性病、社區等全人全方位之醫療照護：

（一） 精進重難症疾病照護、推展全人醫療照護

1. 心臟醫學 - 跨域整合：配合高階複合式手術室 Hybrid OR 建置，整合相關科室與臨床領域，治療心臟衰竭及移植、主動脈與周邊血管、心律不整、冠狀動脈疾病、結構心臟肺高壓治療、動脈血管粥狀硬化等疾病，進行經皮導管二尖瓣修補手術、胸（腹）主動脈支架置放手術、T 型分支支架、左心耳封堵術及開窗支架（Fenestrated grafts）等標竿術式。
2. 神經重症 - 跨域照護：由急診醫學科、神經內外科、麻醉科及影像醫學部跨科成立動脈血栓移除團隊，24 小時進行急性腦血管阻塞 IAT 動脈取栓治療及支架置放，成效包括打通率 74%、有 68% 病人神經學症狀改善。
3. 癌症治療 - 溫熱加值：精進腫瘤熱療技術治療（如腹腔內溫熱療法、胸腔內溫熱療化學治療、局部電磁波聚焦加熱治療等）、建立全方位溫熱治療中心。同時發展再生醫學，引進細胞治療，如：退化性關節炎 PRP 自體血小板增生療法、自體免疫細胞 CIK 細胞治療等。
4. 微創手術 - 重難疾病：引進 ICG 螢光顯影系統快速定位腫瘤，建立達文西手術中心，同時成立「脊椎微創中心」、「骨鬆肌少症照護中心」，發展關節鏡手術、脊椎微創手術、乳腺切除微創手術、單孔胸腔鏡微創手術、直腸癌微創手術、唾液腺內視鏡微創手術、保留鐙骨肌腱之鐙骨手術、及肝腫瘤射頻燒灼術（RFA）。
5. 強化急重症照護品質，推動跨團隊照護：
   （1）藉由智能醫療系統及發展焦點式超音波。
   （2）發展加護病房 ABCDEF Bundle 組合式照護策略（A：自發覺醒試驗、B：自發呼吸試驗、C：藥物整合並選擇適當藥物、D：譫妄的常規評估及處理、E：早期下床活動、F：家庭支持）。
   （3）精進急性缺血性腦中風經動脈取栓術治療團隊。
   （4）擴展與基層醫療院所急重症醫療合作。

(16) Awarded multiple “2020 Volunteer Service Awards” by the Department of Health, Taipei City Government. These awards include 3 golds, 2 silvers and 12 bronzes in December 2020

(17) Won the “High Protection/TB Negative Pressure Laboratory 2020 Laboratory Risk Management Excellence Award” from Taiwan Centers for Disease Control Ministry of Health and Welfare in December 2020

(18) Won the “2020 Taipei City Child Development Screening Outstanding Medical Institution Award: Medical Center” - 1st place by the Department of Health, Taipei City Government in December 2020

2. Medical Service

As “Quality Service Is the Pride of Wanfang”, the Hospital recognizes holistic care for the care offered.

(1) Advancement of critical care and development holistic medical

A. Cardiology—Wanfang introduced a high-end hybrid operating room (Hybrid OR), integrates related clinical departments, treats heart failure and pulmonary hypertension. For atherosclerosis, Wanfang could perform percutaneous catheter mitral valve repair, thoracic (abdominal) aortic stent placement, T-branch stent, left atrial appendage occlusion, and fenestrated grafts.

B. Critical care neurology—Endovascular thrombectomy team was established by the Departments of Emergency Medicine, Neurology, Neurosurgery, Anesthesiology, Radiology. IAT (intra-arterial thrombectomy) and stent placement can be done for acute cerebrovascular stroke within 24 hours. The success rate was 74%, and 68% of patients improved their neurological functions.

C. Hyperthermia for advanced cancer—Wanfang offers intra-abdominal hyperthermia, intrathoracic hyperthermia chemotherapy, local electromagnetic wave- focused heating therapy, etc. for advanced cancer. Regenerative medicine and cell therapy—PRP autologous platelet proliferation therapy for degenerative arthritis, autoimmune cell CIK cell therapy, etc.

D. Minimally invasive surgery—Wanfang introduces the ICG fluorescent imaging system to quickly locate tumors. It establishes Da Vinci Minimally Invasive Surgery Center, Minimally Invasive Spine Surgery Center and Aging Bone & Muscle Program. The hospital also performs less invasive mastectomy, single-port thoracoscopic surgery, minimally invasive colorectal surgery, sialendoscopy, stapedotomy with stapedius tendon preservation, and radiofrequency ablation (RFA) of liver tumors.

E. Strengthening the quality of emergency & critical care—multidisciplinary care:

(A) Developing smart healthcare system and focused ultrasound.

(B) Development of the ABCDEF Bundle care strategy in the intensive care unit (A: spontaneous arousal test, B: spontaneous breathing test, C: drug integration and selection of appropriate drugs, D: routine evaluation and treatment of delirium, E: stop being bedridden, F: family).

(C) Refining the endovascular thrombectomy team for acute ischemic stroke.

(D) Strengthen the cooperation for intensive care.

（二） 醫學中心層級唯一多重抗藥性結核病後送治療中心

1. 持續肩負北臺灣的結核病防治轉介及訓練中心，積極參與社區進階都治計畫（DOTS-Plus），為臺北區肺結核多重抗藥性（Multidrug-resistant Tuberculosis，MDR-TB）醫療照護團隊之核心醫院，另亦辦理臺北市結核病及漢生病人直接觀察治療（DOTS）計畫。
2. 參與衛生福利部疾病管制署「2020 年度新南向臺越結核病防治交流合作計畫」，就當地結核病防治的困境，將結核病整合照護特色醫療跨越國際，協助規劃執行結核病防疫深耕合作，強化雙邊結核病合作關係，以提升越南結核病防治成效。

（三） 精進智能系統，提升醫療照護品質及落實醫院管理

1. 建置用藥安全智能管理及自動化設備，以增進用藥安全品質。
2. 分階段導入 UDI 醫材自動辨識系統，提升植入物及衛材使用安全。
3. 建構智慧護理醫療照護系統。
4. APP 功能升級，提升便民行動雲端服務。
5. 全方位推動資料視覺化應用（Power BI）之運用，加速指標數據管理效率。

（四） 強化與社區之鏈結，拓展醫療照護版圖及高齡照顧服量能

1. 推動社區健康服務網路，穩固文山或鄰近地區基層診所、護理之家等機構關係，增加醫療轉診、支援及合作服務，落實分級醫療。
2. 推動醫療機構垂直整合，延伸照護服務版圖，並扶植策略聯盟醫院提升醫療服務品質。
3. 承接政府友善出院準備銜接長照 2.0 計畫、社區整合照顧服務（A+ 計畫）、社區整體照顧體系—A 級單位計畫等長照相關補助計畫。
4. 結合臺北醫學大學量能，成立居家式長期照顧服務機構，透過醫院、照服及機構的交叉訓練，完善服務訓練與人力供應鏈，建置照顧服務人力及薪資福利訓練制度。

（五） 因應嚴重特殊傳染性肺炎疫情

1. 成立防疫專線，由感管護理師執行新冠肺炎疫情諮詢（2020 年 1-4 月共計 162 件），引導民眾若有任何身體不適症狀，可以撥打專線諮詢專業醫療人員，若有疑似病例，亦提供協助就醫之服務。
2. 建立急診發燒篩檢站，於急診戶外第一時間分流疑似 COVID-19 個案，並實施病人分流，規定高風險區、中風險區及低風險區，依標準規範將病人進行分流及其防護標準，避免潛在交互感染。
3. 全面啟動紅外線體溫監測門禁管制，由行政人員及警衛人員協助輪值監控。
4. 於一樓大門入口處設置「藥必達」慢箋領藥窗口，提供預約民眾可於院外領藥，節省領藥時間及減少出入醫院的次數，降低感染風險。
5. 啟動防疫通訊門診，提供居家隔離病人身體不適時之視訊看診。
6. 設立防疫專責病房，做為收治疑似個案之備用單獨隔離區域。

(2) The only medical center treating multi-drug resistant tuberculosis:

A. Wanfang continues to be the referral center for tuberculosis treatment in northern Taiwan. It actively participates in the community advanced treatment plan (DOTS-Plus), and is the treatment center for multi-drug resistant tuberculosis in Taipei. (Multidrug-Resistant Tuberculosis, MDR-TB). It also manages the Direct Observation Treatment (DOTS) program for tuberculosis and leprosy patients in Taipei.

B. Wanfang participates in "2020 New Southbound Policy: Taiwan-Vietnam Tuberculosis Prevention Cooperation Program" sponsored by Taiwan Centers for Disease Control. The project targets on the in-depth tuberculosis partnership between Vietnam and Taiwan.

(3) Refining smart healthcare to improve the quality of medical care and hospital management:

A. Establishing a smart management system to improve drug safety.

B. The UDI medical product identification system was introduced in stages to improve the safety of implants and sanitary materials.

C. Constructing a smart healthcare system.

D. Diverse APPs were created to highlight the advantages of mobile cloud services.

E. Comprehensively promoting the use of data visualization applications (Power BI) to accelerate the efficiency of index data management.

(4) Strengthening the link with communities, expanding the healthcare landscape and the elderly care capacity:

A. Promoting the community health network; supporting local clinics, nursing homes and other institutions; promoting medical referral, and implementing tiered healthcare.

B. Promoting vertical integration in healthcare, and supporting a strategic alliance in healthcare.

C. Committed to long-term care 2.0—Created community integrated care (A+ plan), and the community overall care (A level plan).

D. Combining the capacity of Taipei Medical University to establish long-term residential care; through multidisciplinary training, hospital services and manpower supplies are improved.

(5) Response to COVID-19 pandemic:

A. Wanfang established a hotline for COVID-19 consultation. Healthcare professionals answered 162 calls between January-April 2020, and instructed people to seek medical attention quickly if COVID-19 symptoms appear.

B. Establishing screening stations to triage suspected COVID-19 cases outside emergency departments; specified high-risk areas, medium-risk areas, and low-risk areas for patients to avoid potential cross-infection.

C. Apply infrared detector to screen the febrile hospital visitors at the Hospital entrance,

D. Pharmacists at the Yaobida dispensing points give drugs to recipients outside of the hospital. In this way, patients save time, and reduce the risk of nosocomial infection.

E. Offer telemedicine serviceto patients under isolation/ quarantine.

F. Establishing a special ward for patients with suspected COVID-19 cases.

三、 社區合作與偏鄉醫療服務

萬芳醫院始終秉持著「社區為重、病人為尊」之核心經營理念，積極與社區基層醫療院所合作，建立健康照護網及雙向轉診制度，落實分級醫療及「社區好醫院，厝邊好醫師」的健康照護理念。另亦肩負醫學中心之責，積極協助偏鄉醫療，建置急重症醫療照護網絡，提升在地醫療服務資源與品質。

（一） 2019 年啟動衛生福利部「探討臺灣醫療制度永續經營規劃評估 - 萬芳醫學中心試辦計畫」，與基層醫療院所合作，透過建立資訊共享平臺，供基層診所進行雙向轉診資訊、檢查、檢驗與影像報告及療程結果之查詢，達到落實分級醫療及醫療照護之雙向轉診整合服務模式。

2019 年 8 月至 2020 年 11 月共完成雙向轉診案例 7,421 人次。

2020 年 7 月 23 日與台北市醫師公會聯合舉辦「分級醫療推動經驗分享座談會」，廣邀北市各醫院、基層診所，分享健保署分級醫療推動事項、雙向轉診資訊化合作成果、雙向轉診實務經驗分享。共計參與 100 人次。

（二） 自 2011 年起積極辦理衛生福利部「醫學中心或重度級急救責任醫院支援離島及醫療資源不足地區醫院緊急醫療照護服務獎勵計畫」，配合連江縣立醫院、衛生福利部南投醫院與枋寮醫療社團法人枋寮醫院之專科醫師支援。

1. 連江醫院 - 急重症相關專科醫師 2 名

   執行加護病房、普通病房、門急診會診等醫療業務，及必要時得支援急診值班。2020 年共計服務 2,633 人次。

2. 衛生福利部南投醫院 - 神經外科專科醫師 1 名

   2020 年手術人次共計 295 人次，結合當地醫療資源，提升醫療品質，照顧更多在地鄉親的醫療需求。

3. 枋寮醫療社團法人枋寮醫院 - 心臟內科專科醫師 1 名

   2020 年服務心導管手術 17 台、門診共計 595 人次，協助為恆春半島一同建立無縫醫療網。

（三） 輔導或協助山地離島偏遠地區醫療服務

1. 每月派遣一名牙科醫師前往支援連江縣立醫院，2020 年服務 1,081 人次。皮膚科專科醫師亦前往澎湖縣望安鄉與將軍嶼衛生所實地駐診，2020 年共服務 99 位病人，並於當地完成一位高齡病人門診手術，調整病人之藥物劑量及提供皮膚保健衛教，提升醫療照護可近性。並與望安鄉衛生所進行遠距診療提供及時處方，亦於視訊持續追蹤個案，緩解當地民眾的醫療需求。

3. Community Cooperation and Medical Service in Rural Areas

Taipei Municipal Wanfang Hospital always adheres to the value of "community-oriented, patient-first," and actively cooperated with other medical institutions to establish a healthcare network and a referral system to implement a tiered healthcare system. Moreover, it also provides healthcare services to underserved rural areas.

(1) In 2019, Ministry of Health and Welfare sponsored the "Planning and Assessment for Sustainable Medical Service Mechanism—Pilot Project in Wanfang Medical Center". By the project, an information-sharing platform for a two-way referral system with primary care providers was established, results of clinical examinations and laboratory tests and imaging reports can be shared to facilitate a tiered healthcare system. The two-way referral system helped 7,421 patients from August 2019 to November 2020. On July 23, 2020, Taipei City Medical Association invited hospitals and clinics to the Tiered Healthcare System—Experience Sharing Symposium. 100 people attended the event to learn about Wanfang model for tiered healthcare and two-way referral.

(2) Providing healthcare to remote and mountainous areas as well as offshore islands—Since 2011, Ministry of Health and Welfare has actively encouraged health professionals to serve the remote areas through the "Support Program by Medical Centers to Outlying Islands and Underserved Areas".

A. Wanfang cooperated with Lianjiang County Hospital, Ministry of Health and Welfare Nantou Hospital and Fangliao Hospital. 2 specialists in intensive care were dispatched to Lianjiang County Hospital. They provided in the IVU, general ward, outpatient clinics and emergency departments. In 2020, 2,633 people received their services.

B. One neurosurgeon was dispatched to Ministry of Health and Welfare Nantou Hospital. In 2020, 295 neurosurgeries have been conducted.

C. One cardiologist has been sent to Fangliao Hospital and has performed 17 cardiac catheterization procedures in 2020, and served 595 outpatient visits to offer seamless cardiology care in Hengchun Peninsula area.

(3) Support or assistance for the medical service in remote mountainous or outlying island areas

A. A dentist was dispatched every month to Lianjiang County Hospital to serve 1,081 people in 2020. Dermatologists also went to Wangan Township and Jiangjunyu Health Center in Penghu County for an onsite consultation. In 2020, these dermatologists served 99 patients, and performed an outpatient surgery for an elderly patient. They also educated the patients about proper drug dosage and skin care.



皮膚科醫師支援澎湖縣看診實況（一）
Dermatologist treating patients in Penghu County (1)



皮膚科醫師支援澎湖縣看診實況（二）
Dermatologist treating patients in Penghu County (2)

2. 為提升離島地區醫療服務品質，遴派教育部部定副教授或教授資格，或具特殊醫療貢獻或技術之臨床醫師，至澎湖當地提供門診診療服務，扎根在地化醫療，促進城鄉醫療交流，逐步提升離島之醫療品質與水準。



腎臟科醫師支援澎湖惠民醫院診療（一）
Nephrologist examining patient at St. Camillus Hospital in Penghu County (1)



腎臟科醫師支援澎湖惠民醫院診療（二）
Nephrologist examining patient at St. Camillus Hospital in Penghu County (2)

3. 為提升臺北南區醫療網之偏遠地區醫療品質，2020 年 1 月起，與新北市衛生局、新北市坪林區衛生所共同籌備坪林區遠距共照醫療合作計畫，提供皮膚科及新陳代謝科遠距視訊會診服務，運用遠端醫療系統快速確認病患的臨床狀況以及通知後續療程，精確判讀病情，提供會診及用藥建議，達到就近看診及分級醫療之目的，並提高坪林區民眾在糖尿病控制及皮膚科問題之病患照護成效。

四、 教學

（一） 自 2006 年起，獲衛生福利部委託醫學教育學會主辦「一般醫學內科訓練示範中心計畫」，2012 年至 2020 年再度獲得「臨床技能評估模式建置及一般醫學訓練師資培育計畫」，之補助，迄今共培育 408 位一般醫學師資。

（二） 定期舉辦客觀結構式臨床技能測驗

1. 配合台灣醫學教育學會，分別於 5 月 2 日至 23 日、10 月 31 日舉辦第一次及第二次醫學臨床技能測驗，二次均有台灣醫學教育學會委員至考場進行訪查，共測驗三天（6 梯次），總測驗人數共 72 人。



2020 年 OSCE 測驗活動剪影（一）
2020 OSCE (objective structured clinical examination) activities (1)

B. Additionally, it provided timely prescriptions via telemedicine to patients at Wangan Township Health Station, and continued to follow up these patients by telehealth modality to meet their care needs.

C. To improve the quality of healthcare in remote areas of the Taipei Southern District Medical Network, starting from January 2020, the Department of Health, New Taipei City Government and Pinglin District Health Center have jointly offered telehealth in endocrinology and dermatology to residents of Pinglin District. Hopefully Pinglin residents could have better access to quality healthcare, and the goal of tiered healthcare could be realized.



新陳代謝科醫師視訊看診實況（一）
Endocrinologist in service by audio-video facility (1)



新陳代謝科醫師視訊看診實況（二）
Endocrinologist in service by audio-video facility (2)

4. Teaching

(1) Since 2006, Ministry of Health and Welfare has commissioned the Taiwan Association of Medical Education (TAME) to host the “General Medicine Training and Demonstration Center Project” in Taipei Municipal Wanfang Hospital. From 2012 to 2020, the “Clinical Skill Evaluation Model and General Medicine Training Teacher Training Project” conducted by this Center has trained 408 general practitioners.

(2) Regular Objective Structured Clinical Examination (OSCE) was also held by the Center.

A. In cooperation with the TAME, two sessions of clinical skills examinations were conducted from May 2-23 and October 31, 2020 respectively. For both occasions, TAME members visited the examination site. The examination lasted three days (6 groups) for a total of 72 people.



2020 年 OSCE 測驗活動剪影（二）
2020 OSCE (objective structured clinical examination) activities (2)

2. 另辦理多次院內 OSCE 訓練與測驗，包括西醫、醫事放射、呼吸治療、物理治療、職能治療、營養職類醫事人員辦理 OSCE 測驗，2020 年考試人數共 362 人（如表 1）：

表 1　2020 年 OSCE 測驗人次

測驗日期	職類	測驗對象	測驗人數
2020.01.04	西醫	醫五實習醫學生	54
2020.01.07	醫事放射	PGY	8
2020.01.20	醫事放射	PGY	8
2020.03.21	西醫	醫六實習醫學生	53
2020.03.24	物理治療	實習生	3
2020.04.21	職能治療	UGY	3
2020.05.02-2020.05.03	西醫	醫六實習醫學生	48
2020.05.05	營養	實習生（8）＋新進營養師（1）	9
2020.06.06	藥劑部	大三學生	58
2020.06.19	藥劑部	PGY	2
2020.07.11	西醫	一年期 PGY	30
2020.07.14	呼吸治療	實習生	3
2020.07.18	西醫	二年期 PGY	24
2020.07.22	呼吸治療	實習生	3
2020.08.31	營養	實習生	10
2020.09.15	藥劑部	PGY	1
2020.10.31	西醫	衛福部國外實習生	24
2020.11.07	物理治療	實習生（15）＋ PGY（1）	16
2020.12.23	藥劑部	實習生	4
2020.12.30	藥劑部	PGY	1
合計			362

3. 培育訓練標準病人化師資、招募及訓練標準化病人及編寫本土化之教案，應用標準化病人於受訓學員、實習醫學生學習成效之評量 2020 年舉辦考官培訓及標準化病人訓練課程表（如表 2）。

表 2　2020 年 OSCE 考官及 SP 訓練課程

日期	課程名稱
2020.08.29	OSCE 考官訓練師資工作坊
2020.12.12	標準化病人儲備課程

B. Additionally, in-hospital OSCE training was conducted for medical staff in medicine, radiology, respiratory therapy, physical therapy, occupational therapy, and nutrition. 362 professionals took the tests (Table 1):

Table 1 Number of OSCE Tests in 2020

Quiz date	Category	Test subject	Number of people tested
2020.01.04	Medicine	MS5	54
2020.01.07	Radiology	PGY	8
2020.01.20	Radiology	PGY	8
2020.03.21	Medicine	MS6	53
2020.03.24	Physiotherapy	Intern	3
2020.04.21	Occupational Therapy	UGY	3
2020.05.02-2020.05.03	Medicine	MS6	48
2020.05.05	Nutrition	Intern (8) + new nutritionist (1)	9
2020.06.06	Pharmacy Department	Junior	58
2020.06.19	Pharmacy Department	PGY	2
2020.07.11	Medicine	PGY1	30
2020.07.14	Respiratory therapy	Intern	3
2020.07.18	Medicine	PGY2	24
2020.07.22	Respiratory therapy	Intern	3
2020.08.31	Nutrition	Intern	10
2020.09.15	Pharmacy Department	PGY	1
2020.10.31	Medicine	Foreign intern of Ministry of Health and Welfare	24
2020.11.07	Physiotherapy	Intern(15) + PGY(1)	16
2020.12.23	Pharmacy Department	Intern	4
2020.12.30	Pharmacy Department	PGY	1
Total			362

C. Training of instructors for standardized patients; recruiting/training standardized patients, and developing culturally sensitive curriculum; using standardized patients in clinical assessments; Examiner training and standardized patient training courses were also offered in 2020 (Table 2) as shown in the following.

Table 2 2020 OSCE examiner and SP training courses

Date	Course Title
2020.08.29	OSCE Examiner Workshop
2020.12.12	Standardized Patient Program

4. 設置實證醫學中心與實證知識轉譯中心，透過 EBM（Evidence-Based Medicine）教學促進實證醫學於臨床上的應用，教導臨床醫師及學生進入此領域，並進一步推廣至其他領域，並邀請各職類共同辦理期刊俱樂部（Journal club）等活動，2020 年辦理 20 場，訓練人次 380 人次。
5. 網路教學平臺：為提升本院同仁臨床知識，設立 E-learning 線上學習系統，提供全院同仁任何時間及地點皆可進行線上學習，並於課後進行課程滿意度成效評核。

五、 研究

（一） 設有臨床醫學共同實驗室、轉譯醫學研究實驗室以及 14 個特色研究中心，包括區域麻醉及疼痛中心、癌症中心、消化腫瘤整合治療中心、腹腔癌轉移病患之全面照護研究中心、心臟血管研究中心及大數據統合分析研究中心等。

（二） 為鼓勵院內同仁投入臨床研究，每年提供新臺幣 2,200 ～ 2,800 萬元之研究經費外，亦鼓勵同仁積極爭取外部研究計畫。2020 年獲得國家型研究計畫補助共 166 件，總經費約新臺幣 2 億 7,000 萬元。

（三） 2020 年以萬芳醫院名義發表之 SCI / SSCI 期刊論文數為 502 篇，Impact Factor 5.0 以上之文章共 68 篇，其中以第一或通訊作者發表優秀論文佔比達 54%。

六、 公共衛生服務

萬芳醫院秉持臺北市政府「公辦民營、節省公帑及回饋社會」的使命，每年投入大量經費、人力，積極辦理各項健康促進服務，茲就各服務主題分述如下：

（一） 長期照護、中老年慢性病防治

1. 2016 年 7 月加入「全民健康保險居家醫療照護整合計畫」，除提供居家診療、快速領藥通關服務外，2019 年 3 月起更連結在地 17 家基層診所及 12 家居家護理所共同提供團隊診療服務，使服務個案可在居家獲得多元化的個別性服務，提升醫療照護可近性，總計服務 104 人次。
2. 持續參與「臺北市政府衛生局特約長期照顧 2.0 專業服務及喘息服務計畫」，提供更多需要長期照護之失能者在居家也能接受各類專業人員有計劃及有制度的照護服務。2020 年總服務人數共 107 人。
3. 萬芳社區設立石頭湯服務站，自 2017 年 5 月 11 日正式開幕持續辦理至今，除了照顧諮詢及長照資源諮詢服務外，更提供居家醫療、居家復健、居家護理、居家藥師、營養餐飲服務、走動式居家服務、志願服務、輔具及居家環境改善服務等九大服務。2020 年辦理據點內活動 196 場，參與人次共計 5,470 人次。

D. Creating an evidence-based medicine (EBM) center and a translational medicine center; promoting the clinical application of EBM, encouraging clinicians and students to enter this field; inviting experts from various disciplines to create a Journal club; there were 20 training sessions involving 380 people in 2020.

E. Online teaching platform: To improve the clinical knowledge of our colleagues, an E-learning system was set up to provide all staff in the hospital to conduct online learning as well as course evaluations.

5. Research

(1) The Hospital owns a clinical laboratory, a translational research laboratory and 14 research & development centers including regional anesthesia & pain center, cancer center, digestive cancer integrated treatment center, a comprehensive care center for patients with metastatic abdominal cancer, and cardiovascular research center and Big Data Integration Research Center etc.

(2) We encourage investment in clinical research. Besides providing NT$ 22 to 28 million in research funding each year, our researchers are also urged to pursue external research projects. 166 grants for national research projects were awarded in 2020, with total funding of approximately NT$270 million.

(3) In 2020, 502 SCI/SSCI journal papers were published by our staff, and 68 of them had an Impact Factor 5.0 or above, of which 54% are papers published as the first author.

6. Public Health Services

Taipei Municipal Wanfang Hospital upholds the Taipei City Government's mission of "publicly funded —private managed; saving public funds, and giving back to society." Each year, we invest money and manpower to various health services:

(1) Long-term Care, Prevention and Treatment of Chronic Diseases for the Senior:

A. We joined the "National Health Insurance Integrated Home Medical Service Project" in July 2016. In addition to providing home care, 17 clinics and 12 residential cares would also have a healthcare team in the region starting March 2019. Our team-based care offers diversified, individualized services to improve the accessibility of healthcare to 104 people.

B. Taipei Municipal Wanfang Hospital participates in "The Department of Health, Taipei City Government Contracted Long-term Care 2.0 and Respite Service Project" to provide professional services to more disabled persons at home. In 2020, 107 people received these services.

C. Wanfang commynity opened "Stone Soup Service Station" on May 11, 2017. Besides long-term care consultations, it also provides home care, home healthcare, home rehabilitation, homecare pharmacists, and nutritional catering services, mobile home care, voluntary services, and assistive devices. In 2020, 196 events were held with 5,470 participants.

4. 配合推動成人預防保健服務，針對高危險群個案，加強追蹤管理，期能早期發現早期治療。2020 年受檢人次共計 5,591 人次。
5. 辦理臺北市老人健康檢查服務，以網路、電話取號，並以多元方式推播相關訊息，另為避免長者領取報告後多次往返門診進一步追蹤，於檢查回診解說報告當下立即開藥或安排進一步檢查。2020 年共服務 1,100 人次。

（二） 傳染病防治

1. 辦理傳染病通報採檢，2020 年共通報法定傳染病 1,414 件，檢體送驗數為 1,081 件，法定傳染病檢體外送，合格率為 100%，無不良案件。
2. 辦理傳染病防治繼續教育，2020 年共辦理 56 場次。
3. 辦理流感疫苗暨肺炎鏈球菌疫苗接種服務
   （1）配合中央施打期程，於大廳開設特別門診，本院配合中央施打計畫提供符合公費對象之長者一站式流感疫苗接種友善服務，服務人次較去年增加 101%（如表 3）。

表 3　2020 年特別門診（民眾）流感疫苗接種成果統計

特別門診（民眾）	總人次	總診次	單診平均人次
2020 年 10 月	2,930	16	183
2020 年 11 月	119	9	13
總計	3,049	25	122

   （2）配合臺北市政府衛生局分派，協助文山區 3 家國（高）中流感疫苗接種作業，共服務 3,125 人次。
   （3）透過多元接種管道及宣導，2020 年 10 月 5 日至 12 月 31 日公費流感疫苗共計接種 1 萬 579 劑、2020 年 10 月 1 日至 12 月 31 日公費肺炎鏈球菌疫苗共計接種 514 劑。

（三） 四癌篩檢服務及癌症防治教育宣導活動

2020 年共辦理 14 場次癌症防治相關教育宣導活動，篩檢成果為子宮頸抹片篩檢 332 例、乳癌篩檢 208 例、口腔癌篩檢 13 例、大腸癌篩檢 213 例。

七、 社會責任

（一） 配合國家衛生政策及社區民眾之需求，持續參與文山安全社區共同推動健康適能，以增進社會大眾健康觀念與行為。2020 共辦理 23 場次，總計 828 人次參與。

（二） 持續推動社區獨居長者送餐服務，加強連結社區週邊送餐資源與合作轉介，落實獨居長者安心用餐。2020 年共服務 1 萬 4,332 人次

（三） 提供文山區獨居暨榮民單身宿舍長者身心健康服務，每週協助長輩量測血壓，2020 年總計服務 135 場次，社區志工出勤服務次數為 270 人次，提供社區長輩血壓與量測服務共 1,497 人次。

D. We promote adult preventive healthcare, and monitor high-risk patients so we could facilitate early detection and treatment. 5,591 people were examined in 2020.

E. We set up health check-ups for the elderly in Taipei. Internet use and telephone call were applied for the service. Moreover, we avoid unnecessary visits to our clinics through same-day prescription delivery and follow-up arrangements. 1,100 people received our services in 2020.

(2) Infectious Disease Prevention

A. We report notifiable infectious diseases. In 2020, 1,414 statutory notifiable infectious diseases were recorded, and 1,081 specimens were sent for inspection with a 100% accuracy rate.

B. We held 56 education sessions for the prevention and treatment of infectious diseases in 2020.

C. We offer influenza and pneumococcal vaccination services

(A) In line with Taiwan Centers for Disease Control immunization schedules, a special outpatient clinic was opened in the lobby. This hospital provides one-stop free influenza vaccinations for the senior. The number of services increased by 101% compared with last year (Table 3).

Table 3 Statistics on influenza vaccinations in special outpatient clinics in 2020

Special Outpatient Clinic (Public)	Total attendance	Total visits	The average number of visits
October 2020	2,930	16	183
November 2020	119	9	13
Total	3,049	25	122

(B) Taipei Municipal Wanfang Hospital worked with the Department of Health, Taipei City Government to administer flu vaccines to 3 high and middle schools in Wenshan District, serving 3,125 people.

(C) Through immunization advocacy, 10,579 doses of publicly funded influenza vaccine were administered from October 5 to December 31, 2020. 514 doses of publicly funded pneumococcal vaccines were administered from October 1 to December 31, 2020.

(3) Four cancer (cervical, breast, oral and colorectal) screenings and cancer prevention events.

In 2020, 14 cancer prevention events were held. The screening results were 332 cases of cervical cancer, 208 cases of breast cancer, 13 cases of oral cancer, and 213 cases of colorectal cancer.

7. Social Responsibility

(1) In line with Taiwan's national health policy and the needs of the community, we actively participate in the Wenshan safe community program to jointly promote health and fitness. 23 sessions were held with 828 participants in 2020.

(2) We continue to deliver food for the elderly living alone. 14,332 people were served in 2020.

(3) We also provide physical and mental health services for the senior living alone in Wenshan District. We measure their blood pressures every week. In 2020, there were 135 sessions, 270 volunteers took blood pressure for 1,497 seniors in 2020.

八、 緊急醫療救護

（一） 配合《病人自主權利法》，於院內及社區辦理民眾宣導活動、張貼宣傳海報及醫院網頁上有相關介紹及連結，增進民眾對預立醫療決定的瞭解。2020 年共完成院內外團體宣導活動 25 場，計 1,330 人參加；個別宣導於 2020 年共完成 102 場。

（二） 設置專人負責預立醫療相關業務，協助 76 位民眾進行門診諮商及完成簽署預立醫療決定書及健保卡註記。

（三） 主動配合里長、社區發展協會、學校、機關團體等，共同進行深入社區的健康服務活動，支援社區活動。2020 年共計支援 18 場次、支援 20 人次。

（四） 長期配合臺北市及新北市消防局，提供醫院實習課程，訓練對象包含中級、高級救護技術員。2020 年共訓練 487 位高級救護技術員。

（五） 因應嚴重特殊傳染性肺炎（COVID-19）疫情，於 2020 年 1 月 24 日建立戶外發燒篩檢站，於急診戶外第一時間分流疑似 COVID-19 個案，並實施病人分流，規定高風險區、中風險區及低風險區，依標準規範將病人進行分流及其防護標準，避免潛在交互感染。

九、 國際醫療交流

臺北市立萬芳醫院多年來派遣人員至各國，進行短期醫療服務、支援史瓦帝尼王國癌症早期診斷及治療計畫，並配合政府新南向政策，執行越南、緬甸合作支援計畫，另亦與政府相關組織單位合作，辦理外籍醫事人員專業培訓課程。

（一） 國際醫療援助

1. 史瓦帝尼王國癌症早期診斷及治療計畫

（1）2020 年因全球新冠肺炎疫情爆發，兩度捐贈口罩、隔離衣及其他個人防護裝備（PPE）給予史國 MGH 醫院化療單位、腫瘤科、病理科及癌症登錄中心人員。

（2）進行 12 名該國醫事人員視訊臨床醫療培訓課程，針對癌症診斷、治療進行一連串訓練，期其成為該國癌症診斷及治療之種子教師，提升該國醫師之癌症病人照護能力。

8. Emergency Service

(1) In line with “Advanced Care Planning Act”, we organize public outreach events in the hospital/community, post posters, and place relevant information on the hospital's website to enhance the public's understanding of advance directives. In 2020, 25 information sessions were conducted with 1,330 participants; 102 advocacy meetings were also completed in 2020.

(2) A dedicated person is responsible for advance decision-related matters. He/she assisted 76 people in making an advance decision with its corresponding designation on Taiwan’s National Health Insurance card.

(3) Wanfang actively cooperates with the chief of the local neighborhood, community development associations, schools and local governments to promote community health activities. In 2020, the hospital supported 18 sessions involving 20 people.

(4) Taipei Municipal Wanfang Hospital supports Taipei City and New Taipei City Fire Departments to train intermediate and advanced ambulance technicians. In 2020, 487 senior ambulance technicians were trained.

(5) In response to the COVID-19 pandemic, a mass fever scanner was set on January 24, 2020 to screen COVID-19 suspects outside of the emergency room and identify risky patients for triage. Patients are separated into high-risk, medium-risk, and low-risk areas following standards and regulations to avoid potential cross-infection.

9. International Health Engagement

Taipei Municipal Wanfang Hospital has sent personnel to various countries for many years to provide short-term medical services, and support Early Diagnosis and Treatment Project for Cancer in the Kingdom of Eswatini. Wanfang also supports Taiwan’s New Southbound Policy to implement the Vietnam and Myanmar cooperation programs. Additionally, Wanfang works with relevant government agencies to train foreign medical personnel.

(1) International Medical Aid

A. Early Diagnosis and Treatment Project for Cancer in the Kingdom of Eswatini

(A) Masks, gowns and other personal protective equipment (PPE) were donated twice to the staff of the chemotherapy unit, oncology department, pathology department and cancer registry of Eswatini MGH Hospital for coping with COVID-19.

(B) We also conducted telemedicine training for 12 Eswatini’s medical staff on cancer diagnosis and treatment. They are expected to be the seed instructors for cancer diagnosis and treatment.

2. 新南向政策推動計畫

（1）與靈鷲山佛教基金會合作，2020 年再次獲得衛生福利部補（捐）助，辦理國際衛生事務「緬甸仰光及臘戍醫藥衛生提升計畫 - 第三年基礎計畫」，援助協助內容包含於緬甸臘戍提供基本醫療服務、進行人道援助及評估公衛需求。第二年執行內容包含完成消化道內視鏡室建置、人員培訓以及獨立操作能力培訓。內視鏡人員已獨立操作超過 150 人次上消化道內視鏡檢查。

（2）2020 年接續承辦疾病管制署第三年「新南向結核病防治交流合作計畫」，完成修改與彙整疾病管制署已建立之結核病防治策略模組，並翻譯成越南語版本；共舉辦 26 場遠距視訊分組討論（臨床、檢驗、公衛）、29 例複雜性病例討論、防疫深耕隊至越南進行深度交流共 25 人次及辦理在臺國際研習營。

3. 宏都拉斯醫療資訊管理效能提升計畫

（1）強化醫療資訊 e 化功能及醫院管理功能，針對系統管裡、維運，安排宏國專業人員來臺培訓種子師資，使宏國醫療單位具備產出醫務管理報告之能力。

（2）2020 年初，完成計畫經理培訓，以一周的時間提供醫療、護理、藥事、及醫療行政資訊管理相關課程。

4. 境外參訪交流

積極推動國際醫療服務發展，增進本院與世界各地接軌，2020 年接待 2 團共 45 名醫療專業人士至本院進行參訪培訓；與越南以及史瓦帝尼辦理兩場大型國際研討會；兩岸地區辦理一場防疫經驗分享視訊會議以及一場兩院院長論壇視訊會議。



2020 臺越結核病視訊研討會
2020 Taiwan Vietnam Webinar on Tuberculosis Control

B. New Southbound Policy

(A) In 2020, Taipei Municipal Wanfang Hospital cooperated with Ling Jiou Mountain Charity Foundation and was partly sponsored by Taiwan Ministry of Health and Welfare to implement the "Healthcare and sanitation improvement in Lashio city, Myanmar—Fundamental Plan for 3rd Year". We provide basic medical services and humanitarian assistance to Lashio, Myanmar. In the project's second year, a gastrointestinal endoscopy unit was completed along with personnel training. These endoscopists have independently performed over 150 upper endoscopic procedures in Myanmar thus far.

(B) In 2020, we continued to undertake Taiwan Centers for Disease Control's (CDC) 3rd Year "New Southward Policy Tuberculosis Prevention Program". We revised the TB control strategy established by CDC, and translated them into Vietnamese. 26 virtual meetings (clinical, laboratory and public health) and 29 venereal disease discussions were held. 25 members of a Taiwan team went to Vietnam for Taiwan International Seminar.

C. Honduras Medical Information Improvement Plan

(A) To enhance the electronic medical records and hospital management, we trained Honduran seed instructors.

(B) At the beginning of 2020, we trained managers by providing medical, nursing, pharmaceutical, and healthcare management-related courses in one week.

D. Overseas Visitors and Exchange Professionals

Wanfang actively promotes international health care experience-sharing, and make connections with the world. In 2020, we offered training courses for 45 medical professionals in two sessions. We held two international seminars with Vietnam and Eswatini, conducted videoconferences on cross-strait anti-epidemics with directors of the hospitals.



第三節　臺北市立關渡醫院

臺北市立關渡醫院創立於 2000 年，由臺北市政府興建委託臺北榮民總醫院經營，以發展社區醫療、慢性診療及長期照顧為主。

目前設置有急性一般病床 45 床、慢性一般病床 67 床、呼吸器依賴病床 32 床、加護病房 3 床、安寧病床 10 床、洗腎病床 19 床、急診觀察床 3 床，另附設精神科日間留院病房 50 床和附設護理之家 92 床，總計 321 床。

提供包含醫療、保健、預防醫學等多層面醫療服務，包括急診及加護中心、血液透析治療中心、復健治療中心、呼吸治療中心、兒童早期療育中心、老人身心醫學、中老年日間照護中心、護理之家、居家護理、健檢及臨床檢驗中心、轉診及轉檢、長期追蹤等相關服務。來自臺北榮民總醫院醫學中心的支援與合作，透過垂直整合、轉診、轉代檢及後送機制，讓社區居民獲得可近性、持續性、整體性、整合性、有效率的高品質醫療服務，且符合中央健康保險署分級醫療資源共享、節省醫療成本的政策。

一、 建構完善長照 2.0 社區整合照顧

（一） 落實出院準備銜接長照 2.0，榮獲衛福部出院準備服務友善醫院認證

臺北市立關渡醫院為提供一個符合長期照護者需要的安康、安全、安心、有尊嚴、可近性的友善醫療環境，有效整合醫院各部門資源成立「出院準備服務銜接長期照護發展委員會」，2019 年開始辦理「衛生福利部復能多元試辦計畫」及「臺北市出院準備銜接長照 2.0 友善醫院委評計畫」。

2020 年出院準備服務總收案數共 633 人次，在出院居家照護指導中鼻胃管照護指導 348 人次、導尿管照護指導 207 人次、氣切管照護指導 52 人次、傷口照護 23 人次及胰島素注射 2 人次；提供個別護理指導及護理指導單張共 438 人次；院內跨專業團隊會診，其中營養師 348 人次、社工 41 人次、復健 345 人次、居家護理 61 人次；出院後電話追蹤訪談 650 人次，電訪滿意度達 100%。

（二） 成立長照 A 單位社區整體照顧中心

臺北市立關渡醫院於 2018 年起承辦臺北市政府社會局北投區「社區整合照顧計畫（A 級單位）」，建立北投區關渡、唭哩岸社區整體照顧模式，串聯 B、C 級單位，整合北投區長照資源，讓各項服務發揮最大效益，以創造彈性多元化的服務，縮短長照服務對象與家屬的等待時間，進而滿足服務對象與家庭照顧需求，增加社區內的受益人數。

Section 3 Taipei Municipal Gan-Dau Hospital

Taipei Municipal Gan-Dau Hospital was founded by Taipei City Government in 2000, and operated by Taipei Veterans General Hospital. It focuses on community medical care, chronic disease detection and treatment, and long-term care.

Presently, there are 45 acute care beds, 67 chronic care beds, 32 pulmonary therapy beds, 3 intensive care beds, 10 hospice beds, 19 dialysis beds, 3 observation beds, 50 psychiatric beds, and 92 nursing care beds: totaling 321 beds.

Taipei Municipal Gan-Dau Hospital provides a multi-level approach to implement healthcare. Its services include preventive medicine, emergency medicine, intensive care units, hemodialysis centers, rehabilitation centers, respiratory rehabilitation centers, childcare centers, geriatrics, elderly care centers, nursing care, home care and clinical laboratories, and referral services. Taipei Veterans General Hospital, through vertical integration, provides referral services so that Taipei residents can obtain efficient high-quality medical services consistent with the National Health Insurance Administration's policy of equitable allocation of healthcare resources and reducing medical costs.

1. Perfecting Long-term Care 2.0

(1) The hospital was certified by Ministry of Health and Welfare (MOHW) as a Discharge Planning Service Friendly Hospital for its effort in Long-Term Care 2.0

Taipei Municipal Gan-Dau Hospital provides a sound, safe, comfortable, dignifying, accessible, and friendly medical environment. To effectively integrate the resources of individual departments in the Hospital, Gan-Dau Hospital set up the "Discharge Planning for Long-Term Care Development Committee". In 2019, the Hospital conducted the "MOHW-Diverse Reablement Pilot Project" and the "Discharge Planning for Long-Term Care 2.0 in Taipei City as a Friendly Hospital Assessment Program".

In 2020, hospital discharge services assisted 633 patients. At-home care, 348 persons-needed nasogastric tubes, 207 persons needed urinary catheters, 52 persons-needed tracheotomy tubes, 23 persons-needed wound care and insulin injection 2 times; 438 individuals received nursing guidance; in-hospital multi-disciplinary team consultations include 348 dietitian visits, 41 social worker visits, 345 rehabilitation visits, and 61 homecare visits; 650 telephone follow-up interviews after discharge, and satisfaction with telephone interviews reached 100%.

(2) Establishing Long-term Care A—Community Holistic Health Center

In 2018, Taipei Municipal Gan-Dau Hospital undertook the Department of Social Welfare, Taipei City Government "Integrated Care Project for Beitou District Community (Class A unit)" to serve as a care model for Guandu and Qilian communities. B and C-level units integrate Beitou's long-term care resources to maximize their benefits; namely, flexible and diversified services, shorter waiting times, and increase service capacity.

自承辦計畫以來，派任專責個案管理師 3 名，兼任個管師 1 名，共計 3.5 名個管師人力承接長期照顧管理中心個案轉介，並針對個案需求，聯繫協調 B 級單位或 C 級單位提供服務，並透過每季一次定期工作聯繫會議，廣邀區域內長照資源單位共同與會，研討北投區區域內長照服務串聯議題、發展社區內協力聯盟策略，使區域內長照資源活化、減少橫向聯繫時間縮短服務使用者尋求服務時間及增加可近性。2020 年持續連結 3 個 A 級，82 個 B 級，5 個 C 級單位，落實發展以個案為導向的社區式整合照顧體系與服務模式。服務成果：2020 年照管中心下轉 427 位個案，結案 357 案，共計服務 784 位個案，訪視對象包含複評 218 案，持續服務 6 個月，重新討論照顧計畫之個案 216 案，計執行 434 人次家訪，重新媒合 618 人次長照服務，持續提供 973 人次長照服務。。

（三） 社區整合照顧服務北投區石頭湯

關渡醫院發揮社區醫療之責任，規劃急、慢性照護垂直整合及建構長期照護體系網絡，與臺北榮總急重症建構為整合性健康照護體系。積極配合衛福部、衛生局、社會局各項政策、任務及推動長照計畫，配合臺北市社會局推出「社區整合照顧服務（石頭湯計畫）」，於 2018 年 4 月 30 日於鄰近於臺北市北投區知行路 245 巷 14 號 1 樓成立石頭湯據點，2019 年為將長照深入社區，也讓醫療服務更友善，除了依個案需求連結服務資源外，石頭湯更讓個案管理員，密切追蹤失能者在黃金復健期，依其需要不斷調整長照服務，讓失能者即早恢復體能。靈活運用長照服務各項內容：居家服務、日間照顧、居家醫療、居家護理、居家復健、居家營養、居家藥師等多項專業人員等資源，也將長照宣導帶入社區中，成為社區鄰里間的長照諮詢站，提供最佳即時的照顧諮詢。

關渡醫院自加入石頭湯團隊後，不僅能為失能長者提供專業醫療的後盾，更有社區在地服務資源，也正好如同石頭湯計畫原本精神，成就一鍋香醇濃郁的美味湯品，與地方鄰里體系緊密結合，成為社區鄰里長最強的資源後盾。針對有長照需求服務個案或家屬、家庭照顧者、社區民眾辦理豐富多元健康促進及家庭照顧者支持活動或講座包含：均衡營養、延緩失能失智、創意手作、音樂律動、居家安全、口琴音樂饗宴、烏克麗麗等紓壓之服務等。2020 年 1 月到 12 月辦理課程 232 場次，共計 2,640 人次參加。提供長照服務介紹、問題需求或轉介，諮詢服務共計 853 人次，服務對象以社區民眾居多佔 83%，諮詢方式以至石頭湯現場諮詢為主佔 73.8%，諮詢內容以詢問石頭湯辦理哪些課程以及課程內容說明為主佔 40.7%，其次是疾病照護 23.8%。另外，連結社區相關資源至臺北市北投區公所、北投老人服務中心、關渡關懷站、臺北市北投區健康服務中心、臺北市關渡宮、關渡自然公園、臺北市北投區農會、臺北市北投區八仙里社區、臺北市北投區秀山里社區、臺北市北投區振華里社區等，進行長期照顧相關宣導議題，2020 年共宣導 12 場次 645 人參加。

Since the project was undertaken, 3 dedicated case managers and 1 personal manager have been assigned—an average of 3.5 managers per case. B-level units or C-level units are coordinated according to the needs of patients. Long-term care resource units in the region are invited to participate in discussing issues of concern in Beitou District to shorten waiting time and to increase accessibility. In 2020, Taipei linked 3 A-level, 82 B-level, and 5 C-level units to create a community-based integrated care system. In 2020, the care center transferred 427 cases, closed 357 cases, and served 784 cases. The interviewees covered 218 re-evaluated cases for 6 months; 216 cases were revisited, and 434 home visits were re-matched for 618 long-term care recipients, and assisted 973 long-term care recipients.

(3) Community-based Integrated Care in Stone Soup, Beitou District



社區整合照顧服務 - 北投區石頭湯
Community Integrated Care Systems-Stone Soup, Beitou District

Taipei Municipal Gan-Dau Hospital is responsible for community-based care, plans the vertical integration of acute/chronic care, constructs a long-term care system, and builds an integrated healthcare system with Taipei Veterans General Hospital Critical Care Unit. Taipei Municipal Gan-Dau Hospital adheres to the various policies of Ministry of Health and Welfare, the Department of Health, Taipei City Government, the Department of Social Welfare to promote the long-term care plan. It further cooperates with the Department of Social Welfare to launch “Community Integrated Care Station (Stone Soup Project)”. On April 30, 2018, it established the Stone Soup Srevice Station 1F, No.14, Lane 245, Jhihsing Road, Beitou District, Taipei City. In 2019, Taipei Municipal Gan-Dau Hospital desires to expand community-based long-term, and make medical services more patient-friendly. Additionally, Shitoutang’s case managers closely monitor disabled patients during the rehabilitation period, and constantly adjust services as necessary to maximize patients’ recovery potential. As such, extending these long-term care facilities into the communities provides the best possible services.

Since joining the Stone Soup team, Taipei Municipal Gan-Dau Hospital can not only provide professional medical services for the disabled elderlies, but also provide services directly to the community. In this way the hospital stays true to the original spirit of the Shtotang Project-creating a pot of fragrant and delicious soup for the local neighborhood, and becoming the strongest bulwark for the community. For people with long-term care needs, the hospital organized lectures on a balanced diet, delaying disability/dementia, creative handicrafts, music rhythm, home safety, harmonica music feast, ukulele and other stress relievers. From January to December 2020, 232 courses were conducted involving 2,640 participants. Long-term care introductions and referrals were offered to 853 people. Most of the service targets are community residents (83%). The onsite consultation of Shitoutang accounted for 73.8%. The consultation most deals with courses Shitoutang offers, their contents (40.7%), and disease management (23.8%). Furthermore, Taipei City Beitou District Office, Beitou Elderly Service Center, Guandu Care Station, Taipei City Beitou District Health Center, Taipei City Guandu Palace, Guandu Nature Park, Beitou Farmers’ Association, Baxian Village Community, Xiushan Village Community, and Zhenhua Village Community jointly raised public awareness of these issues. In 2020, 645 people participated in 12 sessions.

（四） 以走動式發掘社區內潛在長照需求之失能個案

醫院透過社區宣導活動、社區志工轉介、社區服務主動發掘北投地區的新長期照顧服務需求之失能個案，或是透過住院出院準備服務 / 門診個案有長照需求之個案，轉介至長期照顧管理中心，提供後續長照服務。2020 年 1-12 月長照需求服務轉介共 57 人，個案來源以社區轉介為主佔 98.2%。分析長照需求成功轉介 45 人之服務項目共計 67 人次，其中以輔具購買及住宅無障礙環境改善居多佔 46.3%，其次是照顧服務 23.8%。

提供複雜性個案服務 1-12 月共計 32 名，每月服務人數共有 102 人次，以男性佔 52.9%，平均年齡 83.3 歲，其中以 85 歲以上佔居多 56.3%，其次是 75-84 歲佔 28.1%。CMS 失能等級第 8 級佔 84.4%，開案原因：使用 C 碼 + 居家醫療人數佔居多 18 人 56.3%，其次使用 B 碼 + C 碼 + 居家醫療人數佔 9 人 28.1%，顯示服務個案年紀偏大且失能程度嚴重，皆須有使用居家醫療、復能及居家照顧服務等。

（五） 提升社區老人關懷據點質與量

臺北市立關渡醫院秉持「視病猶親，融入社區」的理念，發揮社區醫療之責任，實踐「在地老化、健康老化、活躍老化」之理想，於 2006 年在臺北市立關渡國民中學成立「關渡老人關懷站」，開創社政、衛政與教育單位合作夥伴關係之先鋒，也是全國第一家以醫療機構為後盾的「老人關懷據點」。關懷據點是社區長者溝通之平臺，積極與公私部門、社會團體以及在 2008 年開始與關渡國民中學共同辦理北投區樂齡學習中心，更強化社區合作夥伴關係。2020 年關渡醫院的醫師、護理師、營養師、藥師及 PGY 社區醫師，菲特邦運動教練、國立臺灣師範大學體育系、健康促進與衛生教育所、國立陽明大學、臺北城市科技大學、馬偕醫護管理專科學校、臺北市北投區關渡里辦公室及社區發展協會、臺北市義消北投中隊和北投區健康服務中心等共同合作以健康促進高齡友善社區為主軸，辦理政策宣導、銀髮體適能、肌力訓練、美勞 DIY、木箱鼓律動、銀髮熱舞、烏克麗麗、陶藝班、中醫養生保健等課程，共計 212 場次，參與人數約 6,006 人次，調查樂齡學員滿意度調查（N=175）：平均 71.3 歲，女生佔 88.5%，對高齡學習環境滿意達 96.6%。特色課程安排達 98.3%。參加樂齡學習後，自信心提升了覺得自己很有用佔 98.3%，覺得晚年生活更有意義和價值佔 95.4%，更重視自己的身心靈健康及心情更加愉快佔 94.3%。未來將持續提供更豐富及多元化學習資源，促使中高齡者提早成功適應老化，建構一個高齡友善的學習環境，提升長者生活品質，落實在地安養和在地老化以及活躍老化、成功老化之終極目標。

(4) Long-term Care for Disabled People

Through community outreach activities, volunteer referrals, and community services, the hospital actively locates people that require long-term care in Beitou. From January to December 2020, 57 people were referred to long-term care, and 98.2% of them were referred by the community. 67 service projects were successfully referred to 45 people. Among them, the purchase of assistive devices and the creation of a barrier-free environment accounted for 46.3%, followed by care services (23.8%).

32 complicated cases were helped from January to December, and 102 people were assisted each month, with males (52.9%) having an average age of 83.3 years; of which 56.3% were over 85 years old, followed by 75-84 years old (28.1%). Level 8 of CMS disability accounted for 84.4%. The reason for the opening the case: the number of people using code C+ home healthcare accounted for 56.3%, followed by the use of code B+ and code C+ home healthcare accounted for 9 people (28.1%). The data show that those who are too old and severely disabled tend to use home healthcare, rehabilitation, etc.

(5) Promoting Quality and Quantity of Community Care for the Elderlies

Taipei Municipal Gan-Dau Hospital adheres to the principle of “treating patients as family members and integrating into the community.” It also stays true to its ideal of “local aging, healthy aging, and active aging.” At Guan Du Junior High School in 2006, it established “Gan-Du Care Center for the Elderly” to serve as a pioneer in the partnership among social policy, healthcare, and education. It is also the country's first “care center for the elderly” supported by a medical institution. Partnering with Guan Du Junior High School in 2008, it established the Beitou District Elderly Learning Center. In 2020, physicians, nurses, nutritionists, pharmacists and PGY community physicians, FitnFun coaches, National Taiwan Normal University Department of Physical Education and Sports Sciences, National Taiwan Normal University Department of Health Promotion and Health Education, National Yang-Ming University, Taipei City University of Science and Technology, Mackay Junior College of Medicine, Nursing and Management, Taipei Guandu Village Office and Community Development Association, Beitou Company of Taipei City Volunteer Fire Brigade, and Beitou Health Center jointly advance a healthy, age-friendly community. 212 sessions of physical fitness, muscle training, arts/crafts, wooden drum, dance, ukulele, pottery class, traditional Chinese medicine and other courses were conducted with approximately 6,006 participants. A satisfaction survey gave the following data: (N=175), average (71.3), women (88.5%), and 96.6% were satisfied with the learning environment. 98.3%. of participants took special courses. After the senior education contribution to self-confidence, 98.3% felt that they were useful, 95.4% felt that their later lives were more meaningful, and 94.3% valued their physical/mental health. In the future, we will continue to provide more diversified learning resources to encourage elderlies to age gracefully.

（六） 配合衛生局社區復健計畫

我國已進入高齡化社會，但人口結構老化速度異常快速，配合衛生福利部長照 2.0 政策之推動，2020 年辦理臺北市政府衛生局社區復健計畫，因新冠肺炎疫情減少活動場次及執行據點，與北投區 5 個社區據點合作共完成 60 場次（包括老五老失智據點、榮光社區、北投區健康服務中心、臺北榮總失智據點及感恩堂），推動社區復健活動服務，針對社區中長照 2.0 個案，經照顧管理中心核准為使用長期照顧相關服務給付對象後，由簽約單位之職能治療師或物理治療師駐點服務，就近接受運動、日常生活功能訓練與復健指導服務，強化社會參與，促進身心健康，以預防及延緩失能（智），達到建立長期照顧資源規劃整合與管理機制，發展以民眾需求為導向之多元化社區照顧服務模式，並健全跨專業團隊人力，辦理提供服務單位評鑑及考核，提升照顧服務品質的目的。

急性醫療後的復健，於「復健的黃金治療期」，此時功能恢復的最快，復健的效果也最好，通常都會建議病人在醫院復健治療，可透過相關復健儀器促進身體各部功能的恢復，減少失能狀況發生。黃金期過後功能的恢復逐漸停止，患部復健進步的空間有其限制，此時復健的目的在維持現有的功能，及好側肢體功能強化。進入慢性期後，病人回歸家庭生活，上下樓梯、上下床、洗澡、如廁、吃飯、溝通等問題就需要獲得更好的處理，以維持基本生活品質。除醫療後慢性復健人口外，衰弱及失能（失智）經有期刊佐證效果的教案模組訓練，有達到預防及延緩失能的效果，提供包括復健治療、日常生活功能評估和訓練，以及適合的輔具建議，達到社區長照預防的政策目標。

2020 年「衛福部預防及延緩失能計畫」因新冠肺炎疫情延後辦理，今年臺北市樂活關渡健康促進協會與本院合作採用本院已通過地方自審的教案模組及師資，執行 1 期的課程，共 12 堂課程服務了 12 位長者，長者普遍對課程活動的回饋皆是正向的，有助健康促進及身心靈幸福感的提升。

（七） 推動預防及延緩失能（失智）計畫

預防失能是長期照顧重要的議題，2020 年申請臺北市政府社會局「預防及延緩失能照護計畫」，關渡醫院採用衛生福利部實證預防失能復健運動模式，物理治療師針對每位長者做功能性評估更指導長者做機能回復訓練，提升下肢肌肉力量減少跌倒發生率。於 7 月 22 日至 10 月 7 日在關渡關懷站辦理 12 周次失能延緩課程，參與長者共計 12 位，學員平均出席率 86%，使用 Kihon Checklist 評估問卷調查分數 0-25 分，得分越低表示健康狀況越好。平均前測分數 6.08 分，平均後測分數 2.83 分，顯示本次介入活動帶給學員有正向的改變，減少衰弱風險，提升健康知識、健康行為和習慣。

(6) Community Rehabilitation Program of The Department of Health, Taipei City Government

Taiwan has become an aged society; the population is aging at an alarming rate. In conjunction with Ministry of Health and Welfare Long-term Care 2.0, the Community Rehabilitation Program of the Department of Health, Taipei City Government was implemented in 2020. Due to the COVID-19 pandemic, promotional events were sharply reduced. 5 locations (Old Five Old Dementia Center, Rongguang Community, Beitou Health Center, Taipei Veterans General Hospital Dementia Center and Grace Church) in Beitou District hosted 60 sessions to promote community rehabilitation activities. For Long-term Care 2.0, the contracted functional therapists and/or physical therapists would provide onsite function training and rehabilitation guidance to delay functional decline. We would like to develop a diversified community care model responsive to the needs of the people, and a system that would safeguard the quality of service providers.

Enriched rehabilitation and the critical period mean much for a successful recovery. Patients are usually urged to take advantage of rehabilitation products to hasten their recovery. Missing the critical period could result in unsatisfactory recovery. Currently, rehabilitation means to maintain the existing functions, and strengthen the function of the good limbs. Except for people with chronic conditions, the training module has been proven to delay disability, and provide rehabilitation therapy via applicable assistive devices.

The 2020 “Ministry of Health and Welfare Preventing and Delaying Disability Program” was postponed due to the COVID-19 pandemic. This year, the Taipei Lohas Guandu Health Promotion Association cooperated with this hospital to adopt the teaching module that passes the local self-assessment. 12 elders attended 12 courses. The elders generally had positive feedback on the courses, which promote physical and mental well-being.

(7) Prevention and Delay of Disability Program

Prevention of disability is an important issue for long-term care. In 2020, we applied for the “Prevention and Delay of Disability Program” by the Department of Social Welfare, Taipei City Government. An elder's functional assessment guides his/her strength training for lower limbs to reduce the incidence of falls. From July 22 to October 7, Gan-Du Care Center held disability training for 12 weeks to 12 elderly participants whose average attendance rate was 86%. The Kihon Checklist questionnaire has a graded scale of 0-25 points; a lower value denotes better health. The average pre-test score was 6.08 points, while the average post-test score reached 2.83 points. This improvement demonstrated that this intervention brought positive changes to the student's health.



關渡關懷站延緩失能課程
Gan-Du Care Center halting disability progression

（八） 臺北市立關渡醫院附設護理之家為住宿式機構

關渡醫院附設護理之家位於六樓及十二樓，屬於住宿式機構，秉著「同仁用心、住民安心、家屬放心、團隊第一及品質第一」的理念，提供優質友善環境、無障礙設施、各項輔具，導入團隊及社區資源延緩住民失能，打造一個無形的家，陪伴長者走完人生旅程最顛簸的一段路程。

在機構住民特性上，由於疾病複雜度及失能嚴重度高，進出醫療院所頻繁，因此打造全方位健康促進機構，推動病歷資訊系統，連接本院醫療照護專業團隊（護理師、照顧服務員、醫師、營養師、社工師、藥師、復健師）等醫療資源運用，及時調整醫療照護方向，每年協助老人健康檢查、疫苗接種服務，維持住民身心靈健康；對於癌症及八大疾病末期長者，過多無效醫療常導致長者受苦、家屬奔波心力交瘁，生活品質及尊嚴受損，機構積極推展「善終」、五全照護（全人、全隊、全家、全程、全社區）、四道（道謝、道別、道愛、道歉），開啟「機構緩和醫療」提供住民及家屬另一種選擇，結至 2020 年接受機構緩和醫療人數 17 人；除此之外機構導入社會資源（行政資源、社會團體、學校資源、宗教團體） 推動健康促進計畫，活化機構動能，對於住民健康促進部分，引進園藝治療、芳香療法，成功改善住民憂鬱情況、身體功能、睡眠狀況，提升住民社交生活與自我實現，增加社會參與度；每月健康促進動結合社會團體、學校團體舉辦，每 3 個月住民慶生會、春秋季之旅遊，讓住民開心、快樂過每一天，感受家的溫度，醫療照護的安心。

機構積極改善照護品質，讓工作人員及主照顧者，能站在長輩角色著想，舉辦「穿越時空 - 高齡模擬體驗」，透過活動了解高齡老化身體之變化，照顧時更能設身處地，讓住民得到更高品質的照護；此外機構長期監測各項品質指標（約束率、跌倒率、急性住院率、感染率、體重變化、管路移除率、疼痛監測），訂定閾值，並進行分析改善，將各項推動及改善成果參加國內外競賽，提供同儕參考；積極導入醫療共享決策，讓住民及家屬獲得充分資訊，參與照護計畫討論有「自主」決策之基石，帶動機構走出長照藩籬；加入主要照顧者的健康促進與服務，讓機構服務更友善健全。參加「2019 年衛生福利部國民健康署高齡友善健康照護機構認證 2.0 典範選拔」，榮獲社區服務獎。

（九） 居家照護到宅服務 24 小時專線諮詢

配合中央政策提供「申請外籍看護工到宅評估」服務，呼應全民健康保險政策及因應臺灣社會靈性照護需求，辦理乙類社區安寧照護，以利末期病人於社區中獲得安寧療護之照護，2020 年收案服務共計 2 人（5 人次）。

(8) Taipei Municipal Gan-Dau Hospital has affiliated nursing homes and residential settings

The nursing home attached to Taipei Municipal Gan-Dau Hospital is located on the sixth and twelfth floors. It is a residential facility adhering to the concept of "collegiality, security, cooperation and quality" to offer barrier-free facilities containing assistive devices. The hospital would like to delay disability for residents, and to accompany seniors through a challenging phase of their life.

Elderlies tend to have more complicated diseases and severe disabilities, one must integrate the hospital's healthcare professionals (nurses, physicians, dietitians, social workers, pharmacists, etc.) to timely guide the direction of treatment. End-stage cancers often have no effective treatment but anguish for seniors and their family members that results in the loss of quality of life and dignity. Taipei actively promotes dignified death, which has five components (person, team, family, process and community), and four ways (gratitude, goodbye, love and apology) to offer institutional palliative care as an option for residents and their families. In 2020, 17 people with terminal illnesses received institutional palliative care. Additionally, the institution successfully improves residents' depression, physical function, sleep and social life. Residents' birthday parties and excursions are held every three months to enrich residents' lives.

The institution is actively improving the quality of care. Its caregivers have an event "Travel Through Time—Aging Simulation" to understand the changes in the body as one age. Additionally, the institution has been monitoring various quality indicators: restraint rate, fall rate, acute care rate, infection rate, weight changes, catheter removal rate and pain reduction. It subsequently forwards its results to domestic and foreign conferences to sharing much-needed medical information that would enable residents and their families to make an informed decision—a cornerstone of patient autonomy. The hospital participated in the "2019 National Health Insurance Administration, Ministry of Health and Welfare National Healthcare Certification 2.0", and won the Community Service Award.

(9) 24-hour Hotline for Home Care and Home Service

The hospital complies with the central government's initiative of "assessment for the application for foreign caregivers to provide home care services". It provides Class B hospice care to serve terminally ill patients. In 2020, 2 applicants were accepted (5 times).



為提升因失能或疾病特性致外出就醫不便患者，改善現行居家醫療照護片段式服務模式，參與「居家醫療照護整合計畫」。配合臺北市政府衛生局辦理「長照 2.0 專業服務及喘息服務實施計畫」，簽訂服務特約 B 單位，接受長照 A 單位個案轉介服務。長照 2.0 專業服務 CD02 碼服務人數共 11 位。2019 年 12 月新增呼吸治療居家服務，由一組專業醫療人員定期到宅提供居家呼吸照護醫療服務，目前管案量數 7 人；2020 年居家護理管案 2,343 人次；訪視 3,349 人次。

定期召開各類業務會議，例如：居家護理個案討論會，目的在培育居家護理師專案分析討論的能力及專業團隊介入後的統籌能力；2020 年共計召開 4 次，與合約機構每季召開個案討論會，針對合約機構困難照護住民進行討論研究及給予解決策略或方法。

提供 24 小時電話諮詢服務專線，隨時有值班居家護理師提供相關緊急醫療諮詢，讓家屬安心與放心。實施居家護理品質指標監測與滿意度調查，提供安養護機構人員在職教育訓練及住民、家屬之護理指導，協助安養護機構防疫設施之改善建議等等。定期舉辦家屬座談；2020 年舉辦 2 場次；共計參與家屬人數 67 位，成立「關渡居家護理」臉書社團，建立醫院與家屬間的雙向溝通；提供健康照護資訊。連續 4 年獲臺北市政府衛生局居家護理機構督考訪查評鑑「優等」機構；2018 年居家護理機構評鑑合格，2019 年衛生局居家護理機構督導考核通過，2020 年臺北市政府衛生局長期照顧 2.0 專業服務及喘息服務特約單位服務，品質書面審查合格。

（十） 成為國內外長照及社區據點觀摩單位

關渡醫院用心經營長照及社區據點服務，並榮獲各界肯定已成為國內外之觀摩機構，2020 年接受國立陽明大學 3 場、國立臺北藝術大學 2 場、臺北榮總個管師訓練班 2 場；國內團體蒞臨指導及觀摩學習總計 7 場次，24 小時，參訪人數 155 人

二、 持續推動健康醫院，榮獲全國優良獎

關渡醫院雖然是一家社區醫院，在創院之始 2001 年即取得臺北市第一屆健康醫院認證，陸續加入世界衛生組織（WHO）之健康促進（HPH）網絡會員、榮獲社團法人國家生技醫療產業策進會品質認證、衛生福利部國民健康署整合健康促進、高齡友善與無菸醫院首屆健康醫院認證。2018 年再度申請「衛生福利部國民健康署健康醫院典範」選拔，榮獲優良獎機構，未來將更積極透過社區資源整合，跨單位結盟，引入資訊化，積極提升病人、社區民眾及員工健康識能，打造健康社區及幸福企業，朝向健康醫院典範邁進。

關渡醫院除致力健康醫院推動外，另外申請國民健康署之健康職場認證效期展延通過，職場健康推動專責人員 - 職安室張繼仁代理主任獲臺北市政府頒發 2019 年度臺北市勞動安全獎優良人員。

To facilitate disabled patients' access to healthcare, and to improve the current fragmented nature of home care services, the institution participates in the "Integrated Home Healthcare Project". It collaborates with the Department of Health, Taipei City Government to initiate the "10-year Long-term Care Plan 2.0 Professional Service and Respite Service Project", and signs Plan B to accept transferals from Long-term Care A. Long-term Care 2.0 served 11 people with CD02 code. In December 2019, a new home-based respiratory therapy service was added to serve 7 patients. In 2020, there are 2,343 home care patients; health professionals made 3,349 routine visits.

The institution regularly holds various home care seminars to hone home care professionals' skills; 4 meetings were held in 2020. Regular meetings with contract agencies were held to formulate strategies and solutions.

A 24-hour hotline was staffed by home care nurses any time to provide emergency medical consultations. Family seminars were held regularly; 2 sessions were held in 2020 with 67 family members participated. "Guandu Home Care" Facebook Group was established to enable two-way communication between the hospital and family members.For 4 consecutive years, it has been categorized as the "Outstanding" household care institution by the Department of Health; it passed Home Nursing Institutions evaluation in 2018; it passed the Home Care Institution Assessment of the Department of Health in 2019, and the Department of Health Long-term Care 2.0 Professional and Respite Service written review in 2020.

(10) Becoming a Community-based Long-term Care Model at Home and Abroad

Taipei Municipal Gan-Dau Hospital has won recognition for its long-term care services from the public. It has become a model organization at home and abroad. In 2020, it will accept 3 visits from National Yang-Ming University, 2 visits from National Taipei University of the Arts, and 2 visits from Taipei Veterans General Hospital Manager Training Class. Domestic groups attended 7 sessions (24 hours) with 155 visitors.



國內外長照社區據點觀摩單位
Observation units for domestic and international long-term care services

2. Becoming a Health Promoting Hospital; Winning the National Excellence Award

Although Gan-Dau Hospital is a community hospital, it was certified as Taipei City's first Health Promoting Hospital (HPH) at its founding in 2001. It has subsequently joined the HPH network of the World Health Organization (WHO), and won the Institute for Biotechnology & Medicine Industry Quality certification, been certified as a smoke-free hospital by Ministry of Health and Welfare. In 2018, it applied again for the "Model Health Hospital of Health Promotion Administration, Ministry of Health and Welfare", and gained "Excellence Recognition." In the future, it will actively integrate community resources, form alliances across agencies, and improve the health awareness of patients so it could become a model hospital.

Besides being an HPH, Gan-Dau Hospital has also applied for the extension of the healthy workplace certification from the Health Promotion Administration, Ministry of Health and Welfare. Mr. Zhang Jiren, the acting director of the hospital's Occupational Safety Office, was awarded the 2019 Taipei City Labor Safety Award by the Taipei City Government.

三、 推廣全民均健自我健康管理，推動無菸醫院健康社區

關渡醫院於 2013 年榮獲無菸醫院認證，並持續參與推動無菸醫院服務品質提升計畫。營造安全舒適的就醫環境，將無菸健康照護服務理念與世界接軌。全面推動菸害防制服務，包括提供門診戒菸、提供戒菸諮詢專線、辦理戒菸班，於院區、社區、職場、學校推動菸害宣導等多項服務，並直接進入各企業團體協助員工戒菸，協助病人、員工及社區民眾免於菸害，實踐無菸健康生活。



獲頒「戒菸服務績優醫事機構」
Awarded “Outstanding Smoke-Free Medical Institution”

榮獲衛生福利部頒發 2019 年「醫事機構戒菸服務補助計畫 - 戒菸服務品質改善措施」績優醫事機構、戒菸成功王及榮獲臺北市政府衛生局頒發「2019 年臺北市戒菸服務績優醫事機構」績優獎及進步獎。

四、 落實社區四大防癌篩

參與國民健康署 2020 年「醫院癌症品質精進計畫」，持續於門診社區推動四癌（子宮頸癌、乳癌、大腸癌及口腔癌）篩檢，藉由癌篩便捷提示及開單資訊系統，提供患者醫療或陽性個案轉介服務及預約與追蹤。針對 50-70 歲民眾接受大腸癌篩檢，2020 年度受檢共計 2,930 人，陽性個案 110 人；針對 30 歲以上民眾接受口腔篩檢，2020 年度共計 92 人，陽性個案 6 人。45-69 歲婦女 2 年內未做乳房攝影檢查者，2020 年接受乳房攝影檢查共計 702 人，陽性個案 74 人；30-69 歲 2 年以上未滿 6 年未做子宮頸癌防治，2020 年受檢共計 539 人，陽性個案 19 人，異常者指導就醫及追蹤管理。

與北投區健康服務中心舉辦社區健康暨癌症篩檢活動，共同深入社區提供一般性及預防性之醫療保健服務及衛生教育宣導， 2020 年共舉辦 6 場次，口腔篩檢服務 50 人，大腸癌檢 136 人，共 186 人次參與。門診舉辦癌症防治宣導講座共計 24 場次，共計 430 人次參與。

經成效追蹤顯示，社區居民實施健康生活之意識與行動力逐年增強，對規律運動、健康飲食、癌症防治之習慣已有明顯改變。另持續將常見疾病如氣喘、糖尿病、B 型或 C 型肝炎、慢性腎臟病（CKD）、末期腎臟病前期（Pre-ESRD）、氣喘等疾病個案管理追蹤系統，由個案衛教師收案及個別指導追蹤，進行慢性病個案收案健康評估及介入，擴大癌症篩檢和提升醫療品質，整體陽性個案追蹤率達 82.7%。榮獲臺北市政府衛生局頒發 2020 年度「大腸癌陽追王」、「乳癌陽追王」，「子宮頸癌陽追王」、「口腔癌陽追王」。

3. Promoting Self-health Management; Promote a Smoke-free Hospital

Taipei Municipal Gan-Dau Hospital was certified as a smoke-free hospital in 2013, and continues to promote a smoke-free environment for hospitals. It advocates outpatient smoking cessation, provides a smoking cessation hotline, holds smoking cessation classes, and directly enters workplaces to help employees quit smoking.

It won an award for the 2019 “Medical Institution Smoking Cessation Program—Smoking Cessation Improvement Measures” by Ministry of Health and Welfare, and the “2019 Outstanding Smoke-Free Medical Institution Award” presented by the Department of Health, Taipei City Government.

4. Implementing the Four Major Cancer Screenings

The hospital participated in the 2020 “Hospital Cancer Improvement Project” of the Health Promotion Administration, and offers four cancer (cervical, breast, colorectal and oral) screenings. It provides patients with positive results referral services and follow-up appointments. For colorectal cancer screening in 2,930 people aged 50-70, people in 2020, 110 positive cases were obtained; for oral screening in 92 people over 30 years of age, 6 positive cases were obtained in 2020. 702 women, aged 45-69 who had not undergone mammography within 2 years, received mammography in 2020, and 74 women had positive results; 539 women, aged 30-69 without cervical cancer screening for more than 2 yaers but less than 6 years, were tested in 2020, 19 results returned positive, and the abnormal ones were advised to seek further medical treatment and follow-up.

The institution organizes cancer screenings with Beitou District Health Center, and they provide preventive health services and education promotion. 6 sessions were held in 2020, with 50 oral screenings and 136 colorectal screenings totaling 186 participants. 24 cancer prevention lectures were held with 430 participants.

People have demonstrated their willingness to gradually live a healthier life through regular exercise and a well-balanced diet. Furthermore, information on common diseases such as asthma, diabetes, hepatitis B or C, chronic kidney disease (CKD), pre end-stage renal disease (Pre-ESRD), asthma and other diseases will continue to be collected by health authorities to assess the progress in combatting these chronic diseases; the overall positive case tracking rate reached 82.7%. The Department of Health, Taipei City Government bestowed outstanding achievement awarded on Taipei Municipal Gan-Dau Hospital for the 2020 “Colorectal Cancer Screening”, “Breast Cancer Screening”, “Cervical Cancer Screening”, and “Oral Cancer Screening”.



五、 持續推廣腎臟病防治及提升照護品質



「腎臟好棒棒」衛教宣傳短片
"Good Kidney" a public service announcement

關渡醫院於 2011 年 5 月開始加入推廣慢性腎臟病促進照護計畫方案。2020 年舉辦腎友座談會 4 次，共 59 人次參與，《關渡人月刊》發表文章共計 1 篇，11 月與臺北榮民總醫院合辦 1 個場次的慢性腎臟病繼續教育課程共 136 人次參與，舉辦社區腎臟病宣導活動 - 北投溫泉季活動約 350 人次參與，並至校園宣導腎臟病防治，約有 28 位師生參與，期望透過早期預防早期治療，降低末期腎臟病的發生率。

透過多媒體撥放系統，利用簡單的動畫讓民眾了解腎臟病防護之相關資訊，並與好棒棒公司取的播放授權，每日上午 8 點至晚間 10 點播放「腎臟好棒棒 1- 腎臟功能介紹」、「腎臟好棒棒 2- 腎功能的測量方法」。2019 年推動護理創意作品 : 蛋白質衛教轉盤、和磷玩遊戲、衛教單張新增 QR Code 方便民眾上網查看 ，2019 年獲腎臟病健康促進機構照護品質提升獎勵計畫佳作。

六、 重視病人安全及醫病溝通，榮獲財團法人醫院評鑑暨醫療品質策進會「2020 年病人安全週 - 為病安發聲 Speak up!」動員獎及機構組創意獎

2020 年 9 月 17 日配合 WHO「世界病人安全日」活動，搭配蘋果樹設置病安週宣導專區，吸引民眾注意及合影，宣導「為病安發聲 Speak up！」總共辦理 17 場次，參與人數共 2 萬 3,042 人，於大廳設立病安週專區布置醫病溝通（SDM）、為病安發聲海報及蘋果樹互動專區，利用快閃攤位邀請民眾將本院設計之「就醫隨手記」衛教單張黏貼及進行 Bingo 互動遊戲，啟蒙民眾及醫護人員的「為病安發聲 Speak up!」觀念，極具創意及多元化，吸引廣大民眾駐足瀏覽；於門診區候診區、病房團體衛教、社區活動、長照據點及衛教時，利用多元化方式帶入病安觀念，提升民眾醫病溝通認知鼓勵發問；邀請民眾、病人及醫護團隊腦力激盪錄製「為病安發聲 Speak up！」影片，由臨床單位主動以病安主題錄製病安宣導影片，深化醫病夥伴決策，共同維護病人安全。

持續全面品質改善辦理病安成果競賽及健康識能「讓人秒懂」海報徵選，舉辦院內跨單位之品質、病安及健康促進成果發表會共有 9 篇專案參與，推動健康識能友善素材，辦理「讓人秒懂」海報徵選競賽，有 3 篇海報參賽，活動中邀請院內主管、臺北榮民總醫院醫療品質管理中心及臺北護理健康大學專家擔任評審，給予專業指導，並讓民眾一起參與投票選出最佳人氣獎。

將病安週相關活動訊息、橙色地標及橙色建築物，運用 Facebook banner、特效框等粉絲專頁、醫院官網等傳播為病安發聲 Speak up ！之主題內容，藉由網路無遠弗屆分享，也讓全世界看見臺灣為病人安全努力及成果；榮獲財團法人醫院評鑑暨醫療品質策進會頒發「2020 年病人安全週 - 為病安發聲 Speak up!」動員獎及機構組創意獎。

5. Prevention and Treatment of Kidney Diseases; Improving the Quality of Care

Taipei Municipal Gan-Dau Hospital has been part of the chronic kidney disease care plan since May 2011. In 2020, 4 nephrology symposiums were held with 59 participants. 1 article was published in the Gan-Dau Monthly. In November, a chronic kidney disease continuing education course was organized with Taipei Veterans General Hospital for 136 participants. About 350 people participated in the Beitou Hot Spring Event, and went to campuses to promote kidney wellness with around 28 teachers and students. It hopes to reduce the occurrence of end-stage kidney disease through early prevention and treatment.

Simple animations are used to let the public understand the importance of healthy kidneys. Haobangbang company authorizes the hospital to broadcast "Good Kidney 1—Functions of the Kidney" and "Good Kidney 2—Measurement of the Function of Kidney" from 8 am to 10 pm daily. In 2019, the hospital promoted nursing creative works: protein education turntable, playing games with phosphorus, and adding QR codes to enable easily accessible public health information. In 2019, the hospital was lauded as a renal health-promoting institution by a kidney organization.

6. Emphasizing Patient Safety and Doctor-patient Communication; Winning the "2020 Patient Safety Week—Advocating for Speak Up!" Mobilization & Creativity Award by Joint Commission of Taiwan.

On September 17, 2020, in conjunction with the WHO "Patient Safety Day" event, a special area was set up with an apple tree to attract people's attention. 17 sessions on Advocating for "Speak Up!" were held with 23,042 participants. An area dedicated to Shared Decision Making (SDM) was set up in the lobby. The event utilized education leaflets and Bingo interactive games to raise public awareness about Advocating for "Speak Up!" The public, patients and medical professionals are invited to brainstorm on films about Advocating for "Speak Up!" The film would then serve as a teaching tool to promote SDM and patient autonomy.

The hospital held selected patient-friendly posters for health awareness. 9 posters were presented for health awareness and patient safety. 3 posters were entered for patient-friendly information. During the event, the guests, Taipei Municipal Gan-Dau Hospital managers, and experts from Taipei Veterans General Hospital Center for Medical Quality Management and National Taipei University of Nursing and Health Sciences served as judges to select the Most Congenial Award.

Using Facebook fan page's banners and special effects, and the hospital's official website disseminated information about Advocating for Speak Up! It won the "2020 Patient Safety Week—Advocating for Speak Up!" Mobilization and Creativity Award by Joint Commission of Taiwan.



醫策會頒發「2020 年病人安全週—為病安發聲 Speak up！」動員獎及機構組創意獎

The Medical Policy Council awarded the "2020 Patient Safety Week—Speak up for Patient Safety!" Mobilization and Institutional Innovation Award

七、 低收入戶、路倒病人醫療服務

（一） 關渡醫院目前共有 113 位志工，提供 1 萬 7,075 小時 / 年服務，社區長照志工（石頭湯） 共有 21 位志工，提供 4,346 小時 / 年服務。為提升志工服務品質及知能，每年舉辦 10 次在職訓練及 4 次服務禮儀會議，共有 192 人次參加，除於院區內主動提供就醫民眾之一般諮詢服務、引導病患至診間看診及各項服務外，針對低收入戶、經濟困難民眾，以本院醫療救助金等提供協助。

（二） 關渡醫院家庭醫學科主動探訪社區各安養護機構，並給予 65 歲以上長者、低收入戶、身障者及榮民就醫優免。

（三） 主動與社區相關社福機構，如臺北市立浩然敬老院、新北市愛德養護中心、台灣天主教安老院、身心障礙機構相關醫療支援及緊急救護。

（四） 社工組主動輔導個案處遇屬經濟問題 33 人，由臺北市關渡宮常年補助專款專戶補助新臺幣 29 萬 790 元；與「南山人壽慈善基金會」合作，共計補助 3 人次，金額為新臺幣 4,499 元。

（五） 向「全聯慶祥慈善事業基金會」募得尿布、尿褲等清潔物資，現值為新臺幣 10 萬餘元，提供 85 人，148 人次經濟弱勢病人身體得到清潔舒適照顧且減輕其家庭經濟壓力。

（六） 社工組 2020 年主動輔導個案計有 910 人。其中處遇經濟問題計有 67 人。由關渡宮、南山人壽慈善基金會補助及本院社服基金設置個案補助專款專戶使用。

（七） 依據身心科長者暨護理之家住民功能、興趣等評估，邀集具有各種專長的老師或團體協助辦理提昇身心機能活動，如慶生會、戶外旅遊、社會技巧團體等共 77 場次活動，共計有 1,015 人次參加。

八、 其他臺北市政府推行醫療保健及社會福利工作服務項目

（一） 器官捐贈宣導及 IC 卡登記

為喚起社會大眾關懷生命、尊重生命並珍惜生命，除宣導『器官捐贈．尊重生命』的理念，以提昇捐贈器官來源，2020 年協助 16 位鄉親登錄 IC 卡，表達遺愛人間的選擇。

（二） 安寧緩和宣導及註記

1. 2020 年針對院內員工及社區民眾宣導講座，共計 5 場，約有 720 人次參加。提供安寧緩和意願書登錄 IC 卡註記， 共計 118 位鄉親登錄。提供一旦病情已入末期且不可能治癒的病人，在面臨即將死亡的時候，病人及家屬可依其意願，選擇平安而尊嚴地走離開人世。

7. Medical Services for Low-income Households and Homeless Patients

(1) Taipei Municipal Gan-Dau Hospital currently has 113 volunteers providing 17,075 hours of service per year. Community-based long-term care (Stone Soup) has 21 volunteers providing 4,346 hours of service per year. To improve the service quality and knowledge of volunteers, 10 on-the-job training and 4 service etiquette meetings are held yearly with 192 attendees. Additionally, it provides consultation services for patients and assistance for indigent households.

(2) Taipei Municipal Gan-Dau Hospital Family Medicine Department took the initiative to visit various nursing institutions, and granted preferential treatment to elderlies over 65, low-income households, disabled persons, and veterans.

(3) Proactively cooperating with social welfare organizations in community, such as Taipei City Haoran Senior Citizens Home, Eden Social Welfare Foundation New Taipei Office, the Little Sisters of the Poor Home for Seniors, and medical support and emergency services.

(4) The social workers took the initiative to help 33 financially strapped people with Guandu Temple providing NT$ 290,790 in annual subsidy. “Nan Shan Life Charity Foundation” assisted 3 people with NT$ 4,499.

(5) “Pxmart Welfare & Charity Foundation” donated diapers valued at over NT$ 100,000 to 85 people. 148 economically disadvantaged patients gained relief from financial pressure.

(6) In 2020, the social workers counseled 910 people. Among them, 67 people faced economic problems. Guandu Temple, Nan Shan Life Charity Foundation, and the hospital's social welfare fund set up a special account for subsidies.

(7) Experts were invited to assist in organizing activities to improve people’s physical and mental wellbeing (birthday parties, outdoor tourism, social skills groups, and other 77 activities) with 1,015 participants.

8. Other Healthcare and Social Welfare Projects in Taipei City

(1) Organ Donation and IC Card Registration

Besides encouraging people to donate organs through “Organ Donation—Respect for Life” campaign, the hospital assisted 16 people to register their IC cards to express their desire to be organ donors in 2020.

(2) Hospice and Advance Directives

A. In 2020, 5 lectures were held for about 720 hospital employees and others. 118 people place Do Not Resuscitate (DNR) designation on their IC card.

2. 配合衛生福利部中央健康保險署政策，針對呼吸照護病房病家召開 20 場「緩和醫療諮詢家庭會議」，說明安寧緩和醫療照顧方式，期能維護病人醫療自主權。
3. 配合「畢業後一般醫學計畫」，2020 年共有 32 位 PGY 醫師參加。

（三） 北投地區及關渡里獨居長者或失能者送餐服務

與北投文化基金會及北投老人服務中心等其他共計 20 個單位社區資源整合，提供「北投地區健康關懷服務計畫」以落實社區照顧資源及網絡之建構，除使社區中的獨居、失能鄉親能就近獲得連續性醫療服務外，並提供餐飲服務、轉介服務以建立連續性的照顧體系，落實「在地老化」政策。

關渡醫院專業團隊由營養師設計符合老年人健康需求營養菜單，社工人員透過家中訪視與評估，提供轉介長者如居家服務、職能治療等適切且專業服務。社區志工親自送至各個長輩，除了能滿足他們身體上維持健康的需求外，志工的噓寒問暖也讓他們心理能獲得慰藉，讓老人或失能者與社會接觸，獲得情緒的支持。2020 年提供 4 萬 8,412 份熱騰騰便當，基金共補助新臺幣 28 萬 9,315 元。

（四） 配合《身心障礙者權益保障法》自 2012 年 7 月 11 日起，身心障礙鑑定及需求評估新制以 ICF 做為評估方式， 2020 年完成 560 件新制身心障礙鑑定。期能藉此完整描述個人生活上的功能與障礙狀況、盡早由該地社服單位提供病家適切服務。

（五） 早療家屬支持團體

身為早療兒童的家長，因對社會福利資源不了解的狀態下，易有焦慮、不安的狀況，社工組舉行每月 1 次的家長支持團體，共有 56 人次參與，希望能提供相關訊息或家長團體的資訊，得以彼此支持。

（六）2020 年度關渡醫院失智個案管理關懷服務

1. 2020 年 6 月 17 日至 11 月 30 日收案數共 25 人，設籍於臺北市北投區：21 人、士林區：1 人、內湖區：2 人、大安區：1 人。簡易心智量表 MMSE 評估量表顯示輕度：14 人、中度：8 人、重度：3 人，皆已上傳失智症服務網。
2. 個案需求及轉介：石頭湯資訊：25 人（石頭湯轉介單及活動課程表）、指紋捺印：22 人（告知就近分局申請）、QR 布標：20 人（網頁申請）、愛心手鍊：8 人（提供失蹤老人協尋中心申請書及寄送）、長照個管（居家服務）、身障手冊：2 人、照護技巧（導尿管、鼻胃管照護）。
3. 收案數 25 人中，門診諮詢服務 18 次、電話追蹤訪視 24 次、家訪視服務 1 次，總計畫申報核銷費用共新臺幣 2 萬 2,100 元。

B. Following the policy of the National Health Insurance Administration, Ministry of Health and Welfare, 20 “Palliative Care Counselling Meeting” were held for patients under respiratory care to explain hospice care and palliative care to ensure patient autonomy.

C. 32 PGY physicians participated in “Primary Care Advocacy” in 2020.

(3) Meal Delivery Services for Seniors Living Alone or Disabled People in Beitou and Guandu Village

PeiTou Culture Foundation, Beitou Elderly Service Center and 20 other agencies pooled their resources to implement the “Beitou District Healthcare Plan”. Elderlies living alone and disabled people can access medical, meal delivery and referral services nearby to realize aging in place.

The dieticians of Taipei Municipal Gan-Dau Hospital designed a menu that meets the health needs of seniors. Through home visits, social workers provide referrals for home services and occupational therapy. Besides meeting seniors’ health needs, volunteers also comfort them emotionally. In 2020, 48,412 hot meals were provided, and patients received NT$ 289,315 in subsidies.

(4) Following the “People with Disabilities Rights Protection Act”, a new system evaluates disability via ICF starting July 11, 2012. In 2020, 560 new evaluations for disability were completed. Hopefully, patients could receive appropriate services.

(5) Family Support Groups—Early Intervention

Parents of children needing early intervention, tend to be anxious when they do not understand available resources. Social workers thus organize a monthly parent support group with 56 participants to offer relevant information.

(6) 2020 Taipei Municipal Gan-Dau Hospital Dementia Case Management and Care Services

A. From June 17 to November 30, 2020, 25 persons enrolled in these services. They were from Beitou District (21 persons), Shilin District (1 person), Neihu District (2 persons), and Daan District (1 person). The Mini-mental State Examination (MMSE) showed mild results in 14 people, moderate results in 8 people, and severe results in 3 people. These updates were uploaded to Taipei’s Dementia Care Network.

B. Case referrals (Stone Soup data): 25 people (Stone Soup referral form and activity schedule); fingerprints: 22 people (near Precincts of Taipei City Police Department); QR code: 20 people (Internet); love bracelet: 8 persons (Senior Center); long-term care (home services); handicap classification: 2 persons (Foley catheter and nasogastric tube).

C. Among the 25 people admitted, 18 people received outpatient consultation, 24 people received telephone follow-up visits, and 1 person received a home visit. These services cost NT$ 22,100.



九、 臺北地區社區醫療最佳醫院

關渡醫院創院後積極以提供病人為中心之優質醫療及全人服務，獲得政府部門與社區民眾的高度支持。2020 年所推動之成果均榮獲國家獎項及殊榮，包括：院外服務品質提升得獎 17 件、論文期刊及國際研討會與學術發表 3 篇、員工及醫院對外得獎 5 件。

表 4　臺北市立關渡醫院 2020 年參與院外服務品質提升競賽暨員工獲獎一覽表

序次	得獎名稱	主辦單位	獎項
1	2020 年度醫療安全督導考核作業考評	臺北市政府衛生局	特優
2	參加「登革熱快篩設置點推動管理計畫」	臺北市政府衛生局	助益良多
3	2019 年度臺北市糖尿病共同照護網	臺北市政府衛生局	整體品質獎
4	2019 年度臺北市糖尿病共同照護網	臺北市政府衛生局	護眼貢獻獎
5	2019 年臺北市醫療院所結核病防治品質提升計畫績優醫師 - 張孫貽主任	臺北市政府衛生局	績效優良
6	2019 年臺北市戒菸服務績優醫事機構	臺北市政府衛生局	績優獎
7	2019 年臺北市戒菸服務績優醫事機構	臺北市政府衛生局	進步獎
8	2020 年提升糖尿病健康促進機構照護品質計畫之執行成果	衛生福利部國民健康署	佳作
9	2019 年醫事機構戒菸服務補助計畫 - 戒菸服務品質改善措施	衛生福利部國民健康署	績優醫事機構
10	2019 年醫事機構戒菸服務補助計畫 - 戒菸服務品質改善措施	衛生福利部國民健康署	戒菸成功王
11	2020 年腎臟病健康促進機構照護品質提升獎勵計畫	臺灣腎臟醫學會	佳作
12	2020 年「實驗室傳染病自動通報系統資料品質評比 區域 / 地區醫院組」	衛生福利部疾病管制署	甲等獎

9. Taipei's Best Hospitals for Community Care

Taipei Municipal Gan-Dau Hospital has actively focused on providing patient-centered holistic care, and received high levels of support from the government and people. In 2020 the hospital won 17 awards for improving service quality outside the hospital, 3 journal publications, and 5 awards for the institution and its employees.

Table 4 Taipei Municipal Gan-Dau Hospital Competed in Awards for Improving Service Quality Externally and for Employees in 2020

Sequence	Winner	Organizer	Awards
1	2020 Medical Safety & Work Assessment	The Department of Health, Taipei City Government	Premium
2	Participating in the Dengue Fever Quick Screening Promotion	The Department of Health, Taipei City Government	Helpful
3	2019 Taipei City Diabetes Care Network	The Department of Health, Taipei City Government	Overall Quality Award
4	2019 Taipei City Diabetes Care Network	The Department of Health, Taipei City Government	Eye Care Contribution Award
5	Outstanding Physician for Tuberculosis Prevention and Treatment at Taipei Hospitals in 2019—Director Zhang Sun-yi	The Department of Health, Taipei City Government	Good Performance
6	2019 Taipei City Medical Institution Promoting Smoking Cessation	The Department of Health, Taipei City Government	Merit Award
7	2019 Taipei City Medical Institution Promoting Smoking Cessation	The Department of Health, Taipei City Government	Progress Award
8	2020 Institution That Improves the Quality of Diabetes Care	Health Promotion Administration, Ministry of Health and Welfare	Excellent Work
9	2019 Medical Institution Smoking Cessation Subsidy Program—Measures to Improve the Quality of Smoking Cessation	Health Promotion Administration, Ministry of Health and Welfare	Outstanding Medical Institution
10	2019 Medical Institution Smoking Cessation Subsidy Program—Measures to Improve the Quality of Smoking Cessation	Health Promotion Administration, Ministry of Health and Welfare	The King of Quit Smoking Success
11	2020 Kidney Disease Care Quality Award	Taiwan Society of Nephrology	Excellent Work
12	2020 Regional Hospital Infectious Disease Automatic Notification System	Taiwan Centers for Disease Control, Ministry of Health and Welfare	First Prize

序次	得獎名稱	主辦單位	獎項
13	「2020 年度臺北市兒童發展篩檢績優醫事機構獎勵方案」地區醫院組 - 兒童發展篩檢疑似異常通報轉介	臺北市政府衛生局	績優獎
14	2020 年度大腸癌篩檢	臺北市政府衛生局	陽追王
15	2020 年度乳癌篩檢	臺北市政府衛生局	陽追王
16	2020 年度子宮頸癌篩檢	臺北市政府衛生局	陽追王
17	2020 年口腔癌篩檢	臺北市政府衛生局	陽追王
18	題目：提升醫療照護人員手部衛生遵從性改善專案 作者：感染管制委員會鍾瑞惠感管師	社團法人臺灣感染管制學會第二十七次會員大會暨學術研討會	海報論文發表
19	題目：Nursing student experiences with interdisciplinary collaborative training in healthcare information technology education 作者：護理部個案管理組張惠萍個管師	2020 年臺灣國際護理研討會	海報發表
20	2020 年度「根本原因分析（RCA）案例徵求活動」題目：呼吸器管路事件分析	財團法人醫院評鑑暨醫療品質策進會	錄取
21	「第十八屆第二次會員代表大會暨 2019 年度績優護理人員發表會」，獲獎者：護理之家盧惠珠副護理長	社團法人臺北市護理師護士公會	獲獎
22	2019 年度臺北市勞動安全獎 - 職安室張繼仁代理主任	臺北市政府	優良人員
23	2020 年優良醫師 - 醫務部心臟內科段大全主任	國軍退除役官兵輔導委員會	優良醫師
24	2020 年病人安全週 - 為病安發聲活動	財團法人醫院評鑑暨醫療品質策進會	動員獎
25	2020 年病人安全週 - 為病安發聲活動	財團法人醫院評鑑暨醫療品質策進會	創意獎（機構組）

Sequence	Winner	Organizer	Awards
13	2020 Taipei City Children's Development Screening: Outstanding Medical Institution	The Department of Health, Taipei City Government	Merit Award
14	Colorectal cancer screening in 2020	The Department of Health, Taipei City Government	Premier Screener
15	Breast cancer screening in 2020	The Department of Health, Taipei City Government	Premier Screener
16	Cervical cancer screening in 2020	The Department of Health, Taipei City Government	Premier Screener
17	Oral cancer screening in 2020	The Department of Health, Taipei City Government	Premier Screener
18	Topic: Improving Hand Hygiene of Health Professionals Author: Rui-Hui Zhong, Infection Control Commission	27th Conference & Academic Symposium of Infection Control Society of Taiwan	Poster paper publication
19	Title: Nursing student experiences with interdisciplinary collaborative training in healthcare information technology Author: Hui-Ping Chang, Manager, Case Management Group, Department of Nursing	2020 Taiwan International Nursing Symposium	Poster release
20	Topic: 2020 Root Cause Analysis (RCA) Case Solicitation: Analysis of Respiratory Tube Incidents	Joint Commission of Taiwan	Admission
21	The 18th Session and the 2nd Presentation of Excellent Nursing Staff in 2019, winner: Assistant Nursing Director Lu Hui-zhu	Taipei Nurses Association	Awarded
22	2019 Taipei Labor Safety Award—Chi-Jen Chang, Acting Director of Occupational Safety Office	Taipei City Government	Excellent Staff
23	2020 Excellent Physician—Chair, Division of Cardiology, Department of Medical Affairs, Daquan	Veterans Advisory Committee	Excellent Physician
24	Patient Safety Week 2020—Speak Up	Joint Commission of Taiwan	Mobilization Award
25	Patient Safety Week 2020—Speak Up	Joint Commission of Taiwan	Creativity Award (Institution)

Part 7
第七篇 完善長照安寧 -
提供可近性、可用性之長照服務資源

Perfecting Long-term Care and Hospice Care -
Providing Accessible Long-term Care

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第七篇　完善長照安寧 - 提供可近性、可用性之長照服務資源

第一章　建立跨部門整合機制

臺北市政府長期照顧委員會由市長擔任召集人，並由臺北市政府民政局、財政局、教育局、交通局、勞動局、都市發展局、消防局、資訊局及法務局等相關局處組成委員會，衛生局及社會局主責建立跨部門整合機制，並聘請相關學者專家、民間機構團體及服務使用者代表，共同研商規劃臺北市長期照顧政策推動方向，開發長期照顧資源，以建構多元性、全面性的長照服務，並提升臺北市長期照顧服務品質及權益保障等相關事項，2020 年共召開 4 次會議。長期照顧委員會下設 7 個跨局處工作小組（長照服務組、失智網絡組、研發創新組、人力資源開發組、輔助科技與資訊整合組、設施及環境資源建置組、協調及審議與權益保障組），每年定期召開會議，並運用各小組的溝通協調平臺，達到推動目標的共識，依各局處權責發揮完善的服務整合，持續強化小組運作功能，以加速長照服務體系發展；另由衛生局及社會局之業務單位每月定期召開長期照顧業務首長聯繫會議及業務聯繫會議，2020 年已召開 24 次會議。



臺北市政府長期照顧委員會會議
Long-term Care Conferences of Taipei City Government

第二章　建構完善長照服務體系

第一節　臺北市長期照顧管理中心

臺北市政府衛生局長期照護科下設立「臺北市長期照顧管理中心」為長照服務諮詢單一窗口，整合各局處共同建構全人長期照護網絡，由衛生局提供醫療專業照護服務資源、社會局提供生活照顧服務資源；另配合衛生福利部建置之「1966 長照服務專線」，由臺北市長期照顧管理中心人員接聽及服務，提供市民快速、方便地取得長照服務資訊，享有前 5 分鐘免通話費，且透過專線互動式語音選單，即能為居住在不同縣市的親友或長輩申請當地的長照服務。只要是符合申請資格的市民，長期照顧管理中心將派照顧管理專員到家進行評估，依需求提供量身訂做的長照服務；2020 年臺北市長照需求人口數為 10 萬 1,385 人，長期照顧涵蓋率達 35.37%。

Part 7 Perfecting Long-term Care and Hospice Care - Providing Accessible Long-term Care

Chapter 1 Establishing an Interdepartmental Integration

Taipei City Government's Long-term Care Committee is convened by the mayor, and is composed of the Department of Civil Affairs, Taipei City Government, the Department of Finance, the Department of Education, the Department of Transportation, the Department of Labor, the Department of Urban Development, Taipei City Fire Department, the Department of Information Technology and the Department of Legal Affairs. The Department of Health and the Department of Social Welfare establish an interdepartmental integration, and hire experts and representatives from various organizations to discuss the direction of Taipei's long-term care policy. 4 meetings were held in 2020. The Long-term Care Committee has 7 inter-departmental working groups (long-term care, dementia network, R&D, human resources, assistive technology & information integration, facility & environmental resource, and coordination & rights protection). It holds yearly meetings to reach a consensus, and to accelerate the development of long-term care services; Additionally, the Department of Health and the Department of Social Welfare regularly hold monthly meetings. 24 meetings were held in 2020.

Chapter 2 Providing Fine Long-term Care Service

Section 1 Taipei City Long-term Care Management Center

"Taipei City Long-term Care Management Center" was established by the Long-term Care Divison of the Department of Health, Taipei City Government as a single source for long-term care information. It integrates various departments to build a holistic long-term care network. Furthermore, in conjunction with the 1966 Long-term Care Hotline established by Ministry of Health and Welfare (MOHW), the Taipei City Long-term Care Management Center staff provide citizens with quick, convenient access to long-term care information, and enjoy the first 5 minutes of phone calls free. Through a dedicated line, one could apply for local long-term care services for relatives, friends or seniors living in different counties/cities. Taipei's Long-term Care Management sends a case manager to provide tailor-made long-term care services. In 2020, the number of Taipei residents needing long-term care reached 101,385, and the long-term care coverage rate is 35.37%.

第二節　服務量能

臺北市持續提供原長照 1.0 服務，包括居家式服務、社區式服務、機構住宿式服務、家庭照顧者支持服務據點、銜接在宅醫療、居家安寧等，另為接軌中央長期照顧十年計畫 2.0，擴大服務對象含 50 歲以上失智及 49 歲以下身障者，服務項目由 8 項擴至 17 項，並共同擴充長照 2.0 服務量能包含：

一、 強化長期照顧管理中心功能

為統整建立地方政府長期照顧管理制度，整合社政、衛政資源，並依據臺北市長期照顧管理中心服務區域，提供受理民眾需求評估及連結、輸送長期照顧服務之單一窗口，以提供整合性、多元化之長期照顧服務。

（一） 分站管理制度

依據臺北市長期照顧需求人數、土地面積、人口密度及服務之可近性，分為東、西、南一、南二、北、中區等 6 分站，由照管督導負責服務站管理，包含站內照顧管理專員建立評估一致性、長照服務資源之核定、照顧計畫合適性之審查、社區鄰里關懷與活動舉辦、發展並經營長照服務資源網絡等。



照管中心社區宣導長照服務

Advocacy for long-term care services in the Long-term Care Management Center

（二） 照管中心督導會報及區域性聯繫會議

每月由衛生局簡任技正定期主持，透由溝通、協調各項長期照顧業務的推動及整合個案管理流程，並每月召開區域性聯繫會議，結合各區社區資源及服務單位，以維繫長期照顧服務推展之夥伴關係與默契，提升轉介成功率；另提供交流平台以利各種資源團體之溝通與資源運用經驗之分享，掌握各區域在地資源現況，以建構完整且在地化的長期照顧服務網絡。

（三） 照管人力留任及招募

為增進臺北市照管人力留任，臺北市政府衛生局訂定「臺北市政府衛生局照顧管理專員－曾任國內長照服務年資採計提敘薪點補充規定」，並制定公出彈性上下班內控管理機制，減少照顧管理人員訪案通勤往來耗費之時間，提升工作之效率；另辦理隨招隨考制度加速人員召募、運用多元管道廣發招募訊息及持續向中央爭取開放擔任照專資格條件及相關照顧工作經驗適度調降，截至 2020 年 12 月底進用照管人員共 91 名（進用率 86.67%）。

Section 2 Service Capacity

Taipei continues to provide the original Long-term Care 1.0 including home-based services, community-based services, residential long-term care, home caregiver support, and palliative/hospital care. To implement Long-term Care 2.0, Taipei also expand its services to include demented patients over 50 and disabled people under 49. The service items are expanded from 8 to 17, and the capacity of Long-term Care 2.0 is expanded to include:

1. Strengthening the Function of Long-term Care Management Center

To consolidate Taipei's long-term care social and health resources, Taipei City Long-term Care Management Center provides a single-window service to better address people's care needs.

(1) A Substation Control & Monitoring System

According to Taipei's long-term care needs, land area, population density and accessibility of services, 6 substations come into existence: East, West, South One, South Two, North, and Central. The onsite case manager reviews the suitability of care plans, and the availability of long-term care resources.



照管中心培訓長照種子人員
Long-term Care Management Center trains long-term care personnel

(2) Care Center Evaluation Report and Regional Liaison Meeting

Senior Engineer of the Department of Health, Taipei City Government official regularly hosts these liaison meetings every month. to integrate community resources in each district to increase the success rate of referrals. Additionally, a communication platform facilitates sharing of resources to effect better services in each region.

(3) Employee Retention and Recruitment

To increase the retention of care workers in Taipei, the Department of Health, Taipei City Government has formulated the "Department of Health, Taipei City Government Salary Structure for Long-term Care Case Managers", and a flexible work schedule. The new system reduces the commuting time of care managers, and improves their productivity. Furthermore, an examination system is used to facilitate the recruitment of personnel. Taipei has used multiple channels to disseminate recruitment information, and eased the requirements somewhat. By December 2020, 91 people were newly employed as caregivers (an accession rate of 86.67%).

（四） 建立單一窗口

以長期照顧管理中心為單一服務窗口，評估市民長期照顧服務需求，協助連結各項服務資源，提供民眾具時效性、個別性的長照服務，截至 2020 年 12 月電話諮詢量計 7 萬 4,311 人次，總案量計 3 萬 6,517 人（比 2019 年同期成長 22.83 %），在案量計 2 萬 2,980 人（比 2019 年同期成長 14.16 %）。

（五） 照顧管理人員訓練及輔導

為強化照顧管理專員專業知能，訂定新進照顧管理專員實務訓練輔導機制，為期 7 週輔導期，由各區督導安排輔導流程，並由資深照管專員輔導新進照顧管理專員學習，及辦理照顧管理人員在職教育訓練課程，為提升照顧管理人員專業知能，臺北市政府訂定每位照顧管理專員每年至少參加 4 次在職教育訓練課程，共辦理 12 場次，489 人次參與，以確保照顧品質。

二、 精進出院準備

由照顧管理專員或出院準備友善醫院專業人員在醫院進行個案需求評估，並連結服務資源，使病患在出院返家後立即獲得妥適的長期照顧服務；臺北市政府衛生局將全市 35 家醫院納入收案服務合作對象，共有 21 家參加出院準備銜接長照服務計畫，2020 年出院準備個案轉介案量共計 3,718 案，完成失能評估連結長照服務共計 3,504 案，全年開案率為 94.27%；藉由縮短民眾出院後至接受長照服務的等候時間，建立出院返家後長照服務能立即銜接制度，提升長期照顧業務執行效能，及早在失能前提供服務，降低醫療、長照之社會與家庭負擔，以達優質照顧，無縫接軌管理服務之目的。



出院準備業務聯繫會議
Discharge preparation meeting

三、 整合臺北市失智照護服務網絡

（一） 早期診斷早期治療

1. 建立失智症篩檢之社區網絡模式

結合臺北市十二區健康服務中心、各級醫療院所及社會局老人服務中心等單位，運用各項活動進行失智症社區篩檢。

2. 轉介疑似失智症個案至合約醫院

為提供充裕、完整及優質可近性高的失智症醫療服務，臺北市政府衛生局與 13 家醫院簽約合作，針對設籍臺北市 65 歲以上民眾提供失智症檢查、診斷及醫療服務；2020 年共計服務 8,787 人，疑陽個案計 1,091 人，確診個案計 613 人。

(4) Creating a Single Window

Long-term care management operates as a single service window to assess people's needs for long-term care services, and provide people with time-sensitive, individualized services. In December 2020, there were 74,311 telephone consultations for 36,517 people (a 22.83% increase over the same period in 2019), and 22,980 people were on file (a 14.16% increase over the same period in 2019).

(5) Care Management Staff Training and Counseling

To strengthen the professionalism of care management specialists, Taipei has established a training system for new care management specialists. Each district's supervisor handles a 7-week counseling period, and senior care management specialists train new care managers. Moreover, Taipei City Government has required each care management specialist to participate in at least 4 on-the-job training courses each year. 12 sessions ensured that 489 people would keep abreast of their field.

2. Preparing for Discharge

Care management specialists conduct case assessments in the hospital, and ensure that patients could receive appropriate long-term care services immediately after discharge. The Department of Health, Taipei City Government has invited Taipei's 35 hospitals into the plan to help discharged patients transition smoothly into long-term care; 21 of them joined the plan. In 2020, 3,718 cases were referred for discharge preparation, and 3,504 cases completed disability assessment for long-term care services. The annual incidence rate was 94.27%. By shortening the waiting time after hospital discharge to long-term care services, an immediate connection system would offer services as early as possible before disability onset. Family members could in turn lessen the potential burden of long-term care.

3. Consolidating the Dementia Care Network in Taipei

(1) Early Diagnosis and Treatment

A. Establishing a Community Network Model for Dementia Screening

In conjunction with Taipei's 12 District Health Centers, medical institutions at all levels, and the elderly service centers of the Department of Social Welfare carry out various activities to screen for dementia.

B. Referring Suspected Dementia Cases to Contract Hospitals

To provide superb, accessible dementia services, the Department of Health, Taipei City Government has signed an agreement with 13 hospitals to provide dementia examinations, diagnosis and medical services for Taipei residents over 65 years of age. In 2020, 8,787 people received these services with 1,091 suspected positive cases, and 613 confirmed cases.

3. 失智症宣導活動

透過臺北市十二區健康服務中心、老人服務中心、社區關懷據點等進行失智症相關宣導及諮詢服務，增進民眾對失智症的瞭解並能去污名化，臺北市政府衛生局設立「臺北市政府失智症服務網」，可讓市民查詢失智症資訊、照護指引、服務資源、衛教資料以及相關活動等資訊；2020 年辦理失智症宣導活動共計 965 場次，計 6 萬 8,981 人次參與。

（二） 適當的失智症照護及支持服務

1. 失智症個案管理關懷服務

針對失智症確診個案，以個案家庭為中心，依罹病程度或需求，發展失智症個案管理分級照護模式，以主動關懷瞭解個案需求及問題，進行關懷訪視。

2. 失智症照護課程及專業人員教育訓練

辦理失智照護相關人才培訓，期能減少照顧者壓力與負擔，並提升患者與家屬生活品質與受到良善照護資源，以加強臺北市市民對失智症自我照顧之技巧，並提升臺北市相關專業人員、家庭照顧者照護知識、技能與資源運用；2020 年辦理社區失智識能公共教育 110 場，5,619 人次，失智症照服員培訓課程 8 場，413 人次。



失智照護計畫輔導團培訓課程（一）
Dementia Care Training Program (1)

3. 提供預防走失之愛的手鍊及指紋捺印申請服務、建立社區失智服務志工團隊、互助家庭等失智症照護活動，2020 年共計完成指紋捺印者共計 504 人。

（三） 設置失智共同照護中心與失智社區服務據點

2020 年運用原已建置的失智照護網絡配合衛生福利部失智照護服務規劃重點，設置失智共同照護中心與失智社區服務據點，提升照護範疇及服務量能，普及失智照護資源，讓失智症個案及家屬可就近獲得服務資源；設立 8 處失智共同照護中心，提供失智者社區式個案管理機制及照顧者支持性服務，建立可近、可用及有品質之失智症社區整合照護服務模式；設立 37 處失智社區服務據點，提供個案及照顧者認知促進、緩和失智服務、家屬支持團體及家屬照顧課程等服務。

C. Dementia Advocacy Activities

Taipei provides dementia advocacy and consultation services at its 12 District Health Centers, elderly service centers, and community care centers to enhance the public's understanding of dementia and destigmatize it. The Department of Health, Taipei City Government established Taipei Dementia Network to allow citizens to access dementia information, care guidelines, service resources, and health education information. In 2020, 965 dementia advocacy activities involved 68,981 participants.

(2) Appropriate Dementia Care and Support Services

A. Dementia Case Management and Care Services

For the confirmed cases of dementia, the patient's family becomes the focus, and the dementia case management hierarchical model is developed according to its degree or patients' needs.

B. Dementia Care Courses and Professional Education/training

Taipei provides training for dementia caregivers, hopes to reduce the pressure on caregivers, and improves the quality of life of patients and their families. Taipei relentlessly hones its caregivers' knowledge and skills. In 2020, Taipei hosted 110 information sessions on dementia with 5,619 attendees, and 8 training courses for 413 dementia caregivers.



失智照護計畫輔導團培訓課程（二）
Dementia Care Training Program (2)

C. Taipei provides dementia patients with bracelets and biometric authentication, and organizes dementia volunteers. 504 dementia patients were fingerprinted in 2020.

(3) Established Dementia Care Network

In 2020, we used the previously established dementia care network to coordinate with dementia services to increase the service capacity. We enable dementia patients and their families to have access to nearby service resources.We set up 8 Dementia Shared Care Centers to provide a community-based case management mechanism and supportive services that caregivers need and build an accessible and available community integrated dementia care model of high quality; We set up 37 dementia community centers to increase caregiver awareness, dementia support services, family support groups and family care courses.

四、 強化社區復健

配合中央長期照顧十年計畫 2.0，為強化長照服務量能，以及發展在地化服務輸送體系，積極結合既有長期照顧服務提供單位升級服務功能，並鼓勵民間服務單位投入辦理長期照顧服務，規劃於以臺北市石頭湯及失智社區服務據點，建構社區整體照顧服務體系，提供民眾具可近性的復健服務，使失能、失智長者走入社區，參與社區復健計畫，預防及減緩失能惡化，延緩入住機構時間，以落實在地老化之政策目標；2017 年延續社區復健站服務，經長期照顧管理中心核准為使用長期照顧相關服務給付對象後，由簽約單位之職能治療師或物理治療師駐點服務，2020 年度共服務 1,325 場次，1 萬 1,118 人次。

第三章　擴大照顧服務量能

第一節　培訓服務人力

自 2017 年《長期照護服務法》上路之後，長期照護服務需求大幅增加，因此臺北市政府持續培訓足夠的儲備人力，擴大各項服務人力訓練及提升長照服務人員知能，以提升長照服務量能。

為培訓照顧服務人力投入長期照顧市場，組成跨局處合作團隊；相關教育訓練由臺北市政府勞動局主辦，由衛生局協助「照顧服務員」訓練計畫專業課程審核及醫院照顧服務員訓練與管理，社會局主責居家之照顧服務人力教育訓練及日照、老人福利機構之照顧服務員訓練及管理，勞動局負責外籍看護工、個人看護者與照顧服務員勞動條件等非醫事人員之長照訓練與技能檢定，另配合勞動部鼓勵失業、待業或在職勞工參加照顧服務員訓練，以促進中高齡、婦女及一般失業者就業，補助縣市民間機構（社團）辦理「照顧服務員」訓練，並受理民間單位自辦照顧服務員訓練班，以因應多元化長期照顧人力需求；2020 年辦理 31 場照顧服務員培訓課程，共計 916 人結訓領證。

第二節　建置長期照護服務設施

規劃於臺北市北投區設置長照園區，將現行稻香市場拆除改建，規劃設置社區型長照設施，包括日照中心、小規模多機能、居家護理等；並於原秀山國小預定地，規劃結合北投區在地特色並加以整合與延伸其照顧模式，開發為臺北市具指標性之長期照護園區，以失智照護園區、中繼期復健照護園區、社區型長照園區、健康照護產業發展園區進行規劃；臺北市政府衛生局配合都市發展局，於信義區廣慈博愛園區規劃中繼期照護復健設施（復健中心、中繼期照護中心）及臺北市立聯合醫院院外門診部（信義門診部）；亦配合社會局，於萬隆東營區社會福利設施用地規劃物理治療所。

4. Strengthening Community-based Rehabilitation

In line with the Long-term Care 2.0, Taipei actively integrates existing long-term care service providers to upgrade their functions, and to encourage private service providers to invest in long-term care. Additionally, Shitoutang and other dementia service centers provide accessible rehabilitation services to disabled people and demented elderlies. To slow down the deterioration of disability, to delay the onset of dementia, and to realize the policy goal of aging in place; the community rehabilitation center would be continued in 2017, and stationed by an occupational therapist or a physical therapist. In 2020, 1,325 sessions were conducted serving 11,118 persons.

Chapter 3 Expanding the Service Capacity

Section 1 Training Service Personnel

Since “Long-Term Care Service Act” was enacted in 2017, the demand for long-term care services has increased significantly. Therefore, the Taipei City Government has continued to train sufficient reserve personnel, and improve the knowledge/skills of long-term care service personnel to increase service capacity.

The Department of Labor, Taipei City Government organized interdepartmental cooperation in training new caregivers, while the Department of Health assisted in the review of the “care attendant” training program. The Department of Social Welfare is responsible for home care service personnel education and training, and the training for caregivers for seniors. The Department of Labor is responsible for training/verification for non-medical personnel, foreign care workers, and personal caregivers; moreover, it cooperates with the Ministry of Labor to encourage unemployed workers (including women and seniors) to participate in the training to become caregivers. It also encourages private service providers to organize “care attendant” training courses to better meet Taipei’s diversified long-term care needs. In 2020, 31 caregiver training courses were conducted. 916 people completed the training, and obtained certificates

Section 2 Establishing Long-term Care Facilities

Taipei plans to set up a Long-term Care Park in Beitou District. The city will demolish the existing Daoxiang market to build community-based long-term care facilities: daycare centers, small-scale multi-functional facilities, and home care. At the site at the original Xiushan Elementary School, Taipei will erect a Long-term Care Park with the local characteristics of Beitou District—including dementia care park, an intermediate rehabilitation and care park, a communitybased long-term care park, and a healthcare industry development park care park. The Department of Health, Taipei City Government in cooperation with the Department of Urban Development, intends to establish rehabilitation centers at Guangci Charity Park, Xinyi District and build Xinyi clinics at Taipei City Hospital; By operating in coordination with the Department of Social Welfare, a community rehabilitation center is planned to be built in Dongying in Wanlong, Wenshan District that was originally planned for construction of social welfare facilities.

Part 8
第八篇 衛生統計
Health Statistics





2020

ANNUAL REPORT

PUBLIC HEALTH OF TAIPEI CITY

第八篇　衛生統計



第一章　人口概觀

第一節　人口數及零歲平均餘命

依據戶籍登記，2020 年底臺北市人口為 260 萬 2,418 人，占全國總人口 2,356 萬 1,236 人的 11.0%。

2020 年臺北市人口年較 2019 年減少 1.6%，粗出生率為 7.3‰、粗死亡率 6.6‰、自然增加率為 0.7‰。2017 至 2019 年臺北市民平均壽命為 83.9 歲，男性為 81.2 歲，女性為 86.5 歲，較 2019 年全國國民平均 80.9 歲，男性 77.7 歲，女性 84.2 歲為高。

表 5　臺北市人口概況與平均壽命

年別	年底人口數（人）	粗出生率（‰）	粗死亡率（‰）	自然增加率（‰）	平均壽命（歲）（1）（零歲平均餘命）	
					男	女
2010	2,618,772	7.09	5.89	1.20	80.06	84.81
2011	2,650,968	9.54	6.07	3.47	80.18	85.25
2012	2,673,226	11.08	6.23	4.85	80.00	85.33
2013	2,686,516	9.97	6.11	3.86	80.18	85.63
2014	2,702,315	10.77	6.38	4.40	80.33	85.89
2015	2,704,810	10.72	6.33	4.39	80.64	86.25
2016	2,695,704	10.37	6.66	3.71	80.54	86.18
2017	2,683,257	9.31	6.49	2.82	80.82	86.29
2018	2,668,572	8.54	6.69	1.85	80.93	86.29
2019	2,645,041	8.08	6.78	1.30	81.19	86.50
2020	2,602,418	7.25	6.56	0.69	…	…

資料來源：臺北市政府民政局、主計處、內政部。

附　　註：(1) 配合內政部縣市資料發布以 3 年合併人口資料編算，例如臺北市 2019 年資料係以 2017～2019 年人口數計算。

Part 8 Health Statistics

Chapter 1 Population Overview

Section 1 Population and Life Expectancy at Birth

According to Taipei's household registration, Taipei's population at the end of 2020 was 2,602,418, accounting for 11.0% of Taiwan's total population of 23,561,236.

In 2020, Taipei's population decreased by 1.6% compared with 2019. The crude birth rate was 7.3‰, the crude death rate was 6.6‰, and the natural increase rate was 0.7‰. From 2017 to 2019, Taipei's average life expectancy was 83.9 years (Male: 81.2 years and Female: 86.5 years), which was higher than the national average of 80.9 years, (Male: 77.7 years and Female: 84.2 years) in 2019.

Table 5 Population profile and Life Expectancy in Taipei City

Year by year	Population at the end of the year	Crude birth rate (‰)	Crude death rate (‰)	Natural increase rate (‰)	Life Expectancy at Birth (years) (1)	
					Male	Female
2010	2,618,772	7.09	5.89	1.20	80.06	84.81
2011	2,650,968	9.54	6.07	3.47	80.18	85.25
2012	2,673,226	11.08	6.23	4.85	80.00	85.33
2013	2,686,516	9.97	6.11	3.86	80.18	85.63
2014	2,702,315	10.77	6.38	4.40	80.33	85.89
2015	2,704,810	10.72	6.33	4.39	80.64	86.25
2016	2,695,704	10.37	6.66	3.71	80.54	86.18
2017	2,683,257	9.31	6.49	2.82	80.82	86.29
2018	2,668,572	8.54	6.69	1.85	80.93	86.29
2019	2,645,041	8.08	6.78	1.30	81.19	86.50
2020	2,602,418	7.25	6.56	0.69	…	…

Sources: Department of Civil Affairs, Taipei City Government and Department of Budget, Accounting and Statistics, Taipei City Government; Ministry of the Interior (MOI).

Note: (1) The county/city data came from the Ministry of the Interior; the calculation was based on the population data for three years; e.g., the calculated data for Taipei in 2019 was based on the population from 2017-2019.

第二節　人口結構

2020 年底臺北市男性人口 123 萬 8,618 人，占全市人口 47.6%，女性人口 136 萬 3,800 人，占全市人口 52.4%，男女性比例為 90.8，性比例呈逐年下降走勢，係女性人口減少幅度低於男性所致。

若以年齡結構觀之，幼年人口（14 歲以下）34 萬 4,525 人，占臺北市總人口數的 13.2%；具生產能力人口（15 至 64 歲）為 176 萬 2,254 人，占 67.7%，老年人口（65 歲以上）為 49 萬 5,639 人，占 19.0%。

臺北市 65 歲以上老年人口占全市人口比率，自 1992 年以後即超過 7%，進入聯合國定義之高齡化社會，後續呈逐年增加，至 2014 年底老年人口已超過 14%。臺北市幼年人口占全市人口比率，從 1968 年底幼年人口占率 38.6%，一路逐年下降，於 2015 年底首度低於老年人口比率，2020 年底二者差距達 5.8 個百分點。

表 6　臺北市人口指標

年底別	人口數（千人）	人口結構（%）			人口指標（%）			
		未滿 15 歲	15-64 歲	65 歲以上	扶養比	扶幼比	扶老比	老化指數
2010	2,619	14.65	72.67	12.67	37.61	20.17	17.44	86.48
2011	2,651	14.45	72.80	12.76	37.37	19.84	17.53	88.31
2012	2,673	14.33	72.63	13.04	37.69	19.73	17.96	91.00
2013	2,687	14.28	72.22	13.50	38.46	19.77	18.69	94.53
2014	2,702	14.17	71.75	14.08	39.37	19.74	19.62	99.41
2015	2,705	13.95	71.29	14.76	40.28	19.57	20.70	105.76
2016	2,696	13.92	70.54	15.55	41.77	19.73	22.04	111.73
2017	2,683	13.78	69.85	16.37	43.17	19.73	23.43	118.74
2018	2,669	13.63	69.19	17.19	44.54	19.70	24.84	126.12
2019	2,645	13.44	68.49	18.07	46.01	19.62	26.38	134.44
2020	2,602	13.24	67.72	19.05	47.68	19.55	28.13	143.86

資料來源：臺北市政府民政局、主計處。

Section 2 Population Structure

In 2020, the male population of Taipei City was 1,238,618 (47.6%), and the female population was 1,363,800 (52.4%). The sex ratio was 90.8. The sex ratio has been following a declining trend as the number of females grew more than that of males.

As for Taipei's age structure, the infant population (below age 14) was 344,525 (13.2%); the working age population (15 to 64 years old) was 1,762,254 (67.7%), and the elderly population (over 65 years old) was 495,639 (19.0%).

Taipei's elderly population (age 65 and older) has accounted for over 7% of the city's population since 1992. Taipei has become an aging society defined by the United Nations, and has continued to increase yearly. By the end of 2014, the elderly population exceeded 14%. The ratio of Taipei's youth population was 38.6% in 1968, but had steadily declined to lower than the ratio of the elderly for the first time in 2015. The gap between the two groups was 5.8 percentage points at the end of 2020.

Table 6 Population Indicators of Taipei City

End of year	Population (Thousands)	Population structure (%)			Demographic indicators (%)			
		Under 15 years old	15-64 years old	Above 65 years old	Dependency ratio	Child dependency ratio	Aged dependency ratio	Aging
2010	2,619	14.65	72.67	12.67	37.61	20.17	17.44	86.48
2011	2,651	14.45	72.80	12.76	37.37	19.84	17.53	88.31
2012	2,673	14.33	72.63	13.04	37.69	19.73	17.96	91.00
2013	2,687	14.28	72.22	13.50	38.46	19.77	18.69	94.53
2014	2,702	14.17	71.75	14.08	39.37	19.74	19.62	99.41
2015	2,705	13.95	71.29	14.76	40.28	19.57	20.70	105.76
2016	2,696	13.92	70.54	15.55	41.77	19.73	22.04	111.73
2017	2,683	13.78	69.85	16.37	43.17	19.73	23.43	118.74
2018	2,669	13.63	69.19	17.19	44.54	19.70	24.84	126.12
2019	2,645	13.44	68.49	18.07	46.01	19.62	26.38	134.44
2020	2,602	13.24	67.72	19.05	47.68	19.55	28.13	143.86

Source: Department of Civil Affairs, Taipei City Government and Department of Budget, Accounting and Statistics, Taipei City Government.

表 7　臺北市兩性人口及性比例

年底別	人口數（千人）				性比例（男 / 百女）
	男性		女性		
		年增率（%）		年增率（%）	
2010	1,263	0.17	1,356	0.69	93.09
2011	1,276	1.09	1,375	1.36	92.85
2012	1,285	0.71	1,388	0.96	92.61
2013	1,290	0.36	1,397	0.63	92.37
2014	1,296	0.44	1,407	0.72	92.11
2015	1,295	-0.01	1,409	0.19	91.92
2016	1,290	-0.46	1,406	-0.22	91.70
2017	1,282	-0.59	1,401	-0.35	91.48
2018	1,273	-0.67	1,395	-0.44	91.27
2019	1,260	-1.05	1,385	-0.73	90.98
2020	1,239	-1.70	1,364	-1.53	90.82

資料來源：臺北市政府民政局。

附註：人口數為戶籍登記資料，且不包括外僑人口。

臺北市人口年齡結構
2020 年底

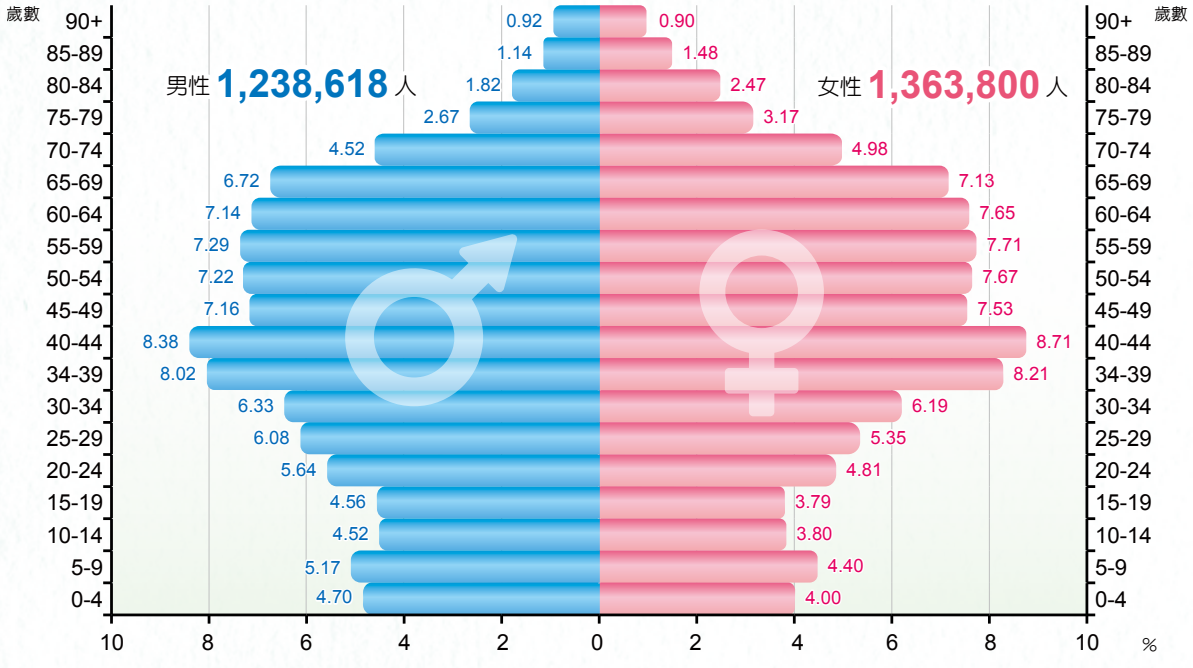


圖 6　臺北市人口年齡結構圖

Table 7 Population by Gender and Sex Ratio in Taipei City

End of year	Population (thousands)				Sex ratio (male/hundred female)
	Male		Female		
		Annual growth rate (%)		Annual growth rate (%)	
2010	1,263	0.17	1,356	0.69	93.09
2011	1,276	1.09	1,375	1.36	92.85
2012	1,285	0.71	1,388	0.96	92.61
2013	1,290	0.36	1,397	0.63	92.37
2014	1,296	0.44	1,407	0.72	92.11
2015	1,295	-0.01	1,409	0.19	91.92
2016	1,290	-0.46	1,406	-0.22	91.70
2017	1,282	-0.59	1,401	-0.35	91.48
2018	1,273	-0.67	1,395	-0.44	91.27
2019	1,260	-1.05	1,385	-0.73	90.98
2020	1,239	-1.70	1,364	-1.53	90.82

Source: Department of Civil Affairs, Taipei City Government.

Note: The population is based on household registration data and does not include foreign residents in the city.

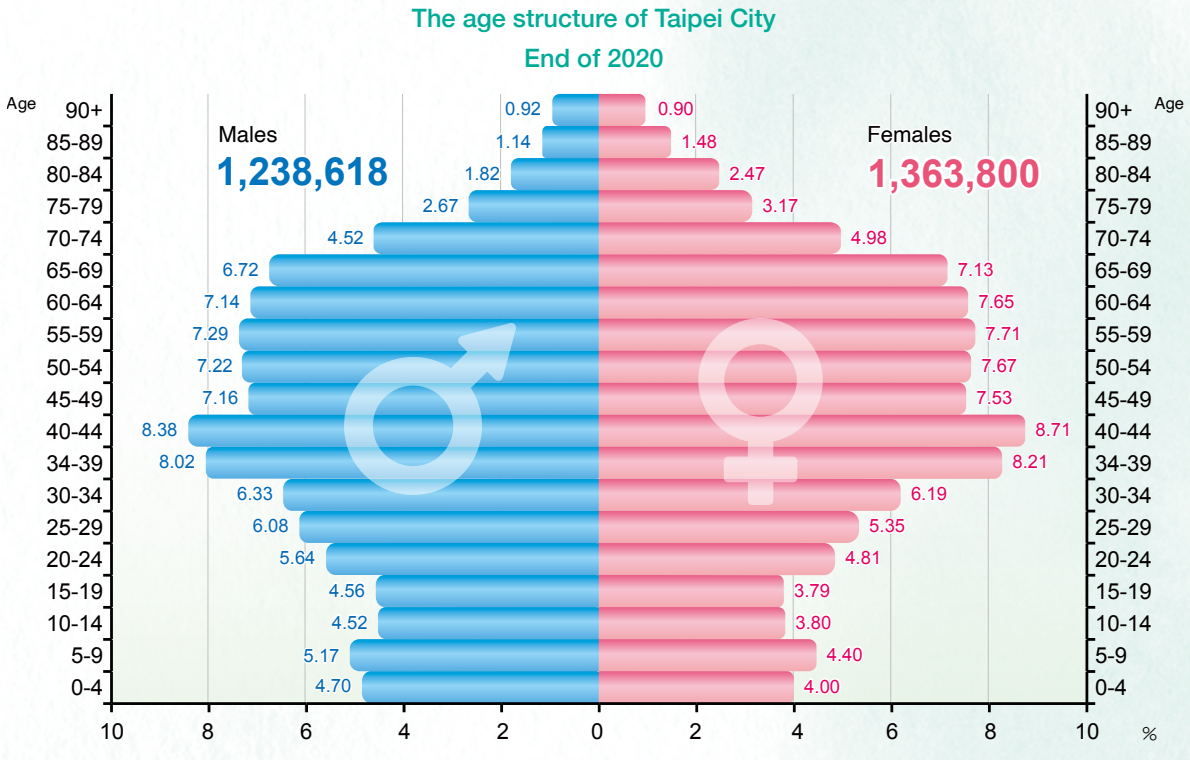


Figure 6 The age structure of Taipei City

第二章　醫政統計

第一節　醫療院所數

2019 年底臺北市醫療院所計有 3,662 家，其中醫院 36 家，診所 3,626 家。臺北市 2019 年底平均每一醫療院所服務人口數為 722 人，低於全國的 1,027 人；每萬人口所擁有的院所家數為 13.8 家，高於全國的 9.7 家。

表 8　臺北市醫療院所數

單位：家

年底別	合計	醫院				診所			
		小計	市立	其他公立	非公立	小計	市立	其他公立	非公立
2009	3,045	39	3	7	29	3,006	14	15	2,977
2010	3,147	39	3	7	29	3,108	14	15	3,079
2011	3,253	39	3	7	29	3,214	14	14	3,186
2012	3,321	39	3	7	29	3,282	14	13	3,255
2013	3,381	39	3	7	29	3,342	14	12	3,316
2014	3,450	38	3	7	28	3,412	15	13	3,384
2015	3,489	37	3	7	27	3,452	16	12	3,424
2016	3,526	36	3	7	26	3,490	17	12	3,461
2017	3,578	36	3	7	26	3,542	17	11	3,514
2018	3,608	36	3	8	25	3,572	14	11	3,547
2019	3,662	36	3	8	25	3,626	14	11	3,601

資料來源：衛生福利部。

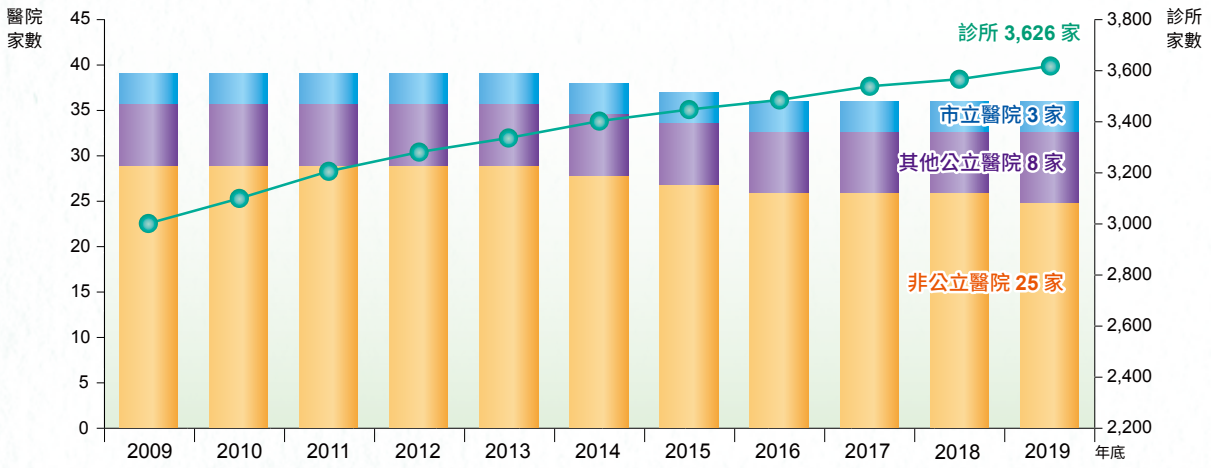


圖 7　臺北市醫療院所數

Chapter 2 Medical Affairs Statistics

Section 1 Number of Medical Institutions

At the end of 2019, there were 3,662 medical institutions in Taipei, including 36 hospitals and 3,626 clinics. The average number of people served by each medical institution in Taipei was 722, which was lower than the national average of 1,027; the number of hospitals per 10,000 population was 13.8, which was higher than the national average of 9.7.

Table 8 Number of Medical Institutions in Taipei City

Unit: Institutions

Year	Total	Hospital				Clinic			
		Subtotal	Municipal	Other public	Non-public	Subtotal	Municipal	Other public	Non-public
2009	3,045	39	3	7	29	3,006	14	15	2,977
2010	3,147	39	3	7	29	3,108	14	15	3,079
2011	3,253	39	3	7	29	3,214	14	14	3,186
2012	3,321	39	3	7	29	3,282	14	13	3,255
2013	3,381	39	3	7	29	3,342	14	12	3,316
2014	3,450	38	3	7	28	3,412	15	13	3,384
2015	3,489	37	3	7	27	3,452	16	12	3,424
2016	3,526	36	3	7	26	3,490	17	12	3,461
2017	3,578	36	3	7	26	3,542	17	11	3,514
2018	3,608	36	3	8	25	3,572	14	11	3,547
2019	3,662	36	3	8	25	3,626	14	11	3,601

Source: Ministry of Health and Welfare (MOHW).

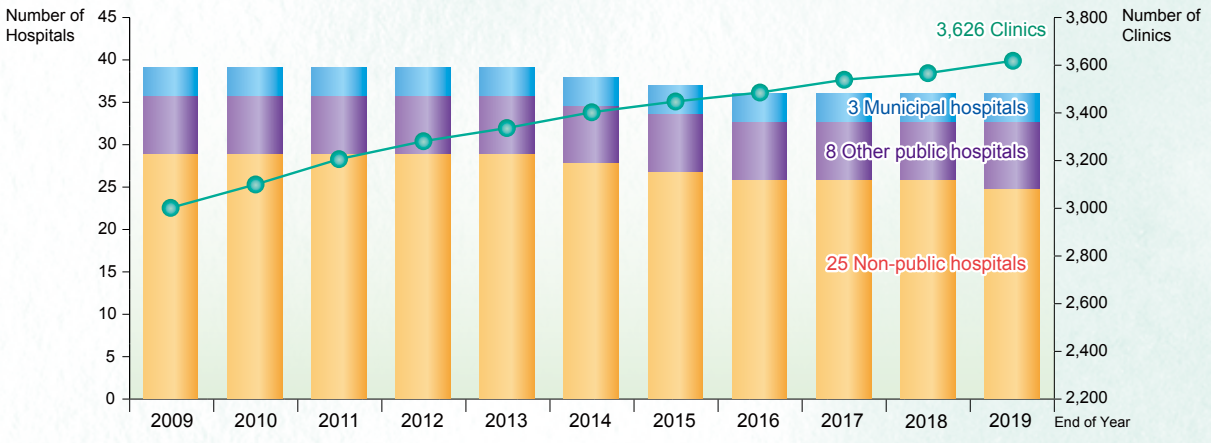


Figure 7 Number of Medical Institutions in Taipei City

第二節　病床數

2019 年底臺北市醫療院所病床數共 2 萬 5,382 床，其中公立院所病床數 1 萬 2,459 床，占總病床數 49.1%，非公立院所病床數 1 萬 2,923 床占總病床數 50.9%；依病床性質別區分為，一般病床數 1 萬 4,323 床（占 56.4%），特殊病床數 1 萬 1,059 床（占 43.6%）。平均每萬人口病床數 96.0 床，高於全國的 71.3 床，每一病床服務 104.2 人，低於全國的 140.3 人。

表 9　臺北市醫療院所病床數

單位：家、床、人

年底別	家數			病床數			平均每萬人口病床數	每一病床服務人口數
	合計	公立	非公立	合計	公立	非公立		
2009	3,045	39	3,006	23,781	13,263	10,518	91.20	109.64
2010	3,147	39	3,108	24,220	13,244	10,976	92.49	108.12
2011	3,253	38	3,215	24,666	13,054	11,612	93.05	107.47
2012	3,321	37	3,284	24,817	12,850	11,967	92.84	107.72
2013	3,381	36	3,345	24,241	12,786	11,455	90.23	110.83
2014	3,450	38	3,412	24,899	12,614	12,285	92.14	108.53
2015	3,489	38	3,451	25,045	12,635	12,410	92.59	108.00
2016	3,526	39	3,487	25,076	12,509	12,567	93.02	107.50
2017	3,578	38	3,540	25,229	12,489	12,740	94.02	106.36
2018	3,608	36	3,572	25,464	12,551	12,913	95.42	104.80
2019	3,662	36	3,626	25,382	12,459	12,923	95.96	104.21

資料來源：衛生福利部。

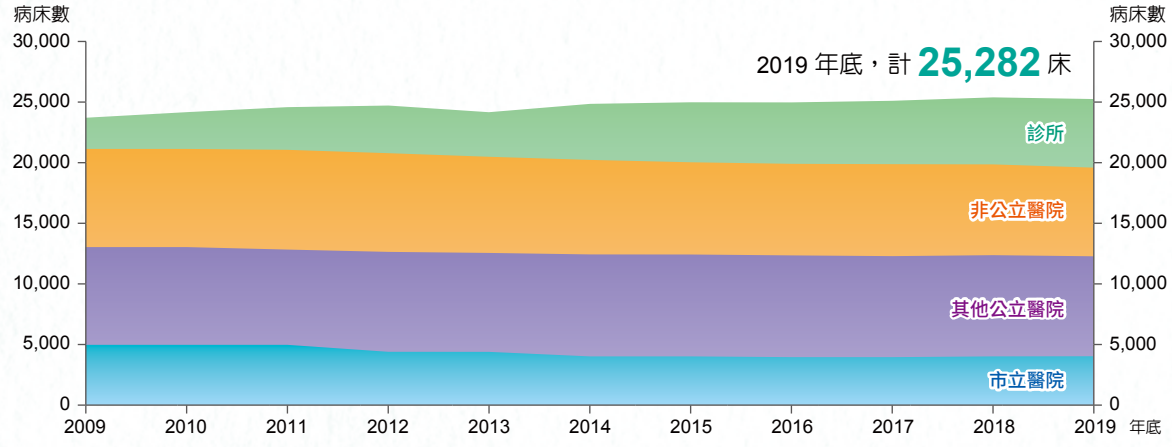


圖 8　臺北市醫療院所病床數

Section 2 Number of Hospital Beds

At the end of 2019, there were 25,382 hospital beds in Taipei, of which 12,459 were in public hospitals, accounting for 49.1% of the total; 12,923 in non-public hospitals, accounting for 50.9% of the total; As for the type of beds, there were 14,323 general beds (56.4%) and 11,059 special beds (43.6%). Taipei's average number of hospital beds per 10,000 people was 96.0, higher than the national average (71.3 beds). Each bed serves 104.2 people, which is lower than the national average (140.3 people).

Table 9 Number of hospital beds of medical care institutions in Taipei City

Unit: Institutions, hospital beds, persons

Year	Number of medical care institutions			Number of hospital beds			Average number of hospital beds per 10,000 population	Number of people served per hospital bed
	Total	Public	Non-public	Total	Public	Non-public		
2009	3,045	39	3,006	23,781	13,263	10,518	91.20	109.64
2010	3,147	39	3,108	24,220	13,244	10,976	92.49	108.12
2011	3,253	38	3,215	24,666	13,054	11,612	93.05	107.47
2012	3,321	37	3,284	24,817	12,850	11,967	92.84	107.72
2013	3,381	36	3,345	24,241	12,786	11,455	90.23	110.83
2014	3,450	38	3,412	24,899	12,614	12,285	92.14	108.53
2015	3,489	38	3,451	25,045	12,635	12,410	92.59	108.00
2016	3,526	39	3,487	25,076	12,509	12,567	93.02	107.50
2017	3,578	38	3,540	25,229	12,489	12,740	94.02	106.36
2018	3,608	36	3,572	25,464	12,551	12,913	95.42	104.80
2019	3,662	36	3,626	25,382	12,459	12,923	95.96	104.21

Source: Ministry of Health and Welfare (MOHW).

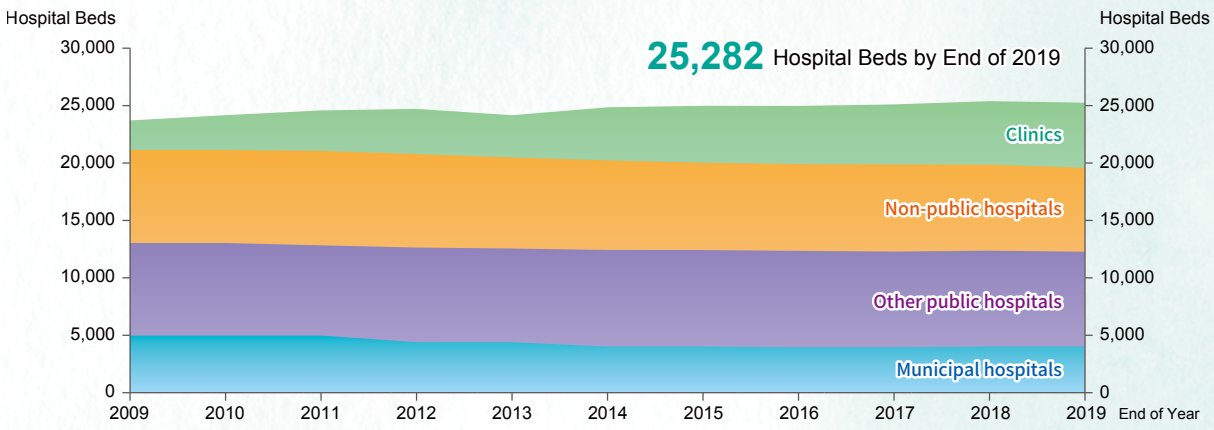


Figure 8 Number of hospital beds in medical care institutions of Taipei City

第三節　醫院服務量

近十年臺北市醫院平均每日門診、急診人次等醫療服務量走勢大致呈振盪成長，2019 年門、急診平均每日就診人次分別為 8 萬 9,802 人次、2,884 人次，平均住院日數 7.5 日，一般病床佔床率為 78.9%，特殊病床佔床率為 68.6%。

表 10　臺北市醫院醫療服務量

年別	平均每日人次					平均住院日數	剖腹產率%	一般病床佔床率%	特殊病床佔床率%
	門診	急診	血液透析	門診手術	住院手術				
2009	79,060	3,157	1,756	521	634	8.04	33.83	71.95	60.14
2010	80,139	3,099	1,779	639	578	8.08	34.89	73.60	62.51
2011	80,471	3,206	1,889	662	594	8.06	34.14	75.81	65.99
2012	84,650	3,152	1,956	709	617	7.89	33.89	74.96	70.93
2013	84,668	2,904	1,973	717	607	7.91	35.11	74.57	63.38
2014	84,776	2,964	1,965	706	645	7.84	33.85	74.86	67.35
2015	83,766	2,992	1,878	642	547	7.76	34.05	75.63	70.85
2016	85,307	3,072	2,087	701	602	7.73	33.13	76.70	70.37
2017	86,871	2,806	2,118	759	629	7.70	34.16	76.78	70.30
2018	88,530	2,797	2,135	761	647	7.65	34.01	77.55	69.36
2019	89,802	2,884	2,106	787	665	7.52	34.44	78.90	68.59

資料來源：衛生福利部。

第四節　醫事人員

2019 年底臺北市醫療機構及醫事機構各類執業醫事人員計 5 萬 8,726 人，依各類人員統計，護產人員（含護理師、護士、助產師、士）占 49.6%最多，醫師（含中、西、牙醫師）占 25.6%次之，藥事人員（含藥師、藥劑生）占 9.8%，醫檢人員（含醫事檢驗師、生、醫事放射師、士）占 6.3%，其他醫事人員（含鑲牙生、營養師、物理治療師、生、職能治療師、生、臨床心理師、諮商心理師、呼吸治療師、語言治療師、聽力師、牙體技術師、生、驗光師、生）占 8.7%。平均每萬人擁有執業醫事人員數計有 222 人，其中醫師 56.9 人（含中、西、牙醫師），護產人員 110.2 人。

Section 3 Utilization Rate of Hospitals

The average number of cases served each day in outpatient and emergency treatment departments of Taipei City hospitals has shown bumpy growth in the last decade. In 2019, the average daily outpatient and emergency medical visits were 89,802 and 2,884 respectively. The average hospital stay was 7.5 days. The occupancy rate for general hospital beds was 78.9%, and for that of special hospital beds was 68.6%.

Table 10 Hospital service capacity in Taipei City

Year	Average daily visits					Average length of stay	Cesarean section Rate %	General hospital bed Occupancy rate %	Special hospital bed Occupancy rate%
	Outpatient	Emergency	Hemodialysis	Outpatient operation	Inpatient operation				
2009	79,060	3,157	1,756	521	634	8.04	33.83	71.95	60.14
2010	80,139	3,099	1,779	639	578	8.08	34.89	73.60	62.51
2011	80,471	3,206	1,889	662	594	8.06	34.14	75.81	65.99
2012	84,650	3,152	1,956	709	617	7.89	33.89	74.96	70.93
2013	84,668	2,904	1,973	717	607	7.91	35.11	74.57	63.38
2014	84,776	2,964	1,965	706	645	7.84	33.85	74.86	67.35
2015	83,766	2,992	1,878	642	547	7.76	34.05	75.63	70.85
2016	85,307	3,072	2,087	701	602	7.73	33.13	76.70	70.37
2017	86,871	2,806	2,118	759	629	7.70	34.16	76.78	70.30
2018	88,530	2,797	2,135	761	647	7.65	34.01	77.55	69.36
2019	89,802	2,884	2,106	787	665	7.52	34.44	78.90	68.59

Source: Ministry of Health and Welfare (MOHW).

Section 4 Medical Personnel

At the end of 2019, there were 58,726 various types of healthcare professionals across Taipei. Nursing staff (including registered professional nurses, registered nurses, registered professional midwives and midwives) accounted for 49.6% of the total, and physicians (including Western medicine physicians, doctor of Chinese medicine and dentists) accounted for 25.6%, pharmaceutical personnel (pharmacists and assistant pharmacist) accounted for 9.8%, medical technicians (including medical laboratory scientists, technicians and medical radiation technologists, technicians) accounted for 6.3%, and other medical personnel (including dental technology assistants, dietitians, physical therapists and technicians, occupational therapists and technicians, clinical psychologists, counseling psychologists, respiratory therapists, speech therapists, audiologists, certified, dental technicians, and optometrists) accounted for 8.7%. Taipei has 222 licensed medical personnel per 10,000 people, including 56.9 physicians (including Western medicine physicians, doctors of Chinese medicine and dentistry) and 110.2 nursing staff.

表 11　臺北市醫療機構及醫事機構各類執業醫事人員數

單位：人

年底別	合計	西醫師	中醫師	牙醫師	藥師	藥劑生	師、生醫事檢驗	師、士醫事放射	及護士護理師	師、士助產	其他
2009	43,883	7,993	773	2,518	4,313	765	1,839	1,039	22,721	4	1,918
2010	44,869	8,245	771	2,604	4,370	751	1,891	1,078	22,964	5	2,190
2011	46,324	8,553	793	2,687	4,587	717	1,933	1,125	23,517	4	2,408
2012	47,344	8,811	818	2,755	4,681	709	1,951	1,185	23,846	5	2,583
2013	48,143	8,869	843	2,843	4,721	690	2,027	1,201	24,136	7	2,806
2014	49,164	9,040	869	2,932	4,827	668	2,111	1,257	24,409	13	3,038
2015	50,914	9,299	861	3,028	4,931	652	2,126	1,279	25,467	14	3,257
2016	52,287	9,446	878	3,098	4,983	632	2,150	1,315	26,270	21	3,494
2017	54,363	9,897	941	3,218	5,068	599	2,184	1,380	27,381	31	3,664
2018	56,232	10,112	978	3,269	5,082	580	2,138	1,423	28,345	35	4,270
2019	58,726	10,711	1,014	3,325	5,163	566	2,236	1,451	29,111	42	5,107

資料來源：衛生福利部。

表 12　臺北市平均每萬人擁有執業醫事人員數

單位：人

年底別	合計	西醫師	中醫師	牙醫師	藥師	藥劑生	師、生醫事檢驗	師、士醫事放射	及護士護理師	師、士助產	其他
2009	168.30	30.65	2.96	9.66	16.54	2.93	7.05	3.98	87.14	0.02	7.36
2010	171.34	31.48	2.94	9.94	16.69	2.87	7.22	4.12	87.69	0.02	8.36
2011	174.74	32.26	2.99	10.14	17.30	2.70	7.29	4.24	88.71	0.02	9.08
2012	177.10	32.96	3.06	10.31	17.51	2.65	7.30	4.43	89.20	0.02	9.66
2013	179.20	33.01	3.14	10.58	17.57	2.57	7.55	4.47	89.84	0.03	10.44
2014	181.93	33.45	3.22	10.85	17.86	2.47	7.81	4.65	90.33	0.05	11.24
2015	188.24	34.38	3.18	11.19	18.23	2.41	7.86	4.73	94.15	0.05	12.04
2016	193.96	35.04	3.26	11.49	18.48	2.34	7.98	4.88	97.45	0.08	12.96
2017	202.60	36.88	3.51	11.99	18.89	2.23	8.14	5.14	102.04	0.12	13.66
2018	210.72	37.89	3.66	12.25	19.04	2.17	8.01	5.33	106.22	0.13	16.00
2019	222.02	40.49	3.83	12.57	19.52	2.14	8.45	5.49	110.06	0.16	19.31

資料來源：衛生福利部。

Table 11 Number of Registered Medical Personnel by Medical Service Category in Medical Institutions of Taipei City

Unit: Individuals

Year	Total	Western medicine physicians	Doctor of Chinese medicine	Dentists	Pharmacists	Pharmacist assistants	Medical Technologist and assistance	Radiologist and assistant	Registered professional nurse and registered nurse	Registered professional midwives and midwives	Others
2009	43,883	7,993	773	2,518	4,313	765	1,839	1,039	22,721	4	1,918
2010	44,869	8,245	771	2,604	4,370	751	1,891	1,078	22,964	5	2,190
2011	46,324	8,553	793	2,687	4,587	717	1,933	1,125	23,517	4	2,408
2012	47,344	8,811	818	2,755	4,681	709	1,951	1,185	23,846	5	2,583
2013	48,143	8,869	843	2,843	4,721	690	2,027	1,201	24,136	7	2,806
2014	49,164	9,040	869	2,932	4,827	668	2,111	1,257	24,409	13	3,038
2015	50,914	9,299	861	3,028	4,931	652	2,126	1,279	25,467	14	3,257
2016	52,287	9,446	878	3,098	4,983	632	2,150	1,315	26,270	21	3,494
2017	54,363	9,897	941	3,218	5,068	599	2,184	1,380	27,381	31	3,664
2018	56,232	10,112	978	3,269	5,082	580	2,138	1,423	28,345	35	4,270
2019	58,726	10,711	1,014	3,325	5,163	566	2,236	1,451	29,111	42	5,107

Source: Ministry of Health and Welfare (MOHW).

Table 12 The average number of licensed medical personnel per 10,000 people in Taipei

Unit: Individuals

Year	Total	Western medicine physicians	Doctor of Chinese medicine	Dentists	Pharmacists	Pharmacist assistants	Medical Technologist and assistance	Radiologist and assistant	Registered professional nurse and registered nurse	Registered professional midwives and midwives	Others
2009	168.30	30.65	2.96	9.66	16.54	2.93	7.05	3.98	87.14	0.02	7.36
2010	171.34	31.48	2.94	9.94	16.69	2.87	7.22	4.12	87.69	0.02	8.36
2011	174.74	32.26	2.99	10.14	17.30	2.70	7.29	4.24	88.71	0.02	9.08
2012	177.10	32.96	3.06	10.31	17.51	2.65	7.30	4.43	89.20	0.02	9.66
2013	179.20	33.01	3.14	10.58	17.57	2.57	7.55	4.47	89.84	0.03	10.44
2014	181.93	33.45	3.22	10.85	17.86	2.47	7.81	4.65	90.33	0.05	11.24
2015	188.24	34.38	3.18	11.19	18.23	2.41	7.86	4.73	94.15	0.05	12.04
2016	193.96	35.04	3.26	11.49	18.48	2.34	7.98	4.88	97.45	0.08	12.96
2017	202.60	36.88	3.51	11.99	18.89	2.23	8.14	5.14	102.04	0.12	13.66
2018	210.72	37.89	3.66	12.25	19.04	2.17	8.01	5.33	106.22	0.13	16.00
2019	222.02	40.49	3.83	12.57	19.52	2.14	8.45	5.49	110.06	0.16	19.31

Source: Ministry of Health and Welfare (MOHW).

第三章　死因統計

第一節　十大死因及變化

2019年臺北市死亡人數1萬8,024人，粗死亡率為每十萬人口678.4人，較全國粗死亡率743.4人低，其中惡性腫瘤粗死亡率為每十萬人口200.5人，死亡者占所有死亡人數29.6%，心臟疾病（高血壓性疾病除外）粗死亡率105.1人，占15.%，肺炎粗死亡率74.6人，占11.0%；其餘死因依序為腦血管疾病、糖尿病、腎炎、腎病症候群及腎病變、慢性下呼吸道疾病、事故傷害、敗血症、高血壓性疾病。

表13　臺北市主要死亡原因

單位：人、%、人/每十萬人口

2019年						
順位	死亡原因	死亡人數	死亡百分比	每十萬人口死亡率		
				計	男	女
	所有死亡原因	18,024	100.00	678.41	794.66	572.48
1	惡性腫瘤	5,326	29.55	200.47	232.57	171.21
2	心臟疾病（高血壓性疾病除外）	2,793	15.50	105.13	121.89	89.85
3	肺炎	1,981	10.99	74.56	88.81	61.58
4	腦血管疾病	1,146	6.36	43.13	51.63	35.39
5	糖尿病	721	4.00	27.14	29.21	25.25
6	腎炎、腎病症候群及腎病變	519	2.88	19.53	20.92	18.27
7	慢性下呼吸道疾病	505	2.80	19.01	29.05	9.86
8	事故傷害	387	2.15	14.57	19.66	9.93
9	敗血症	348	1.93	13.1	15.71	10.72
10	高血壓性疾病	339	1.88	12.76	12.63	12.88
	其他	3,959	21.97	149.01	172.57	122.65

附註：1. 2019年起我國死因統計改採「2016年版ICD-10死因選取準則」。
2. 本表順位以兩性合計粗死亡率排序。

Chapter 3 Causes of Death

Section 1 Ten Leading Causes of Death and Changes

In 2019, Taipei City had 18,024 deaths. The crude death rate was 678.4 per 100,000 population, which was lower than the national crude death rate of 743.4. Among them, the crude death rate from malignant neoplasm was 200.5 per 100,000 population, and the deaths accounted for all deaths. The number was 29.6%. The crude death rate from heart disease (except hypertensive diseases) was 105.1, accounting for 15%, and the crude death rate from pneumonia was 74.6, accounting for 11.0%. The remaining causes of death were cerebrovascular diseases, diabetes mellitus, nephritis, nephrotic syndrome and nephrosis, chronic lower respiratory disease, accident injury, septicemia, hypertensive diseases.

Table 13 Leading causes of death in Taipei City

Unit: Persons, %, People / 100,000 people

2019						
Rank	Cause of death	Number of deaths	Percentage	Number of deaths per 100,000 population		
				Total	Male	Female
	All causes of death	18,024	100.00	678.41	794.66	572.48
1	Malignant neoplasm	5,326	29.55	200.47	232.57	171.21
2	Diseases of heart diseases (except hypertensive diseases)	2,793	15.50	105.13	121.89	89.85
3	Pneumonia	1,981	10.99	74.56	88.81	61.58
4	Cerebrovascular diseases	1,146	6.36	43.13	51.63	35.39
5	Diabetes mellitus	721	4.00	27.14	29.21	25.25
6	Nephritis, nephrotic syndrome and nephropathy	519	2.88	19.53	20.92	18.27
7	Chronic lower respiratory diseases	505	2.80	19.01	29.05	9.86
8	Accident injuries	387	2.15	14.57	19.66	9.93
9	Septicemia	348	1.93	13.1	15.71	10.72
10	Hypertension diseases	339	1.88	12.76	12.63	12.88
	Others	3,959	21.97	149.01	172.57	122.65

Note: 1. Since 2019, Taiwan's mortality statistics have changed to adopt the 2016 version of the ICD-10 Death Selection Criteria.
2. The ranking in this table is based on a gender-neutral crude death rate.

第二節　十大癌症

臺北市 2019 年癌症死亡人數 5,326 人，粗死亡率為每十萬人口 200.5 人，較全國粗死亡率 212.9 人略低；其中男性死亡人數 2,946 人，粗死亡率為每十萬男性人口 232.6 人，女性死亡人數 2,380 人，粗死亡率為每十萬女性人口 171.2 人。

十大癌症死亡原因之順位依序為氣管、支氣管和肺癌、女性乳房癌、結腸、直腸和肛門癌、肝和肝內膽管癌、前列腺（攝護腺）癌、胰臟癌、胃癌、口腔癌、非何杰金氏淋巴瘤、卵巢癌。另兩性與全體十大癌症死因不同之處，男性有食道癌、白血病進入十大，女性則多出子宮體癌、白血病（口腔癌未入十大）。

表 14　臺北市主要癌症死亡原因

單位：人、%、人 / 每十萬人口

2019 年						
順位	死亡原因	死亡人數	死亡百分比	每十萬人口死亡率		
				計	男	女
	所有癌症死亡原因	5,326	100.00	200.47	232.57	171.21
1	氣管、支氣管和肺癌	1,040	19.53	39.14	48.55	30.57
2	女性乳房癌 (1)	378	7.10	27.19	-	27.19
3	結腸、直腸和肛門癌	721	13.54	27.14	31.97	22.73
4	肝和肝內膽管癌	661	12.41	24.88	33.24	17.27
5	前列腺（攝護腺）癌 (2)	177	3.32	13.97	13.97	-
6	胰臟癌	314	5.90	11.82	12.63	11.08
7	胃癌	295	5.54	11.10	14.37	8.13
8	口腔癌	200	3.76	7.53	14.29	1.37
9	非何杰金氏淋巴瘤	186	3.49	7.00	7.50	6.55
10	卵巢癌 (1)	86	1.61	6.19	-	6.19
	其他	1,268	23.81	47.73	56.05	40.14

附註：1. 2019 年起我國死因統計改採「2016 年版 ICD-10 死因選取準則」。
2. 本表順位以兩性合計粗死亡率排序。
3. (1) 為女性粗死亡率（每十萬女性人口死亡數）。
(2) 為男性粗死亡率（每十萬男性人口死亡數）。

Section 2 Ten Leading Cancers

Taipei City's number of cancer deaths in 2019 was 5,326, and the crude death rate was 200.5 per 100,000 population, which was slightly lower than the national crude death rate of 212.9. The number of male deaths was 2,946, and the crude death rate was 232.6 per 100,000 male population. The number of female deaths was 2,380, and the crude death rate was 171.2 per 100,000 female population.

The ten leading causes of cancer death in order were: cancer of trachea, bronchus and lung, female breast cancer, cancer of colon, rectum and anus, cancer of liver and intrahepatic bile ducts, cancer of prostate, cancer of pancreas, cancer of stomach, cancer of oral cavity, non-Hodgkin's lymphoma, and cancer of ovary. As for gender differences in cancer mortality, male had esophageal cancer and leukemia among the top ten, while female had Cancer of corpus uteri and leukemia (cancer of oral cavity was not among the top ten).

Table 14 Leading causes of cancer death in Taipei City

Unit: Persons, %, People / 100,000 people

2019						
Rank	Cause of death	Number of deaths	Percentage	Number of deaths per 100,000 population		
				Total	Male	Female
	All causes of cancer death	5,326	100.00	200.47	232.57	171.21
1	Cancers of trachea, bronchus and lung	1,040	19.53	39.14	48.55	30.57
2	Female breast cancer (1)	378	7.10	27.19	-	27.19
3	Cancers of colon, rectum and anus	721	13.54	27.14	31.97	22.73
4	Cancers of liver and intrahepatic bile ducts	661	12.41	24.88	33.24	17.27
5	Cancer of prostate (2)	177	3.32	13.97	13.97	-
6	Cancer of pancreatic cancer	314	5.90	11.82	12.63	11.08
7	Cancer of stomach	295	5.54	11.10	14.37	8.13
8	Cancer of oral cavity	200	3.76	7.53	14.29	1.37
9	Non-Hodgkin's lymphoma	186	3.49	7.00	7.50	6.55
10	Cancer of ovary (1)	86	1.61	6.19	-	6.19
	Others	1,268	23.81	47.73	56.05	40.14

Note: 1. Since 2019, Taiwan's mortality statistics have changed to adopt the 2016 version of the ICD-10 Death Selection Criteria.
2. The ranking in this table is based on a gender-neutral crude death rate.
3. (1) is the female crude death rate (the number of deaths per 100,000 female population).
(2) is the male crude death rate (the number of deaths per 100,000 male population).

Appendix

附 錄 臺北市政府衛生局大事紀要

Chronology of the Department of Health, Taipei City Government





2020

ANNUAL REPORT

PUBLIC HEALTH OF TAIPEI CITY

附錄　臺北市政府衛生局大事紀要

日期	內容
1 月	
01 日	臺北市政府衛生局公告臺北市捷運線形公園（捷運中山地下街 R1 出口至捷運忠義站間）自 2020 年 1 月 1 日起為全面禁止吸菸場所。 2020 年臺北市高度近視防治免費專業視力檢查服務啟動。
03 日	臺北市政府衛生局召開臺北市兒童遊戲場衛生管理跨局處會議。
06 日	2020 年新光金控全國經理會議活力新光，樂齡未來，市長受邀分享「從醫師到市長打造台北銀髮活力未來」專題演講，假新北市政府 603 大禮堂辦理，共計 675 人出席。 臺北市政府衛生局召開因應春節流感及大陸武漢不明原因肺炎防治作為會議。
08 日	臺北市政府衛生局召開 2020 年流感專家研商會議。
2 月	
01 日	臺北市政府衛生局公告臺北市文山區翰林苑社區所屬之戶外公共設施區域，及臺北市城中社會福利綜合大樓所屬之室外場所及周邊人行道，自 2020 年 2 月 1 日起為全面禁止吸菸場所。
25 日	監察院 2019 年第 2 次臺北市責任區地方機關巡察，趙永清委員、高鳳仙委員蒞府巡察「臺北市因應武漢肺炎疫情應變計畫及措施」，由黃珊珊副市長主持，共計 50 人參加。
27 日	「臺北市因應嚴重特殊傳染性肺炎疫情應變中心」一級開設。
3 月	
16 日	函報衛生福利部成立「臺北市嚴重特殊傳染性肺炎流行疫情指揮中心」，由柯文哲市長擔任指揮官。
26 日	臺北市政府衛生局舉辦第一場 2019 年策略地圖及平衡計分卡執行成果發表會。
4 月	
08 日	臺北市政府衛生局北市衛食藥字第 1093119103 號令發布「修訂『臺北市政府衛生局處理違反食品安全衛生管理法事件統一裁罰基準』」，並自即日起生效。

Appendix Chronology of the Department of Health, Taipei City Government

Date	Content
January	
01	The Department of Health, Taipei City Government announced that the Taipei MRT Linear Park (between Zhongshan Metro Mall R1 Exit and MRT Zhongyi station) would be as smoke-free form January 1, 2020. In 2020, a free eye examination to detect high myopia in Taipei was initiated.
03	The Department of Health, Taipei City Government held an inter-agency meeting on sanitation management of Taipei Children's Amusement Park.
06	At the 2020 Shin Kong Financial Holdings Management Meeting, the mayor was invited to give a speech on “Building A Vibrant Future for Taipei's Seniors—from Physician to Mayor”, which was held at 603 Auditorium of the New Taipei City Government. 675 people attended. The Department of Health, Taipei City Government held a meeting to respond to the flu epidemic during the Lunar New Year and the prevention and treatment of COVID-19.
08	The Department of Health, Taipei City Government held the 2020 influenza expert seminar.
February	
01	The Department of Health, Taipei City Government announced that outdoor public facilities zone of Taipei Wenshan District Hanlinyuan Community, and the outdoor venues and surrounding sidewalks of the Taipei Chengzhong Social Welfare Services Building would be as smoke-free from February 1, 2020.
25	In the second inspection of local authorities in Taipei by Control Yuan in 2019, committee members Yong-Ging Zhao and Feng-Xian Gao visited “Taipei City Government to review Taipei Response Plan” to COVID-19 Pandemic, presided by Deputy Mayor Shan-Shan Huang with 50 attendees.
27	Taipei Command Center for COVID-19 was organized (first level).
March	
16	Taipei informed the Ministry of Health and Welfare (MOHW) of the establishment Taipei City Epidemic Command Center for COVID-19 with Mayor Wen-Je Ko as the commander.
26	The Department of Health, Taipei City Government held the first 2019 Strategy Map and Balanced Scorecard presentation.
April	
08	The Department of Health, Taipei City Government Beishi Weishiyao Zi No. 1093119103 issued a Revision of the “The Uniform Penalties of the Department of Health, Taipei City Government for Violating the Act Governing Food Safety and Sanitation”, which would take effect immediately.

日期	內容
09 日	《臺北市食品安全自治條例》第 12 條預告「於本市設有 3 處以上門市之連鎖烘焙業者，其販售區及庫存區管理應符合臺北市食品安全自治條例第 12 條之規定」。
13 日	臺北市政府衛生局舉辦第二場 2019 年策略地圖及平衡計分卡執行成果發表會。 《臺北市食品安全自治條例》第 9 條預告「於本市公有市場內直接供應飲食及販賣食品之攤商應於攤位明顯處，標示其管理衛生人員姓名、食品業者登錄字號及攤名等營業資訊，提供消費者知悉」
5 月	
01 日	臺北市政府衛生局公告「國立臺北大學臺北校區之周邊人行道及機車停車場，自 2020 年 5 月 1 日起為全面禁菸場所」。
04 日	臺北市政府衛生局依《臺北市食品安全自治條例》第 12 條公告「於本市設有 3 處以上門市之連鎖烘焙業者，其販售區及庫存區管理應符合臺北市食品安全自治條例第 12 條之規定」。
22 日	臺北市政府衛生局依《臺北市食品安全自治條例》第 9 條公告「本市市場處列管之公有市（商）場內直接供應飲食及販賣食品之攤商應於攤位明顯處，標示其管理衛生人員姓名、食品業者登錄字號及攤明等營業資訊」，並自 2020 年 7 月 1 日起實施。
6 月	
01 日	臺北市政府衛生局公告「臺北市大安區公館國民小學周邊全部人行道，自 2020 年 6 月 1 日起為全面禁止吸菸場所」。
24 日	修正「臺北市醫療院所暨藥局智慧用電補助要點」部分條文，並自 2020 年 6 月 30 日起生效。
7 月	
01 日	臺北市政府衛生局公告「臺北市萬華區捷運西門站 1 號及 6 號出口周邊戶外區域」、「臺北市大安區仁愛國民小學周邊人行道（臨敦化南路 1 段 295 巷）」、「臺北市內湖復育園區、山水綠生態公園及福德坑環保復育園區」、「臺北市大安區溫州街 45 巷內之綠地及其周邊戶外區域」，自 2020 年 7 月 1 日起為全面禁止吸菸場所。
15 日	臺北市政府衛生局依《臺北市食品安全自治條例》第 16 條公告「附設自助餐廳之星級旅館，應實施強制檢驗」，並自 2021 年 1 月 1 日實施。
20 日	臺北市政府衛生局依《臺北市食品安全自治條例》第 11 條公告「醫院美食街餐飲業者，應申請餐飲衛生管理分級評核認證標章」。

Date	Content
09	In accordance with Article 12 of “Taipei City Self-Governing Regulations for Food Safety”, the Department of Health, Taipei City Government pre-announced that chain bakery with over 3 stores in Taipei shall check ingredients regularly and execute sectional management of storage.
13	The Department of Health, Taipei City Government held the second 2019 Strategy Map and Balanced Scorecard presentation. Part 9 of the “Taipei City Self-Governing Regulations for Food Safety” that Vendors that directly serve meals and sell food in the city’s public market shall denote their business information (name of the sanitation manager, the business registration number, and the name of the business conspicuously.
May	
01	The Department of Health, Taipei City Government announced that the sidewalks and motorcycle parking lots around the Taipei Campus of National Taipei University would be as smoke-free from May 1, 2020.
04	In accordance with Article 12 of “Taipei City Self-Governing Regulations for Food Safety”, the Department of Health, Taipei City Government announced that chain bakery with over 3 stares in Taipei shall check ingredients regularly and execute sectional management of storage.
22	In accordance with Article 9 of “Taipei City Self-Governing Regulations for Food Safety”, the Department of Health, Taipei City Government announced that vendors that directly supply food in public markets supervised by Taipei City Market Administration Office shall denote their business names, sanitation manager and their business registration numbers, effective July 1, 2020.
June	
01	The Department of Health, Taipei City Government announced that all sidewalks around Gong Guan Elementary School in Taipei’s Daan District would be as smoke-free from June 1, 2020.
24	Amendments to some provisions of the “Smart Electricity Subsidies for Taipei Medical Institutions and Pharmacies”, which took effect on June 30, 2020.
July	
01	The Department of Health, Taipei City Government announced outdoor areas around Exit 1 and 6 of MRT Ximen station, sidewalks around Ren-Ai Elementary School in Daan District (Lane 295, Section 1, Dunhua South Road), Neihu Restoration Park, Shanshuilu Eco Park and Fudekeng Environmental Restoration Park, The green space and surrounding outdoor areas in Lane 45, Wenzhou Street, Daan District would be as smoke-free from July 1, 2020.
15	In accordance with Article 16 of “Taipei City Self-Governing Regulations for Food Safety”, the Department of Health, Taipei City Government announced that star hotels with cafeterias should be autonomous examination starting January 1, 2021.
20	In accordance with Article 11 of “Taipei City Self-Governing Regulations for Food Safety,” the Department of Health, Taipei City Government announced that hospital restaurants/food courts should apply for the certification of the Food Hygiene Rating System.

日期	內容
22 日	臺北市政府衛生局主辦「2020 年臺北上海論壇 - 衛生醫療分論壇」首創以視訊會議辦理，由臺北市衛生局黃世傑局長、聯合醫院黃勝堅總院長與上海市衛生健康委員會鄔驚雷主任，帶領兩市雙方團員，透過分論壇交流平台，相互分享城市防疫政策與經驗。臺北方共計 20 人（臺北市衛生局 18 人及臺北市政府邀請貴賓 2 人），上海方共計 20 人，合計 40 人參與本次分論壇。
8 月	
01 日	臺北市政府衛生局公告「臺北市立大學博愛校區、國立政治大學附屬高級中學、國立臺灣科技大學所屬職務宿舍之周邊人行道」，自 2020 年 8 月 1 日起為全面禁止吸菸場所。
24 日	臺北市政府衛生局榮獲衛生福利部食品藥物管理署 2019 年地方衛生機關業務考評「食品藥物類第 1 組優等」。
27 日	臺北市政府衛生局榮獲「2019 年度地方衛生局保健業務考評優等獎」（保健類優等獎），含癌症篩檢與檳榔健康危害防制、婦幼健康促進、提升轄區糖尿病品質支付服務照護率進步獎、大腸癌 50 歲首次篩檢目標達成率、四癌陽追率總和等績優成績獎，皆為第一組第 1 名。
31 日	臺北市政府衛生局配合世界自殺防治日，舉辦「守護生命 Young 起來」大型記者會暨互動展示活動，結合臺北市政府 11 局處及 7 個民間團體共同宣導「自殺防治人人共守」（Working Together to Prevent Suicide）衛教觀念。
9 月	
4 日	臺北市立聯合醫院辦理「2020 精實醫療國際高峰會」，邀請國內外專家學者共同交流經驗分享，與會人員共計 420 人（含視訊與會 263 位），口頭發表 13 案及海報發表 39 案。
16 日	臺北市政府衛生局依《臺北市食品安全自治條例》第 11 條公告「經米其林指南評定為星級及餐盤推薦之餐廳，應申請餐飲衛生管理分級評核認證標章」。
10 月	
28 日	臺北市政府整合衛生局、社會局、教育局、體育局、民政局及臺北市立大學資源首創成立「臺北高齡健康前瞻中心」，藉由跨領域政策服務整合、培訓增能、資源轉介、教材共享、創新實證等策略，串聯及發展創新多元健康促進服務模式，全方位部署臺北市高齡健康政策。

Date	Content
22	The Department of Health, Taipei City Government hosted the 2020 Taipei Shanghai Forum—Health and Sanitation, which for the time was conducted by videoconferencing. Commissioner. Shier-Chieg Huang, and Superintendent, Taipei City Hospital Sheng-Jean Huang, and Director of Shanghai Municipal Health Commission Jing-Lei Wu shared their experience through the platform. 20 people from Taipei (18 from the Department of Health and 2 guests invited by the Taipei City Government), and 20 people from Shanghai totaling 40 people participated in this forum.
August	
01	The Department of Health, Taipei City Government announced that the Bo-Ai Campus, University of Taipei, National Chengchi University Affiliated Senior High School, National Taiwan University of Science and Technology, and the surrounding sidewalks of dormitories of National Taiwan University of Science and Technology would be smoke-free from August 1, 2020.
24	The Department of Health, Taipei City Government was awarded the “First Class Award in Food and Drug Category” by Food and Drug Administration, Ministry of Health and Welfare in the 2019 Local Health Organization Evaluation.
27	The Department of Health, Taipei City Government won the “2019 Local Health Organization Excellence Award” (Health Care Excellence Award) for cancer screening and betel nut health hazard prevention, maternal/child health promotion, improvement in diabetes care, colorectal cancer 50-year-old first screening rate, four-cancer screening follow-up rate and other performance awards; all ranked first in the first group.
31	In conjunction with the World Suicide Prevention Day, the Department of Health, Taipei City Government organized a large press conference and interactive exhibition “ Keeping Your Life Young”. It combined the 11 departments of the Taipei City Government and 7 non-governmental organizations to jointly advance Suicide Prevention and Control for All (Working Together to Prevent Suicide).
September	
4	The Taipei City Hospital hold the 2020 International Lean Healthcare Summit (Asia) with more than 420 participants (including 263 virtual participants) worldwide to share their experience and expertise. A total of 13 oral presentations and 39 posters were presented during the event.
16	In accordance with Article 11 of “Taipei City Self-Governing Regulations for Food Safety,” the Department of Health, Taipei City Government announced that MICHELIN Starred & the Plate Michelin restaurants should apply for the certification of the Food Hygiene Rating System.
October	
28	The Taipei City Government integrated the resources ofthe Department of Health, Taipei City Government, the Department of Social Welfare, the Department of Education Department, the Department of Sports, the Department of Civil Affairs, and the University of Taipei to establish the Taipei Advanced Center for Aging and Health through inter-agency integration, training enhancement, resource referral, sharing teaching materials and innovative strategies to link diversified health service models for Taipei’s elderlies.

日期	內容
11 月	
13 日	臺北市政府毒品危害防制中心率全國之先訂定《臺北市政府防制營業場所一氧化二氮不當使用要點》，要求業者善盡場所管理及通報責任，若發現民眾疑似於營業場所施用或不當持有笑氣應主動通報警方，並針對業者辦理笑氣危害防制宣導。臺北市政府衛生局於 11 月 18 日辦理「率先推動行政先行臺北市笑氣管制行政規則記者會」，對外說明臺北市笑氣管制作為，守護市民健康。
19 日	臺北市政府衛生局舉辦「2020 年臺北市健康城市研討會」，計 9 個縣市政府代表共 137 人參與。
27 日	臺北市政府衛生局暨所屬機關榮獲衛生福利部國民健康署「2020 年台灣健康城市暨高齡友善城市獎暨海報獎」8 項獎項。
12 月	
05 日	臺北市立聯合醫院昆明防治中心辦理「臺北市政府毒品危害防制中心 2020 年毒品防制與社安網研討會」，邀請行政院羅秉成政務委員、臺北市柯文哲市長、法務部陳明堂次長、衛生福利部諶立中司長蒞臨致詞，並邀集各領域專家學者專題演講及與談，加強毒品防制工作者對毒品危害防制及個案醫療處遇之觀念，提升毒品防制知能與關懷能力，共計 138 位毒危防制工作者參與。
08 日	臺北市立聯合醫院昆明防治中心辦理「2020 年臺北市愛滋防治成果發表記者會」，宣告臺北市 2018 年至 2020 年愛滋新增感染連續 3 年負成長成果，並發表臺北市立聯合醫院昆明防治中心『走過五十個年頭 - 昆明街 100 號』紀念特刊。9 月 26 日至 12 月 4 日辦理 22 場愛滋防治校園巡迴舞台劇，共計 7,590 名師生參與。
17 日	臺北市立聯合醫院辦理慈悲關懷社區第一次在臺灣舉辦的研討會—「2020 慈悲關懷社區研討會—遇見慈悲關懷左右」。
24 日	臺北市政府衛生局依《臺北市食品安全自治條例》第 16 條公告「本市輸入豬肉及豬肉可食部位原料之食品業者，應實施強制檢驗」，並自 2021 年 1 月 1 日實施。
24 日	臺北市十二區健康服務中心品質提升獎勵計畫頒獎典禮，由衛生局黃世傑局長頒獎，共計 100 人參加。
29 日	臺北市政府衛生局依《臺北市食品安全自治條例》第 9 條公告「本市販售散裝生鮮豬肉及豬可食部位之連鎖超商、超市及大賣場業者，應於營業場所設置『不含萊克多巴胺專區』，並於明顯處標示之」，並自 2021 年 1 月 1 日起實施。

Date	Content
November	
13	The Taipei City Drug Abuse Prevention Center has taken the lead in formulating the “Prevention of Improper Use of Nitrous Oxide, requiring the proprietor to self-monitor”. The improper possession or use of nitrous oxide should be reported to the police immediately, and information sessions on nitrous oxide abuse were conducted. On November 18, the Department of Health, Taipei City Government organized a Press Conference for the Control of Nitrous Oxide in Taipei to elucidate how nitrous oxide should be controlled.
19	The Department of Health, Taipei City Government organized the “2020 Taipei Healthy City Conference”. 137 representatives from 9 counties and cities participated.
27	The Department of Health, Taipei City Government and its affiliated agencies won 8 honors at the “2020 Taiwan Healthy City & Age-Friendly City” Award presented by Health Promotion Administration, Ministry of Health and Welfare.
December	
05	Kunming Prevention and Control Center of Taipei City Hospital organized the “Taipei Drug Abuse Prevention Center 2020 drug use prevention and Social Safety Net Seminar”, and invited Administrative Member Bing-Cheng Luo of the Executive Yuan; Taipei Mayor Wen-Je Ko, Deputy Minister of Justice Ming-Tang Chen, Health and Welfare Minister Shi-Chung Chen to give a speech. Experts from various fields gave lectures and talks on drug abuse. 138 substance abuse counselors participated.
08	The Kunming Prevention and Control Center of Taipei City Hospital organized the 2020 Taipei City AIDS Prevention and Treatment Presentation Press Conference, which announced that Taipei had declining HIV infections (from 2018 to 2020) for three consecutive years. Taipei City Hospital Kunming Prevention and Control Center releases the commemorative issue of 50 Years at 100 Kunming Street. From September 26 to December 4, we hosted 22 AIDS prevention campus theater plays with 7,590 teacher and student participants.
17	Taipei City Hospital organized Taiwan’s first symposium of Compassionate Community—2020 Compassionate Community Symposium—Encounter Compassion and Take Care of Others.
24	In accordance with Article 16 of “Taipei City Self-Governing Regulations for Food Safety”, the Department of Health, Taipei City Government announced that Food businesses importing pork should be autonomous examination, effective January 1, 2021.
24	Taipei’s 12 District Health Centers were presented with Quality Improvement Award by the commissioner Shier-Chieg Huang. 100 people attended.
29	In accordance with Article 9 of “Taipei City Self-Governing Regulations for Food Safety”, the Department of Health, Taipei City Government announced that supermarket chains, wholesalers, and convenience stores that sell bulk fresh pork and edible parts of pigs should have a “ractopamine-free zone” on their premises, effective January 1, 2021.

TAIPEI 臺北市

衛生醫療年鑑

PUBLIC HEALTH OF TAIPEI CITY

2020 ANNUAL REPORT



編　　者：臺北市政府衛生局

發 行 人：黃世傑

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Address: 3 F Southeast Wing, No.1, City Hall Rd., Xinyi District, Taipei City 11008, Taiwan (R.O.C.)

URL: https://health.gov.taipei　　TEL: +886-2-2728-7123　　FAX: +886-2-2720-5382

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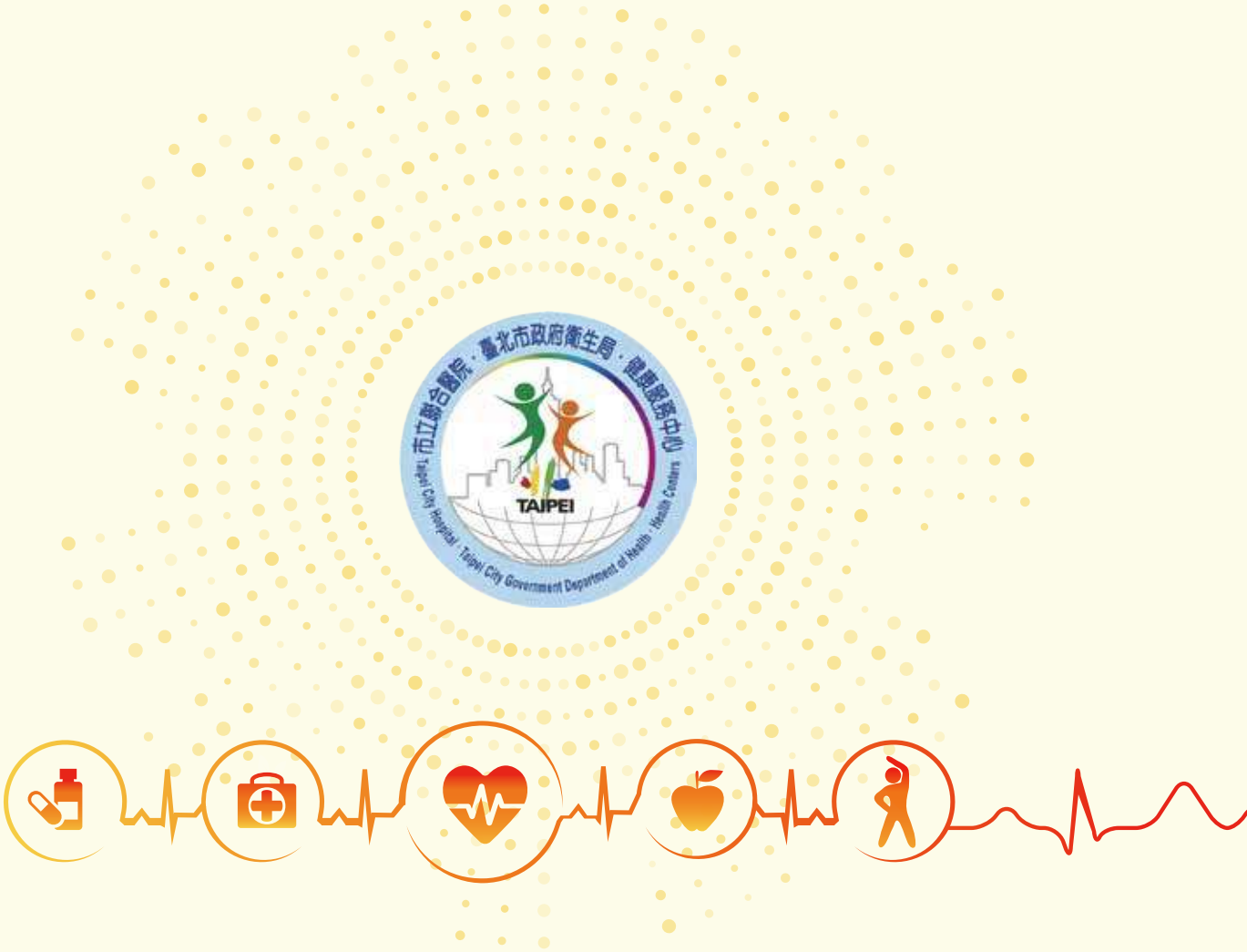
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TAIPEI 臺北市政府衛生局
Department of Health, Taipei City Government

ADD：11008 臺北市信義區市府路1號　TEL：02-2720-8889
1 City Hall Rd., Xinyi District, Taipei City 11008, Taiwan R.O.C.

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