



# Generative Contents 2017 Annual Report OPTENTS 衛生醫療年鑑 PUBLIC HEALTH OF TAIPEI CITY

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# 序

臺北市政府衛生局以「促進市民健康 安全」為使命,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,積極推動衛生與醫療政策。民 國 106 年衛生局承接臺北市政府策略地 圖「精進健康安全」策略主題,訂出「強 化食品安全」、「促進市民健康」、「精 進防疫減毒」、「優化緊急救護」、「推 廣貼心醫療」及「完善長照安寧」六大主 題推動服務。

臺北市 65 歲以上人口比率於民國 106 年已達 16.37%,仍持續成長,可預 期未來高齡與失能人口的長期照護服務需 求也將隨之增加,如何依循中央長期照護 政策,建構符合都會區需求的服務模式, 需要審慎擘劃。近年來食品安全問題層出 不窮,對於食安議題回應、加強稽查頻 次,強化控管等更攸關市民生活。因應社



會環境發展趨勢,臺北市政府衛生局自106年7月1日起,增設「長期照護科」、「心理衛生科」, 並將原聯合稽查隊改設為「衛生稽查科」,重整為九科六室,確保有足夠的組織人力,為市民打造 健康與安全的環境。同時,為加強整合初級預防保健、促進民衆健康、預防失能、延緩失智以促進 民衆健康福祉,臺北市所屬十二區健康服務中心全國率先將公共衛生護士具護理師任用資格者,全 面改派護理師,建構專業人力群,推動社區健康照護。

臺北市政府衛生局主動公開資訊、強化市政宣導,推動各項創新食品安全、疾病預防、醫療照 護等相關政策。以食安為例,106年首度推動「食品安全週宣導推動計畫」,集中宣導食安新政策, 並優化「食藥粧網路地圖」與「食材登錄平台」,揭露餐飲業者之資訊與稽查結果。臺北市更作為 各縣市先驅,優先推動雙北市餐盒食品之從業人員與廚工,每學期自主檢驗仙人掌桿菌、金黃色葡 萄球菌、沙門氏桿菌及志賀氏桿菌,維護校園食安。

## Preface

The Department of Health of the Taipei City Government (hereinafter referred to as the "Department") takes the "promotion of the citizen's health and safety" as our mission and the "honesty and integrity, openness and sharing, innovation and excellence, teamwork, care and conscientiousness" as our core values to promote the public health policies. By accepting the strategy topic of "better health and safety" in the Taipei City Government Strategy Map in 2017, the Department establishes 6 major strategic themes of "enhance food safety", "promote public health", "improvement disease and drug prevention" "ameliorate emergency medical care", "popularize cordial medical care", and "perfect long term care and tranquility".

The population of elderly over 65 in Taipei City occupied 16.37% in 2017. With the growth of the population in this group, the demand of the elderly and disabled population for long-term care service will expectedly increase. How to go about building a service model that can meet the requirements of a metropolis and comply with the long-term care policies of the central government must be carefully planned. Many food safety incidents occurred one after another in recent years and, thus, how to respond to the food safety issues, increase the inspection frequency, and enhance the control measures has great concern for the life of the citizens. Considering the development trend of the social environment, the Department added a "Long-term Care Division" and a "Mental Health Division" and reorganized the Joint Inspection Team to the "Public Health Inspection Division" in July 1, 2017 to form an organization of 9 divisions and 6 offices. This can ensure sufficient manpower to build a healthy and safe environment for the citizens. To enhance and integrate the preliminary preventive health care, promote the health of the citizens, prevent disability, and delay dementia for the health and welfare of the citizens, the health service centers set up in the 12 districts of Taipei City takes the lead in Taiwan to appoint registered public health nurses in the center. The purpose of this appointment is to build professional human resource groups and promote health care in communities.

The Department makes the information open to the public, disseminate the municipal policies intensively, and promote various innovative food safety, disease prevention, and medical care policies. Taking food safety as an example, the Department promoted the first "Food Safety Week and Promotion Project" in 2017 to promote food safety policies centrally, optimize the "Food and Drug Inspection Map Taipei" and the "Food Tracer Taipei", and disclose the information on catering service providers and inspection results. As a forerunner of the cities and counties in Taiwan, Taipei City Government asks the lunch box food providers and kitchen personnel in Taipei and New Taipei cities to autonomously conduct examination of *Bacillus cereus, Staphylococcus aureus, Salmonella*, and *Shigella* every semester to ensure food safety on the campus.



在健康促進方面,臺北市持續推動各年齡層的預防保健服務,並辦理各項主題宣導活動、社區 篩檢活動與健康講座,傳達健康促進、自主健康管理的概念與技巧。臺北市 106 年參加國民健康署 與台灣健康城市聯盟主辦之「第9屆健康城市暨高齡友善城市獎項」,共獲 14 項獎項,展現健康 軟實力。

為精進防疫減毒,臺北市配合衛生福利部疾病管制署,提供常規疫苗接種服務,更新增補助設 籍之新生兒,施打輪狀病毒疫苗,以及 65 歲至 74 歲設籍之長者接種肺炎鏈球菌疫苗,守護老幼族 群健康。臺北市毒品防治中心作為毒品與愛滋專責服務單位,106 年接受法務部、教育部及衛生福 利部等單位視導,得到高度肯定,獲頒優良獎殊榮。

因應《長期照顧服務法》頒布及「長期照顧十年計畫 2.0」,臺北市透過長期照顧管理中心評 估需求、連結衛政、社區等多項服務資源,提供具個別性的長期照顧服務,並推動如精進出院準備 服務、預防及延緩失能計畫、失智照護服務計畫等創新方案,擴大服務對象,增加長照服務量能。 同時也持續規劃設立長照服務園區,提供中繼期照護復健、社區日照中心、居家護理、社區復健、 失智症照護等多項服務。

為提升因失能或疾病特性致外出就醫不便個案之醫療照護可近性,臺北市立聯合醫院配合「全 民健康保險居家醫療照護整合計畫」,推動臺北市「藍鵲居家整合醫療照護計畫」,組成跨專業團 隊,至個案家中提供照護服務,民國 106 年獲國家品質標章的殊榮。臺北市立聯合醫院也持續推展 社區安寧療護服務,提供生命末期病人身心靈的照護服務,有尊嚴且安穩善終。

臺北市主辦盛大國際賽事「2017 臺北世界大學運動會」,從籌備到舉辦期間,衛生局與臺北市立聯合醫院在世大運執行委員會共同扮演重要角色,主導賽會醫療部(醫療服務處及餐飲及運動防護服務處)運作,在選手村、各競賽與練習場館派駐人力與分配資源,並藉公私協力,為選手提供優良醫療服務,嚴加控管食安品質及疫情防治。

未來施政方向中,臺北市政府衛生局也將呼應臺北市發展智慧城市的決心,善用資訊科技,透 過數據資料的蒐集、整合與交換,提供從居家、社區至醫院的整合式服務,勾勒出更完整的公共衛 生與醫療照護服務之藍圖,以「衛生福祉的全方位領航者」為定位,努力建構臺北市為健康、安全、 幸福的生活環境。

#### 臺北市政府衛生局

局長 黃世傑 謹幟

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To promote public health, Taipei City Government continuously promotes preventive health care services for the citizens of different age groups and organizes dissemination activities of different themes, community screening schemes, and courses to communicate the concept and skill of health promotion and self-management of health. In 2017, Taipei City Government participated in the "9<sup>th</sup> Healthy Cities and Age-Friendly Cities Award" held by the Health Promotion Administration and Alliance for Healthy Cities, Taiwan, and won 14 awards, demonstrating the soft power of Taipei City in health.

To improve disease and drug prevention, Taipei City Government worked with Taiwan Centers for Disease Control to provide regular inoculation service and grant allowance to new arrivals for whom the permanent residence is registered in Taipei City for vaccination against rotavirus. People from 65 to 74 whose permanent residence is registered in Taipei City are vaccinated against *Streptococcus pneumoniae* with allowance. These measures are taken to protect the health of the young and elderly citizens. Taipei City drug abuse prevention center is the service unit responsible for drug and AIDS. The center underwent inspection conducted by the Ministry of Justice, Ministry of Education, and Ministry of Health and Welfare in 2017, and was highly recognized and honored with the Excellence Award.

To support the "Long-term Care Service Act" and the "10-year Long-term Care Plan 2.0", Taipei City Government assesses the demands and combines the service resources from the health administrations and communities through the long-term care management center to provide individualized long-term care plans. It also promotes innovative programs (such as improvement of discharge services, disability prevention and postponement plans, and dementia care service plans) and broadens the applicability of the service to increase the long-term care service parks are developed to provide intermediate care and rehabilitation, community daycare centers, home care, community rehabilitation, dementia care, and other services.

To improve the accessibility of health care for the patients for whom it is not easy to visit doctors due to disability or characteristics of their illnesses, Taipei City Hospital follows the "National Health Insurance Integrated Healthcare Project" to implement the "Formosan Blue Magpie-Integrated Home Medical Care Project" Interdiscipline teams are formed to provide care services at the patients' home. Taipei City Hospital was honored with the Symbol of National Quality in 2017. Taipei City Hospital also renders community palliative care services to the patients who are facing the end of their lives with body and mind care and help them die with peace and dignity.

Taipei City Government organized the great international contest of "Taipei 2017 Summer Universiade". Both the Department and Taipei City Hospital played important roles in the FISU Executive Committee and were in charge of leading the medical department (comprising a medical service center and a catering and sports protection service division) for the contest. We allocated labor and resources to the village as well as competition and exercise venues and provided the best medical service for the athletes, strictly control food safety and quality, and prevent epidemics through collaboration with public and private sectors.

As for future policies, the Department will act in line with the determination of the Taipei City Government to develop a smart city, make use of information technology, and provide integrated services from the home, community to the hospital through collection, integration and exchange of data. By doing so, the Department will outline a more complete blueprint of public health and medical care service. We view ourselves as a "comprehensive leader in the field of health and welfare", and will do our best to build a healthy, safe, and happy livable environment for Taipei City.

Department of Health of the Taipei City Government

**Commissioner** Shier-Chieg Huang





# Part 1

# Administrative Organization and General Descriptions



# 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,遂於民國 92 年至 93 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 93 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 93 年 8 月 4 日府法三 字第 09312728300 號令發布,定於 94 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,經臺北市議會民國 100 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 100 年 12 月 2 日府法三字第 10034218700 號令發布,自 100 年 12 月 4 日生效。

因應民國 104 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,規劃設立「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 106 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 106 年 6 月 29 日府法綜字第 10632045700 號令發布,自 106 年 7 月 1 日生效。

# Part 1 Administrative Organization and General Descriptions

## Chapter 1 Organization

Medical institutions under the Department of Health of the Taipei City Government (hereinafter referred to as "the Department") have responded to global trends in healthcare development in order to transform Taipei into a world-class, healthy city. The Department 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 8<sup>th</sup> Meeting during the 10<sup>th</sup> Interim Meeting of the 9<sup>th</sup> 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 were amended and were thrice reviewed and approved at the 8<sup>th</sup> Meeting during the 2<sup>nd</sup> Regular Meeting of the 11<sup>th</sup> City Council held on November 2, 2011. The Taipei City Government officially released the proposal in the Fu-Fa-San-Zi Order No.10034218700 of December 2, 2011 which 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 consideration of the increasing information business and required human resources, a thorough review of the "Organization Guidelines for Local Administrative Organs" and other relevant organizational regulations were made and the charter and organizational chart of the Department were amended accordingly from 5 divisions and 7 offices to 9 divisions and 6 offices. The amendments were subject to the "Three Reading" procedure and approved by the Taipei City Council at the 5<sup>th</sup> Meeting during the 5<sup>th</sup> Regular Meeting of the 12<sup>th</sup> city Council held on May 3, 2017. Taipei City Government promulgated the amendments in the Fu-Fa-Zong-Zi Order No.10632045700 on June 29, 2017, which 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、訓練與醫院院内感染控制事項、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 轄内長照政策、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 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 longterm care 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. System Administration: Planning, implementation and management of digitalization of services and office automation; supervision and consultation of IT related activities of various units. Administrative 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 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民國 94 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 94 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 101 年 7 月 17 日第 1689 次市政會議審議通過,臺北市政府 101 年 8 月 16 日府法三字第 10132354700 號令發布,溯 自 100 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,經臺北市政府民國 105 年 11 月 1 日第 1910 次市政會議及 106 年 4 月 5 日第 1931 次市政會議審議通過,臺北市政府 105 年 12 月 1 日 府法綜字第 10534361600 號令及 106 年 5 月 5 日府法綜字第 10631418300 號令發布,溯自 105 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 in 2005 to ensure consistency in command and supervision responsibilities. The organizational structure and framework of the Department 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 1689<sup>th</sup> 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 Division for Disease Control and Prevention, Taipei City Department of Health 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 1910<sup>th</sup> City Government Meeting held on November 1, 2016 and the 1931<sup>st</sup> city Government Meeting held on April 5, 2017. The Taipei City Government officially released the proposal in 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 Gover	rnment 衛生局 Department of Health
<b>綜合企劃科</b> 研究發展、國際合作、管制考核、綜合企劃	General Planning Division Research and development, international collaboration, control assessment, integrated projects
<b>疾病管制科</b> 預防接種、感染管制、 急性傳染病、慢性傳染病	Disease Control Division Immunization, infection control, acute infectious disease, chronic infectious disease
<b>食品藥物管理科</b> 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	Food and Drug Division: License management, advertisement inspection, handling of violations, food, drug and cosmetics manufacturer guidance, hygiene, inspection, consumer protection
<b>醫事管理科</b> 醫政管理、醫事品質、緊急醫療	Medical Affairs Division Medical administration, medical quality, emergency medical care
<b>健康管理科</b> 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	Health Promotion Division Promotion of health, maternal and child health and eugenic health, children and adolescents healthcare, cancer prevention, adult healthcare, tobacco hazards control
<b>長期照護科</b> 長照管理、長照服務、特殊照護	Long-Term Care Division Long-term care management, long-term care service, health care for minority
<b>心理衛生科</b> 精神衛生、處遇防治、自殺防治	Mental Health Division Mental health, treatment and prevention, prevention of suicide
<b>衛生稽查科</b> 衛生違規案件稽查	Public Health Inspection Division Inspection of health violations
<b>檢驗科</b> 公共衛生檢驗及食品檢驗	Laboratory Division Public health inspection and food inspection
<b>資訊室</b> 公共衛生與國際資訊管理	Systems Administration Food, drug and public health examination and support for test of public health related inspection samples. Payment test for citizen and companies
<b>秘書室</b> 財產、文書管理、庶務及出納	Administrative Services Office Assets and document management, general affairs, and cashier
<b>會計室</b> 歲計、會計	Accounting Office Financial accounts and accounting
<b>統計室</b> 生命統計、公務統計	Statistics Office Vital statistics and administration statistics
<b>人事室</b> 人事管理	Personnel Office Personnel management
<b>政風室</b> 貪瀆不法之預防及查處、公務機密維護	Government Ethics Office Prevention, investigation and discipline of corruption; maintenance of administrative security





## 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 2,021 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 0.30%;薦任人員 411 人,占 20.34%;委任人員 152 人,7.52%; 雇員 15 人,占 0.74%;醫事人員 1,437 人,占 71.10%。

#### 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 459 人,占 22.71%;具學士學歷者 949 人,占 46.96%,具專科學歷者 541 人,占 26.77%;具 高中(職)學歷者 70 人,占 3.46%;其他學歷者 2 人,占 0.10%。

## 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 492人, 占 24.34%;具普考資格者 274人,占 13.56%;具特考資格者 104人,占 5.15%;其他考 試資格者 567人,占 28.06%(含初等考試及升等考試);依其他法令進用者 584人,占 28.90%。

## 第三章 106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民國 106年主管預算,計列新臺幣51億1,645萬元, 占臺北市地方總預算新臺幣1,708億6,810萬元之 2.99%,臺北市立聯合醫院醫療基金預算計列業務 總支出新臺幣145億3,938萬元。

二、主管決算

臺北市政府衛生局暨所屬健康服務中心民國 106年主管決算計列新臺幣49億9,614萬元,占 臺北市地方總決算新臺幣1,622億5,623萬元之 3.08%,臺北市立聯合醫院醫療基金決算計列業務 總支出新臺幣147億920萬元。





## Chapter 2 Overview of Human Resources

## 1. By Position

The Department currently employs 2,021 individuals (not including those of the Taipei Municipal Wanfang Hospital and Gan-Dau Hospital). The current staff is composed of 6 senior-ranking officers (0.30%), 411 recommended-rank officers (20.34%), 152 commissioned-rank officers (7.52%), 15 Clerk (0.74%), and 1,437 medical personnel (71.10%).

## 2. By Education

The following lists the distribution of academic background amongst the currently employed personnel (not including those of the Taipei Municipal Wanfang Hospital and Gan-Dau Hospital). 459 individuals have either a doctorate or a master's degree (22.71%), 949 individuals have a bachelor's degree (46.96%), 541 individuals have a junior college diploma (26.77%), 70 individuals were graduates of senior high school or vocational schools (3.46%), while 2 individuals have other academic backgrounds (0.10%).



#### 3. By Qualifying Examinations

The following lists the distribution of examination qualifications among the currently employed personnel (not including those of the Taipei Municipal Wanfang Hospital and Gan-Dau Hospital). 492 individuals qualified for the national examinations (24.34%), 274 individuals qualified for the general examinations (13.56%), 104 individuals qualified for the special examinations (5.15%), 567 individuals qualified for other examinations (28.06%) such as elementary and promotion examinations. Finally, 584 individuals were employed under other regulations (28.90%).

## Chapter 3 2017 Budget and Financial Statement

#### 1. Budget

The budget of the Department and its affiliated health centers in 2017 was NT\$5,116,450,000, which took up 2.99% of the total NT\$170,868,100,000 budget of Taipei City. The total operational expenditure of the medical fund budget of Taipei City Hospital was NT\$14,539,380,000.

#### 2. Financial Statement

The financial statement of the Department and its affiliated health centers in 2017 was NT\$4,996,140,000, which took up 3.08% of the total NT\$162,256,230,000 financial statement of Taipei City. The total operational expenditure of the medical fund financial statement of Taipei City Hospital was NT\$14,709,200,000.

## 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,透過醫療保健為民衆提供多元服務,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「臺北市政府衛生局暨所屬

機關提升政府服務品質實施計畫」。民國 106 年衛生局依前揭計畫針對所屬進行評核,評核結果前 3 名分別為臺北市南港區健康服務中心、臺北市北投區健康服務中心、臺北市文山區健康服務中心 及臺北市士林區健康服務中心。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臺北市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」輸流交 互運作方式辦理,民國 106 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進行公文處理成效檢核作業,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5個), 以評定各機關公文處理績效。

為利各項業務之稽核管考、追蹤進度,建置指標管理系統,民國 106 年計有 158 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衆需求。

## 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三段五級之觀念,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 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, the Department stipulated the "Implementation Plan on Improving Government Service and Quality of Taipei City Department of Health and Affiliated Institutions". In 2017, the Department assessed its affiliated institutions according to the aforementioned implementation plan. The institutions ranked Top 3 in the assessment were Nangang District Health Center, Beitou District Health Center, Wenshan District Health Center and Shilin District Health Center. The contents of related plans were amended in coordination with the National Development Council and Taipei City Research, Development and Evaluation Commission, in order to superintend and guide Taipei City Hospital and the 12 district health centers and create a positive image of serving citizens.

The Department and its affiliated institutions conduct official document related operations in accordance to 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 2017, a "comprehensive evaluation" was conducted on official document operation efficial document operation efficial document operation and "re-examining instruction" were conducted over the past two years. In 2017, a "comprehensive evaluation" was conducted on official document operation efficial document operation efficial the 12 district health centers and Taipei City Hospital. A "Public Document Operation Efficacy Evaluation Team" was formed by the General Planning Division, Administrative Service Office, and Governmental Ethnic Office of the Department, and conducted on-site evaluation operations at each affiliated institution of the Department (including 5 examined institutions) to evaluate their operational performance on official document.

An indicator management system was established to audit, oversee, evaluate and track the progress of various tasks. In 2017, a total of 158 indicators were audited per month and regularly brought up and reviewed at the executive meeting of the Department. 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 has actively implemented a 3-Phase 5-Level concept for many years and integrated the WHO Ottawa Charter for Health Promotion in every service (such as stipulation of healthy public policies, creating a supportive environment, placing proper emphasis on community participation, enhancing personnel competences, and orienting health service directives 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.

依據民國 106 年施政計畫管制規定,選定「藍鵲送愛-提供以居 家為中心的整合照護」計畫為年度施政計畫報府核定列管。藍鵲計畫 以臺北市立聯合醫院整合 7 家院區、基層診所及居家護理所,並結 合出院準備、提供有效能的居家醫療服務、長期照顧、安寧療護,發 展高效能照護模式讓臺北市民在家裡可以得到良好的醫療照護落實 「一家就診、聯合服務」之理念。



## 第五章 醫療資訊網站及系統

臺北市政府衛生局資訊業務主要係規劃、督導、開發及執行各項衛生業務的資訊系統,整合衛 生局及十二區健康服務中心所使用資訊系統,提供民衆查詢詳細的公共衛生資訊或衛教相關訊息, 同時介接衛生福利部之衛生醫療資訊相關系統,有效推動衛生醫療資訊業務。為提供不間斷服務, 衛生局在民國 106 年持續強化基礎建設如下:

## 一、 提升伺服器、網路可用度

衛生局持續強化機房硬體設備,採購高效能主機伺服器,搭配光纖通道儲存設備建置虛擬 主機叢集,兼具系統安全與效能;配合臺北市政府光纖網路政策,網路基礎建設全面升級,提 升整體網路穩定性與可用性。

## 二、 提升資訊安全防護

近年來對於資訊安全的重視度日益趨高,衛生局依照行政院資通安全處 106 年政府機關 (構)資通安全稽核結果,規劃調整衛生局的網路及資訊安全防護制度,如 GCB 協定及 SSL 憑證等,並協助十二區健康服務中心個人電腦的資訊安全防護設定。

## 第一節 資訊系統開發

臺北市政府衛生局資訊業務之開發以透明化、一致性、正確性、即時性及醫療資源共享為原則, 建立以下各個系統,逐步達成跨部門資訊及應用系統的整合,提升決策管理效能。

## 一、 老人健康檢查取號系統分流, 提升取號效能

為提供臺北市市民免費老人健康檢查取號服務,衛生局自民國 103 年起建置「老人健康 檢查取號系統」,提供長者網路取號服務。由於 105 年遭遇網路壅塞問題,於 106 年系統改 採取號分流服務,連結至各特約醫院自行辦理網路取號作業,以提升取號效能。



Regulations governing administration programs in 2017 were referenced to select "The Love of Formosan Blue Magpie - Integrated Home Care Project" to undergo City Government review and evaluation. To implement the Formosan Blue Magpie Project, Taipei City Hospital integrated 7 branches, primary care clinics, and home care centers to provide effective home care, long-term care, and palliative care services in combination of discharge preparation measures, hoping to develop a high performance care model to ensure that the citizens of Taipei City can have good medical care at home and materialize the vision of "One Hospital Joint Service".

## Chapter 5 Medical Information Network and System

The primary goals of the information system operations in the Department mainly include planning, supervision, development and execution of various departmental information systems, integration of all IT systems used by the Department and the 12 district health centers, providing comprehensive public health information or related health education messages for public inquiries, connecting to the national healthcare information system of the Ministry of Health and Welfare (MOHW), and achieving effective improvements to the IT-based health systems in the Department. To provide the services uninterruptedly, the Department further enhances the following infrastructure in 2017:

#### 1. Improvement of the server and network availability

The Department enhanced the hardware equipment in the computer room and purchased servers of high performance. Webhosting clusters were built for optical fiber channel storages to ensure system security and performance. The IT infrastructure was totally upgraded to improve the overall stability and availability of the Internet in line with the fiber-optic networking policy of the Taipei City Government.

#### 2. Improvement of the information security protection

Information security has become a more important concern in recent years. With reference to the government agency (institution) cyber security audit results issued by the Department of Cyber Security, Executive Yuan, in 2017, the Department planned and adjusted its network and information security protection system, such as the GCB protocol and SSL certificate, and helps execute the information security protection setting of the PCs in the 12 district health centers.

## Section 1 Development of Information Systems

The information operation development of the Department upholds transparency, consistency, accuracy, instantaneity and medical resource sharing as its principles to build the following systems and gradually achieve cross-department integration on information and applicative systems and enhance decision-making management efficacy.

# 1. Routing service of the ticket dispenser system for physical examination of senior citizens to improve the ticket dispensing function

The Department set up the "Ticket Dispenser System for Free Physical Examination of Senior Citizens" in 2014 to provide free ticketing dispensing service via the Internet for the elderly in Taipei City. Since a network jam problem occurred in 2016, the system is changed with an additional ticket dispenser routing service in 2017. The service is linked to each contracted hospital to provide their own service via the Internet to improve the ticket dispensing effectiveness.
## 二、 外燴報備系統採取預防性查核機制,維護消費者食品安全

依據《臺北市食品安全自治條例》第 14 條規範「經衛生局公告類別或規模之外燴業者, 於本市辦理 200 人以上外燴餐飲時,應於辦理活動 3 日前,自行或經餐飲業所屬公會或工會 向衛生局報備。」,為降低食品中毒案件發生之機率,衛生局自民國 105 年建置外燴報備系統, 透過系統事前掌握訂單預估人數報備含申請廠商、外燴供應業者資料、活動日期、菜單等,藉 由預防性查核機制,維護消費者食品安全。自 105 年 1 月上線截至 106 年 12 月 31 日,共計 有 137 家業者加入,報備 266 場之外燴活動。

## 三、 建置預防接種資訊系統,提供民眾瀏覽衛教資訊

臺北市政府衛生局於民國 106 年 4 月 5 日起,實施「疫苗補助接種試辦計畫」,並 配合試辦計畫作業流程需求,規劃建置「預 防接種資訊系統」,讓使用者進行查詢、申 報、資料分析與產製相關報表,俾利民衆透 過電腦或行動載具查詢接種資格,並瀏覽查 閱病毒疾病衛教、疫苗簡介及相關表單下載 使用。



「預防接種資訊系統」首頁 Homepage of the "Immunization Information System"

## 第二節 配合衛生福利部之資訊系統

臺北市政府衛生局為滿足同仁業務需求,民國 87 年起陸續開發系統,而衛生福利部系統亦陸 續建置。為讓衛生局同仁不須在局與部系統重複登錄資料,衛生局系統持續與衛生福利部進行資料 介接。

### 一、 衛生局精神病人照護系統介接衛生福利部精神照護資訊管理系統

為強化精神醫療機構強制作業與品質監控,衛生局於 106 年建置精神病人照護系統,並介 接衛生福利部精神照護資訊管理系統之嚴重病人相關資料,針對嚴重病人照護建置完善的通報 及追蹤管道。

#### 二、 衛生局聯合稽查系統介接衛生福利部產品通路管理資訊系統(PMDS)

衛生局聯合稽查系統 106 年起提供食品抽驗單檢驗項目資料維護及上傳衛生福利部食品藥物管理署之產品通路管理資訊系統(PMDS),並配合食品抽驗單於 PMDS 結案,提供結案資料下載更新聯合稽查系統資料。

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# 2. The catering service reporting system with a preventive inspection mechanism to ensure food safety of consumers

Article 14 of the "Taipei City Self-Governing Regulations for Food Safety" provides that "the catering service provider meeting with the requirements of type or scale as announced by the Department must report to the Department of Health on their own or through their affiliated union or association 3 days before providing catering service for 200 or more people in Taipei City". To minimize the occurrence rate of the food poisoning accidents, the Department set up a catering service reporting system in 2016 to understand the estimated number of participants in advance via the system. The information to be reported includes the applicant, the information of the catering service provider, the date of event, and the menu, hoping to ensure the food safety for the consumers with a preventive inspection mechanism. A total of 137 providers participated in the system and 266 catering service events were reported during the period from January 2016, the time at which the system was available on line, to December 31, 2017.

#### 3. Setup of an immunization information system for citizens to browse health education information

The Department has implemented the vaccination subsidy pilot project since April 5, 2017. To meet the process requirements of the pilot project, the Department builds the "Immunization Information System" for inquiry, reporting, data analysis and production of relevant reports. Citizens can use a computer or mobile device to inquire about the qualification to immunize, browse and view health education on virus, illness and overview of vaccines, and download related forms.

## Section 2 Coordinate the Information Systems of the Ministry of Health and Welfare

The Department has been developing systems since 1998 to meet the requirements of the staff in their business, and the Ministry of Health and Welfare has also been building its systems during the period. The Department has continuously interfaced its systems to the data of the Ministry of Health and Welfare, so the staff of the Department does not need to register data repeatedly between the systems of the Department and the Ministry.

## 1. The psychiatric patient care system of the Department interfaced to the Management Information System of Psychiatric Care of the Ministry of Health and Welfare

To enhance the forced measures and quality monitoring of the psychiatric institutions, the Department built a psychiatric patient care system in 2017 and interfaced it to the data of severe patients in the Management Information System of Psychiatric Care of the Ministry of Health and Welfare. A complete reporting and follow-up channel is established for the care of severe patients by doing so.

# 2. The joint inspection system of the Department interfaced to the Product Management Distribution System (PMDS) of the Ministry of Health and Welfare

The joint inspection system of the Department has provided the food spotcheck form and the maintenance of the data about the items to be inspected since 2017. The data are uploaded to the Product Management Distribution System (PMDS) of the Food and Drug Administration, Ministry of Health and Welfare, and is closed in the PMDS pursuant to the food spot-check form. In addition to downloading the closing data, the system provides the function of updating the data in the joint inspection system.

## 第三節 推動公共衛生資訊

## 一、建置公用管理及入口網,提供使用者多元認證機制的資訊系統

臺北市政府衛生局資訊系統自民國 87 年起陸續開發,至今已建置多達 60 幾個業務系統, 系統數量多且龐雜,使用者登入需記憶多組帳號密碼造成不便。為改善此問題,衛生局於 106 年 12 月建立「公用管理及入口網」,提供自然人憑證、健保卡等,多元化暨安全性認證機制 及提供各項資訊服務等,使用者可透過入口網單一簽入各項業務系統,提升業務執行效率。

## 二、 老舊系統陸續進行改版, 並引進新技術提升效率

衛生局自 87 年起陸續開發系統,許多系統開發環境版本過於老舊,存有資安問題,以及 系統使用人數衆多、資料量龐大、執行效能慢,為提升資訊安全、系統運作效能、因應時代變 遷需求及改善使用者介面,自 104 年陸續進行改版,提供響應式網頁、視覺化設計等功能。 106 年改版系統及特色如下:

## (一)老人健康檢查系統改版特色

提供臺北市市民免費老人健康檢查資料維護管理,除了提供業務單位管理外,也 提供合約醫院建置老人健康檢查資料維護功能。106 年改版特色如下:

## 1. 彈性化健檢套餐設定

每年老人健檢的檢查項目可能有所調整,以往建立一筆套餐,需要逐一建立檢 查資料。改版後系統提供複製現有套餐資料及微調功能,減輕系統使用者在資料建 檔的時間並增加工作效率。

## 2. 醫院健檢結果批次上傳

提供醫院及衛生局管理者將醫院龐大的健檢資料透過批次上傳的功能,將結果 快速地轉入至系統,讓醫院及衛生局管理者節省資料輸入的時間,更減輕人力成本。





## Section 3 Promotion of Public Health Information

## 1. Construction of a common management portal to provide users with an information system that provides different certification mechanisms

The Department has developed information systems since 1998 and more than 60 systems have been made available. With these multifarious systems, the user must inconveniently remember many account numbers and passwords to long in. To make improvement, the Department built the "Common Management Portal" in December 2017 to provide citizen digital certificates, health insurance cards, and a variety of security certification mechanisms to provide different information services. The user can sign in any single system via the portal to improve execution efficiency.

# 2. Revision of old systems and introduction of new technologies to improve the efficiency

The Department has developed the systems since 1998 and many system development environments have become out-of-date and brought about the problems of information security, numerous users, big data volume, and low execution efficiency. Revision of the systems has been conducted since 2015 to improve the information security and the efficiency of the operation, meet the requirements of the changing environment, enhance the user interface, and provide Responsive Web Design (RWD), visualization design, and other functions. Revised systems in 2017 and their features:

## (1) Revision of the senior citizen health check-up system and its features

The revised system provides maintenance and management of the free physical examination data of senior citizens in Taipei City. In addition to provision of the data to the line unit, they are provided to contracted hospitals for setup of the data maintenance function with respect to the physical examination of the senior citizens. Features of the revision in 2017:

## A. Configuration of flexible physical examination sets

The items to be checked during the physical examination of senior citizens may be adjusted every year. There was only one set and the data must be set up one time for each item in the past. The revised system allows copying the data of the existing set and executing fine tuning to save the time of the user in the creation of files and increase the work efficiency.

#### B. Upload of the physical examination results by batch

The revised system allows the hospital and the managerial personnel of the Department to quickly upload numerous physical examination data of the hospital to the system by batch. As a result, the hospital and the managerial personnel of the Department can save time from entering the data and the labor cost will be reduced.



衛生醫療年鑑

## (二)蚊媒傳染病防治資訊系統特色

臺北市政府衛生局為避免引發、擴散登革熱等傳染病,民國 106 年將原傳染病資 訊整合系統改版「蚊媒傳染病防治資訊系統」,透過例行登革熱病媒蚊密度調查,孳 生源普查列管、空屋空地列管、環境整頓與孳生源清除、列管病例之地點環境噴藥, 通報個案、加強相關單位聯繫、病例疫情調查及採驗送驗、規劃醫療設備應變施,並 結合臺北市政府地理資訊系統,提供地理相關位置,建立完整疫情資訊整合處理平台, 提升防治工作的執行成效。106 年改版特色如下:

- 運用網路圖磚服務,減少 Web-GIS 開發時業務單位構圖的壓力,系統使用圖資 有:臺北市政府電子地圖、都市發展局航測影像、臺北市降雨淹水模擬圖資。
- 系統採用多項 Open Data,並於以加值運用於資料分析中,使用的 Open Data 有:臺北市政府電子地圖、都市發展局航測影像、臺北市降雨淹水擬圖資、氣 象局雨量、臺北市人口、門牌。
- 多元型態的空間化病媒蚊主題圖呈現,將媒蚊相關資料以空間化方式呈現,可 使業務單位便於瞭解感染個案間的空間相關性,使用的主題圖有:個案活動地 點、孳生源列管類型、噴消範圍、密度調查範圍與結果。
- 以二維空間結合時間序列方式動態播放的蚊媒主題圖,如於疫情爆發時,將能 呈現個案感染趨勢,有助於管理者制定正確決策。
- 5. 結合簡訊、Email 發送,即時通報感染個案資訊,即時進行傳染病防治。
- 6. 以圖示呈現 12 個行政區高危點、密調次數、累計個案與病媒蚊檢測結果的首長介面,提供首長快速瞭解全市蚊媒傳染分布情形。







## (2) Features of the mosquito-borne diseases control information system

To avoid causing or spreading dengue fever and other infectious diseases, the Department revised the existing integrated infectious disease information system to the mosquito-borne diseases control information system in 2017. By doing so, it built a complete epidemic information integration and processing platform supported with the regular investigation of dengue vector mosquito density, investigation and control of dengue mosquito breeding sources, control of vacant houses and lots, leaning of surroundings and elimination of mosquito breeding sources, spraying around the controlled places of illness cases, reporting of cases, intensification of communication with related units, investigation of illness cases and epidemics, specimen testing, and planning of emergency response measures for medical equipment to improve the execution effectiveness of the prevention and control tasks. The geographic information system of the Taipei City Government was incorporated to provide the information on geographic locations. Features of the revision in 2017:

- A. Web Map Tile Service (WMTS) is used to reduce the burden of the responsible unit when engaging in the Web-GIS development. The system uses the graphic information including the electronic map of the Taipei City Government, the aerial images of the Department of Urban Development, and the rainfall and flooding simulation map of Taipei City.
- B. The system uses many open data and applied them more valuably to data analysis. These open data include the electronic map of the Taipei City Government, the aerial images of the Department of Urban Development, the rainfall and flooding simulation map of Taipei City, the rainfall data from the Central Weather Bureau, and the population and house number data of Taipei City.
- C. Thematic maps of different types present vector mosquito data in the form of spatial distribution to help line units understand the spatial relation between infected cases. The thematic maps used include the location where the patient acted, the control type of the feeding source, the area where spraying was conducted, and the range and result of the density investigation.
- D. The thematic maps played back dynamically in a 2D space combining a time series are capable of presenting the infection trend of patients when, for example, disease breaks out and are helpful for the managerial personnel to make correct decisions.
- E. The system integrates the SMS and email to report infection cases instantly to facilitate control of the disease in a timely manner.
- F. The 12 district high-risk locations, the number of location investigations and accumulated cases, and the vector mosquito testing results are graphically presented. They are submitted to the head of the department so that he/she can quickly and fully understand the distribution of the mosquito in the city.

## (三)精神病人照護系統特色

為強化精神醫療機構強制作業與品質監控,針對嚴重病人照護通報及追蹤,民國 106 年將原社區干擾、精神衛生系統整併改版為「精神病人照護系統」,介接衛生福 利部嚴重病人相關資料,另結合陳情案件與精神病人照護系統個案,提供整合性綜合 查詢及報表管理功能。106 年改版特色如下:

## 1. 與衛生福利部系統介接

系統可以透過自動介接方式,將衛生福利部精神照護資訊管理系統管理中的個 案資料及訪視資料回傳到衛生局系統中,提供相關照護人員直接於系統中進行資料 查詢及衛生局所需之統計資料產出。

## 2. 家戶資料串聯

系統可依照戶號進行查詢,將戶號相同的成員資料一起呈現出來。

3. 評估因子彙整

各項評估因子依精神照護資訊管理系統的訪視資料及社區干擾訪視資料(若個 案亦為社區干擾個案)進行彙整,提供不同呈現方式。

## 第四節 臺北市政府衛生局網站服務

臺北市政府衛生局網站採用鮮明色調、活 潑圖案、豐富内容,以貼近民衆的使用習慣作 為設計開發的原則,網站並符合行政院研究發 展考核委員會「無障礙網頁開發規範」,提供 無障礙瀏覽功能。衛生局網站係整合各醫療資 源,提供民衆便捷的醫療訊息、健康資訊及各 醫療單位專業知識之交流平臺,解決民衆對醫 療保健方面的疑難雜症。

民國 106 年規劃長期照護專區,提供民衆 查閱相關主題資料。網站瀏覽人次截至 107 年 3 月 20 日,共累計 3,865 萬 7,099 人次。



「臺北市政府衛生局」首頁 Home page of the Department of Health of the Taipei City Government





#### (3) Features of the psychiatric patient care system

To enhance the forced measures and quality monitoring of the psychiatric institutions and ensure reporting and following up the care of severe patients, the Department integrated the community disturbance and mental health systems into a "psychiatric patient care system" in 2017 and interfaced it with the data of severe patients in the Ministry of Health and Welfare. The system can provide an integrated query and report management function by combining the appealing and psychiatric patient care cases. Features of the revision in 2017:

#### A. Interfacing to the system of the Ministry of Health and Welfare

The system can transmit the patient information and visit data managed in the Management Information System of Psychiatric Care of the Ministry of Health and Welfare back to the system of the Department via an automatic interfacing function. This allows the caregiver to inquire the data directly in the system and the Department to generate the statistical data it needs.

#### B. Link of household information

The system can search by household number and present all the information of the members who have the same household number.

## C. Integration of assessment factors

The assessment factors are integrated based on the visit data and community disturbance visit data (if the patient disturbs the community) in the Management Information System of Psychiatric Care to present them differently.

## Section 4 The Website Service for Department of Health, Taipei City Government

Bright colors, lively pictures and rich contents are used on the Department website. It is designed and developed in a way most similar to the habit of the citizens. The website meets the "Accessible Website Development Guidelines" promulgated by the Research, Development and Evaluation Commission, Executive Yuan, to provide an accessible browsing function. The website of the Department integrates various medical resources to provide citizens with convenient medical information, health information and a professional knowledge exchange platform for different medical institutes. It provides answers for citizens' questions regarding medical and health issues.

Special corners dedicated to long-term care were added in 2017 for the citizens to search for relevant thematic information. A total of 38,657,099 citizens have visited the website by March 20, 2018.



第二篇





# Part 2 Enhance Food Safety



030

## 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

民國 106 年首次辦理「食品安全週宣導推動計畫」,集中宣導臺北市食安政策,為使臺北市民 感受臺北市政府建構安心外食環境之用心,臺北市政府衛生局 107 年賡續辦理,以提升臺北市市民 食安信心。

- -、 iMAP 親子餐廳專區上線:揭露臺北市親子餐廳
  兒童遊戲設施安全及餐飲衛生之稽查結果,創全
  國之先輔導業者於營業場所公告遊戲設施合格保
  證書或檢驗報告書。食藥粧網路地圖於 105 年 8
  月 24 日上線,截至 106 年 12 月底網站瀏覽人次
  為 36 萬 3,245 人次,共揭露 5,621 家餐飲業者、
  311 家居家廢棄藥物檢收站及 86 家提供家庭藥師
  服務藥局。
- 二、校園食安-除4菌 勤洗手 保食安:與臺北市 及新北市餐盒食品商業同業公會攜手合作,每學 期自主管理採檢廚工糞便檢體,檢驗仙人掌桿菌、



食藥粧網路地圖親子餐廳專區記者會 Press conference on the section for family restaurants in the Food and Drug Inspection Map Taipei

金黃色葡萄球菌、沙門氏桿菌及志賀氏桿菌等4種食品中毒菌,臺北市政府教育局更將 政策納入「106學年度學校午餐勞務採購案履約規範」,要求校園食品從業人員學期前自 費完成檢驗,並在臺北市政府衛生局專業監督下,含括所有國中小學校共計1,626 位廚 工糞便篩檢,檢出率14%,檢出者均調離第一線廚房作業,以維護學童食安為目標。



# Part 2 Enhance Food Safety

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

## Section 1 Food Safety Week

In 2017, the "Food Safety Week and Promotion Project" was implemented for the first time to promote the food safety policies of Taipei City with the aim to demonstrate the efforts of Taipei City Government in building an environment where the citizens of Taipei City can feel assured when eating out. The Department will continue to implement the project in order to increase the confidence of the citizens of Taipei City in food safety.

- 1. The section for family restaurants in iMAP goes online: The section is designed to disclose the results of inspection on the safety of play facilities for children and food sanitation in family restaurants in Taipei City, the first local government in the country to direct restaurant owners to publicly display the certificates for qualified play facility or reports of inspection results in their places of business. The Taipei Food and Drug Inspection Map went online on August 24, 2016. At the end of December 2017, the number of visitors to the website was 363,245. The website has disclosed the information of 5,621 restaurants, 311 household medical waste take-back stations and 86 pharmacies that provide services to family pharmacists.
- 2. Food Safety on Campus Kill the Four Bacteria, Wash Your Hands, Protect Food Safety: In cooperation with the Associations of Lunch Box Service Providers of Taipei City and New Taipei City, schools in Taipei City conduct tests on stool samples of kitchen workers each semester for the purpose of selfmanagement. The tests are designed to detect Bacillus cereus, Staphylococcus aureus, Salmonella and Shigella in food. This policy was included by the Department of Education in the "Regulations on the Fulfillment of Contracts for Procurement of School Lunch Service in 2017 School Year", which required school meal service providers to conduct tests by the end of the semester at their



●臺北市「校園食安一除4菌勤洗手保食安」記者會 Press conference on "Food Safety on Campus: Kill the Four Bacteria, Wash Your Hands, Protect Food Safety" in Taipei City

own expenses. Under the professional supervision of the Department, tests were conducted on stool samples of 1,626 kitchen workers at all of the elementary and junior high schools in Taipei City, with a detection rate of 14%. Those with positive test results were transferred out of the first-line kitchen services to ensure food safety for students.

- 三、手搖飲料夯!南北喜好大不同:和手搖飲業 者合作,106年共同執行北部及南部6個縣 市之大數據分析,發現6成的北部民衆選擇 低甜度的手搖飲,8成的南部民衆喜好含冰塊 飲料。此外,低甜度手搖飲族群逐年上升, 高甜度手搖飲大幅度下降,顯見臺北市民健 康飲食意識抬頭。
- 四、共食網站搭伙夯!率先全國納管「搭伙網」: 臺北市政府衛生局自民國 106 年 5 月起首創 開辦至少 20 場次「搭伙心食堂」烹飪課程, 從實作中學習如何煮出衛生安全、兼顧健康 美味及營養均衡的菜色等食安小常識,已輔 導超過 484 位開伙人,更進一步走訪 30 位開



臺北市「手搖飲料夯!南北喜好大不同」記者會
 Press conference on "Handmade Drinks! Different
 Regions, Different Preferences" in Taipei City

伙人家中,進行廚房環境衛生輔導,提供具體改善建議。臺北市政府衛生局並於106年 底推出「搭伙心食堂」食譜電子書,内容包含衛生安全注意事項及60道菜餚食譜,讓開 伙人以衛生安全的觀念準備料理,同時兼顧健康美味及營養均衡,開伙人跟搭伙人彼此 可以更安心的共享美味料理,享受家的味道。



 搭伙食安3原則一「共食網站搭伙夯!臺北市率先全國納管『搭伙網』」記者會 Three principles of food safety in meal sharing - press conference on "Meal Sharing Through the Web! Taipei City Becomes the First to Regulate the Website 'Dahuo'"



- 3. Different Regions, Different Preferences: With cooperation from the sellers of handmade drinks, the Department in 2017 conducted an analysis on the big data collected in six counties and cities in the northern and southern Taiwan. The results showed that 60% of the citizens in northern Taiwan prefer drinks with low sugar, and that 80% of the citizens in southern Taiwan prefer drinks with low sugar, and that 80% of the citizens in southern Taiwan prefer drinks with low favor handmade drinks with low sugar increased over the years, while the number of people who like handmade drinks with high sugar significantly dropped. This shows that the citizens of Taipei City have started to pay attention to a healthy diet.
- 4. Taipei City Becomes the First to Regulate the Website "Dahuo": Since May 2017, the Department has organized at least 20 classes of the cooking course "Heartful Dahuo Meals". The participants learned how to cook dishes that are healthy, safe, delicious and nutritiously balanced. Over 484 cooks took the course, and the Department visited the homes of 30 cooks to advise them on kitchen sanitation and offered concrete suggestions for improvement. At the end of 2017, the Department published an electronic cookbook for "Heartful Dahuo Meals". The cookbook contains sanitation and safety matters and 60 recipes which help cooks prepare their meals that are safe, healthy, delicious and nutritiously balanced. The cooks and those who share the meals can be more comfortable while enjoying homemade dishes.



## 第二節 餐飲衛生管理分級再升級

民衆食品安全意識抬頭,外食人口逐漸增多,為使臺北市民吃得安心,並回應民衆期待,臺北市 政府衛生局依循市政白皮書「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,提升臺北市餐飲衛生安全,並提供消費者選擇參考。

自民國 104 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。期望藉由確實執行餐飲衛生管理分級評核,將外食族及學校午餐、上班族外食便當列為優先施政重點,加強要求供應商提升品質衛生, 保障學生與上班族吃的安心。



臺北市餐飲衛生管理分級成果發表會 Taipei City Food Sanitation Management Grading and Assessment Presentation



餐飲衛生管理分級評核認證優級、良級標章 Labels of "Excellent" and "Good" Grades of the Food Sanitation Management Grading and Assessment Certification 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,專家座談會議召開3場,輔導評核人員共識會辦理3場,強制業別(20桌以上中式筵席餐廳、西式速食、連鎖賣場之即食熟食區及其商店街之餐飲業者)參加餐飲分級業者說明會共3場, 輔導評核業者說明會共10場,業者共856人參與。

民國 106 年總計完成評核 936 家業者,評核通過 870 家(優級 722 家、良級 148 家),未取得認證 66 家,通過率 92.9%, 高於 106 年預期目標數 800 家,並於 106 年 7 月 31 日辦理「餐飲認證分優良、安心外食世大運」記者會及 10 月 19 日舉行 106 年度成果發表會,頒發通過評核業者獎狀及標章貼紙,並吸引更 多符合資格之餐飲業者未來能共同響應,為臺北市民外食把關。

自民國 104 年至 106 年評核 1,718 家業者,評核通過計 1,573 家(優級 1,186 家、良級 387 家),未通過 145 家,通過 率 91.6%。未來將持續努力,預計未來 4 年内達成輔導臺北市至 少 2,000 家業者通過本評核制度,以達維護民衆外食安全之目標。

施行餐飲衛生管理分級評核制度,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,藉由臺北市政 府衛生局之追蹤評核,更能有效監督業者,提高標章公信力。

彙整通過評核業者之名單,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 衆亦可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,充分享受安全的消費環境。





## Section 2 Stepping Up Food Sanitation Management and Grading

Given that the food safety awareness of the people has raised and that there were an increasing amount of people who dine out, the Department followed the "10 Food Safety" and "Safe Eating Out" administration targets mentioned in the Taipei City White Book for Taipei City citizens to eat at ease and respond to their expectations. Targeting the food safety of people who dine out and following the "Food Sanitation Management Grading Assessment System" promulgated by the Food and Drug Administration, Ministry of Health and Welfare, grading assessment was conducted on Taipei City catering businesses, which were given a grade of either "Excellent" or "Good", to improve the food sanitation and safety of Taipei City and provide alternatives for consumers.

Starting from 2015, the Department has followed the "Precautions on Handling Food Sanitation Management Grading Assessment System" stipulated by the Food and Drug Administration, Ministry of Health and Welfare in organizing the food sanitation management grading system of Taipei City. By doing so, the Department expected to thoroughly implement the food sanitation management grading system of Taipei City. In response to the content of the White Book, people who dine out and the food boxes of campus lunches and workers that eat out were first priority. The Department has urged dealers to improve their food quality to ensure that students and workers can eat safely.

In implementing the food sanitation management grading system of Taipei City, instructions are given to the catering businesses before assessments are conducted. The Department held 3 expert forums, 3 instructing and assessment staff consensus meetings, 3 illustration meetings for businesses with compulsory participation (Chinese banquet restaurants with more than 20 tables, Western fast food restaurants, areas of ready-to-eat food in chain stores, and catering businesses in the shopping strips of chain stores) in the grading, and 10 illustration meetings for participating businesses. A total of 856 persons from the businesses attended these meetings.

In 2017, 936 businesses completed their assessment, in which 870 of them passed the assessment (722 "Excellent" businesses and 148 "Good" businesses) and 66 did not. The passing rate was 92.9%. The number of businesses passing the assessment was higher than the expected target of the Department for 2017, which was 800 bussinesses. On July 31, 2017, the Department held a press conference on "Eat Safely at Excellent and Good Restaurants During the Universiade". On October 19, the 2017 Taipei City Food Sanitation Management Grading and Assessment. The Department hopes that more catering businesses that are qualified can join the effort in the future to protect food safety for the citizens of Taipei City while they eat out.

From 2015 to 2017, 1,718 businesses completed their assessment, in which 1,573 of them passed the assessment (1,186 "Excellent" businesses and 387 "Good" businesses) and 145 did not. The passing rate was 91.6%. The Department will continue to work diligently in the future and expect to instruct at least 2,000 businesses in Taipei City to complete this assessment within the next 4 years, in order to achieve the target of protecting the food safety for people who eat out.

With the implementation of food sanitation management grading and assessment system, it can improve the sanitation self-management capability of the businesses, consummate the food sanitation and safety of the catering industry and allow the Department to conduct follow-up assessments and effectively monitor the businesses to maintain the credibility of the label. The list of businesses that have passed the assessment will be sorted and reported to the Food and Drug Administration, Ministry of Health and Welfare to further notify other local governments in order to enhance the competitiveness of the businesses. Citizens can select businesses with excellent and safe sanitation and enjoy a safe consumer environment through the Food Sanitation Management Grading Assessment System.

## 第三節 食材登錄平台全都露

臺北市政府衛生局民國 106 年辦理 8 場教育訓練及 2 場說明會,共計 240 人次出席,全程溝通順 利,業者均表示可配合政策完整登錄食材登録平台,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,106 年 3 月 27 日以北市衛食藥字第 10631661000 號公告 5 處門市以上西式連鎖速 食業計 8 家(門市數 277 家)、4 月 24 日以北市衛食藥字第 10633433300 號公告 5 處門市以上西式連鎖速 富中職學校午餐」(268 間學校)、11 月 21 日以北市衛食藥字第 10645337800 號公告 5 處以上經營 據點之食品烘焙業者計 28 家(門市數 338 家),12 月 6 日北市衛食藥字第 10646926000 號預公告「臺 北市市場處列管夜間營業之臨時攤販集中場之飲食類有證及列管攤販」(14 個夜市逾 718 攤商)登錄, 並優化夜市專區功能、介接多個中央平臺,強化完整食品雲結構,並統整模組、強化資料庫、簡化業 者配合多個系統格式要求之登錄作業,並設置專人專線,即時協助輔導業者完整登錄。

臺北市政府衛生局為推廣民衆使用,民國 106年 針對美編視覺、前臺與後臺的操作介面進行全面優 化,民衆進入新版的食材登錄平台首頁,可以跨專區 搜尋各項產品及食材,頁面設計也融入各專區的特色 元素,一眼就可以找到連鎖咖啡廳、伴手禮等 8 大專 區的連結圖示,並設置「食藥闢謠專區」,與衛生福 利部食品藥物管理署網頁及「食安資訊百貨專櫃」連 結,可查訊詢到最近討論夯網路傳言、正確的食品標 示法規、食物熱量及營養素,以及餐廳或食品公司是 否合法登記等資訊,大幅提升民衆使用的便利性與實



臺北市食材登錄平台成果發表會 Food Tracer Taipei Platform Presentation

用性,並於106年11月22日辦理臺北市食材登錄平台成果發表會,新成立「連鎖咖啡廳專區」, 新增16家品牌556家連鎖咖啡廳,揭露2,347種食材資訊,共同維護食安。

臺北市政府衛生局「106年生鮮蛋品檢驗芬普尼抽驗計畫」專案小組採樣批發商「永吉蛋行」 蛋品,檢出芬普尼 10ppb(標準:不得檢出)不符規定,令全面下架,第一時間透過清查臺北市食 材登錄平台 667 萬筆食材資訊,計有5家夜市攤商誤用問題蛋品,立即下架、回收,交由農政單位 進行監督銷毀,臺北市政府衛生局依違反《臺北市食品安全自治條例》裁處永吉蛋行新臺幣3萬元, 並以最速件函送臺南市政府農政及衛政單位,進行蛋品移動管制,同時副知行政院農業委員會、衛 生福利部食品藥物管理署及臺南市政府,另公布芬普尼檢出値換算每日攝取容許量(ADI)0.012mg/ day(以成人體重 60公斤計算),食用約 1.2公斤(相當於 20 顆蛋)才會超過容許量,避免民衆 過度恐慌,透過中央地方合作,讓芬普尼蛋品無所遁形。



## Section 3 Full Disclosure on Food Tracer Taipei Platform

The Department held 8 sessions of educational training and 2 presentations with a total of 240 participants in 2017. The communication was conducted smoothly and all the suppliers agreed to register on the Food Tracer Taipei Platform. Pursuant to Article 7 of the "Taipei City Self-Governing Regulations for Food Safety", The Department announced the registration of 8 Western fast food chains with more than 5 stores (a total of 277 stores) by official document of Taipei-Wei-Shi-Yao-Zi No. 10631661000 on March 27, 2017, 268 schools participating in the "supply of lunch to elementary, junior high, senior and vocational high schools" by official document of Taipei-Wei-Shi-Yao-Zi No. 1063343300 on April 24, 28 bakers with



臺北市食材登錄平台網站
 Website of Food Tracer Taipei Platform

more than 5 operation bases (a total of 338 stores) by official document of Taipei-Wei-Shi-Yao-Zi No. 10645337800 on November 21, and the "licensed food stall vendors in the open-air markets operating in the night and managed by Taipei City Market Administration Office" (14 night markets and over 718 stall vendors) by official document of Taipei-Wei-Shi-Yao-Zi No. 10646926000 on December 6. In addition to the optimization of the dedicated night market pages, the system interfaces to multiple central platforms, enhances the structure of the food cloud, integrates the modules, improves the database, and simplifies the registration process in which vendors are requested to follow different format requirements. A hotline and designated person are set up to help vendors finish the registration successfully.

To encourage the citizens to use the platform, the art layout and the interface of the front and back ends were optimized thoroughly in 2017. Citizens can execute cross-corner search for products and food materials after entering the new Food Tracer Taipei Platform. The page is designed with special elements on the corner and visitors can find the icons of 8 corners, including chain cafes and souvenirs, very easily. A "Food and Drug Rumor Terminator" corner is built and interfaced to the Food and Drug Administration of the Ministry of Health and Welfare as well as the "Food Safety Information Counter". The rumors discussed many times recently on the Internet and the information on correct food labeling regulations, food calories and nutrition, and legal regulation of restaurants and food companies can be found here. The new version improves the convenience and usefulness of the platform for the citizens. A Food Tracer Taipei Platform progress presentation was held on November 22, 2017. To ensure the food safety, a new "Chain Cafe Corner" was built to incorporate 16 brands and 556 chain cafes, and disclose the information of 2,347 food materials.

When executing the "2017 Random Inspection of Fresh Eggs Fipronil Project" the inspection team of the Department sampled the eggs of the Yongji Egg Company and detected 10ppb of fipronil (standard: no detection). All the eggs should not be sold any more. By checking the 6,670,000 food material registrations on the Food Tracer Taipei Platform right away, the team found 5 stall vendors in the night market used the eggs that were in question and should not be sold. The eggs were recalled and delivered to the agricultural administration units for monitoring and destruction. The Department imposed a fine of NT\$ 30,000 on Yongji Egg Company according to the "Taipei City Self-Governing Regulations for Food Safety" and informed the agricultural and public health administration units of the Tainan City Government by official document of high priority to control movement of the eggs. The Council of Agriculture, Executive Yuan, the Food and Drug Administration of the Ministry of Health and Welfare, and the Tainan City Government were also informed. A conversion from the detected value of fipronil to the Allowed Daily Intake (ADI) value of 0.012mg/day (based on the 60kg body weight of an adult) was made to find that the ADI is exceeded only when eating 1.2 kg of eggs (or 20 eggs) per day, and the citizens should not panic. Fipronil will surely be discovered under the cooperation of the local and central governments.

## 第四節 淨化食藥粧廣告

臺北市政府衛生局統計民國 106 年違規廣 告查緝成果,統計共查核3,443件,開罰947 件,其中以化粧品 603 件(63.67%) 居首, 食品類 320 件(33.79%) 居次,藥物廣告 24 件(2.53%);違規媒體以網路之 449 件 (47.41%) 最多,電視共 320 件(33.79%) 居第二,其次為雜誌 97件(10.24%)、宣傳 物(立牌、看板等)50件(5.28%)、報紙 16件(1.69%)、電台10件(1.06%)及其 他(菜單、燈箱等)5件(0.53%)。



106 年化粧品業者講習 A lecture for cosmetic practitioners in 2017

為維護消費者權益,臺北市政府衛生局持續監錄、稽查違規廣告,經調查屬實,依法裁罰以遏 止不法。

## 第二章 維護食藥粧安全資訊消費環境

## 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,至 少監測 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。民國 106 年查驗市售食品、食品容器具等計 4,866 件,不合格 282 件(不合格率 5.8%)。如發現不符規定者,立即命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追查與查處,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,106年共計發布70 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。



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

The Department summarized the seizing results of illegal advertisements in 2017 and found 3,443 seizure cases and 947 of them were punished. The 603 illegal cosmetic advertisements occupied the highest percentage (63.67%) in the statistics followed by 320 food cases (33.79%), 24 drug advertisements (2.53%). 449 violations (47.41%) were conducted via the network as the most popular medium following by 320 cases (33.79%) on TV, 97 cases (10.24%) on magazines, 50 cases (5.28%) through standing signs and signboards etc. 16 cases (1.69%) on the newspaper, 10 cases (1.06%) on broadcast from radio stations, and 5 cases (0.53%) using menus, lightboxes and other media.

The Department will continuously monitor and inspect illegal advertisements, and will impose fines on the cases that have been proved illegal to prevent violations and protect the rights and interests of the consumers.

## Chapter 2 Maintenance of a Safe and Informed Consumer Environment for Food, Drugs, and Cosmetics

## Section 1 Inspection Results of Food, Drugs, and Cosmetics

1. Active audits, audit counseling and random inspection programs were established for various food products (including festive foods and high risk products), and plans were made to monitor at least 3,600 food products sold on the market. In addition to expanding the capacity of inspecting agencies, efforts were also made to shorten the inspection cycle time. Sampling schedules were also flexibly adjusted to intercept unqualified products in a timely manner. In 2017, a total of 4,866 foods and food containers sold on the market were inspected, of these 282 were found to be non-conforming (for a nonconformance rate of 5.8%). Sales of products found to be non-conforming shall be prohibited, and retailers shall be ordered to immediately remove the products from their shelves. The district health centers shall also be notified to conduct subsequent follow-up checks, inspections and disposal of the said non-conforming products to facilitate source management and prevent the said products from entering market circulation. Press release articles on the outcomes of the sampling inspection shall also be released in a timely manner while proper food sanitation concepts were promoted among both business owners and consumers. In 2017, a total of 70 press articles on the outcomes of food sampling and inspection were released. Unqualified businesses were listed as key audit targets and were subjected to unannounced follow-up inspections.

- 二、民國 106 年食品標示共檢查 8 萬 6,556 件產品(包裝食品 7 萬 6,833 件、散裝食品 9,723 件),查獲 399 件違規產品,處分 55 件,不合格率為 0.46%,較 105 年的不合格率 0.54% 減少。分析產品標示違規原因前 5 頃,不合格率以營養標示 35.4%(違規項 197 次佔最高,其次依序為有效日期未符合規定 18.0%(100 次)、内容物資訊標示 8.8%(49 次)、廠商資訊 5.7%(32 次)及標示涉及不實、誇張或易生誤解 5.6%(31 次)。臺北市政府衛生局 106 年 1 月 1 日至 11 月 30 日止,共計辦理 75 場食品標示說明會,總計 3,383 家業者(實體 3,209 家、線上 174 家)、3,629 人參與。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」之意義及對其之效益。衛生局於 106 年針對民衆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,總計為 2 萬 8,128 家,其中輔導改善 2,711 家,限期改善 3,039 家,均複查完成,替臺北市民把關食品安全衛生成效頗豐。
- 三、加強監測藥物品質,抽驗市售藥物及膠囊錠狀食品共計 264 件,無不合格件數、市售藥物包裝標示檢查共計 1 萬 1,124 件,不符規定 46 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 4,804 家次;進行管制藥品例行性查核,共計 2,838 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 127 件、不良及不法醫療器材共計 94 件。
- 四、抽驗市售化粧品產品共計 152 件,檢驗不符規定 3 件。檢查市售化粧品包裝標示,共 1萬 1,647 件,不符規定 224 件(含臺北市政府衛生局及外縣市移入案件)。
- 五、 針對市面化粧品販售地點進行稽查抽驗:
  - (一) 唇彩類化粧品抽驗:共送驗 15件,檢驗結果皆符合規定,標示檢查不符規定1件。
  - (二)防曬劑化粧品抽驗:共送驗 15件,1件檢驗結果不符合規定,標示檢查不符規定 1件。
  - (三) 香水化粧品稽查: 共抽驗 16 件產品, 檢驗結果皆符合規定, 標示檢查不符規定2件。
  - (四)睫毛膠化粧品抽驗:共抽驗 15 件產品,檢驗結果不符合規定1件,標示檢查不符 規定6件。



- 2. Regarding food labeling inspection in 2017, 86,556 products were inspected (76,833 packaged foods and 9,723 bulk foods) and 399 violations were discovered in which 55 of them were punished. The unqualified rate was 0.46%, which is and less than the rate (0.54%) in 2016. As the analysis of the first 5 reasons for the product labeling violations shows, the nutrition labeling has the highest ungualified rate of 35.4% (197 violations on the top of the statistics) followed by 18.0% (100 violations) of the cases in incorrect labeling of expiry dates, 8.8% (49 violations) of the cases in incorrect labeling of contents, 5.7% (32 violations) of the cases in incorrect manufacturer's information, and 5.6% (31 violations) of the cases with incorrect, exaggerated or misleading labels. The Department had held 75 food labeling presentations from January 1, 2017 to November 30, 2017 with a total of 3,383 dealers (3,209 dealers in physical sessions and 174 dealers in online sessions) and 3,629 persons participating in these presentations. The Department also helps food dealers in the manufacturing, processing, and importing fields in Taipei City understand the meaning of "food labeling" and the benefits of it. In 2017, the Department conducted sanitation auditing and guidance on Taipei City public food venues (including common restaurants, catering providers, self-service food dealers, banquet restaurants, etc.), food distributors (including supermarkets, hypermarkets, convenience stores, etc.), the manufacturing industry, food factories (including milk, meat and their processed products, eggs and their processed products, sea food and its processed products, etc.), logistics and medical and care institutions (such as hospitals, clinics, etc.) and other related food dealers that citizens pay much attention to. The sanitation auditing and guidance were conducted on 28,128 dealers. Among them, 2,711 dealers were instructed for further improvement, 3,039 dealers were asked to improve within a certain time limit, and the follow-up auditing were all completed. Progress was achieved through the aforementioned food safety and sanitation auditing.
- 3. Drug quality was strictly monitored, with a total of 264 drugs sold on the market as well as food in capsule or tablet forms being sampled and tested. No non-conforming products were found. A total of 11,124 drug packaging labels were inspected, of these 46 were found to be non-conforming. Audits were conducted on the sale of illegal drugs and alcohol-containing products at a total of 4,804 unqualified venues including parks, temples, grocery markets, betel nut stands, grocery stores, construction sites and lottery shops. A total of 2,838 cases of routine inspection of controlled drugs were carried out. The Department also maintained close communication with the police as well as investigation and prosecution authorities to conduct inspections of illegal drugs. A total of 127 cases of counterfeit, inferior, or prohibited drugs as well as 94 cases of inferior and illegal medical devices were identified.
- 4. A total of 152 cosmetics sold on the market were randomly sampled and tested. A total of 3 were found to be non-conforming. A total of 11,647 labels of cosmetic products sold on the market were inspected, of these 224 non-conformities were found (including cases referred by the Department of Health of the Taipei City Government and cases transferred from other counties and cities).
- 5. Audits and random sampling and testing of retail locations of cosmetics:
  - (1) Random sampling and testing on lip gloss cosmetics: 15 products were tested and the test results showed that all met the regulations, while 1 did not meet the labeling audit.
  - (2) Random sampling and testing on sunscreen cosmetic: 15 products were tested and the test results showed that 1 did not meet the regulations, 1 did not meet the labeling audit.
  - (3) Perfume audits: 16 products were tested and the test results showed that all met the regulations, while 2 did not meet the labeling audit.
  - (4) Random sampling and testing on eyelash cement: 15 products were tested and the test results showed that 1 did not meet the regulations, 6 did not meet the labeling audit.

## 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,民國105年1月至106年12月總計召開 399場次食品業者衛生講習及說明會,計有1萬 9,362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。自條例公告施行迄今已完成上述7 條文共17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》及公告内 容執行食品衛生管理工作。



 食安週系列活動一公布《臺北市食品安全自治條例》新政策
 Food Safety Week Events - Announcement of new policies in the "Taipei City Self-Governing Regulations for Food Safety"

- -、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8項預公告及公告,繼民國105年納管臺北市設有5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,106 年3月27日以北市衛食藥字第10631661000號公告5處門市以上西式連鎖速食業計8 家(門市數277家)、4月24日以北市衛食藥字第10633433300號公告供應臺北市國 中小、高中職學校午餐(268間學校),11月21日以北市衛食藥字第10645337800號 公告5處以上經營據點之食品烘焙業者計28家(門市數338家),12月6日北市衛食 藥字第10646926000號預公告「臺北市市場處列管夜間營業之臨時攤販集中場之飲食類 有證及列管攤販」強制登錄,統計14個夜市已逾718攤商完成登錄。
- 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民國 105年8月5日北市衛 食藥字第 10537926700號公告「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」。
   再於 106年11月27日以北市衛食藥字第 10646950500號公告「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」,107 年2月1日至14日年貨大街期間依公告内容執行標示輔導稽查作業,共計查核 3,509家 次,4萬 0,305件散裝食品標示,均符合規定。



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

"Taipei City Self-Governing Regulations for Food Safety" contains 5 chapters and 20 provisions. In consideration of the scale and feature of the food industry in Taipei City, 7 of the 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 has held many workshops, discussion meetings and hearings, including 399 sessions of workshops and presentations held for food dealers from January 2016 to December 2017. A total of 19,362 dealers participated in these activities. The Department set agendas for Taipei City Government Food Safety Committee. It gathered suggestions from the industries, Government and academics, reached the consensus, and made announcement. 7 articles and 17 new policies have been announced since promulgation and enforcement of the "Taipei City Self-Governing Regulations for Food Safety". The Department carries out food sanitation management pursuant to the "Act Governing Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety and Sanitation", "Taipei City Self-Governing Regulations for Food Safety", and the contents of the announcements.

- 1. Article 7 Food Tracer Taipei Platform: 8 pre-announcements and announcements pursuant to Article 7 of the "Taipei City Self-Governing Regulations for Food Safety" have been completed since its promulgation. From 2016, the registered chain dealers having at least 5 stores in the beverage and ice industries, the chain convenience stores, supermarkets and hypermarkets having at least 2 stores, and governmental unit employee restaurants must register on the Food Tracer Taipei Platform. The Department announced the registration of 8 Western fast food chains with more than 5 stores (a total of 277 stores) by official document of Taipei-Wei-Shi-Yao-Zi No.10631661000 on March 27, 2017, 268 schools participating in the "supply of lunch to elementary, junior high, senior and vocational high schools" by official document of Taipei-Wei-Shi-Yao-Zi No. 10633433300 on April 24, 28 bakers with more than 5 operation bases (a total of 338 stores) by official document of Taipei-Wei-Shi-Yao-Zi No. 10645337800 on November 21, and the "licensed food stall vendors in the open-air markets operating in the night and managed by Taipei City Market Administration Office" (14 night markets and 718 stall vendors) by official document of Taipei-Wei-Shi-Yao-Zi No. 10646926000 on December 6.
- 2. Article 9 Public food venues and bulk foods labeling: The Department announced by official document of Taipei-Wei-Shi-Yao-Zi No.10537926700 on August 5, 2016: "When chain hot pot owners with business registration certificates provide constantly heated hot pot products, owners must clearly label in Mandarin the origins, materials and heat-resistance temperature of the non-disposable utensils which contacts or are contains food at the supply place". In addition, the Department announced by official document of Taipei-Wei-Shi-Yao-Zi No. 10646950500 on November 27, 2017 that the "food dealers in any shopping area of the Taipei City shall mark the item name, country of origin and replenishment date on the bulk and processed food that they sell during the New Year Market period". The inspection and guidance were conducted during the New Year Market from February 1, 2018 to February 14, 2018 according to the announcement. 3,509 dealers and 40,305 labels were inspected and all of them complied with the regulations.

- 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,民國105年已公告納 管臺北市觀光旅館及一般旅館附屬或委託經營之餐飲部門,再於106年3月27日以北市 衛食藥字第10631656100號公告臺北市餐盒食品工廠應申請餐飲衛生管理分級評核認證 標章。衛生局並於106年7月12日召開「臺北市20桌以上中式筵席餐廳業者」說明會, 現場業者無反對意見,遂於同年8月31日以北市衛食藥字第10631656100號公告臺北 市連鎖賣場之即食熟食區及其商店街餐飲業者,應申請餐飲衛生管理分級評核認證標章。
- 四、第12條定期檢查過期食品及分區管理:繼民國105年11月17日以北市衛食藥字第 10539975000號及106年3月14日以北市衛食藥字第10631629400號納管連鎖超市、 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。臺北市政府衛生局並於107年2月12日起至2月26日執行「連鎖超市、超商於臺 北市之餐飲部門之販售區及庫存區管理專案」,共計抽查45家連鎖超市、超商業者,均 符合上述規定;於107年2月22日起至107年3月16日執行「大賣場及觀光旅館於臺 北市之附屬或委託經營之餐飲部門,其販售區及庫存區管理專案」,共計稽查轄内14家 大賣場及45家觀光旅館。
- 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「勸導單」,繼105年4月21日以北市衛食藥字第10533215900號公告納管觀光旅館及20 桌以上中式筵席餐廳,公告迄至107年2月28日止,外燴報備及辦理件數為277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民國105年3月25日食 品安全工作小組會議中跨局處研議,達成公告内容、報備格式共識,於105年6月27日 以北市衛食藥字第10536514900號公告應報備内容。自公告日起至106年底報備件數共 98件,稽查4,150家次。
- 七、第16條自主檢驗:臺北市政府衛生局於民國105年7月1日率先全國以北市衛食藥字第 10536543300號公告「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。106年2月8日以北市衛食藥字第10630746200號公告「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(F102050)業者」應實施強制檢驗。針對16家餐盒業者執行一級品管輔導計查 核計畫,經查上述業者於106年提出自主檢驗報告,檢驗結果符合規定;另查26家業者 符合公告資本額500萬以上並設有實體店面販售2種以上原產地(國)混裝或拼裝茶葉, 25家業者提具檢驗報告檢驗結果均符合規定,另1家業者經臺北市政府衛生局限期改正 後已完成檢驗,檢驗結果符合規定。



- 3. Article 11 Food sanitation management grading: In addition to the announcement for incorporation of the affiliated or outsourced dining department of tourist and general hotels into management in 2016, the Department announced by official document of Taipei-Wei-Shi-Yao-Zi No.10631656100 on March 27, 2017 that the lunch box manufacturers in Taipei City must apply for the food sanitation management grading assessment label to ensure that citizens can eat out without worry. The Department also held a presentation for the "Chinese banquet restaurants with more than 20 tables" on July 12, 2017, and no objections were made during the presentation. Hence, the Department announced by official document of Taipei-Wei-Shi-Yao-Zi No. 10631656100 on August 31, 2017, that the food service providers at the deli section and on the shopping street of a chain store must apply for food sanitation management grading assessment label.
- 4. Article 12 Regular examination of expired foods and management in different segmentations: The Department issued the official document of Taipei-Wei-Shi-Yao-Zi No. 10539975000 on November 17, 2016, and official document of Taipei-Wei-Shi-Yao-Zi No. 10631629400 on March 14, 2017, to incorporate the affiliated or outsourced dining department of the chain supermarkets, convenience stores, hypermarkets and tourist hotels into management and asked them to regularly examine expired foods and implement management in different segmentations. The Department executed the "Management Project for the Sales and Inventory Areas of the Catering Department of Chain Supermarkets and Convenience Stores in Taipei City" from February 12, 2018 to February 26, 2018. 45 chain supermarkets and convenient stores underwent random inspection and all of them met the above-mentioned regulations. The Department also executed the "Management Project for the Sales and Inventory Areas of the Affiliated or Outsourced Dining Department of Hypermarkets and Tourist Hotels in Taipei City" from February 22, 2018 to March 16, 2018. 14 hypermarkets and 45 tourist hotels in Taipei City underwent the inspection.
- 5. Article 14 Reporting of catering service: The Department, as a pioneer, created the "Exhortation Sheet" pursuant to the "Taipei City Self-Governing Regulations for Food Safety". It issued the official document of Taipei-Wei-Shi-Yao-Zi No. 10533215900 on April 21, 2016, and announced to incorporate tourist hotels and Chinese banquet restaurants with more than 20 tables into management. 277 catering services were reported and handled during the period from the date of announcement to February 28, 2018.
- 6. Article 15 Report of the retail and open-air markets: The Department 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 the contents to be reported by official document of Taipei-Wei-Shi-Yao-Zi No. 10536514900 on June 27, 2016. 98 reports were received and 4,150 dealers were inspected during the period from the date of announcement to the end of 2017.
- 7. Article 16 Autonomous examination: The Department issued the official document of Taipei-Wei-Shi-Yao-Zi No. 10536543300 on July 1, 2016 and announced that lunch box providers of junior high schools and elementary schools in Taipei City must conduct autonomous examinations of meats, vegetables, fruits, noodles and bean products by batch or at least once every semester. The Department has established a school lunch box inspection project and designated personnel to conduct the inspection on an irregular basis during the semester. The Department issued the official document of Taipei-Wei-Shi-Yao-Zi No. 10630746200 on February 8, 2017 and announced that "dealers that are registered as a companies, set up physical stores to sell products, have a capital amount more than NT\$ 5 million, and incorporate tea wholesale (F102050) in their business items" must undergo inspection. A Level-1 QC, guidance and inspection project was implemented on the 16 lunch box providers. They submitted their autonomous examination reports in 2017 and the results of all the examinations met the requirements of the regulations. 26 lunch box providers submitted examination reports and the results of all the examinations met the place (country) of origin. 25 lunch box providers submitted examination reports and the results of all the examinations met the requirements of the regulations. The Department set a fixed time frame for 1 lunch box provider and it made improvement and finished the examination within the deadline. The result of the examination met the requirements of the regulations.

## 第三節 強化稽查專業知能

為提升臺北市政府衛生局稽查人員專業及競爭力, 於民國 106 年 3 月、7 月、11 月分別辦理 3 期「衛生稽 查實務研習班」,内容涵蓋食品、藥物、化粧品、醫政、 藥政、營業衛生及菸害防制等課程,邀集實務經驗豐富 之講師,交流蒐察的智慧與技巧,並透過課堂實務模擬 和開放式討論,有效達到經驗傳承目的。同時為因應日 益擴大的稽查業務量及不斷翻新的違規樣態,亦導入稽 查業務溝通衝突、精實管理等課程,讓稽查人員更能掌 握工作時效,提升執行力。106 年課程共計 35 小時, 210 人次參與,針對課程進行抽樣調查,滿意度平均達 84.2%。



衛生稽查實務研習班-案例分享 Workshop of sanitation inspection practice - Case study



衛生稽查實務研習班-實作演練 Workshop of sanitation inspection practice - Practical exercise

- 二、民國 106 年 10 月 5 日接受食品藥物管理署實地查核認證通過,查核項目包括新增、展延認證項目評鑑及外部查核。106 年 10 月 27 日接受生物安全第二等級微生物實驗室查核通過。106 年 11 月 28 日接受財團法人全國認證基金會(TAF)認證項目監督評鑑通過。
- 三、民國 106 年 10 月 12 日至 13 日參加 106 年度全國食品衛生 檢驗科技研討會,發表 2 篇□頭論文及 4 篇壁報論文,並獲 頒食品檢驗技術交流平台最佳參與項獻獎。106 年 6 月 28
   日至 29 日參加 APEC 不法藥物國際研討會並發表 2 篇壁報論 文,皆獲頒優等獎。



第四節 強化檢驗服務,提升檢驗量能

一、辦理食品衛生檢驗 33 萬 8,889 項件、中藥檢驗
 3 萬 9,746 項件、營業衛生檢驗 7,371 項件、化
 粧品檢驗 240 項件、醫事檢驗 78 項件、受理人
 民委託檢驗 5 萬 5,166 項件,合計 44 萬 1,490
 項件。





## Section 3 Enhancement of the Professional Inspection Knowledge

The Department held 3 sessions of "Health Inspection Practice Workshop" in March, July and November 2017 to improve the professional capability and competitive strength of the inspection personnel. The workshop provided the courses on food, drug, cosmetics, medical administration, pharmaceutical administration, business sanitation and tobacco hazards control. Instructors with extensive experience were gathered to share their wisdom and technique in the investigation. These work shops along with the practice simulation and open discussion in the classroom has effectively achieved the goal of passing down experiences. The courses on communication and conflict during the inspection, lean management, and other topics were introduced to address the increasing inspection affairs and changing violation patterns. These courses were helpful for inspection personnel to control the effectiveness and efficiency within the given time frame and improve their execution capabilities. The courses of 35 hours and 210 participants were provided in 2017. A random survey was conducted for the courses and the average satisfaction rate was 84.2%.

## Section 4 Enhancing Examination Service and Improving Examination Capability

- The Department conducted a total of 441,490 examinations, including 338,889 food sanitation examinations, 39,746 western medicine and Chinese medicine mixture examination cases, 7,371 business sanitation examinations, 240 cosmetics examinations, 78 medical examinations, and 55,166 entrustment examinations by the public.
- 2. The Department passed the on-site inspection conducted by the Food and Drug Administration on October 5, 2017. The items of the inspection included evaluation of new and additional recognition item assessments and external inspections. The Department passed the BSL-2 Microbiology Laboratory Examination held on October 27, 2017. In addition, the Department also passed the recognition item assessment conducted by the Taiwan Accreditation Foundation (TAF) on November 28, 2017.
- 3. The Department participated in the 2017 National Food Sanitation Examination Technology Symposium held on October 12 and 13, 2017, and made 2 oral presentations and 4 poster presentations in the symposium. The Department was honored with the Best Participation and Contribution Award of Food Examination Technology Exchange Platform. The Department participated in the APEC Conference on Management and Related Scientific Detection Technology for

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Adulteration of Dietary Supplements with Drug and Drug Analogs from June 28 to June 29, 2017 and made 2 poster presentations. The Department was honored with an Outstanding Award for each of the presentations.

- 四、民國 106 年 9 月 24 日至 27 日参加在美國喬治亞 州亞特蘭大舉行的 2017 年國際公定分析化學家協 會(Association of Official Analytical Chemists, AOAC)第 131 屆年會,發表壁報論文 2 篇。106 年 11 月 3 日於 106 年 AOAC 臺灣分會年會暨學術 研討會發表 2 篇壁報論文。
- 五、民國 106 年開發丙烯醯胺、多重色素、食品掺偽(動物性成分牛、羊)、多重甜味劑、水產動物類中甲基汞、油脂中多環芳香族碳氫化合物、蛋品中芬普尼、基因食品之定量方五、Real time PCR 檢驗中毒



 AOAC 第 131 屆年會壁報論文
 A poster presentation made at the 131<sup>st</sup> Annual Meeting of AOAC

菌、食鹽中碘、茶葉中過氯酸鹽及禽畜產品中安保寧等檢驗,共計 12 項新興檢驗技術。

六、辦理 2017 臺北世界大學運動會運動禁藥管制業務及選手村食品檢驗工作,其中運動禁藥 管制部分,係由臺北市政府衛生局與中華奧會合作規劃,辦理運動禁藥管制計畫,籌備 期間共培訓 168 位運動禁藥管制員(DCO)、328 位運動禁藥陪檢員(Chaperone)及 21 位運動禁藥血液採樣員(BCO),為國内體育界最大規模之運動禁藥專業管制員培育 計畫;賽會期間依據國際大學運動總會(FISU)基本需求,設置 35 個藥管站,包含競賽 場館 33 站及選手村2站,共計採檢尿液 621 件、ESAs 88 件、HGHRF 27 件及血液 25 件, 並於選手村設置運動禁藥教育宣導站,執行 2,500 人次以上之運動禁藥教育宣導,維護 運動競賽的公平性。



4. The Department participated in the 2017 131<sup>st</sup> Annual Meeting of the Association of Official Analytical Chemists (AOAC) held in Atlanta, Georgia, U.S.A. from September 24 to September 27, 2017, and made 2 poster presentations. The Department made 2 poster presentations at the 2017 131<sup>st</sup> Annual Meeting of AOAC International, Taiwan Section, and Academic Symposium on November 3, 2017.

5. The Department developed 12 new test techniques

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強化食品安全

- in 2017, including the test for acrylamide, multiple pigments, food adulteration (animal ingredients of cattle or sheep), multiple sweeteners, methylmercury in aquatic animals, PAHs in fat, fipronil in eggs, quantitative methods for genetically modified food, food poisoning bactria in real-time PCR tests, iodine in salt, perchlorate in tea, and amprolium in livestock and poultry products.
- 6. The Department was tasked with doping control and food examination in the Athletes' Village for the Taipei 2017 Universiade. With respect to doping control, the Department cooperated with the Chinese Taipei Olympic Committee in planning and implementing the doping control program. 168 doping control officers (DCO), 328 chaperones and 21 blood collection officers (BCO) were trained under the program, which was the largest training program for doping control specialists in Taiwan. Based on the basic requirements of the International University Sports Federation (FISU), 35 doping control stations were set up during the event, with 33 in the competition venues and 2 in the Athletes' Village. The numbers of cases processed included 621 urine samples, 88 ESAs, 27 HGHRF and 25 blood samples. Anti-doping education and awareness stations were established in the Athletes' Village and held education sessions were held for at least 2,500 persons in order to ensure fair competitions.



## 第三章 落實消費者權益保護

## 第一節 優化食藥粧網路地圖

食藥粧網路地圖 iMAP 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,民國 106 年 3 月 16 日推出「親子餐廳」主題專區,揭露 38 家業者稽查結果,將臺北市時 下最夯的親子餐廳兒童遊戲設施安全及餐飲衛生之稽查結果公布,創全國之先輔導業者於營業場所 公告遊戲設施合格保證書或檢驗報告書。另因應 2017 臺北世界大學運動會,於 106 年 7 月 17 日 增闢「世大運專區」,主動揭露臺北市 15 處世大運競賽場館周邊 500 公尺之餐飲業者衛生稽查結 果,及專屬之地圖搜尋功能,依場館競賽種類設計專屬之熊讚圖示標記餐飲業者位置,並考量國際 化賽事,提供中、英文地圖模式揭露業者定位及新北市、桃園市、新竹市、新竹縣等縣市場館周邊 優良業者名單,提供多元的資訊揭露。截至 106 年 12 月 31 日,食藥粧網路地圖已揭露 5,621 家 餐飲業者及 311 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 36 萬 3,245 人次,平均每月 2 萬 3 千人次瀏覽。

## 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1萬2,047件。
- 二、為促進企業經營者有效處理消費爭議損害事件,提供民衆消費申訴管道,保障消費者權益, 共受理消費爭議案 587 件,其中 401 件調處成功,186 件未獲妥處(104 件移由臺北市政 府法務局消保官繼續進行調處,其他包含移其他縣市政府辦理、消費者主動撤銷申訴或無 法聯繫申訴者共計 82 件)。

## **Chapter 3 Protecting Consumer Rights**

## Section 1 Optimization of the Food and Drug Inspection Map Taipei

The Food and Drug Inspection Map Taipei (iMAP) is the first effort throughout the country to disclose the results of inspection on the sanitation of catering businesses, information and the location of household medical waste take-back stations and pharmacies with family pharmacists. The website includes a section for hot topics that are currently drawing public's attention to attract more visitors to browse the website. On March 16, 2017, a section for family restaurants was added to disclose the results of inspection on the safety of play facilities for children and food sanitation in family restaurants in Taipei City, and the results of 38 businesses were disclosed. It is the effort throughout the country to supervise restaurant owners to publicly display the certificates for qualified play facilities or reports of testing results in their places of business. Due to the Taipei 2017 Universiade, a special section for the event



 臺北市食藥粧網路地圖-親子專區
 Food and Drug Inspection Map Taipei section for family restaurants

was created on July 17, 2017. The results of inspection on the sanitation of catering businesses located within 500m from 15 sports venues were disclosed, and an exclusive map search function could mark the location of a business with the icon of a specific bear Bravo whose designed according to the types of competitions held the venue. As an international event, the Universiade provided maps that were available in both Chinese and English for users to search for the locations of businesses. A list of Excellent and Good businesses located near the sports venues in New Taipei City, Taoyuan City, Hsinchu City and Hsinchu County was also made public to ensure the diversity of the information disclosed. As of December 31, 2017, the website disclosed the information of 5,621 catering businesses and 311 household medical waste take-back stations and pharmacies with family pharmacists. The total number of visitors to the website was 363,245, indicating an average of 23,000 visits per month.

## Section 2 Safeguarding Rights in Consumer Disputes

- 1. A consumer service helpline (02) 2720-8777 was established to provide an appropriate channel for inquiries or appeals of incidents. A total of 12,047 cases of consumer reports on drugs, cosmetics and foods were received.
- 2. To encourage business owners to respond effectively to consumer disputes and grievances and to safeguard consumer rights, a consumer appeal system was provided to the public. A total of 587 cases of consumer disputes were received and handled, of these 401 cases were successfully mediated while 186 cases have yet to be settled (104 cases were transferred to the consumer protection group under the Department of Legal Affairs of the Taipei City Government for continued mediation, 82 other cases included the cases transferred to other counties or city governments, and the cases either rescinded by the consumer or that contact could no longer be made with the complainant).

## 第三節 用藥安全及藥物濫用防制宣導

民國 106 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内各醫學中心、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 674 場,共計 7 萬 2,012 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及財團法人顏焜熒文教基金會,分別於 106 年 7 月 3 日、11 日、 8 月 9 日至 11 日及 8 月 19 日辦理「小小華陀營」、「小小醫師營」、「反毒育樂營」及「藥の煉 金術師大本營」,以「正確用藥」、「毒品危害暨藥物濫用防制教育」為主題,教導正確用藥教育知 能,如何辨識毒品、認識毒物,施用毒品的後果及觸犯之刑責,增進學生對身心保健知識及自我照顧 能力,透過參加體驗營活動,進而增長正確用藥、毒品危害暨藥物濫用之觀念,將正確用藥觀念延伸 至校園。

設計溫馨易辨識之「藥物濫用防制諮詢站」標章,讓民衆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,成立社區守護網,並提供藥物濫用及毒品危 害等相關諮詢服務與宣導單張,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。





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

From May 1 to August 31, 2017, in coordination with the "Protecting Teenagers in Summer: Youth Project" and cooperating with institutes such as Taipei City Government departments, offices and their joint inspection teams, health centers, elementary schools, junior (senior) high schools, district offices, neighborhood offices, Taipei Pharmacists Association and medical centers under its administration, and regional hospitals to hold various anti-drug and drug abuse prevention promotion events. A total of 674 events were held with 72,012 participants. To teach schoolchildren the correct and safe ways to use drugs and lessons about fighting against drugs and prevention of drug abuse, the "Junior Huatuo Camp", "Junior Doctor Camp", "Anti-drug Education and Entertainment Camp" and "Full Drug Alchemist Camp" under the themes of "using drugs correctly" and "drug hazards and drug abuse education" were held during the summer vacation on July 3, July 11, August 9-11 and August 19, 2017 in cooperation with the Taipei City Hospital and Yen Kun-Ying Education Foundation. The participants learned the correct use of drugs, identification of drugs, basics of drugs, consequences of drug use and the criminal liabilities arising from it. The events aimed to help students enhance their knowledge on physical and mental healthcare and self-care



我本善良,保護我健康 反毒園遊會 School carnival "Protect the Health of Good People" for anti-drug awareness



「藥の煉金術師大本營」活動
 The event "Full Drug Alchemist Camp"

ability. By taking part in such events, students get to know more about the correct use of drugs, drug hazards and drug abuse, thus are able to disseminate proper knowledge of drug use on campus.

The "Drug Abuse Prevention Query Station" logo was designed with harmonious elements for easy identification by the public in order to encourage proper use. Through the localization and accessibility of community pharmacies in Taipei City as well as services provided by professional pharmacists, a defense network was created for the entire community. Inquiry services and promotional leaflets regarding the hazards of drug abuse were provided as well. The aim of these measures was to achieve early detection of drug abuse, provide proper and timely referral for medical assistance and prevent the problem of drug abuse from worsening.

## 第四節 家庭藥師及廢棄藥物檢收

「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 護需求的民衆,同時協助臺北市健康服務中 心,照顧有藥事照護需求的弱勢失能民衆, 利用雲端藥歷的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、社區及居家民衆,提供藥物治療評 佔與建議、藥物諮詢服務及指導。民國 106



家庭藥師表揚會
 Family pharmacist honoring ceremony

年已服務老人福利機構 39 家,病患 1,232 人次;居家病患服務 210 人次,社區病患服務為 1,209 人次。

藉由藥事專業人員協助,提供民衆正確用藥的觀念,使民衆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,於臺北市設 置 360 個居家廢棄藥物檢收站點(含 300 個社區藥局、48 家醫療院所及 12 區健康服務中心), 民國 106 年共檢收廢棄藥物 2 萬 2,903 公斤。

強化食品安全

## Section 4 Family Pharmacists and Medical Waste Take-Back

Compared with the service model where pharmacists are only responsible for delivery of medicine or writing prescriptions for chronic diseases, the system of "family pharmacist" allows practicing pharmacists (mainly from community pharmacies) in Taipei City to actively engage with senior care institutes or citizens in communities with demands for pharmaceutical care. Pharmacists can also assist health centers in caring for disadvantaged and disabled citizens with demands for pharmaceutical care. Professional pharmaceutical care is provided through inquires on the PharmaCloud System and management of the medication history in individual cases. Under the system, citizens in senior care institutes, communities and at home are offered assessments and suggestions on medical treatment and consultation and guidance on medication. In 2017, services were provided to 39



senior care institutes and received by 1,232 patients. Services were also provided to 210 patients at home and 1,209 patients in communities.

Professional pharmaceutical personnel provided support to citizens in assessing drug storage environments and gave lessons on proper drug use concepts in order to improve public understanding of the environmental pollution and ecological impacts caused by improper discarding of unused or expired drugs, and solve the problem of improper disposal of medical waste. Across Taipei City, 360 household medical waste take-back stations (300 in community pharmacies, 48 in hospitals and 12 in health centers) were established. The stations have collected 22,903 kg of medical waste in 2017.


# 促進 市民健康





# Part 3 Promote Public Health



### 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、提供各項優生保健補助措施服務等。「助妳好孕」專案提供婚後 孕前健康檢查、孕婦唐氏症篩檢等補助,共補助1萬7,014人。提供特殊群體(已婚智障、精 障及未成年生育婦女)生育調節(結紮、裝置子宮内避孕器及人工流產)補助計7案。辦理產 前遺傳診斷、遺傳性疾病檢查計8,321案,協助早期接受診療,減少殘、智障發生。

#### 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 882案:懷孕婦女產前訪視及照護管理 183案,產後婦女及其子女訪視 872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 4,321 人次及 2,250 小時外語通譯服務:製作多語版「新移民健康照護隨身 CALL」手冊、 「四癌篩檢」海報與單張,提供新移民使用。成立新移民支持團體,提供身心照護相關活動 25 場,計 758 人次參加。辦理新移民婦幼講座 8 場,計 105 人次參加。

三、母乳哺育

輔導臺北市機構設置哺集乳室,累計 987 間,依法應設置哺集乳室之機構,計 421 家,皆 已完成設置。推動「優良哺集乳室認證」,計 557 家通過。辦理社區母乳支持團體及健康講座 53 場次,計 1,370 人參與;辦理護理人員、母乳志工、保母、藥事人員母乳哺育教育訓練7場 次,計 886 人參訓。社區母乳志工計 157 位;設置母乳諮詢專線,服務 8,634 人次。提供產後 婦女關懷訪視2萬 4,648 人次。23 家母嬰親善醫療院所,住院期間純母乳哺育率 56.69%。辦 理好孕募集系列活動,包含建構臺北市婦幼服務資源整合地圖、「為愛萌『牙』孕婦看牙兗掛 號費服務」、結合親善計程車隊提供母嬰親善服務,邀請駕駛擔任親善大使及徵文活動。



### Part 3 Promote Public Health

#### Chapter 1 Health Promotion and Maintenance

#### Section 1 Maternal and Child Health and Eugenic Health

#### 1. Eugenic Health

Organized population policy promotion events and provided various eugenic health subsidies measures and services. The "Have a Care-free Pregnancy" project provided subsidies on postnuptial pregnancy health examination, Down's syndrome screening for pregnant women and others, in which 17,014 people received subsidies. Birth control (ligation, IUD and abortion) subsidies were provided to specific populations (married mentally retarded, mentally disordered and underage pregnant women), which included 7 cases. A total of 8,321 cases of prenatal genetic diagnosis and genetic disease examination were conducted. The Department wishes to provide assistance in receiving treatments in early ages to reduce physical and mental disabilities.

#### 2. Healthcare for New Immigrants

New immigrant caring visitations were implemented to provide eugenic health and reproduction healthcare knowledge and education. Visitations were implemented in 882 newlywed cases. The Department paid prenatal visits and gave care to pregnant women in 183 cases, and paid postnatal visits to women and their newborns in 872 cases. "Health Consultation Stops" were established at 12 district health centers in Taipei City, where new immigrant volunteers and interpreters have served 4,321 persons on health information and interpretation services for 2,250 hours. Multi-language posters and handouts of "Call at any Moment for New Immigrant Health Care" and "Screening for the Four Cancers" were prepared for new immigrants. New immigrant support groups were founded, which organized 25 physical and mental care related events with 758 participants. 8 new immigrant women and children seminars were held, with 105 participants.

#### 3. Breast-feeding

987 agencies in Taipei City were instructed to establish breastfeeding rooms, and 421 agencies were legally obliged to establish breastfeeding rooms. All of them had completed the establishment. "Outstanding Breastfeeding Room Recognition" assessment was promoted and 557 agencies passed the evaluation. Community breastfeeding support groups and health seminars were held, including 53 sessions with



遇見好孕幸福募集活動
 The event "Carefree Pregnancy and Happiness Collection"

1,370 participants. 7 sessions of education and training on breastfeeding for nurses, volunteers, babysitters and pharmacists were organized, with 886 participants. There were 157 community breastfeeding volunteers. Breastfeeding consultation hotline was established, with service provided to 8,634 persons. The Department also paid caring visits to 24,648 postnatal women. 23 hospitals passed the "Mother and Infant Friendly Medical Institute Recognition", and the exclusive breastfeeding rate was 56.69%. The Department organized a series of "Carefree Pregnancy and Happiness Collection" events, including integrated mapping of resources for women and children services in Taipei City, "Love for Teeth: Dental Service for Pregnant Women Without Appointment Fee", services provided with goodwill to mothers and infants by taxi fleets whose drivers were invited to serve as goodwill ambassadors, and essay contests.

#### 四、 兒童預防保健及發展篩檢

針對0至6歲兒童進行篩檢服務, 計服務14萬6,507人次,發現疑似異常 或遲緩兒童340人,轉介臺北市政府社 會局及健康服務中心追蹤與管理。辦理 3場次臺北市兒童健康服務整合一站式 試辦方案,計服務270人。健康服務中 心公衛護士進行臺北市0至3歲新移民、 原住民、中低與低收入戶及身心障礙者 子女兒童發展篩檢檢核,分別訪視3,024



兒童發展檢核記者會
 Press conference on children development assessment

人、705人、197人、515人及448人,計4,889人。辦理2場「學齡前兒童整合性社區篩檢暨 兒童發展篩檢研習會」,計268人次參加。運用各類行銷管道,增加民衆對兒童發展篩檢認知, 並建置「兒童發展圖像篩檢互動網」,網站可下載宣導單張、多語版兒童發展檢核表單等。

#### 五、 新生兒篩檢

臺北市 35 家特約醫療院所提供新生兒聽力篩檢服務,計篩檢 2 萬 9,872 名新生兒,篩檢 率達 98.5%,完成疑似異常個案轉介計 211 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 2 萬 4,849 名新生兒,篩檢率達 97.43%,完成疑似異常個案轉介計 57 人。新生兒先天性代謝篩檢補助 2 萬 9,190 案,完成確診陽性個案 185 案訪視。

#### 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)於臺北市公、私立幼兒園提供免費「兒童整合性篩檢服務」, 計服務5萬9,765人。
  - (二)辦理4場「106年臺北市學齡前兒童整合性社區篩檢實務 訓練」初階及進階研習會,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254人。
  - (三)為提升學齡前兒童整合性篩檢服務品質,辦理2梯次 「106年學齡前兒童整合性社區篩檢暨兒童發展篩檢 研習會」,邀請臺北市公、私立幼兒園教保人員參訓, 計272人。







#### 4. Preventive Healthcare and Development Screening for Children

The Department provided screening services to children between the ages of 0 and 6. A total of 146,507 children received the services, in which 340 children were discovered as possible abnormal or developmental retarded. They were referred to the Department of Social Welfare and health centers for further tracking and management. 3 sessions were orgarized as the pilot program for one-stop health service to children in Taipei City, with services provided to 270 persons. Public health nurses at health centers in Taipei City conducted development screening and assessment on children at the age of 0-3 who were the offspring of new immigrants, indigenous people, medium-low- and low-income families and physically and mentally disabled persons. Visits were paid to a total of 4,889 children, including 3,024 from new immigrants, 705 from indigenous people, 197 from medium-low-income families, 515 from low-income families, and 448 from physically and mentally disabled persons. 2 sessions of "Preschool Children Integrated Community Screening and Children Development Screening Seminar" were held with 268 participants. Various marketing channels were utilized to increase public awareness on children development screening. The "Children Development Profile Screening Interactive Site" was constructed, where leaflets, multi-language children development assessment sheets and other materials can be downloaded.

#### 5. Screening for Newborns

35 medical institutions in Taipei City were commissioned to provide hearing tests for newborns. A total of 29,872 newborns were screened with a screening rate of 98.5%. A total of 211 persons were involved in suspected cases of abnormality and were referred. 28 medical institutions provided newborns with CCHD screening services. A total of 24,849 newborns were screened with a screening rate of 97.43%. 57 newborns were referred due to suspected cases of abnormality. Subsidized screenings were conducted on newborns for congenital metabolic disorders in 29,190 cases, and visits were paid to 185 positive cases.

#### Section 2 Children and Adolescents Healthcare

#### 1. Vision, Hearing and Oral Health Screening and Health Care for Pre-school Age Children

- (1) The Department provided free Integrated Screening Services for Children in various public and private kindergartens in Taipei City, serving a total of 59,765 children.
- (2) A total of 4 basic and advanced Practical Training Sessions for the "2017 Taipei Pre-School Age Children Integrated Community Screening Scheme" were held for 254 staff members from the 12 district health centers and contracted medical institutions.



(3) In order to improve the quality of integrated screening services for preschool children, 2 sessions of "2017 Preschool Children Integrated Community Screening and Children Development Screening Seminar" were held, which invited 272 teachers and caregivers from public and private kindergartens in Taipei City.

#### 二、 學齡兒童減度防齲

- (一)結合臺北市 93 家、新北市 52 家眼科醫療院所提供臺 北市一、二、三、四及六年級學童冤費專業視力檢查, 計服務 7 萬 6,824 人次。
- (二) 民國 106 年 3 月 16 日至 4 月 26 日辦理「106 年第二 屆『阿目我愛您』母親節視力保健畫作徵選活動」, 計收件 577 件, 4 月 28 日辦理評審會議,選出 28 件 優秀作品。
- (三) 民國 106 年 5 月 22 日至 12 月 9 日針對臺北市國小老 師、衛生組長、護理師及學童辦理護眼探員出任務活 動,於期間辦理 4 場「護眼隊長培訓」課程,總計 352 人參加。



學童免費專業視力檢查 Professional visual acuity test provided for free to schoolchildren

- (四)針對臺北市國小學童辦理 106 年「護眼密碼趣味競賽」推廣活動,計有 20 所學校參加。
- (五)辦理「2017 健口動一動 護 eye 你最萌-水岸行健走
   活動」宣導視力保健及推動長者健口操,計 1,000 人
   參加。
- (六)辦理臺北市公私立國小一年級學童進行免費塗氟服務, 計服務3萬4,185人次,並於152所國小辦理430場 口腔衛教講座。
- (七)民國 106 年 12 月 9 日假自來水園區 公館水岸廣場辦 理「祖孫健口操暨舞蹈比賽」,提倡代間教育、祖孫 共學,養成餐前做健口操的習慣。



● 2017 健口動一動 eye 你最萌健走活動 The event "Move Your Mouth, Protect Your Cute Eyes: Power Walking Along the Riverbank" in 2017

#### 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,使其主動深入校園或社區 推動宣導工作,促進青少年健康。

- (一)於臺北市國、高中(職)學校辦理 48 場青少年性健康促進校園巡迴講座,計1萬6,485
   人參與。
- (二)為提升氣喘學童及家長自我健康照護知能,民國 106 年 8 月 26 日至 27 日假臺北市立動物園辦理 4 場「氣喘防治工作坊」暨「親子體驗營」,計 732 人參與。

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#### 2. School Age Children Diopter Decreasing and Dental Caries Prevention

- (1) Ophthalmology medical institutions from Taipei (93 institutions) and New Taipei City (52 institutions) provided professional visual acuity tests for free to a total of 76,824 Grade 1, Grade 2, Grade 3, Grade 4 and Grade 6 schoolchildren in Taipei City.
- (2) From March 16 to April 26, 2017, the "2017 2<sup>nd</sup> 'I Love My Eyes' Mother's Day Visual Health Drawing Contest" was held. 577 applications were received and the reviewing meeting was held on April 28. 28 outstanding pictures were selected.
- (3) From May 22 to December 9, 2017, the event "Eye Care Agents on a Mission" was held for teachers, chiefs of health and hygiene section, registered nurses and students of elementary schools in Taipei City. 4 sessions of the "Training of Eye Care Captains" were organized with 352 participants.
- (4) In 2017, the promotional event "Eye Care Password Fun Contest" was held for students of elementary schools in Taipei City. A total of 20 schools participated in the event.
- (5) To promote eyesight protection and oral gymnastics for seniors, the 2017 event "Move Your Mouth, Protect Your Cute Eyes: Power Walking Along the Riverbank" was held with the participation of 1,000 persons.



- 護眼隊長培訓
   Training session for "Eye Care Captains"
- (6) Free fluoride treatment was provided to a total of 34,185 first-grade school students of public and private elementary schools in Taipei City. 430 oral health seminars were held in 152 elementary schools.
- (7) On December 9, 2017, the "Oral Gymnastics and Dance Contest for Grandparents and Grandchildren" took place at the Gongguan Riverside Square of the Taipei Water Park. The purpose of the event was to promote intergenerational education, encourage grandparents and grandchildren to study together, and develop the habit of doing oral gymnastics before every meal.

#### 3. Health Promotion for Adolescents

In cooperation with medical institutions and related professional organizations, featured adolescent health promotion programs have been developed so that the institutions and organizations may actively enter schools and communities to support awareness efforts and promote adolescent health.

- (1) A total of 48 campus tour seminars on sex education for adolescents were carried out in junior high, senior high and vocational schools in Taipei City. A total of 16,485 individuals participated in these seminars.
- (2) To enhance the knowledge of children with asthma and parents on self-care, 4 sessions of the "Asthma Prevention Workshop" and "Family Experience Camp" were held at the Taipei Zoo on August 26 and 27, 2017 with 732 participants.



 祖孫健口操舞蹈比賽
 Oral Gymnastics and Dance Contest for Grandparents and Grandchildren



 「氣喘防治工作坊」暨「親子體驗營」
 The "Asthma Prevention Workshop" and "Family Experience Camp"

76,

(三)臺北市國小校園巡迴列車衛生保健計畫

為培養學童健康的生活習慣與態度,積極結合專業醫療院所及相關學、協會,辦 理國小校園巡迴列車活動,規劃視力、健康體位及菸害防制等3類健康套餐課程,委 託12家醫療院所於臺北市公、私立國民小學辦理107場校園巡迴列車程宣導講座,計 2萬1,372人參與。

(四)辦理「2017『醫』同『腰』約世大運 爸媽健康你熊讚活動」宣導健康體位及定 期量測腰圍,計 500 人參加。

#### 第三節 成人保健及健康體位

#### 一、 心血管疾病預防與保健

臺北市 40 歲以上民衆社區三高篩檢:民國 106 年共篩檢 26 萬 5,959 人次,異常及疑似 異常個案計 4 萬 7,913 人次,完成追蹤 4 萬 6,097 人次,追蹤轉介完成率 96.21%。

臺北市心血管疾病防治網:民國 106 年有效認證之醫事人員計 285 人(醫師 137 人、護 理人員 67 人、營養師 54 人、藥師 26 人、其他醫事人員 1 人);認證醫療機構累計 301 家。

#### 二、 糖尿病及腎臟疾病預防與保健

民國 106 年臺北市糖尿病共同照護網,有效認證 之醫事人員計 959 人(醫師 452 人、護理人員 277 人、 營養師 189 人、藥師 39 人、其他醫事人員 2 人) ;認 證醫療機構累計 218 家,醫事人員認證及繼續教育訓 練課程與個案討論會共 8 場,計 1,123 人參加。3 月 19 日臺北市政府衛生局與台灣腎臟醫學會假臺北市信 義區香堤大道合作辦理「2017 世界腎臟病日『愛腎護 腎、腎利人生』園遊會」,計 850 人參與。於 6 月 28 日假臺北市立聯合醫院忠孝院區辦理「臺北市糖尿病共 同照護網醫事機構推動分享工作坊」,計 71 人參加,



「愛腎護腎、腎利人生」園遊會 "Love & Protect Your Kidneys Victorious Life" Fair

以強化臺北市醫療院所糖尿病照護品質,並藉由專家輔導實地訪查 15 家醫療院所,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, 民國 106 年計 4 萬 375 人預約,預約率 100%,全數完成受檢,受檢率 100%。





#### (3) The Taipei City Elementary School Campus Tour Bus Healthcare Plan

To develop healthy living habits and attitudes among schoolchildren, the Department actively worked with a number of professional medical institutions, academic organizations and associations to

organize the Elementary School Campus Tour Bus activity. The activity offered 3 categories of health packages and courses for visual acuity, healthy weights and tobacco hazards control. 12 medical institutions were commissioned to conduct 107 Campus Tour Bus Awareness Seminars in public and private elementary schools in Taipei City. A total of 21,372 persons attended these seminars.

(4) In 2017, the event "Measure Your Waist at the Universiade: Healthy Parents and Bravo Bear" was held to promote a healthy body and regular waist measurement. A total of 500 persons participated in the event.



 「醫」同「腰」約世大運 爸媽健康你熊讚活動
 The event "Measure Your Waist at the Universiade: Healthy Parents and Bravo Bear"

#### Section 3 Adult Healthcare and Healthy Body Weight

#### 1. Prevention and Care of Cardiovascular Diseases

Screening of Taipei City citizens at or above the age of 40 for hyperglycemia, hypercholesterolemia and hypertension: In 2017, 265,959 persons were screened. Among them, 47,913 persons were involved in cases or suspected cases of abnormality. Tracking was completed on 46,097 persons, with a tracking and referral rate of 96.21%.

Taipei City Cardiovascular Disease Prevention Network: In 2017, a total of 285 persons were recognized as medical personnel (137 doctors, 67 nurses, 54 dietitians, 26 pharmacists, 1 other medical personnel). A cumulative total of 301 medical institutions were recognized.

#### 2. Prevention and Healthcare for Kidney Diseases and Diabetes Mellitus

In 2017, under the Taipei City Diabetes Shared Care Network, a total of 959 persons were recognized as medical personnel (452 doctors, 277 nurses, 189 dietitians, 39 pharmacists, 2 other medical personnel). A cumulative total of 218 medical institutions were recognized. 8 sessions of medical personnel recognition, continuation education & training and case discussion were held, with 1,123 participants. On March 19, the Department cooperated with the Taiwan Society of Nephrology in holding the "2017 World Kidney Day 'Love & Protect your Kidneys Victorious Life' Fair" at the Xianti Boulevard in Xinyi District, with 850 participants. On June 28, the Department organized the "Workshop for Experience Sharing by Medical Institutions Under the Taipei City Diabetes Shared Care Network" at the Zhongxiao Branch of the Taipei City Hospital, with 71 participants. The aim of the event was to improve the quality of care provided by medical institutions in Taipei City to patients with diabetes. Experts conducted on-site visits to 15 medical institutions in order to keep enhancing their capacity to provide care for patients with diabetes.

#### 3. Health Check-ups for Senior Citizens

Citizens at or above the age of 65 and indigenous people at or above the age of 55 who register their residence in Taipei City can get an annual senior health examination for free annually. In 2017, 40,375 persons reserved the service (100% reservation rate), and all of them completed the examination (100% examination rate).

#### 四、 慢性病個案管理服務

針對獨居長者、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,民國 106 年共提供獨居長者健康照護 服務 4,801 人次、個案管理服務 2,184 人、健康關懷 2,617 人。

#### 五、 市民健康保健服務

為維護臺北市民健康、照顧弱勢族群、促進社區健康服務、建立 民衆自主健康管理並關懷慢性病患者之健康,自民國 98 年 4 月起開 辦「市民健康生活照護服務」(104 年更名為「市民健康保健服務」), 提供民衆自主便利量測服務,106 年共設置 1,085 個「健康量測站」, 生理量測服務達 376 萬 5,832 人次,話務服務量達 33 萬 2,565 通。

#### 六、 台北悠活體驗館

因應人口老化現象,臺北市政府衛生局致力推動長者健康促進服務,民國 103 年 5 月於花博公園設置「台北悠活體驗館」,希望藉由館内智慧科技健康互動與居家生活輔具體驗,提升市民健康自主管理 之識能。106 年為擴大銀髮健康促進服務之場域,並配合花博公園圓 山園區場域後續規劃轉型,已將該場地回歸財團法人臺北市會展產業 發展基金會朝創新產業規劃,並將銀髮健康促進概念擴散至社區執行。



民眾進行自主健康管理 A citizen is self-managing her health

#### 七、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,透過長者簡易健康篩檢評量表,篩檢出衰弱之高危險長 者,並依篩檢結果提供轉介流程,以完成在地老化政策目標。民國 106 年完成 2 萬 3,506 位長 者衰弱篩檢評估,其結果「衰弱前期」佔 15.97%,「衰弱期」佔 3.97%,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。

#### 八、 健康體位

- (一)「臺北體重管理 APP」新增飲食種類及運動類型搜尋、新訊息未讀提醒功能,搭 配每日已攝取及剩餘熱量加總、飲食(含飲水量)與運動提醒功能、計算運動消耗 的卡路里、查詢常見的食物熱量等功能,靈活運用協助臺北市市民進行自主健康體 位管理。民國 106 年共 21 萬 420 人次下載使用。
- (二)整合臺北市產、官、學、民各項資源,推動致胖環境評估及改善,建立臺北市市民 規律運動及健康飲食的健康生活型態。



#### 4. Chronic Disease Case Management Service

For Taipei City citizens including seniors who live alone, cerebrovascular disease patients, incapacitated citizens, hypertension patients, hyperlipidemia patients, diabetes patients and those with other chronic diseases, the Department provided caring visits, health consultation, three-in-one health screening, health necessity evaluation and other services. In 2017, 4,801 seniors who lived alone received healthcare services, and 2,184 persons received case management service. 2,617 persons received caring visits.



促進市民健康

#### 5. Healthcare Services for Citizens

To protect the health of Taipei City citizens, care for disadvantaged groups, promote community health services, form the citizens' concept of health self-management, and take care of the health of chronic disease patients, in April 2009, the "Citizen Health Life Care Service" (renamed "Citizen Health Care Service" in 2015) was launched to provide citizens with convenient self-management measuring services. In 2017, 1,085 "Health Measuring Stops" were established and provided physiological measuring services to 3,765,832 persons, with 332,565 calls in telephone services.

#### 6. Taipei Active Aging Pavilion

In response to the issue of population aging, the Department has strived to provide seniors with health promotion services. In May 2014, the "Taipei Active Aging Pavilion" was established at the Taipei Expo Park, with the purpose of enhancing citizens' knowledge about health self-management through interaction with smart technologies and experience of household assistive devices in the pavilion. In 2017, to expand the size of the place where senior health promotion services are available, and due to the planned transformation of the Yuanshan Park Area of the Taipei Expo Park, the place was returned to the Taipei Expo Foundation for the planning of innovative industries and to spread and implement the idea of senior health promotion in communities.

#### 7. Screening for Frailty in Seniors

To strengthen the function of primary prevention of communities and reduce the rate of frailty in seniors in Taipei City, the Department conducted adult health examination, community screening and household visits. Using a brief form for senior health screening evaluation, the Department identifies seniors with a high risk of frailty and refers their cases on the basis of the screening results to achieve the objectives of the policies to age in the community. In 2017, screening and evaluation for frailty were conducted on 23,506 seniors. The results showed that 15.97% of them were at "pre-frail stage", while 3.97% of them were at "frail stage". In accordance with their wishes, the seniors were referred to medical institutions and long-term care centers for intervention and caring services.

#### 8. A Healthy Body

- (1) In the "Taipei Weight Control APP", new functions were added for the search of types of diets and sports and notifications of unread messages. Along with the functions of reminder of daily calories received and calories remaining, diet (including water drinking) and exercise, calculating calories consumed during exercise, and inquring the calories of common foods, this app flexibly assists Taipei City citizens in conducting self-management of a healthy body. In 2017, 210,420 persons downloaded and used the app.
- (2) The Department integrated various resources from businesses, government agencies, academia and society in Taipei City to assess and improve obesity-inducing environments as well as promote healthy lifestyles with regular exercise habits and healthy diets to Taipei City citizens.

- (三) 開辦51班「體重控制班」,計1,103位民衆參與,BMI ≧ 27者438位,共減重1,752 公斤。
- (四)辦理「健康體重管理」獎勵活動,計2萬3,752人參與,合計減重4萬8,431公斤。
- (五)臺北市十二行政區精選 24 條健走特色步道,結合臺北市政府資訊局地理資訊系統 提供民衆運動資源及運動消耗卡路里計算,並運用健康雲及「臺北體重管理 APP」 宣導,提供民衆便捷查詢及記錄管道。

#### 第四節 癌症防治及原住民族保健(含台北卡)

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

辦理「臺北市癌症防治社區紮根計畫」及四大癌症防治暨陽性個案追蹤計畫、建置臺北市 「癌症防治便利網」,結合臺北市醫院及基層醫療院所,廣設健康好站共 1,080 站,提供市民 可近性之癌症篩檢服務暨癌症防治資訊。

#### 二、 精實癌症篩檢通知流程,並運用多元宣導

- (一)「癌症篩檢一對一邀約語音提醒通知服務」、電話、手機簡訊、寄發 E-post 等方 式進行篩檢邀約,通知民衆參加癌症篩檢。
- (二)辦理記者會並發布新聞稿、透過社群網路及臺北市市府網絡,如:「智慧台北 幸 福生活 FB」、「柯 P 健康 LINE 群組」等宣導癌症防治訊息,以提升民衆篩檢認知。
- (三)結合「台北卡-健康服務」,鼓勵民衆参加四大癌症篩檢,兌換「悠遊卡」加値金, 民國 106 年癌症篩檢點數為 816 萬 5,700 點,子宮頸抹片檢查
  1 萬 3,645 人次、乳房攝影檢查 2 萬 9,757 人次、大 腸癌篩檢 4 萬 148 人次及口腔癌篩檢 8,324 人次, 計篩檢 9 萬 1,874 人次。
- (四)提供臺北市醫療院所癌症防治資訊於臺北市市 府資訊開放平臺,由民間團體發展臺北市癌 症防治暨篩檢服務資訊行動應用程式「健康好 站~台北防癌一指通 APP」,以快速提供臺北 市市民癌症防治資訊及篩檢服務。

- (3) 51 classes of the "Weight Control Class" were organized, and 1,103 citizens attended these classes. There were 438 participants whose BMI  $\geq$  27, and lost a total of 1,752 kgs.
- (4) The "Healthy Weight Management" incentive event was held with a total of 23,752 participants who shook off a total weight of 48,431 kg.
- (5) 24 featured walking pathways were selected in the 12 districts of Taipei City. Combining the GIS system of the Department of Information Technology of Taipei City Government, citizens are provided with exercise resources and calculation of calories consumed during exercise. Through the use of the Health Cloud and the promotion with the "Taipei Weight Control APP", citizens are able to inquire and record conveniently.

# Section 4 Cancer Prevention and Healthcare for the Indigenous Peoples (Including Taipei Card)

Services such as pap-smear screening for cervical cancer, mammography examinations, colorectal cancer screening and oral cancer screening are provided.

#### 1. Cancer Prevention Convenient Network

The "Taipei City Cancer Prevention Community Rooting Project" and the prevention and positive case tracking project on four major cancers were implemented. The Taipei City "Cancer Prevention Convenient Network" was constructed as well. In cooperation with the Taipei City Hospital and local medical institutions, 1,080 Health Stations were established in order to provide Taipei City citizens with accessible cancer screening service and information on cancer prevention.

#### 2. Accurate Cancer Screening Notification Procedure that Utilized Versatile Promotion

- (1) Screening invitations are given out through "One-on-one Cancer Screening Inviting Vocal Reminding Notification Service", phone calls, text messages, E-posts and other ways to notify the citizens of the cancer screening services.
- (2) Press conferences are held with news releases. Social networks and the websites of the Taipei City Government such as "Facebook Page of Smart Taipei Happy Life" and "Prof. Ko's LINE Chat Group on Health" are used to propagate cancer prevention messages in order to enhance citizens' understanding on screening.
- (3) Combing with "Taipei Card: Health Service", the Department encouraged citizens to take part in the screening services for four major cancers to exchange "EasyCard" charges. In 2017, there were 8,165,700 cancer screening points, 13,645 persons who took pap-smear tests, 29,757 persons who took mammography examination, 40,148 persons who took colorectal cancer screening examination and 8,324 persons who took oral cancer screening examination. A total of 91,874 persons received cancer screening services.
- (4) The cancer prevention information from medical institutions in Taipei City is available on the platform of Data Taipei. The "Health Station: Taipei One-finger Cancer Prevention APP" developed by civil organizations includes the cancer prevention and screening service information of Taipei City and can quickly provide Taipei City citizens with cancer prevention and screening services.

- (五)運用精實管理手法精簡臺北市癌症篩檢通知流程,整合癌症篩檢通知資料,提高通知成效,並減省通知成本。
- (六)運用精實手法縮短癌症篩檢報表產出的時間及提高完整性,依據原有癌症篩檢系統 報表與篩檢資料,使用辦公室資訊軟體自動化處理資料,運用商用軟體(Tableau) 進行視覺化數據分析,以精確掌握癌症篩檢資訊,快速呈現臺北市癌症篩檢成效。

#### 三、 癌症篩檢及防治

- (一)子宮頸癌篩檢:民國 106 年 30 歲以上女性完成子宮頸抹片檢查共 25 萬 8,264 人,
   其中 425 人確診為子宮頸癌:另,3 年以上未作子宮頸抹片者完成 8 萬 4,423 人。
- (二)乳癌篩檢:民國 106 年接受乳房 X 光攝影計 12 萬 202 人,其中 656 人確診為乳癌。
- (三)大腸癌篩檢:民國106年糞便潛血篩檢計15萬2,148人,其中279人確診為大腸癌。
- (四) 口腔癌篩檢: 民國 106 年篩檢計 6 萬 8,139 人,其中 50 人確診為口腔癌。
- (五)整合性預防保健服務:共辦理 60 場次,篩檢 1 萬 2,100 人。
- (六)「癌症篩檢管理中心」進行:高危險群篩檢困難個案催檢並完成篩檢計1萬854人, 並辦理篩檢陽性轉介困難個案追蹤,完成確診計2,545人。

#### 四、 原住民族保健

- (一) 民國 106 年原住民參加醫院型老人健康檢查者計 533 人次;辦理原住民社區型健 康檢查 17 場,計 719 人次參加;家戶健康服務訪視 7,364 人次。
- (二)臺北市政府衛生局及所屬十二區健康服務中心辦理原住民健康促進諮詢講座共 12 場次,計 529 人參加;衛生局與臺北市政府原住民族事務委員會共同辦理「重陽 敬老活動」,計 100 人參加。

- (5) The cancer screening notification procedure of Taipei City has been simplified with lean management means, and cancer screening notification information has been integrated to enhance efficacy and reduce notification costs.
- (6) Lean means are utilized to shorten the time needed to produce a cancer screening report and enhance its integrity. Based on the original cancer screening reports and information, the data is automatically processed with office information software, and visualized data analysis is conducted by using the business software Tableau to ensure the accuracy of cancer screening information and fast presentation of the results of cancer screening in Taipei City.

#### 3. Prevention and Screening of Cancer

- (1) Cervical Cancer Screening: In 2017, 258,264 women at or above the age of 30 completed papsmear tests. Among them, 425 were confirmed to have cervical cancer. 84,423 women had not taken pap-smear tests for at least 3 years.
- (2) Breast Cancer Screening: In 2017, 120,202 persons underwent mammography examination, and 656 were confirmed to have breast cancer.
- (3) Colorectal Cancer Screening: In 2017, 152,148 persons took stool occult blood screening, and 279 were confirmed to have colorectal cancer.
- (4) Oral Cancer Screening: In 2017, 68,139 persons were screened, and 50 were confirmed to have oral cancer.
- (5) Integrated Prevention Health Service: 60 sessions were held, and 12,100 persons were screened.
- (6) "Cancer Screening Management Center": The persons involved in difficult cases from the high-risk population screening were urged to take the screening, and 10,854 persons completed the screening. As for the referral and tracking of the



 「母娘保庇常(陽)保健康」記者會
 Press conference "Keep Your Bowels Healthy Under the Protection of the Goddess Muniang"

difficult cases that had positive results after screening, 2,545 persons completed further examination.

#### 4. Healthcare for the Indigenous Peoples

- In 2017, hospital-based health examinations for seniors were provided to 533 indigenous people.
   17 community-based health examinations for indigenous people were conducted, with 719 persons taking part. Household visits for health services were paid to 7,364 persons.
- (2) The Department and the 12 district health centers of Taipei City held 12 sessions of the Indigenous Peoples Health Promotion and Consultation Seminar, with 529 participants. The Department and the Indigenous People Commission of Taipei City Government jointly organized the "Respect Seniors to Celebrate the Double Ninth Festival", with 100 participants.

#### 第五節 菸害防制

#### - 、 稽查執法輔導

- (一) 民國 106 年 1 月至 12 月菸害防制稽查取締,共執行 8 萬 771 家次; 裁處 1,241 件, 裁罰金額新臺幣 2,081 萬 9,000 元整。
- (二)於臺北市就學及設籍於臺北市但未就學之未滿 18 歲青少年違規吸菸辦理戒菸教 育,共完成 152 件。
- (三)進行臺北市 240家販賣菸品場所違規供應菸品予未成年之喬裝測試,合格 118家, 合格率為 49.2%。

#### 二、 多元戒菸服務

- (一) 強化專業技能, 提供便利服務
  - 1. 辦理戒菸衛教人員初、進階訓練共5場,計426人參訓。
  - 結合臺北市 16 家醫院,辦理戒菸班 40 班(醫院 16 班、校園 14 班、社區、職場各 5 班),計 565 人參加,課後 1 個月之點戒菸成功率達 36.6%。
  - 結合醫療與社區資源,提供1萬8,708位吸菸者(含青少年)戒菸服務,服務 涵蓋率達6.2%。
  - 4. 輔導臺北市 12 家無菸醫院,參與衛生福利部國民健康署「健康醫院評鑑」。

#### (二) 強化菸害防制教育宣導<sup>,</sup> 提升戒菸人口數

- 辦理 1,471 場講習,透過電子平面媒體, 宣導吸菸、二手菸、三手菸及電子煙對 健康危害,鼓勵吸菸者及早成功戒菸。
- 2. 民國 106 年 9 月 20 日至 12 月 20 日, 辦理「戒菸衛教送禮券」活動,並運用 臺北市政府官方臉書粉絲團、局長給院 長一封信、柯 P 健康 LINE 訊息、廣播 等管道廣為宣導,臺北市戒菸衛教服務



● 鬥陣來戒菸宣導記者會 Promotional press conference "Let's Fight and Quit Smoking"

人數自 105 年 4,768 人提升至 106 年 7,822 人,成長 64.1%。

製作無菸家庭好孕袋、無菸職場宣導年曆,強化民衆對吸菸、二手菸、三手菸
 認知,進而營造家庭與工作健康環境。





#### Section 5 Tobacco Hazards Control

#### 1. Inspection and Supervision of the Implementation of the Tobacco Hazards Prevention Act

- (1) From January to December 2017, a total of 80,771 locations were inspected. 1,241 violations were cited, with the fines amounted to NT\$20,819,000.
- (2) A total of 152 educational sessions were carried out for adolescents under the age of 18 years-old studying in Taipei City or those not in school but have their household registration located in Taipei City.
- (3) Undercover investigation were conducted at 240 stores selling tobacco products in Taipei City to see whether they illegally sold tobacco to the underage. 118 of them passed the tests, with a pass rate of 49.2%.

#### 2. Diverse Smoking Cessation Services

- (1) Strengthen Professional Skills in Providing Convenient Services
  - A. A total of 5 sessions of elementary and intermediate training for smoking cessation health educators were held, with 426 participants.
  - B. The Department cooperated with 16 hospitals in Taipei City and organized 40 classes on smoking cessation (16 for hospitals, 14 for schools, 5 for communities, 5 for workplaces), with 565 participants. Smoking cessation success rate after one month of the class reached 36.6%.
  - C. The Department combined medical and community resources to provide 18,708 smokers (including adolescents) with smoking cessation services. The service coverage rate was 6.2%.
  - D. The Department assisted 12 tobacco-free hospitals in taking part in the "Healthy Hospital Evaluation" conducted by the Health Promotion Administration of the Ministry of Health and Welfare.
- (2) Strengthening Education and Promotional Efforts for Tobacco Hazards Control to Increase the Number of People Who Quit Smoking
  - A. Through 1,471 lectures and digital media, the Department educated citizens on the health hazards of smoking, second-hand, third-hand smoke and Electronic cigarette, and encourage smokers to quit smoking as soon as possible.
  - B. From September 20 to December 20, 2017, the Department held the event "Quit Smoking, Get Gift Vouchers", which was promoted via the official Facebook page of Taipei City Government, A Letter From the Department Director to Hospital Superintendents, Mayor. Ko's LINE Chat Group on Health, radio broadcasts and other channels. The number of persons in Taipei City who received smoking cessation health education services rose from 4,768 in 2016 to 7,822 in 2017, a 64.1% increase.
  - C. The Department prepared gift bags for pregnant women to encourage tobacco-free families, and designed calendars to promote tobacco-free workplaces, with the aim to enhance public knowledge of smoking, second-hand and third-hand smokes and build a healthy environment at home and at work.

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#### 三、 青少年菸害防制宣導與教育

- (一)加強向 3,431 家校園周邊販菸業者,宣導不得販菸予未滿 18 歲青少年。
- (二) 民國 106 年 3 月至 5 月配合衛生福利部國民健康署辦理「國中生、高中職生吸菸 行為調查」,計完成 28 所學校、2,582 名學生施測。
- (三)開發與製作「健康繽紛擁抱青春」手冊、青少年拒菸宣導影片等2種青少年宣導素 材,提供學校教師作為校園菸害防制宣導教材,進而落實與推廣無菸校園。

#### 四、 營造戶外無菸環境,保障民眾健康權益

- (一)公告臺北市 932 個公車站之 1,150 座公車候車 亭,自 106 年 1 月 1 日起為全面禁止吸菸場所。
- (二)公告「光華數位新天地」所屬1樓戶外周邊 區域,自106年3月1日起為除吸菸區外全 面禁止吸菸場所。
- (三)公告國立臺北教育大學周邊人行道,自106 年4月1日起為全面禁止吸菸場所。
- (四)公告淡江大學台北校園周邊人行道,自106 年7月1日起為全面禁止吸菸場所。



 公車候車亭禁菸宣導記者會
 Promotional press conference announcing that bus shelters are non-smoking sections

- (五)民國 106年8月19日至8月30日臺北世界大學運動會,賽會期間由臺北市、新 北市、桃園市、新竹市及新竹縣五縣市共136名稽查人員,至場館及選手村稽查 422次;運用新聞稿發布、辦理記者會、電子跑馬燈、廣播及世大運官網等多元管 道宣導禁菸規定;於14座場館完成設置15個戶外定點吸菸區。
- (六)公告國立臺灣大學社會科學院周邊人行道,自106年9月1日起為全面禁止吸菸場所。
- (七)公告國立臺北教育大學附設實驗國民小學周邊人行道及教職員宿 舍周邊戶外區域,自106年11月1日起為全面禁止吸菸場所。
- (八)公告台北市日僑學校周邊人行道,自106年12月1日起為 全面禁止吸菸場所。
- (九) 辦理 19 場拒菸志工課程,計 356 人參訓:協助巡邏禁菸場所,計 1 萬 3,712 次。





#### 3. Education and Promotion of Tobacco Hazards Control amongst Adolescents

- (1) Strengthen the promotion on 3,431 tobacco dealers around school campuses for not allowing them to sell tobaccos to adolescents below the age of 18.
- (2) From March to May 2017, the Department coordinated with the Health Promotion Administration, Ministry of Health and Welfare in holding "Smoking Behavior Survey on Junior High School Students and Senior High/Vocational School Students". A total of 28 schools and 2,582 students were randomly surveyed.
- (3) The Department designed and prepared the handbook "Embrace Healthy and Colorful Youth" and made promotional videos of anti-smoking education for adolescents. These 2 types of promotional materials for adolescents were provided to schoolteachers for awareness of tobacco hazards in order to realize and promote the idea of a tobacco-free campus.

#### 4. Building a Tobacco-free Environment to Ensure the Health Rights of Citizens

- (1) It was announced that starting from January 1, 2017, 1,150 bus shelters at 932 bus stops in Taipei City are non-smoking sections.
- (2) It was announced that starting from March 1, 2017, the outdoor regions surrounding the first floor of "Guanghua Digital Plaza" are non-smoking sections.
- (3) It was announced that starting from April 1, 2017, the sidewalks surrounding the National Taipei University of Education are non-smoking sections.
- (4) It was announced that starting from July 1, 2017, the sidewalks surrounding the Taipei Campus of Tamkang University are non-smoking sections.
- (5) The Taipei Universiade was held from August 19 to 30, 2017. During the event, a total of 136 inspectors from Taipei City, New Taipei City, Taoyuan City, Hsinchu City and Hsinchu County inspected the venues and Athletes' Village for 422 times. The non-smoking regulations were disseminated through multiple channels, including press releases, press conferences, electronic scroll boards, radio broadcasts and the official website of the Universiade. 15 fixed outdoor smoking areas were designated in 14 venues.



 世界大學運動會場館禁菸宣導記者會
 Promotional press conference announcing the venues of the Universiade are non-smoking sections

- (6) It was announced that starting from September 1, 2017, the sidewalks surrounding the College of Social Sciences of National Taiwan University are non-smoking sections.
- (7) It was announced that starting from November 1, 2017, the sidewalks surrounding the National Taipei University of Education Experimental Elementary School and the outdoor regions surrounding the faculty dormitories are non-smoking sections.
- (8) It was announced that starting from December 1, 2017, the sidewalks surrounding the Taipei Japanese School are non-smoking sections.
- (9) 19 non-smoking volunteer courses were held with 356 participants. These volunteers helped in patrolling non-smoking areas for a total of 13,712 times.

#### 第二章 健康城市

#### 第一節 健康城市及安全社區

#### 一、 健康城市

- (一)民國 106 年 10 月參加「第 9 屆台灣健康城市暨高齡友善城市」獎項評選,獲得「高齡友善城市鄉鎮市區金質獎」2 項、「高齡友善城市優良提案獎」1 項及「創新成 果獎」11 項殊榮。
- (二) 賡續 105 年健康城市、社區安全及高齡友善之跨域合作機制,106 年配合臺北市政府策略地圖施政重點,委由專家學者輔導建立跨域合作平臺,依議題分 5 個工作小組,召開 2 次跨局處會議、10 次工作小組會議、2 次專家共識會議及 2 次秘書組核心會議;修訂 65 項指標及 64 項行動方案;辦理 7 場培力訓練,共 31 個單位,360 人次參與。進行健康城市調查研究,辦理一系列行銷活動,及國内外研討會活動交流,提升臺北市健康城市形象及國際能見度,汲取標竿型健康城市推動經驗,發展出臺北市健康、社區安全及高齡友善特色,為營造臺北市成為「以人為本」的宜居城市願景而努力。

#### 二、 安全社區

- (一)於臺北市十二行政區推動社區安全營造計畫,以社區為平臺,協同公、私部門跨領 域合作,因地制宜發展並推動 69 項社區安全促進方案。
- (二)推動「原住民、新住民等弱勢族群居家安全環境檢核與諮詢計畫」,針對家中有6 歲以下幼兒之家戶進行居家環境安全檢核與衛教,民國106年完成訪視1,703戶, 藉此提升其對於居家環境安全的知能,進而改善居家環境及減少兒童居家事故傷害 發生。





#### Chapter 2 Healthy City

#### Section 1 Healthy City and Safe Community

#### 1. Healthy City

- (1) In October 2017, Taipei City took part in the "9<sup>th</sup> Taiwan Healthy City and Age-friendly City Award", and won 2 "Gold Award for Age-friendly Cities, Towns and Districts", 1 "Award for Age-friendly City Excellent Proposals" and 11 "Innovative Progress Award".
- (2) Continuing the multidisciplinary cooperation system established in 2016 for healthy city, safe community and age-friendliness, the Department created a multidisciplinary cooperation platform in 2017 under the guidance of experts and scholars and in line with the main points of the Taipei City Government Strategic Map. 5 working groups were formed according to their respective issues. 2 cross-department/office meetings, 10 working group meetings, 2 expert consensus meetings and 2 core secretariat meetings were held. 65 indicators and 64 action plans were revised or established, and 7 sessions of empowerment training were organized. A total of 360 persons from 31 departments/offices participated. The Department conducted studies and surveys on healthy cities, held a series of promotional events, and interacted with participants in domestic and foreign seminars to improve the image and international visibility of a healthy Taipei City. Learning from the experience of some healthy city benchmarks, the Department strives to develop Taipei City's own features of healthiness, community safety and age-friendliness to realize the vision of making Taipei City a "human-oriented" and livable place.

#### 2. Safe Community

- (1) Community Safety Construction Plans were promulgated in the 12 districts of Taipei City. With communities as the platform, multidisciplinary cooperation was facilitated in coordination with public and private sectors in order to implement 69 community safety promotion programs in accordance with local demands.
- (2) The Department carried out the "Home Environment Safety Inspection and Counseling Project for Indigenous Peoples, New Immigrants and Other Disadvantaged Groups", in which families with young children below the age of 6 were provided with home environment safety inspection and education. A total of 1,703 visits were conducted in 2017 to achieve a better understanding of home environment safety, encourage home environment improvements, and reduce children home accidents.



#### 第二節 高齡友善城市

因應全球人口快速老化趨勢,世界衛生組織(World Health Organization)於2002年提出活 躍老化(Active Ageing),主張以健康、參與及安全等三大面向作為因應人口老化的策略,以八 大面向為基礎(無障礙與安全的公共空間、大衆運輸、住宅、社會參與、敬老與社會融入、工作與 志願服務、通訊與資訊、社區及健康服務),呼籲各國以高齡友善城市指引作為政策推動之參考, 鼓勵世界各城市建立符合在地特色行動計畫,以引導城市政策推動,滿足高齡者健康需求,並促進 獨立自足健康生活品質。

臺北市政府衛生局依循此指引,民國 105 年起整合健康城市、高齡友善及安全社區三大議題, 組成跨局處推動組織,並成立 5 個工作小組及專家輔導團隊,研提 15 項高齡友善城市指標,以社 區為基礎,整合產、官、學、民之相關單位資源建立支持性環境。106 年計 13 萬 3,736 人次長者 參與健康促進服務,藉由提供健康促進服務,提供長者健康促進課程及相關健康資訊,期以邁向「健 康老化 活躍老化」之目標。





#### Section 2 Age-friendly City

In response to the rapid aging trend of global population, the World Health Organization proposed the idea of "Active Aging" in 2002, advocating health, participation and security as the three major strategic perspectives for dealing with the aging population, and proposed eight fundamental perspectives (barrier-free and safe public spaces, public transportation, housing, social participation, respect and social integration, work and voluntary services, communication and information, community and health services) as the policy references for promoting an age-friendly city. It encouraged global cities to establish action plans that suited their local features in order to carry out policies that suited the health necessity of seniors and promote independent, self-sufficient and healthy living quality. The Department has followed these guidelines to organize and promulgate health promotion services for seniors in order to achieve the goals of "healthy and successful aging".

Following these guidelines, the Department has integrated the 3 issues of healthy city, age-friendliness and safe community since 2016 and formed cross-department/office teams. 5 working groups and expert advisory teams were established, and 15 indicators of an age-friendly city were proposed. With communities as the basis, the Department integrated business, government agencies, academia, the society and other resources from related institutes to create a supportive environment. In 2017, a total of 133,736 seniors received health promotion services. Through health promotion services, seniors are provided with health promotion courses and related health information to achieve the goals of "healthy successful aging".



#### 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十二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;民國 106 年追蹤照護人數累計1萬8,183人,訪視服務共計9萬4,392 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 區中提供專業的評估與協助社區處理個案;民國 106 年共計出勤服務 600 人次。
- 三、臺北市政府為關懷精神病人之身心健康與復健狀況,民國 106 年結合體育局、臺北市立 聯合醫院松德院區、國立臺灣師範大學及中華民國生活調適愛心會等單位共同辦理第四 屆青鳥盃康復之友運動會,當日共計 600 餘名精神康復之友參與盛會。





#### Chapter 3 Promotion of Mental Health

#### Section 1 Mental Health Care

- 1. Any care provided to psychiatric patients must combine resources from medical institutions and communities resources to maintain integrity and continuity, so that patients do not have to frequently travel between hospitals and homes. Through health centers in the 12 districts of Taipei City, the Department conducts followup visits to psychiatric patients in communities. The Department not only provides transitional services for preparation of discharge from hospitals but also offers vertical or parallel referral of medical care and welfare resources. With cross-department/office cooperation, community education courses are designed for primary caretakers to enhance their knowledge about mental disorders, patient care and how to make good use of medical and social welfare resources. The Department wishes to help psychiatric patients and primary caretakers improve the quality of their lives in communities to reduce social expenses. In 2017, a total of 18,183 persons received follow-up care, and visits were paid to 94,392 persons.
- 2. To strengthen the emergency hospital delivery service network for community patients, the Department commissioned



健康服務中心追蹤訪視精神病人
 A health center conducted a follow-up visit to psychiatric patient



第四屆青鳥盃康復之友運動會
 The 4<sup>th</sup> Bluebird Cup Games for Patients Under Rehabilitation

the Songde Branch of Taipei City Hospital and the Beitou Branch of Tri-Service General Hospital to dispatch "Community Emergency Case Medical Teams". Mental health professionals are sent to communities to offer professional evaluation and assist in handling individual cases. In 2017, a total of 600 persons receive the services.

3. The Taipei City Government cares about the physical and mental health and status of rehabilitation of psychiatric patients. In 2017, the Department cooperated with the Department of Sports, the Songde Branch of Taipei City Hospital, the National Taiwan Normal University and the Life Choices Association in organizing the 4<sup>th</sup> Bluebird Cup Games for Patients Under Rehabilitation. Over 600 psychiatric patients under rehabilitation participated in the event.

#### 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,提供民衆便捷之心理資源,使民衆 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民國 94 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」,迄今已於12 個行政區及社區心理衛生中心共 13 處附設門診部, 每週提供民衆 35 至 36 診次之心理諮商服務,106 年共服務 8,416 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。民國 106 年委託李政洋身心診所、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 5,230 人次。
- 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 搭配國際心理健康日於每年10月規 劃大型宣導活動,盼能增進市民因應



● 2017 TDSD「心生報到 up to you 幸福職場」大型活動 The large event of TDSD "A Healthy Mind is Up to You: Happy Workplace" in 2017

生活壓力之調適能力,協助潛在高危險群民衆學習檢視自我心理衛生狀態,適時尋求資源。民國 106 年在校園兒少心理健康促進辦理講座及培訓 20 場,共 856 人次參與;職場心理健康促進辦理講座及培訓課程 61 場,共 4,206 人次參與;社區心理健康促進則辦理 32 場講座活動,共 1,662 人次參與;推動長者心理健康促進辦理 219 場講座活動,共 5,137 人次參與。106 年 10 月 1 日衛生局邀集 13 個市府及民間單位,搭配國際心理健康日主題, 以幸福職場為主題辦理大型宣導活動,計 1,000 人次民衆參與。





#### Section 2 Community Psychological Consultation Services

- 1. Community Psychological Counseling Services: Since July 2005, the Department worked with the outpatient clinics of Taipei City Hospital to establish the first "Community Psychological Counseling Service" with the purposes of improving awareness for the prevention of mental health issues, providing the public with convenient access to psychological healthcare resources, improving public familiarity, acceptance and utilization of community-level mental health support channels, preventing the worsening of psychological problems, and avoiding wasteful expenses of medical fees. To date, a total of 13 outpatient clinics were established in the 12 administrative districts and the Taipei Community Mental Health Center. A total of 35-36 weekly psychological counseling services were provided, serving a total of 8,416 visitors in 2017.
- 2. Construction of a localized community mental health service network: The Department cooperated with civil groups, medical institutions and universities in implementing the promotion of community mental health services. The Department commissioned four civil groups, namely Lee's Psychiatric Clinic, MacKay Memorial Hospital, the psychological counseling institute of Zhonglun Counseling Center and the National Taipei University of Nursing and Health Sciences in providing community mental health services for high-risk cases in different districts of Taipei City, such as individual psychological counseling, group consultations, outreach services, telephone care, professional staff training, and holding related symposiums. The populations included high-risk depression cases, cases with severe emotional issues, high-risk emergency disaster mental health cases, and high-risk cases in the community. The agencies provided featured services according to their specialty. They also provide outreach services, in which professional staff will visit cases in demand at their residence and assist them to walk out of the community. The services were provided to 5,230 persons.
- 3. Promotion of Mental Health: For years, the Department has continued to promote mental health for citizens by combining the resources from every department/ office of the Taipei City Government and NGOs. Based on the characteristics of the locations, the Department has developed localized and diverse event plans or projects on mental health promotion for schools, workplaces, communities (including special groups) and seniors who have received care in recent years. In October every year, large promotional events are held to celebrate the World Mental Health Day, with the aim to enhance citizens' abilities to adapt to stress in their lives and help citizens with a potentially high



▶與里民活動中心合作辦理社區心理健康講座 Community mental health seminar held in cooperation with the village activity center

risk learn how to examine the their mental health conditions and seek resources at the appropriate time. In 2017, 20 sessions of the seminar and training on promotion of children and adolescents mental health on campus were held, with 856 participants. 61 sessions of the seminar and training on promotion of workplace mental health were held, with 4,206 participants. 32 sessions of the seminar on promotion of community mental health were held, with 1,662 participants. 219 sessions of the seminar on promotion of mental health of seniors were held, with 5,137 participants. On October 1, 2017, the Department invited 13 departments/offices of the Taipei City Government and civil groups to hold a large promotional event under the theme of "a happy workplace" to celebrate the World Mental Health Day. A total of 1,000 persons took part in the event.

#### 第三節 自殺防治

為有效整合臺北市自殺防治策略與資源,於民國 98 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)民國 106 年接獲自殺企圖暨高危險個案通報 5,968 案次,包括自殺企圖通報個案
 4,214 案次、社區高危險自殺個案 1,754 案次。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 520 案次。



#### 圖 2 歷年臺北市自殺企圖暨高危險者通報案件量

(二)民國 106 年臺北市諮詢專線共接獲 371 案次疑似自殺企圖個案諮詢電話,其中有 10 案次為自殺高危險且有立即生命危險,經啓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衆。

#### 二、 建置跨局處資源整合平臺

辦理跨局處聯繫會報4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。



#### Section 3 Suicide Prevention

The Department established the Taipei City Government Suicide Prevention Center in 2009 that consists of 2 divisions of "planning and implementation" and "research and education" in order to effectively integrate suicide prevention strategies and resources of Taipei City. The Suicide Prevention Center has continued to invest efforts into overall planning, case integration and management, special case reporting, emergency care, education and training, environmental control, skills training and research and development to prevent suicide in Taipei City.

#### 1. Improving Care-Visits in Taipei

(1) In 2017, the Department received 5,968 case reports on high-risk suicide attempt cases, including 4,214 cases that attempted to commit suicide, 1,754 community high-risk suicide cases. The Department also commissioned civil groups to implement the Suicide Prevention Risk Ranking Project and expanded community services to 520 cases of medium- and high-risk suicides.



(2) In 2017, the Taipei City Consultation Hotline received 371 suspected suicide attempt consultation telephone calls and 10 were in high-risk of committing suicide and were in immediate critical condition. After launching the assistance of the police and fire departments for emergency duty, the people who were on the verge of committing suicide were all successfully rescued.

#### 2. Establishment of a Cross-departmental Resource Integration Platform

4 cross-departmental communication meetings were held for the departments/offices of the Taipei City Government to design and promote service systems for cases involving risk of suicide within their respective responsibilities, with the aim to enhance the effectiveness of suicide prevention in Taipei City. The departments/ offices were directed to increase their efforts in raising employees' awareness of the "6 to do" and "6 not to do" principles regarding news coverage of suicide, establish channels that ensure smooth communication with the media, and strengthen the awareness strategies of the Taipei City Government for suicide prevention.

#### 三、自殺防治守門員訓練多元化

自殺防治守門員訓練由臺北市政府結合民 間各單位合作辦理,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。民國 106 年共 辦理 144 場次自殺防治守門員訓練,共計有 7,732 人次參與。

#### 四、 辦理自殺防治研討會及大型宣導活動

民國 106 年加強就業及勞動人口之關懷, 期透過具完整員工關懷機制的單位經驗分享, 及心理健康量表與諮詢技巧介紹等,促進企業 單位更加重視員工之職場心理健康與自殺防 治。106 年辦理「員工關懷 勞資雙贏一職場 心理健康暨自殺防治研討會」計 300 人次參 與。另響應世界自殺防治日,106 年在宣導活 動上著重於對中年男性的自殺防治工作及多元 宣導,於9月9日下午4 點至8 點假臺北市信 義區香堤廣場辦理完成,邀請民間單位及民歌 大叔團等共同啓動 2017 全球自殺防治日口號

「關鍵一刻,扭轉一生!」(Take a minute,



▶ 職場主管自殺防治守門人研習 Workshop for managers on suicide prevention at the workplace



自殺防治研討會開幕儀式-黃世傑局長致詞 Commissioner Shier-Chieg Huang was speaking during the opening ceremony of the Suicide Prevention Seminar

change a life.)活動儀式,讓身處危機與困境的潛在目標人口群,能了解現有資源,懂得適時 尋求協助,參與人數達 5,000 人次。





## 3. Diversification of Training for Front-line Suicide Prevention Workers

Regarding the training of front-line suicide prevention workers, besides Taipei City Government and civil organizations, it has also cooperated with the National Education Radio and the Taipei Broadcasting Station in jointly organizing and promoting suicide prevention operations, establishing communication channels with the media, building up the common consciousness of



) 跨局處聯繫會報 Cross-departmental communication meeting

suicide prevention, and encouraging responsible news coverage. In 2017, 144 sessions of front-line suicide prevention workers training were held, with a total of 7,732 persons participating in them.

#### 4. Organizing Suicide Prevention Seminars and Large-scale Promotion Events

In 2017, the Department directed more attention to employees and labors. Through the sharing of experience from businesses with complete employee care systems and introduction to mental health scales and counseling skills, the Department hoped to encourage businesses to care more about their employees regarding workplace mental health and suicide prevention. In 2017, the Department held the "Care for Employee, Win-win for Employer and Employee: Seminar on Workplace Mental Health and Suicide Prevention", with 300 participants. To observe the World Suicide Prevention Day, the awareness event in 2017 focused on suicide prevention and diverse promotion targeting middle-aged men. The event was held from 4 to 8 p.m. on September 9 at the Xianti Square in Xinyi District. Civil organizations and the folk song group Uncle were invited to the ceremony launching the slogan "Take a minute, change a life" for the 2017 World Suicide Prevention Day. The event aimed to help people who belong to the potential target population and encountering crisis and dilemma understand the currently available resources and seek timely help. The number of participants reached 5,000.



M&M 音樂會紓壓樂活市集
 M & M Concert and LOHAS Market for Stress Relief

#### 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,以及實際居住臺北市,且經主管機關評估確有協助必要者,得不受設籍限制,提供 「性侵害案件一站式及整合性團隊服務」之被害人服務。

臺北市期透過團隊的分工合作提供被害人及其家屬更精進、適切的服務,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、減少重複陳述之理念,幫助性侵害被害人克服報 案、驗傷診療,及對刑事司法之恐懼,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 心理輔導或復健治療、律師諮詢及相關費用補助等諮詢及協助。

目前臺北市共計6處性侵害驗傷採證服務據點,包含有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,可以自行前往或由警方、社工陪同 前往上述一站式服務據點進行驗傷,一站式服務流程可提供下列協助:

- 一、優先處理其醫療問題:當被害人至 醫院就醫時,醫院會被視為急診檢 傷分類第一級的病人,優先處理。
- 二、獨立溫馨的診療與會談空間:為了 維護被害人隱私,一站式服務醫院 皆規劃有獨立的溫馨會談室及診療 空間,提供其安全、隱密且友善的 環境。



一站式驗傷採證空間
 Room for one-stop injury diagnosis and evidence collection

- 三、專業人員陪伴:被害人在醫療院所 接受醫師診療時,可能會觸及較隱 私的部位,其身邊會有社工人員或護理人員陪同,被害人亦可請家屬在旁協助,若過程 中有任何的不舒服,可以請醫療人員協助處理。
- 四、驗傷採證及診斷書開立:醫院會徵求被害人同意,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:被害人可於一站式醫院的溫馨會談室進行筆錄製作,由醫護人員、警察及社工人員全程專責陪同處理,減少其舟車勞頓的困擾,並可獲得安全、信任、隱密及團隊的協助。





#### Section 4 Prevention of Sexual Assault

Cases of sexual assault are unique and involve a broad range of issues that cannot be handled by any agency on its own. Such cases require a combination of police intervention, medical services, social work treatment, educational help and judicial investigation. Hence, for victims of sexual assault and their family members who register households and actually reside in Taipei City, or those who actually reside in Taipei City and are deemed to require assistance after assessment by the competent authorities, the Taipei City Government offers "one-stop, integrated and team-based services for cases of sexual assault" regardless of household registration.

The Taipei City Government seeks to provide better and more suitable services to victims and their family members through teamwork and division of labor. Following the core principles of "ad hoc treatment" and "one-stop service", and with an approach which is victim-centered and reduces the need for repeated statements, the Taipei City Government helps victims overcome their fears of reporting to the police, injury diagnosis and criminal investigation. The aim is to prevent secondary victimization likely to be caused by judicial processes and provide victims with consultation services and assistance including psychological counseling, rehabilitation, legal advice, and subsidization of costs incurred.

There are currently 6 service locations for victims of sexual assault to diagnose injuries and collect evidence. The locations are situated in the Zhongxiao, Heping Fuyou, Zhongxing, Yanming and Renai Branches of the Taipei City Hospital and the Taipei Municipal Wangfan Hospital. In the unfortunate event of sexual assault, the victims may visit these one-stop service locations for injury diagnosis by themselves or in the company of police officers and social workers. The one-stop services include the following kinds of assistance:

- 1. Medical Treatment of the Victims is a Priority: Any victim seeking medical help at a hospital will be deemed as a Level-1 patient under the Taiwan Triage and Acuity Scale and receive priority treatment.
- 2. Independent and Heartwarming Rooms for Diagnosis and Talks: To protect the privacy of the victims, all one-stop hospitals provide independent rooms for heartwarming talks and diagnosis. They offer the victims a safe, private and friendly environment.
- 3. In the Company of Professionals: During treatment at medical institutions, some private parts of the victims might be touched by the doctors. Therefore, the victims will always be accompanied by social workers or nurses. The family members of the victims may also stay beside and provide assistance. If the victims do not feel well, they may seek help from medical personnel.

4. Injury Diagnosis, Evidence Collection and Certificate Issuance: After the victims have given their

consent and signed the consent forms, they will assist hospitals in collecting related evidence and diagnosing injuries for the purpose of litigation. In accordance with the results of diagnosis, injury certificates will be issued by the doctors to protect the victims' rights.

5. Taking Written Statements: The victims can give written statements in rooms for heartwarming talks at one-stop hospitals. The victims will be accompanied by medical personnel, police officers and social workers throughout the process so that the victims can avoid becoming exhausted by travels and get safe, trustworthy, private and team-based assistance.



一站式溫馨會談空間 Room for one-stop heartwarming talks

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PUBLIC HEALTH OF TAIPEI CITY 2017 ANNUAL REPORT

# Part 4

# Improvement Disease and Drug Prevention


# 第四篇 精進防疫減毒

# 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%,符合群體兒疫效果並能保障嬰幼兒的健康。

為提升 e 化之便民服務,於民國 101 年 3 月 8 日起正式啓用「嬰幼兒預防接種與保健資訊簡 訊系統」之新措施,透過簡訊及電子郵件提醒家長,按時帶家中 3 歲以下(含)幼兒接種疫苗。截 至 106 年止,計 17 萬 5,362 人受惠。

# 第二節 輪狀病毒疫苗接種

輸狀病毒感染所造成之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,臺北市自民國 106 年 4 月 5 日開始實施輪狀病毒口服疫苗補助計畫,依市民家庭狀況分級補助輪狀病毒疫苗接種,共同防禦輪狀病毒對小寶貝的威脅。

自民國 106 年 4 月 5 日至 12 月 31 日止,共補助 1 萬 8,558 人,接種 3 萬 3,485 劑次,補助 金額計 2,994 萬 9,585 元,接種率達 73.4%。



# Part 4 Improvement Disease and Drug Prevention

# Chapter 1 Immunization

# Section 1 Standard Immunization for Infants and Children

Immunization has remained an effective means for the prevention of communicable diseases. In line with the policy of the Centers for Disease Control, Ministry of Health and Welfare, standard immunizations for infants and children have continued. The average immunization rate was about 95%, achieving the herd immunity effect while safeguarding the health of infants and children.

To improve the digitalized convenience services, the new measure of "Immunization and Healthcare Information Text Message System for Infants and Children" was officially launched on March 8, 2012. Through text message and e-mail services, it reminded parents to take their children below the age of 3 to undertake regular vaccination. By the end of 2017, a total of 175,362 people benefitted from this service.

精進防疫減毒

市長宣布實施輪狀病毒疫苗補助計畫
The mayor announced the subsidy plan for vaccination against rotavirus

# Section 2 Rotavirus Vaccination

For children around the world, one of the most common causes of severe diarrhea is viral gastroenteritis resulting from rotavirus infection. To reduce medical expenses, lower the costs of care and improve the quality of citizens' lives, the Taipei City Government began to implement the subsidy plan for oral vaccination against rotavirus on April 5, 2017. The citizens are divided into categories of different levels based on the conditions of their families and receive subsidies for rotavirus vaccination accordingly, with the aim to protect their children from the threat of rotavirus.

From April 5 to December 31, 2017, 18,558 persons received subsidies. The number of doses of vaccines given was 33,485, and the amount of subsidies was NT\$29,949,585. The vaccination rate was 73.4%.



 輪狀病毒疫苗補助開跑記者會
Press conference announcing the start of the subsidy plan for vaccination against rotavirus

# 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 流感大流行且造成衆多人死亡,對人類健康具相當大威 脅。預防流感最有效的方法就是按時接種流感疫苗。

配合疾病管制署政策,積極推廣高危險群接種流 感疫苗,減少流感病毒傳播、避冤罹患流感;民國 106 年流感疫苗總計接種 69 萬 1,085 劑,成人 64 萬 410 劑, 幼兒 5 萬 675 劑,疫苗涵蓋率達 25.8%。



流感疫苗開打日記者會,柯文哲市長呼籲民眾施打疫苗 The mayor Wen-Je Ko urged the citizens to get vaccinated during the press conference on the first day of flu vaccination.

# 第四節 肺炎鏈球菌疫苗接種

民國 106 年 10 月 1 日起,擴大長者肺炎鏈球菌疫苗接種,凡設籍臺北市 65 歲以上且從未接種肺炎鏈球菌疫苗的市民,至臺北市 166 家合約醫療院所,施打肺炎鏈球菌疫苗,疫苗免費。

民國 106 年 10 月至 12 月,臺北市 65 至 74 歲長者計 3 萬 7,531 人接種肺炎鏈球菌疫苗,接 種率達 14.6%;臺北市 75 歲以上長者肺炎鏈球菌疫苗施打人數,高達 1 萬 5,094 人,相較於去年 同期 6,919 人接種,增加 118.2%。



居家整合照護~到宅接種流感疫苗~市長一日醫師記者會 The mayor became a one-day doctor and held a press conference to address integrated care and getting vaccinated at home



# Section 3 Influenza Vaccination

Influenza is a highly contagious disease that could be transmitted via droplets. Global flu pandemics have occurred on several occasions and caused large number of casualties, and therefore poses a grave risk to human health. The most effective way of preventing flu is to receive influenza vaccinations on time.

In line with the policy of Taiwan Centers for Disease Control, high-risk populations are encouraged to receive flu vaccinations to limit the spread of flu viruses and avoid contracting flu. In 2017, the total number of doses of flu vaccines given was 691,085. Among them, 640,410 were given to adults, and 50,675 were given to children. The immunization coverage rate was 25.8%.

# Section 4 Streptococcus pneumoniae Vaccination

Starting from October 1, 2017, the service of *Streptococcus pneumoniae* vaccination was extended to seniors. Citizens who are at or above the age of 65, have registered households in Taipei City and have never received *Streptococcus pneumoniae* vaccination can get vaccinated for free at 166 contracted medical institutions in the city.

From October to December 2017, a total of 37,531 senior citizens between 65 and 74 received vaccinations, with a vaccination rate of 14.6%. Up to 15,094 senior citizens at or above 75 received vaccinations. The number raised from 6,919 in the same period last year, a 118.2% increase.



 柯文哲市長宣布肺鏈疫苗政策
The mayor Wen-Je Ko announced the policy for vaccination against Streptococcus pneumoniae



 黃世傑局長挽袖接種肺鏈疫苗
Commissoner Shier-Chieg Huang injected Streptococcus pneumoniae vaccination

# 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 至民國 106 年 12 月 31 日,共 5,596 個通報病例,其中 4,209 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,自民國 99 年 1 月 1 日啓用,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。106 年疾病通報數共計 2 萬 7,673 筆。

## 第三節 國際傳染病監測與警示

臺北市自民國 90 年起加入亞洲主要都市網(The Asian Network of Major Cities 21, ANMC21,後更名為 Conference on Countermeasures to Combat Infectious Diseases in Asia, CCIDA)會員城市,與亞洲主要都市網會員國家進行防疫經驗交流與策略研討,積極參與會員城市共同訂定之各項計畫;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。



▶ 泰國曼谷亞洲傳染病防治對策會議 The 13<sup>th</sup> CCIDA in Bangkok, Thailand

藉由出席參與國際防疫會議,與亞洲主要都市網各會員城市交流各項傳染病防疫經驗與對策,建構亞洲各主要都市間之防疫網絡,多年來,基於共同的防疫理念,已與各會員城市培養出深厚情誼。

民國 106 年 CCIDA 於 8 月 1 日至 3 日在泰國曼谷市召開第 13 屆亞洲傳染病防治對策會議,議題包 含各國現行預防接種政策及計畫、新興傳染病、茲卡病毒(Zika)、結核病、愛滋病(HIV/AIDS)等,由 臺北市政府衛生局及臺北市立聯合醫院昆明防治中心代表出席,進行預防接種及愛滋病防治經驗分享與討 論,報告主題為「臺北市現行預防接種政策及計畫」及「臺北市 HIV/AIDS 防治現況與措施及聯合研究與 調查計畫」,其中臺北市輪狀病毒疫苗補助政策引起熱烈迴響及討論。



# Chapter 2 Communicable Disease Monitoring Network and Platform

# Section 1 Reporting of Legally Defined Infectious Diseases

According to the "Communicable Disease Prevention Act", medical institutions have to report suspected legally defined infectious disease cases, while the Department has to conduct epidemic investigation and prevention measures targeting the cases that reside in Taipei City, monitor the infectious disease epidemic status of Taipei City, and conduct prevention measures accordingly. Up until December 31, 2017, there were 5,596 reported cases and 4,209 of them were confirmed.

## Section 2 Notification of Communicable Diseases by Schools

The Taipei City Government Department of Health (the Department) jointly established the Communicable Disease Notification System of Schools in Taipei City information platform with the Department of Education as well as the Department of Social Welfare in order to ensure the timeliness of receiving and issuing notifications on disease infections in schools, child care institutions and other densely populated premises. The System formally went online on January 1, 2010. The System allows various public and private childcare institutions and schools of various levels (from elementary to tertiary educational institutions) to notify and monitor communicable diseases. Schools could also use the System to instantaneously receive announcements and information related to various diseases. Information provided by the System could be used as important references for epidemiological analysis and establishing disease prevention strategies. In 2017, a total of 27,673 cases were reported or received information to and from the System.

## Section 3 International Disease Monitoring and Alert

In 2001, Taipei City became a member of the Asian Network of Major Cities 21 (ANMC21, which was later renamed Conference on Countermeasures to Combat Infectious Diseases in Asia, CCIDA). Taipei City shared experience and discussed strategies regarding epidemic prevention with the countries of ANMC21 members, and actively participated in every program formulated jointly by the members. In order to effectively control the spread of epidemics in Asia and limit the potential economic and social impact, the members worked together to formulate countermeasure plans and agreed to cooperate in preventing and controlling the spread of epidemics.

By attending and participating in international epidemic prevention meetings, Taipei City has conducted infectious disease epidemic prevention experience and strategy exchanges with main Asian cities of the network and constructed an epidemic prevention network with major Asian cities. For many years, based on common epidemic prevention concepts, Taipei City has established deep friendship with other member cities.

From August 1 to 3, 2017, the 13<sup>th</sup> CCIDA took place in Bangkok, Thailand. The agenda included current national policies and plans for immunization, emerging epidemics, Zika virus, tuberculosis and HIV/AIDS. Representatives from the Department and the Kunming Prevention and Control Center of Taipei City Hospital attended the conference, during which they shared and discussed the experience in immunization and HIV/AIDS prevention. They presented "Current Policies and Plans for Immunization in Taipei City" and "Current Status and Measures of HIV/AIDS Prevention in Taipei City, and Joint Research and Survey Plans". In particular, the policy of subsidies for rotavirus vaccination aroused great interest among the participants and was hotly discussed.

# 第三章 傳染病防治

# 第一節 流感防治

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,民國 106 年 1 月 9 日臺北市政府衛生局邀集臺北市 8 家醫學中心專家及 14 家 重點醫院代表(105 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」, 106 年 1 月 21 日至 2 月 5 日之例假日及春節連假總計開設 194 診次,分流 396 人次。

因應校園流感群聚疫情,民國 106 年 7 月 17 日提請臺北市政府衛生局防疫諮詢委員會討論防 治措施,決議經診斷為流感之學生,依臺北市政府教育局規定請假 5 天或 7 天,並以「退燒 24 小 時以上」為返校指標,暫停跨班級及跨年級之混班課程、社團及共餐活動,加強校園環境與校車之 清潔消毒,並邀集家長代表研議是否停課。106 年 12 月 14 日製作完成宣導單張「防範流感」,納 入前述校園群聚防治叮嚀,提供校園宣導使用。

為提高公費流感抗病毒藥劑之可近性,民國 106 年持續協調臺北市醫療院所加入合約院所,截至 106 年底計有 368 家,較 105 年 333 家增加 35 家,並輔導合約院所於用藥後 7 日内至防疫物 資管理系統回報,7 日内回報率 106 年為 98.3%,較 105 年 78%,上升 26%。





# Chapter 3 Cummunicable Disease Prevention

## Section 1 Influenza Prevention

Winter is the flu season every year. As primary clinics usually stay closed during the Lunar New Year holiday, patients with influenza-like illness (ILI) are likely to go to big hospitals for emergency treatment, leading to emergency department congestion that not only affects the rights of patients with critical illness but also turns life-saving emergency rooms into sources of cross infections of respiratory diseases. To strengthen the response mechanisms of hospitals, the Department convened a meeting on responses to flu outbreak on January 9, 2017 and invited experts from 8 medical centers and representatives from 14 highlighted hospitals (those which provided emergency consultations to more than 1,000 patients during the Lunar New Year period in 2016) to attend. The hospitals were instructed to open ILI special outpatient service and direct their



D應流感疫情專家研商會議 Expert meeting on responses to flu outbreak

emergency departments to refer patients with mild symptoms to ILI special outpatient service. During the regular holidays and the Lunar New Year holiday of the period from January 21 to February 5, 2017, 194 medical consultations were provided to 396 persons.

In response to cluster infection of influenza in schools, the Department's Advisory Committee for Disease Prevention held a meeting on July 17, 2017 to discuss measures on prevention and control. The meeting decided that any student diagnosed with flu should be placed on leave for 5 or 7 days in accordance with the regulations promulgated by the Department of Education. Such a student could be allowed to return to school only if "his/her fever has been brought down for at least 24 hours". Cross-class and cross-grade mixed courses, club activities and meal sharing events were suspended, and efforts to keep the campus and school buses clean and disinfected were reinforced. Parent representatives were invited to discuss whether to suspend classes. On December 14, 2017, the preparation of the awareness handout "Influenza Prevention" was completed. The handouts were included as part of the aforementioned efforts to promote group prevention and control and raise awareness in schools.

To increase the accessibility of publicly funded antiviral drugs for influenza, in 2017 the Department continued to communicate with medical institutions in Taipei City regarding the latter becoming contracted. At the end of 2017, there were 368 contracted medical institutions, 35 more than the 333 in 2016. The Department also provided guidance to the contracted medical institutions on reporting through the Disease Prevention Materials Management Information System within 7 days after the use of drugs. In 2017, the reporting rate was 98.3%, an increase of 26% from 78% in 2016.

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# 第二節 登革熱暨茲卡病毒感染症防治

民國 106 年臺北市登革熱確診個案共計 67 例,均為境外移入個案,茲卡病毒感染症確診 1 例, 為菲律賓境外移入個案。臺北市政府衛生局接獲傳染病通報後,24 小時内完成疫情調查,48 小時 内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,並對社區民衆進行病媒蚊孳生源清除工作之宣導及提供衛教單張。106 年臺北市針對 2,222 里次進行社區環境病媒蚊密度調查,其中 2 級以上共計 140 里次(6.3%),均已完成改善; 高危點聯合稽查共計 735 處,開立 135 張改善通知單;辦理社區衛教宣導活動 4,391 場次,宣導 人次達 31 萬 8,597 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」,分別於民國 106 年 4 月7日及 10月 26日,由臺北 市副市長鄧家基擔任主席,召開 「臺北市政府登革熱/茲卡防治 中心」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。



登革熱/茲卡防治工作會報
Staff conference on dengue fever/Zika virus prevention

為杜絶登革熱疫情於 2017 年臺北世界大學運動會賽會期間

發生,臺北市除擴大防疫整備工作,與五縣市密切合作建構傳染病防疫網絡,結合國家衛生研究院 國家蚊媒傳染病防治研究中心,應用科技防蚊技術於登革熱防疫,有效控制並降低世大運登革熱傳 染之風險。

因應臺北市登革熱境外移入個案引發後續本土疫情之風險,推動「建構登革熱防疫網,社區診所快篩通報」,於民國 106 年增設 30 家社區診所提供登革熱快速篩檢,提升病例偵測效能,縮短個案發病至通報之隱藏期,於第一時間採取必要之防治措施,有效防範疫情擴散。

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。

# Section 2 Dengue Fever and Zika Virus Infection Prevention

In 2017, there were 67 confirmed dengue fever cases in Taipei City, and all of them were contracted overseas. There was 1 Zika virus infection case, where the infection occurred in the Philippines. Epidemic investigation initiated by the Department is completed within 24 hours after receiving reports, and the investigation of the density of mosquito vectors in the reported case's residence, working place, other possible infecting places, and places that the patient had stayed for more than 2 hours during the viremia period was completed within 48 hours. At the same time, mosquito vector breeding source elimination operations were promoted to community residents. In 2017, investigation of the density of mosquito vectors in communities was conducted in 2,222 villages, including 140 villages (6.3%) at level 2 and above, and improvements were completed at all the villages. Joint investigation was conducted at 735 high-risk locations and 135 improvement notification forms were issued. 4,391 health promoted sessions were held, with the number of promoted persons reaching 318,597.

To prevent and control dengue fever, the Taipei City Government has formulated the "Capital Living Circle Dengue Fever Prevention Plan". On April 7 and October 26, 2017, the staff conferences of the "Taipei City Government Dengue Fever and Zika Virus Control Center" were held, with the Taipei City Deputy Mayor Chia-Chi Teng as the chairperson. All institutions, units or individuals under the administration of each department/ bureau were directed to strengthen the efforts to eliminate mosquito vector breeding sources, environment sanitation protection and the overall prevention operations in the event of infection cases.

To completely prevent dengue fever during the Taipei 2017 Universiade, the Taipei City Government expanded the scope of its preparation work for disease prevention and closely cooperated with the five counties/cities in building an epidemic prevention network. In coordination with the National Mosquito-Borne Diseases Control Research Center of the National Health Research Institutes, anti-mosquito technologies were utilized for prevention of dengue fever and effectively controlled and lowered the risks of dengue fever spreading during the Universiade.

Due to the risks of overseas cases subsequently causing domestic infections,



 宣導 2017 臺北世大運期間傳染病防治措施
Promotion of measures for epidemic prevention during the Taipei 2017 Universiade

the policy of "constructing a dengue fever prevention network, fast screening and reporting at community clinics" was implemented. In 2017, 30 additional community clinics were opened to provide the service of fast screening for dengue fever to enhance the effectiveness of infection detection and shorten the period between the time when symptoms first appear in a case and when the case is reported. In this way, necessary preventive measures can be taken immediately to effectively contain the disease.

Mosquito vectors are monitored using technologies to provide disease prevention workers with a platform to process information of epidemic infections. With the geographical locations provided by the epidemic prevention information system (GIS), decision-makers of responsible agencies will be able to double the effectiveness of prevention in cooperation with the Department of Environmental Protection, Department of Civil Affairs, Department of Labor, and other departments/offices.

## 第三節 腸病毒防治

每年腸病毒隨著季節入夏開始活躍,民國 106 年 1 至 3 月臺北市政府衛生局於腸病毒流行期前, 即至幼托機構、校園、親子出入場所等進行加強洗手衛教、漂白水消毒、疫情處置等查核輔導,4 月 17 日由臺北市副市長鄧家基領軍,於臺北市信義區三興國小辦理「洗手不馬虎 戰勝腸病毒」記 者會,呼籲民衆及小朋友腸病毒流行季節即將來到,落實洗手才能預防感染腸病毒。

為提升重症醫療品質,自民國 106 年 4 月起,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,強化醫療資源整備及轉診量能。並於 106 年啓動跨局處查核, 由臺北市政府衛生局聯合教育局與社會局,實地至未通報或群聚疫情之幼托機構,完成 105 年未通 報或群聚疫情之幼托機構 176 家查核,以衛生防疫及幼托專業角度,輔導改善問題。

民國 106 年全國累計 24 例腸病毒併發重症病例,臺北市確診 1 例,感染型別為克沙奇 A6。 自 7 月 13 日臺北市公告進入腸病毒流行期起,加強管理違反通報停課規定之幼托機構,並因應年 底腸病毒 D68 型疫情上升、疾病管制署修訂重症通報定義,爰函請臺北市政府教育局及社會局修 正通報停課作業規定,並請醫療院所提高警覺。

臺北市政府衛生局並持續以多元管道辦理腸病毒防治宣導,如:發布新聞稿、Upaper、市府 LINE、廣播電台受訪等,為防範開學後疫情擴大,製作腸病毒宣導動畫短片予幼托機構、醫療院所、 捷運月臺電視及區公所託播,刊登捷運燈箱,宣導「濕、搓、沖、捧、擦」,請家長留意若出現重 症前兆(嗜睡、肌躍型抽搐、持續性嘔吐、呼吸急促或心跳加快),儘速至臺北市9家腸病毒重症 責任醫院就醫。



洗手不馬虎 戰勝腸病毒記者會 Press conference "Wash Your Hands Carefully to Beat Enterovirus"

# Section 3 Enterovirus Prevention

As summer starts, enteroviruses are getting active. From January to March 2017, the Department conducted inspection and provided advice regarding health education to promote hand washing, disinfection with bleach and responses to the disease in child care institutions, schools and places where parents and children frequently visit. On April 17, the press conference "Wash Your Hands Carefully to Beat Enterovirus" was held at San Hsin Elementary School in Xinyi District of Taipei City and hosted by the Deputy Mayor Chia-Chi Teng. He urged the citizens and children to wash their hands diligently to prevent enterovirus infection with the coming of the enterovirus season.



精進防疫減毒

To improve the quality of medical treatment of critical symptoms, the Department office with doctors and experts from the Centers for Disease Control have conducted on-site visits to hospitals in Taipei City

designated for treatment of critical symptoms of enterovirus infections since April 2017, with the aim to enhance the preparation of medical resources and the capacity to refer patients. Cross-department/office inspection started in 2017. In cooperation with the Department of Education and Department of Social Welfare, the Department has conducted on-site visits to childcare institutions that have not reported a single case or with cluster infections. The Department inspected 176 childcare institutions that did not report a single case or with group infections in 2016, and provided guidance for improvement from the professional perspective of health, disease prevention and child care.

In 2017, a total of 24 cases of critical enterovirus symptoms were confirmed across the country. One of the cases was in Taipei City, and the type of infection was coxsackievirus A6. The Taipei City Government announced the beginning of the enterovirus season on July 13. Since then, the oversight of childcare institutions that violate the rules governing reporting and class suspension has been strengthened. Due to the intensification of enterovirus D68 infections at the end of the year and the redefinition of critical symptom reporting by the Centers for Disease Control, the Department

of Education and Department of Social Welfare have been asked to revise the rules governing reporting and class suspension, and medical institutions have been instructed to stay on high alert.

At the same time, the Department continued to raise awareness of enterovirus prevention through multiple channels, including press releases, Upaper, the Taipei City Government's LINE group and radio broadcasts. To prevent the spread of infections after the new semester starts, the Department made short animated films to be screened in childcare institutions, medical institutions, on the televisions of MRT platforms, and at district offices. The steps of "Wet, Scrub, Rinse, Clean, Dry" were promoted using the advertising light boxes in MRT stations. Parents should look out for early signs of critical symptoms (drowsiness, myoclonic jerks, continual vomiting, hyperventilation or hastened heartbeat) in their children and immediately seek medical treatment at the 9 enterovirus responsibility hospitals of Taipei City.

# 第四節 結核病防治

臺灣結核病防治工作受到開放觀光、外籍移工引進、國際往來頻繁、愛滋病併同結核病感 染、多重抗藥性結核病等因素影響,成為公共衛生的重要課題。臺北市政府衛生局配合疾病管制署 「結核病十年減半」之目標,及降低「抗藥性結核病」風險,辦理「結核病病人短程直接觀察治療 (Directly Observed Treatment Short-course, DOTS,中文簡稱都治)執行計畫」,運用公衛、醫 療、檢驗三大網絡,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, 有效控制社區之傳染源。

自民國 95 年 4 月都治計畫試辦以來,臺北市結核病發生率已從 95 年每十萬人口 47.4 人,下 降至 105 年每十萬人口 29.5 人,減少 37.8%。而都治計畫自 95 年執行迄今,仍有個案因工作時 間及地點不固定,注重個人隱私及自我管理良好等因素,而拒絕加入都治計畫。為此,臺北市於 102 年首創「遠端視訊都治關懷服務」解決相關問題。106 年加入遠端視訊都治關懷服務個案共 108 人,其中結核病個案 83 人,潛伏結核治療感染個案 25 人。

疾病管制署自民國 105 年 3 月起,擴大結核病接觸者的篩檢對象,導入新的篩檢技術「丙型 干擾素釋放試驗(interferon gamma release assay, IGRA)」檢驗,可早期發現潛伏結核感染者 (latent TB infection, LTBI),並進行預防性治療,減少其日後發病機會。106 年臺北市加入 LTBI 治療者共 334 人,治療率 65.9%。



世界結核病日記者會
Press conference on the World Tuberculosis Day



# Section 4 Tuberculosis Prevention

Due to the affect of factors such as open to tourists, introducing foreign labors, frequent international exchanges, AIDS complicated with tuberculosis, multi-resistant tuberculosis and others, the tuberculosis prevention operations of Taiwan has become the main agenda of public health. In coordination with the "Halve Tuberculosis in Ten Years" goal and reduce the risk of "resistant tuberculosis" promulgated by Taiwan Centers for Disease Control, Ministry of Health and Welfare, the Department has conducted "Directly Observed Treatment Short-course (DOTS) Implementation Project" by utilizing the three major networks of public health, medical service and examination and the strategy of "distribute medicine in your hands, take the medicines, and leave after taking them" to enhance treatment completion rate of tuberculosis cases and effectively control the infection source within the community.

Since the pilot implementation of the DOTS project in April 2006, the monitored tuberculosis cases in Taipei City have reduced greatly from 47.4 persons per 100,000 population in 2006 to 29.5 persons per 100,000 population in 2016, which dropped by 37.8%. However, since the implementation of DOTS project in 2006, there are still cases that refuse to participate in this project due to impermanent working time and place, paying great attention to personal privacy, great self-management and other reasons. Therefore, in 2013, Taipei City became the first to establish "Distant DOTS Caring Service" to solve these problems. In 2017, 108 persons participated in the Distant DOTS Caring Service, in which 83 were tuberculosis cases and 25 under treatment due to latent tuberculosis.

Starting from March 2016, Taiwan Centers for Disease Control has enlarged the screening targets for tuberculosis contacts and have introduced the new screening technique of "interferon gamma release assay (IGRA)" that is capable of discovering latent tuberculosis infections (LTBI) at an early phase so that preventive treatment can be performed to reduce the possibility of infecting tuberculosis in the future. In 2017, 334 persons in Taipei City received LTBI treatment, with a treatment rate of 65.9%.



Db

Bh | Hs

# 第四章 感染管制

# 第一節 營業衛生管理

### 一、 營業場所衛生自主管理輔導及違規查處

為加強管理營業衛生,維護市民健康,辦理旅館業、美容美髮業、浴室業、娛樂業、游泳 業、電影片映演業等營業場所及從業人員之衛生管理。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,民國 106 年共稽 查 5,200 家次,輔導改善 1,260 家次,處罰 90 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,統計總菌落 數或大腸桿菌群與規定不符之不合格率:泳池 4.9%、浴池水(含溫泉) 7.2%。

為落實上述六大業別營業場所之營業衛生自主管 理,場所負責人應指定專人為衛生管理人員,負責管 理衛生事項,臺北市政府衛生局持續辦理營業場所衛 生管理人員培訓及從業人員講習,進而提升營業場所 從業人員衛生管理及傳染病防治知能,民國 106 年辦 理各業別總計9場衛生管理人員培訓,參訓人數計630 人,其中596 人通過測驗取得結業證書;辦理21 場從 業人員講習,參加人數計1,116 人。

### 二、營業場所衛生優良自主管理分級認證

為輔導業者自主管理,每日主動執行衛生檢查工 作,輔以不定期稽查,養成從業人員良好衛生習慣,提 升營業衛生水準,辦理衛生優良自主管理分級認證制 度,通過評核之業者,授予標章,提高業者建立衛生全 責理念,並提升消費者衛生安全之服務,保障臺北市市 民健康及權益,透過有制度地自主檢查,達到業者隨時 改善營業衛生,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。民國 106 年六大業 別參加「衛生優良自主管理分級認證」,被評核為「優



 營業場所衛生管理人員培訓課程
Training session for business area sanitation management personnel



 衛生優良自主管理分級認證
Graded Certification for Excellence in the Selfmanagement of Sanitation

級」及「良級」之業者共 152 家,包括旅館業 75 家(占該業別列管家數 12.4%)、美容美髮 業 43 家(占 1.1%)、浴室業(含三溫暖、溫泉)13 家(占 9.9%)、娛樂業(占 1.7%)、 游泳業 9 家(占 8.6%)及電影片映演業 8 家(占 21.1%)。

<sup>第四篇</sup> 精進防疫減毒

# Chapter 4 Infection Control

## Section 1 Management of Business Sanitation

# 1. Sanitation Self-management Guidelines as well as Investigation and Punishment of Violations

To strengthen business sanitation and ensure the citizen's health, the business venue and practitioner sanitation management of hotels, salons, bathtub premises, entertainment premises, swimming premises and movie theatres were conducted. According to the "Taipei City Self-Governing Regulations for Business Sanitation Management", regular and irregular audits were conducted, including major issues such as practitioner health examination, environment cleanliness and sanitation maintenance, water quality



泳(浴)池水水質抽驗
Sampling testing of the water quality of swimming pools
(bathtubs) in Taipei City

management (swimming pools, saunas and hot spring bathtubs) and others. Targeting those that did not pass the audits, they were supervised for further improvement and fined accordingly. In 2017, 5,200 premises were audited, in which 1,260 needed improvement and 90 were fined. Regarding water quality management, besides demanding owners to deliver bathtub water (including hot spring water) or swimming pool water once every month to be examined, the Department also regularly conducted sampling testing of the water quality of the aforementioned places. According to statistical data, 4.9% of the swimming pools and 7.2% of the bathtub water (including hot spring group standard.

In order to implement the business venue business sanitation self-management of the aforementioned six industries, the person in charge should designate specially-assigned people as sanitation management staff that are responsible for sanitation management affairs. The Department continued to hold business premise sanitation management staff training and practitioner lectures to improve the sanitation management and infectious disease knowledge of the practitioners. In 2017, a total of 9 sanitation management staff training and practitioners, in which 630 participated in the training and 596 of them passed the examination and obtained certificate of completion. 21 practitioner lectures were also held with 1,116 participants.

### 2. Graded Certification for Excellence in the Self-management of Sanitation in Business Premises

In order to guide practitioners to actively implement daily sanitation examination operations that are supplemented with irregular audits, build up good sanitation habits, and improve business sanitation standard with self-management methods, the Department implemented the system of Graded Certification for Excellence in the Self-management of Sanitation in Business Premises. Those who passed the assessment will be certified with a label, so that their sanitation responsibility concept can be established, services regarding consumer sanitation and safety can be improved, thus ensuring the health and rights of Taipei City citizens. Through systematic self-examination, it enabled practitioners to improve their business sanitation at any given time. Moreover, through consumer selection mechanism, it will make competitors actively take similar measures to achieve higher level of sanitation culture. In 2017, out of the six industries that took part in the "Graded Certification for Excellence in the Self-management of Sanitation in Business Premises", 152 premises were graded as "excellent" and "outstanding" premises, including 75 hotels (12.4% of all the premises in the same industry), 43 salons (1.1%), 13 bathtub premises (including sauna and hot spring) (9.9%), entertainment premises (1.7%), 9 swimming premises (8.6%), and 8 movie theaters (21.1%).

## 三、受聘僱外國人健康檢查管理備查

為提升臺北市外籍勞工健康檢查管理服務品質,加強外籍勞工健檢處理時效及相關資料管理,減少外籍勞工逾期健檢的違法情事,全面提升為民服務品質,依據《受聘僱外國人健康檢查管理辦法》,第二類外國人入國工作滿6個月、18個月及30個月之日前後30日内,雇主應安排其至指定醫院接受以下定期健康檢查項目:胸部X光檢查、漢生病檢查、梅毒血清檢查、濃縮法腸內寄生蟲糞便檢查(含痢疾阿米巴等原蟲)、一般體格檢查(含精神狀態)、麻疹及德國麻疹之抗體陽性檢驗報告或預防接種證明、以及其他經中央衛生主管機關依工作性質及勞動輸出國特性認定必要之檢查。民國106年辦理受聘僱外國人健康檢查備查,共計2萬9,610件,合格2萬9,401件;不合格209件,其中以X光肺部檢查之不合格率最高,占72.3%。

# 第二節 醫院感染管制

在新興傳染病的衝擊下,為保障病人就醫安全、強化院内 感染管制相關規範,提升醫界對感染管制之重視,並提供醫院 同仁安全的工作環境,臺北市政府衛生局依據《傳染病防治法》 第32條及其相關辦法之規定,每年進行轄區醫院全面例行性的 感染控制實地查核,輔導醫院落實院内感染監測、傳染病通報 與隔離治療及預防措施等工作,及早警覺院内感染事件之發生, 提升醫院感染管制品質及執行效率。民國 106 年進行 22 家地 區級以上醫院感染管制實地查核,查核結果均符合規範。



醫院感染管制實地查核
On-site inspection of hospital infection control

# 第三節 長照機構感染管制

因應人口老化及社會結構的改變,長期照護機構之服務需 求亦隨之增加,由於機構住民之冤疫力通常較低,使用侵入性 裝置比率也較高,且住民居住在有限共同空間,照顧者需照顧 多個住民,一旦發生感染,易威脅其生命安全。為提升住民安 全環境及照護品質,衛生福利部疾病管制署依據《傳染病防治 法》第33條第1及第2項規定,及長期照護機構評鑑基準, 訂定各機構適用之感染管制查核基準,再透過各縣市衛生局執 行感染管制查核,以保障住民與工作人員的權益。



 長照機構感染管制查核一洗手步驟
Inspection of long-term care institution infection control- steps of hand washing



### 3. Health Examination and Follow-up Checks of Foreign Employees

In order to improve the health examination management service quality of the foreign laborers in Taipei City, the foreign labor health examination operation time period and related information management were strengthened in order to reduce illegal issues such as overdue health examination and improve service quality comprehensively. According to the "Regulations Governing Management of the Health Examination of Employed Aliens", employers should arrange category-2 foreigners working in Taiwan to designated hospitals to take the following regular health examination, leprosy examination, syphilis serum examination, fecal examination on intestinal parasites (including *Entamoeba histolytica* and others), general physical fitness examination (including mental status), proof of positive measles and rubella antibody titers or measles and rubella vaccination certificates, and other examination items deemed necessary by the central health examinations were conducted. Among them, 29,401 passed the examinations and 209 of them did not. The item with the highest unqualified rate was X-ray lung examination, which took up 72.3%.

# Section 2 Hospital Infection Control

Due to the impact of emerging epidemics, in order to ensure the medical safety of patients, strengthen regulations for hospital infection control, increase the importance of infection control for medical professionals and provide hospital workers with a safe work environment, the Department has conducted on-site inspections of infection control at hospitals under its jurisdiction on a comprehensive and regular basis every year in accordance with Article 32 of the "Communicable Disease Control Act" and related provisions. Under the guidance of the Department, hospitals have taken measures for infection monitoring, epidemic reporting, treatment in isolation and prevention. As a result, hospitals have been able to get early warnings about hospital infections of hospital infection control were conducted in 22 hospitals at district hospitals and higer levels. The results of inspection showed that all of them were in conformity with the requirements.

# Section 3 Long-term Care Institution Infection Control

As a result of an aging population and changes in the social structure, demands for services from long-term care institutions have increased. Since residents of the institutions usually have low immunity, use invasive devices more frequently and share limited space, a caregiver needs to look after multiple residents and is likely to find himself/herself in a life-threatening situation in the event of an infection. To provide the residents with a safer environment and better quality of care, Taiwan Centers for Disease Control have established standards for inspection of infection control that are applicable to all institutions in accordance with Article 33, Paragraphs 1 and 2 of the "Communicable Disease Control Act" and the standards for evaluation of long-term care institutions. The inspections of infection control are then conducted through the department of health of the government of each county/city with the aim to protect the rights of residents and workers.

為提升長期照護機構對感染管制之重視,加強落實感染管制措施,降低機構内醫療照護相關感染 風險及群聚事件之發生,臺北市政府衛生局積極配合疾病管制署政策,自民國 103 年起分年推動「臺 北市長期照護機構感染管制查核計畫」,針對轄内長期照護機構之類別及屬性,進行感染管制查核, 103 年至 106 年共計查核 221 家機構(106 年 82 家),項目包括感染管制品質追蹤改善、人員管理、 環境管理及防疫機制之建置等,針對未符合規範之機構,輔導並限期改善,複查完成率 100%。

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,降低機構内醫療照護 相關感染風險及群聚事件發生,強化工作人員落實於 照護住民之知識態度與技能,提升照護服務品質。

# 第四節 生物安全實驗室查核

生物性實驗如操作不當、缺乏個人防護或設備未 維護保養等,易增加感染性物質洩漏的風險,使人員 暴露於危害中的機率提高,故生物性實驗之操作人員 應當加強維護自身健康、他人及環境的安全衛生,並 遵守生物安全的相關規範。隨著生物科技及醫藥產業



 長照機構感染管制查核一書面審查
Inspection of long-term care institution infection controlreview of written documents

的迅速發展,我國於生物安全管理的意識也逐漸提升,臺北市政府衛生局為維護實驗操作人員的安 全衛生,依據相關法規之規定,進行生物安全第二等級(BSL-2)微生物實驗室查核作業計畫,以 落實實驗室生物安全。

國内有衆多持有第二級危險群(RG2)病原體之 實驗室或保存場所,其生物安全管理不容輕忽,疾病 管制署每年定期進行生物安全查核,並於民國 105年 起將生物安全第二等級(BSL-2)微生物實驗室或保 存場所之實地查核工作,委由地方衛生局辦理,促使 受查核單位透過外部實驗室生物安全查核措施,強化 生物安全管理組織效能,落實所轄實驗室之生物安全 管理權責,並協助實驗室發現潛在生物危害風險。

針對查核缺失進行改善,避免發生實驗室感染意 外。民國 106 年查核 12 間政府機關與學術研究機構, 符合查核基準比率為 94.8%。



生物安全實驗室查核
Inspection of a biosafety laboratory



To increase the importance of infection control for long-term care institutions, strengthen measures for infection control, and lower the risks of healthcare-related infections and cluster infections, the Department began to implement the "Plan on Inspection of Infection Control at Long-term Care Institutions in Taipei City" in 2014 on a year-by-year basis in line with the policy of Taiwan Centers for Disease Control. The Department has conducted inspections of infection control at long-term care institutions under its jurisdiction based on their types and nature. From 2014 to 2017, a total of 221 institutions (82 in 2017) were inspected. The inspection items included follow-up and improvement of infection control quality, staff management, environmental management, and establishment of prevention mechanisms. Those institutions that failed the inspections were provided with advice and directed to make improvement within a certain period of time. The completion rate of re-inspections was 100%.

Through inspections of infection control, the institutions have attached more importance to infection control and enhanced its implementation, thus lowering the risks of healthcare-related infections and group infections. The knowledge, attitudes and skills of workers regarding residents care have also improved, and so have the quality of care.

## Section 4 Inspection of Biosafety Laboratories

During a biological experiment, improper practice, lack of personal protection or unmaintained equipment is likely to increase the risk of leakage of infectious substances and expose the personnel to more hazards. Therefore, persons performing biological experiments must vigorously protect their own health and the safety and sanitation of others and the environment, and follow relevant regulations of biological experiments. With the rapid development of biotechnology and the healthcare industry, awareness of biosafety management has been gradually growing in Taiwan. To protect the safety and health of persons performing experiments, the Department has implemented the operational plan for inspection of BSL-2 microbiology laboratories to ensure biosafety.

There are many laboratories or storage areas where RG2 pathogens are kept, and any negligence in biosafety management is definitely not allowed. Taiwan Centers



for Disease Control conducts biosafety inspections on a regular basis every year. Since 2016, the departments of health of local governments have been commissioned to conduct on-site inspections of BSL-2 microbiology laboratories or storage areas. The inspected units, through the biosafety inspection measures of external laboratories, have been instructed to enhance the organizational effectiveness of biosafety management, fulfill their duties regarding the biosafety management of laboratories under their jurisdiction, and assist the laboratories in discovering potential risks of biological hazards.

Any defect found during inspections must be rectified in order to prevent accidents of laboratory infections. In 2017, 12 governmental agencies and academic institutions were inspected, meeting the standard of the inspection rate, which was 94.8%.

# 第五章 毒品危害防制暨愛滋病防治

## 第一節 愛滋病及性病防治

臺北市自民國 73 年至 106 年統計愛滋感染累積通報人數為 5,468 人,管理中人數為 4,569 人, 感染年齡以 25 至 34 歲青壯年最多,以男性為主,其中 9 成係藉由性行為傳染,尤其同性間不安 全性行為傳染為主要危險因子。

臺北市的新增感染人數自民國 103 年起有逐年下降趨勢,但由於篩檢普及、性愛時使用新興毒 品者增加等因素,從 105 年起出現小幅度成長。疾病管制署推估,唾液愛滋篩檢、曝露前預防藥物 (PrEP)、90-90-90 等防治措施,雖可能造成感染人數短期内小幅成長,但讓更多新發現的感染 者接受治療,將可有效控制國內疫情。

臺北市愛滋防治工作由臺北市立聯合醫院昆明防治中心專責規劃執行,民國 106 年召開 2 次 愛滋防治工作小組會議,邀請相關單位共同研商愛滋防治政策:亦邀請臺北市所有愛滋專責醫院共 同推行愛滋感染者 A 肝防治、接觸者愛滋預防性投藥等工作。配合中央推廣在家唾液篩檢計畫,篩 檢試劑除由中央提供外,亦自籌經費購買,二者合計共 2,400 份篩檢試劑,大大提升篩檢便利性。

針對高風險族群,臺北市持續針對男同志活動場所、八大行業、性工作者聚集地區、警方查獲 之藥毒癮及性工作者、海洛因施用族群等,安排可近性的篩檢方案,並利用八大聯合稽查等機會, 對相關業者進行宣導及自主管理,以期早期發現新感染者,減少後續之傳播。



世界愛滋防治月宣導活動
Awareness event for the World AIDS Prevention Month





# Chapter 5 Prevention of Drug Abuse and AIDS

# Section 1 AIDS and STD Prevention

Statistical data showed that from 1984 to 2017, Taipei City had 5,468 AIDS reported cases and 4,569 of them were under management. Among them, most were young male adults between the age of 25 to 34. 90% were infected through sexual behaviors, in particular unsafe sexual behaviors among homosexuals, which is a major risk factor.

Starting from 2014, the newly infected population of Taipei City has gradually decreased annually. However, given the popularity of screening, sex addicts who use emerging drugs and other factors, a small scale of increase was discovered beginning from 2016. According to the estimation of the Centers for Disease Control, although recently introduced prevention measures such as saliva AIDS screening, PrEP, 90-90-90 and others may cause a small increase of the number of infected persons in the short term, they allow more newly discovered cases to receive treatment in the future. In this way, they allow domestic epidemics to be effectively controlled.

The AIDS prevention operation of Taipei City is completely organized and implemented by the Kunming Prevention and Control Center of Taipei City Hospital. In 2017, it held 2 AIDS prevention working group meetings that invited representatives from relevant departments/offices to discuss the AIDS prevention policy. It also invited all AIDS responsible hospitals in Taipei City to discuss the preventive medication operation for homosexual populations on hepatitis A and for AIDS contacts. Under the household saliva screening project promoted by the central government, the screening reagents were acquired from the central government and with self-raised funds. A total of 2,400 reagents were acquired through both ways, making screening more convenient.

Targeting high risk populations, Taipei City Government has continued to arrange accessible screening projects to male homosexual activity venues, special businesses, places where sex workers gather, drug addicts and sex workers seized by the police, heroin applying populations and others. With joint investigation on special businesses, Taipei City will conduct education and demand self-management on the practitioners so that newly infected people can be discovered at an early stage and prevent consequent dissemination.

# 第二節 毒品危害防制

臺北市政府為加強辦理毒品危害防制業務,設立毒品危害防制中心,由臺北市市長柯文哲親自 領軍出任中心主任,並於民國 104 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,進行臺北市毒防政策之全盤評估、規劃與推動,橫向整合相關局處,連接民間資源,達到全面 防制毒品與維護社會治安之目的。

毒品危害防制中心以三級預防架構制定策略地圖,一級預防為避冤民衆接觸毒品,規劃及提 供適性之反毒教育宣導,並利用社交網路、網頁提供最新即時的資訊與服務,另推動公司行號「拒 毒標章」認證,民國 106 年共有 157 家營業場所通過認證;二級預防為完善毒品防制體系,辦理 「106 年藥物濫用治療暨藥癮中途之家補助計畫」,活化藥癮戒治機構功能,並參與家暴安全防 護網計畫及社會安全網,透過網絡機制的合作,從多方提供輔導及協助;三級預防為提供優質個 案服務,結合各項資源提供就醫、就業各項轉介服務,106 年社區藥癮者個案管理追蹤輔導 3,665 人,總計追蹤輔導 2 萬 7,012 人次,個案關懷訪視輔導服務率達 62.51%,轉介 391 位個案至醫 療院所進行藥癮治療,與民間中途之家合作協助 5 位個案生活安置,同時打造個管專業,個管師 督導完成率 100%,積極培訓毒防各類專業人才,配合社區完善的支持系統,協助藥癮者遠離毒 害,復歸社會。



拒毒標章成果記者會
Press conference on presentation of the Anti-drug Label

# Section 2 Drug Abuse Prevention

To strengthen the prevention of drug abuses, the Taipei City Government established the Drug Abuse Prevention Center, the mayor Wen-Je Ko was a leader of the center. In July 2015, the Kunming Prevention and Control Center of Taipei City Hospital was founded as an exclusive unit directly authorized by the Taipei City Government for the overall assessment, organization and implementation of drug abuse prevention policies in Taipei City. It integrates relevant departments/offices in a horizontal way and combines resources from civil groups to achieve the goal of comprehensive prevention of drugs and maintenance of public order and social security.

The Drug Abuse Prevention Center has created a strategy map with a three-level preventive structure. Level 1 prevention the citizens avoid from drugs, and to plan for and provide appropriate anti-drug education using social networks and websites for the latest and real-time information and services. The business certification of "Anti-drug Label" was introduced, with 157 businesses getting certified in 2017. Level 2 prevention is designed to improve the drug prevention systems, with the implementation of the "2017 Subsidy Program for Drug Abuse Treatment and Drug Addict Rehabilitation Centers" to better the functions of drug addiction treatment institutions. Through participation in the Domestic Violence Safety Net Program and the Social Security Net, guidance and assistance are offered from a variety of sources by online cooperation. At level 3 prevention, quality services are provided to individual cases, and referral services in terms of heathcare and employment are also provided through a combination of all kinds of resources. Regarding the case management of community drug addicts in 2017, 3,665 persons were documented and tracked, with the total number of documented and tracked persons reaching 27,012. The case concern and interview coaching service rate was 62.51%, with 391 cases referred to medical institutions for drug addiction treatment. 5 cases were settled in rehabilitation centers with cooperation and assistance of social interim place. In the meantime case active training managers were trained, and the tutoring completion rate was 100%. Various anti-drug professionals were active training. In coordination with comprehensive community support system, they helped drug addicts stay away from drugs and return to society.









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# Part 5

# Ameliorate Emergency Medical Care



# 第五篇 優化緊急救護

# 第一章 提升緊急醫療效能

# 第一節 提升急診品質

輔導轄内醫院配合衛生福利部計畫,並整合雙北市 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,基地醫院底下共分亞東、雙和、馬偕、三總與北榮等 5 個次網絡,並配合改 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」,且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 班程序,依規定完成標準作業程序再進行院際間轉診。

各網絡醫院於急診收治病患須轉診時,應根據其他網絡醫院專長,先啓動平行轉診,避免病人 過度集中於壅塞醫院(基地醫院),或推動基地醫院下轉機制,促進網絡内醫院病床使用效率,以 紓解並改善急診壅塞情形。另宣導民衆為保障其就醫權利,若該醫院急診無法提供適切治療或因病 患,或者病患家屬要求醫院轉診時,醫院應告知其可能之風險,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内之醫院轉診相關疑義,民國 105 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,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 104 至 105 年「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,106 年臺北市醫院院際間轉診爭議案件共查辦 8 案;醫院與消防局間轉送爭議 案件共查辦 11 案。





# Part 5 Ameliorate Emergency Medical Care

# Chapter 1 Improving the Performance of Emergency Medical Services

## Section 1 Improving the Quality of Emergency Care

The Department provided consultation to its hospitals and worked with the Ministry of Health and Welfare (MOHW) project to integrate a total of 35 emergency responsibility hospitals in the Greater Taipei Network (including the 2 cities of Taipei and New Taipei). The National Taiwan University Hospital (NTUH) was selected as the base hospital while Far Eastern Memorial Hospital, Shuang Ho Hospital, MacKay Memorial Hospital, Tri-Service, and Taipei Veterans General Hospital formed the 5 secondary networks. Improvements were made to the safety and quality of emergency care and referrals as well as to streamline its procedures. The Department supervised and counseled emergency responsibility hospitals in Taipei City on the use of the Ministry of Health and Welfare (MOHW) online referral platform to issue, respond and register referral data while requesting the patient to complete the Emergency Care Patient Referral Agreement. The Department also supervised various hospitals on the need to conduct proper communications such as the use of the telephone or the online e-referral system for transferring shift handover data and proper completion of standard operating procedures (SOPs) required by the regulations for shift handovers before any inter-hospital transfers (IHT).

Where network hospitals needed to implement horizontal transfer of patients admitted into emergency care and prevent the overcrowding of certain hospitals (such as the base hospital), the specialization of other hospitals within the network shall be referenced to prevent patient build-up. The Department also encouraged base hospitals to transfer their patients to other subsidiary network hospitals to improve the effectiveness of hospital bed occupancy rates while alleviating the issue of overcrowding at emergency treatment departments. In order to protect the people's right to seek medical services, if the emergency care service of a hospital is unable to provide the proper treatment or if a patient or his/her family members demand a transfer, the hospital is required to inform the possible risks, include the actions taken in the medical records and acquire a letter of agreement of the transfer from the said patient or his/her family members before transferring the patient. To ensure transfer safety, a patient who initiates a demand to be transferred to another hospital for treatment may ask the medical staff to provide his/her medical history summary, medical diagnosis report, and other information to the receiving hospital to ensure proper understanding of his/her medical conditions.

The Department was responsible for supervising and coordinating hospital referral related doubts within its network. In 2016, the "Greater Taipei Region Emergency Responsibility Hospitals Referral Doubt Response Form on Severe Patients" was amended and implemented along with New Taipei City Department of Health and Taipei City emergency responsibility hospitals. The Department also provides single-counter services to coordinate, clarify and answer the referral doubts and issues between hospitals. The appropriate implementation plans of related cases were discussed in the 2015 and 2016 "Greater Taipei Network Emergency and Referral Quality Enhancement Plan" network committee meetings held by the Ministry of Health and Welfare. By enhancing supervision and improvement through hospital assessment, the Department expected to ensure the safety and quality in the referral process of emergency cases and reduces the occurrence of disputes. In 2017, 8 cases of referral disputes between Taipei City hospitals occurred and 11 cases of referral disputes between hospitals and fire departments occurred.

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# 第二節 強化正確就醫觀念

囿於國人就醫習性,遇急症則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,並宣導民衆善用急診資源,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,亦減輕民衆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,民國 106 年計服務 159 人次。

民國 104 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 106 年自臺大醫院急診直入臺北市立聯合 醫院病房共 339 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,如遇有非重症病患欲前往已報備急診滿床之醫院時,臺北市政 府消防局救護人員將向民衆充分解釋後,建議其接受轉介至該院之合作醫院,可讓病患儘速獲得良 好的醫療照護及處置,於民國 97 年 6 月 1 日實施「到院前急診分流」計畫,106 年經消防局輔導 送醫 1,962 件中,計 182 件(9.28%)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。



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# Section 2 Strengthening the Concepts of Seeking Proper Medical Care

People in Taiwan tend to seek medical aid at large hospitals in response to emergency conditions and this habit has led to the overcrowding of emergency departments at medical centers. The Department therefore continued to implement the Transfer Services for Patients Waiting for Emergency Care at Medical Centers and advocated the proper concept of Seeking Help for Minor Ailments at Small Hospitals and Major Conditions at Large Hospitals amongst the citizens of Taipei to encourage people to make better utilization of emergency care medical resources, allow medical centers to fulfill its primary role providing emergency medical services, and provide critical patients with proper and safe medical services. For patients who spent more than 24 hours waiting for a hospital bed after being admitted to a medical center, the doctor would recommend a transfer to a suitable emergency responsibility hospital nearby. Both hospitals will coordination to make the necessary arrangements and ambulance services to transfer the patient to an available hospital bed. This strategy is expected to reduce the waiting times for hospital beds while reducing the stress experienced by the patient and their family members during waiting in emergency departments. After successfully transferring a patient who meets the criteria, the hospital dispatching the ambulance may also claim transfer ambulance fee subsidies from the Department. A total of 159 individuals benefited from this transfer service in 2017.

The Department initiated the Taipei City Hospital and Medical Center (National Taiwan University Hospital) Transfer Project for the first time in 2015 that established single-counter services at various hospitals. Through the provision of basic information of patients who demand referral from the counter of National Taiwan University Hospital (NTUH), it would also provide other information such as the patient's desired hospital and hospital bed category in order to find suitable hospital beds. An instant response would be provided through LINE group chat. The transferring hospital would then provide the patient's relevant diagnostics and testing results and dispatch an ambulance to transfer the patient to the specified destination for further disease evaluation and treatment. Data showed that a total of 339 cases were transferred from the NTUH emergency department to Taipei City Hospital beds in 2017.

To ensure medical service quality, medical centers have completed patient

reroute plan by cooperating with neighboring regional hospitals according to their geographical location. This plan would release the pressure of overcrowded emergency department. If non-severed patients intend to go hospitals with notifying overcrowded emergency department, the emergency staffs of Taipei City Fire Department will transfer them to its cooperating hospital after full explanation, so that patients can receive good medical care and treatment as soon as possible. The "Distribution of Pre-hospital Emergency" was implemented since June 1, 2008. Among the 1,962 cases that the Fire Department sent to hospitals, 182 cases (9.28%) agreed to rerouting before arriving at a hospital (heading for emergency responsible hospitals that are not overcrowded) in order to implement the emergency department patient classification system of hospitals.



# 第二章 救護資源管理

## 第一節 善用公共場所急救設施

為加深民衆對急救技能及體外電擊心臟去顫器(簡稱 AED)的印象,一方面將心肺復甦術 (CPR)急救訓練内容簡化,並增加實用的教具,以深化民衆學習效果,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 102 全國運動會等)救護站必備裝備,增加能 見度並保障與會人員安全。

《緊急醫療救護法》增修條文於民國 102 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。衛生福利部則於 同年 5 月及 7 月公告「應設置自動體外電擊心臟去顫器(AED)之公共場所」以及《公共場所必要 緊急救護設備管理辦法》,臺北市政府則於同年 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,並已達成 3 年内設置 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 AED 設置政策自民國 98 年推動以來,公、民單位積極配合中央政策,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 106 年底已設置 1,604 臺 AED, 設置密度達每十萬人口 59.78 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,供民衆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充分的冤費課程,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。特別藉由臺北市市長柯文哲主持之「感恩的心 感謝有妮」捐贈記 者會,同時辦理「AED 安心場所」公開授證,包含百貨公司、旅館、餐廳、政府機關、運動中心、 公司及學校等,臺北市累計至民國 106 年 12 月 31 日止已有 919 處場所取得「AED 安心場所」認證。



# Chapter 2 Managing Emergency Resources

# Section 1 Use of Public Emergency Treatment Facilities

To enhance public awareness for first aid skills and the use of AED, achieve better learning outcomes and improve the willingness of bystanders to provide assistance as required, the Department made steps to simplify the contents of CPR and first aid training and provided more practical teaching tools. AED was also included as mandatory equipment for first aid stations during various large-scale events (such as the New Year Countdown, the Dragon Boat Festival and the 2013 National Sports Day etc.). Measures were also taken to improve visibility and protect the safety of visitors attending these events.

Additional articles to the Emergency Medical Services Act were promulgated and enforced on January 16, 2013. The new provisions required public venues to be furnished with Automated External Defibrillators (AED) and stipulated that those attempting to rescue people should not be subject to legal punishments so that bystanders would be encouraged to make full use of the golden time to save lives. The Ministry of Health and Welfare (MOHW) also announced "a list of public venues that must furnish AEDs" and "Regulations Governing Public Venues Required to Provide Emergency First Aid Equipment" in May and July of the same year. The Taipei City Government was the first to demonstrate support as early as March 19 of the same year. All metro stations with daily ridership exceeding 1.7 million were furnished with AEDs. The City Government also successfully achieved the objective of deploying 1,000 units of AEDs within 3 years. Various government agencies and private companies also showed their support and demonstrated increased willingness to setup or donate AEDs.

Since Taipei City has carried out AED installment policy in 2009, public and civil institutions have actively coordinated with the policies of the central government. Various institutions of the Taipei City Government have also constantly propagated and promoted the installment of AED at public venues and have achieved a certain level of installment. By the end of 2017, 1,604 AEDs have been installed, meaning that there were 59.78 AEDs per 100,000 people. The places installed with AEDs in Taipei City have all completed registration on "Taiwan Public AED Registry" according to regulations, so that citizens can inquire on the platform for emergency usage and allow AEDs to be comprehensively effective.

The Department further provided free courses in instructing AED installing venues to apply for "AED Safe Place" recognition. For those places which have received the recognition, it means that more than 70% of the employees have accepted CPR and AED trainings, the administrator have

completed 220 minutes of AED administrator training and received a license, and the locations of AEDs are clearly signaled so that AEDs can be achieved at the first moment of emergency. If more trained people can assist in rescuing, patients can receive timely treatments and their survival rate would be increased. The comprehensive installment of AEDs allows Taipei City to become a healthy city and safe community and ensure the safety of the citizens' lives. With the donation press conference of "Thanksgiving Heart and Thank You" hosted by Taipei City Mayor Wen-Je Ko, the public recognition of "AED Safe Places" was also held, which included department stores, hotels, restaurants, government institutions, sport centers, corporations, schools, etc. Up until December 31, 2017, 919 places have received the recognition of "AED Safe Place".



# 第二節 防止救護資源濫用

因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,自民國 101 年 12 月 8 日起實施「臺北市民衆濫用消防局救 護車收費計畫」,針對民衆指定 119 救護車至非急救責任醫院及未赴急診室檢傷掛號者之民衆進行 收費:收費標準依照《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 1,800 元 救護車使用費。衛生局與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之 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。

依據臺北市政府消防局統計資料顯示,民國 106 年已開立 31 張救護車使用費繳款單,除 3 張 尚未繳納,其餘均已繳納。



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# Section 2 Preventing the Abuse of Emergency Resources

In response to the growing number of medical emergencies in Taipei City by year, measures had to be taken in order to improve the quality and efficiency of pre-hospital emergency treatment as well as to prevent the abuse of emergency rescue resources. The Taipei City Government Department of Health (the Department) thus worked with the Fire Department to enact the Taipei Charging Scheme in Cases of Public Misuse of Fire Department Ambulances that entered into force on December 8, 2012. Under this Scheme, people shall be liable to pay a fee if they called 119 for an ambulance to a non-emergency responsibility hospital and if the patient had not visited the emergency room for examination. The said fee shall be based upon the Taipei Ambulance Installation Organization Ambulance Fees Criteria and charges NT\$ 1,800 for each ambulance call out. The Department also worked with the Fire Department and the Department of Social Welfare to form a Taipei City Government Emergency Rescue Evaluation Team that holds regular meetings to review suspected cases of emergency resource abuse. Frequent users of emergency rescue resources such as the homeless, non-critical patients from less privileged socio-economic backgrounds and intoxicated individuals who passed out by the roadside were subject to relevant management measures. In addition to medical treatment and evaluation of social welfare requirements, other forms of welfare such as employment, sheltering, home visits and social aid were provided. Social welfare resources were integrated to provide individual cases with proper service and counseling in order to safeguard the rights of the underprivileged and ensure a fair distribution of social resources.

According to the statistics of the Taipei City Fire Department, 31 ambulance call-out bills were issued in 2017, and all of them are paid except 3 bills.



## 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。

臺北市救護車民國 106 年初數量共計 177 輛,106 年新設置救護車共計 33 輛,廢止之救護車 18 輛,應完成定期檢查之數量為 192 輛,均依規定完成定期稽查,達成及合格率達 100%;另不 定期檢查部分,應完成數量為 192 輛,除仁光救護車有限公司所屬 1 輛救護車(北市護車字第 453 號)因車禍事故維修中,無法進行檢查,其餘 191 輛均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%。

臺北市輔導合法立案之救護車營業機構共計有6家,分別為仁光、一心、聯安、和興及駿龍 及生命之星救護車有限公司,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、順新及捷 安救護車有限公司共計3家,臺北市政府衛生局於民國106年11月14日至25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衆參考外,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 106年底,臺北市總計24家救護車設置機關(構),救護車總數為192輛(一般型166輛;加護 型26輛),包含消防機關92輛、醫療機構47輛、救護車營業機構48輛及其他單位5輛。





# Section 3 Ambulance Management

To establish a comprehensive emergency medical treatment system, provide legally qualified ambulance equipment and operators, and build confidence and appreciation amongst Taipei City residents for emergency medical treatment service provided by city hospitals, the Department of Health of the Taipei City Government (the Department) conducted regular and unannounced inspections of personnel deployment, equipment and emergency treatment services of hospitals under its jurisdiction, supervised and evaluated emergency responsibility hospital and ambulance operating organizations, and increased the stringency of management measures.

By the beginning of 2017, Taipei City had 177 ambulances. In 2017, 33 ambulances were newly purchased while 18 ambulances were removed. 192 ambulances had completed their regular audits and the rate of qualification was 100%. As for irregular examination, 192 ambulances should complete the check-up. However, given that one ambulance owned by Renguang Ambulance Co., Ltd. (Taipei City Ambulance No. 453) was under maintenance due to car accident, irregular audits on the remaining 191 ambulances were completed. All ambulances had passed the examination and the rate of qualification was 100%.

Under the guidance of Taipei City, there are six legal ambulance companies, including Renguang, ES, Lian

An, Hexing, Jun Long and lifestar Co., Ltd. There are 3 other ambulance companies that operate in Taipei City from other administrations, including NineNineNine, Shunxin and Jiean Ambulance Co., Ltd. The Department conducted supervision auditing on the aforementioned ambulance companies from November 14 to 25, 2017. Besides uploading the evaluation result onto the website of the Department for citizens to refer to, in order to ensure Taipei City citizens' safety and rights regarding medical transportation, the results were also notified to all medical institutions (including nursing institutions) in Taipei City and nursing homes via the Department of Social Welfare as references for signing cooperation contracts with the aforementioned ambulance companies. By strengthening the ambulance auditing operation of Taipei City, the



Department expects to improve the management efficiency of units (institutes) with ambulances, form accurate emergency medical operation concepts, and provide emergency medical services with outstanding quality in order to ensure Taipei City citizens' safety and rights regarding medical transportation. By the end of 2017, 24 units (institutes) at Taipei City have a total of 192 ambulances (166 common ambulances and 26 intensive care ambulances). Fire departments have 92 ambulances, medical institutions have 47 ambulances, ambulance companies have 48 ambulances and other units have 5 ambulances.
# 第三章 推動市民急救教育訓練

#### 第一節 推廣全民救人觀念

為強化民衆體認 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。衛生局於臺北市 12 條線路之公 車車體、捷運站月臺燈箱(龍山寺站及昆陽站)、捷運站月臺玻璃門(南京復興站)及臺北轉運站 各樓層液晶電視等人口密集處刊登相關廣告,加強宣導「救人冤責」觀念,鼓勵市民加入救人行列。 經消防局統計至民國 106 年 12 月底止,臺北市旁觀者施救率已由 20%進步至 44.12%,爰積極推 廣市民急救技能訓練教授市民學習 CPR 及 AED。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辦理急救技能訓練,開發實用教 案,針對不同場域人員推動急救教育訓練,加強輔導受訓民衆,使參訓民衆充分正確練習操作,以 臨危不亂應變,截至 106 年,臺北市已設置 1,604 臺 AED:辦理簡版急救技能(CPR + AED)訓練, 總計 2,375 場次,訓練達 12 萬 9,374 人次。





# Chapter 3 Promoting Emergency Rescue Training amongst Fellow Citizens

#### Section 1 Promoting the Concept of All-out Rescue Operations

In order to strengthen people's concept of necessity on CPR and AED, the Department has conducted a three-stage promotion of "Is there an AED? Can you save him? Do you dare to save him?" with the expectation to reduce the risk of death and disability, cultivate the citizens' care towards other people and their respect for life, and further actively take rescuing responsibility and improve the rescuing efficiency of bystanders. The Department issued advertisements on the buses of 12 Taipei City bus routes, lightboxes on MRT platforms (Longshan Temple Station and Kunyang Station), glass doors on MRT platforms (Nanjing Fuxing Station), LCD TVs on all floors of Taipei Transit Station and other crowded places in order to propagate the idea of "responsibility-free for saving lives" and encourage citizens to rescue others. According to the statistics of the Fire Department, by the end of December 2017, the bystander rescuing rate of Taipei City citizens increased from 20% to 44.12% due to actively providing citizens with emergency skill training such as CPR and AED. Besides holding these courses cooperatively by the Fire Department, health centers in the 12 districts of Taipei City, Taipei City Hospital and other public agencies, the Department also commissioned professional groups to hold emergency skill training sessions, develop practical teaching projects, and promote emergency education targeting people from



市民急救技術教育訓練
Emergency skill training for citizens



市民急救技術教育訓練
Emergency skill training for citizens

different places, so that citizens could receive more training and were capable of operating accurately and would stay calm in case of emergency. Until 2017, Taipei City installed 1,604 AEDs and held 2,375 sessions of simple emergency skill (CPR and AED) training with 129,374 participants.

# 第四章 重大災害緊急救護

#### 第一節 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,如民國 88 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, 104 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 105 年 2 月 6 日臺南地震造成 551 人輕重傷,117 人死亡;107 年 2 月 6 日花蓮大地震傷患總計 294 人(其中4人死亡)。當災害導致大量傷患,



大量傷病患事件現場救護站醫療官教育訓練暨兵棋推演 Training and simulation for medical officers of emergency stations at the scenes of mass casualty incidents

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:

#### 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、各行政區緊急安置所醫護組對應窗口連絡人通訊錄、臺北市醫療機構病床數清冊等。

#### (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暨臺北市 醫療院所及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 資訊網等。

#### (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, 内容包含:災難管理、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。





# Chapter 4 Emergency Rescue for Major Disasters

#### Section 1 Setting Up Disaster Prevention and Rescue Measures

Taiwan is located at the subtropical monsoon region between subtropical and tropical region and at the seismic zone of Eurasian Plate and Philippine Sea Plate. As a result, natural disasters frequently take place. For example, the "921" Earthquake in 1999 caused more than 2,000 deaths and 10,000 injuries nationwide, and caused further severe social impacts. Moreover, the TransAsia Airways Accident on February 4, 2015 and the Formosa Fun Coast Explosion on June 27, 2015 also caused many deaths and injuries. The Tainan earthquake on February 6, 2016 led to 551 minor/major injuries and 117 deaths. The Hualien earthquake on February 6, 2018 caused 294 injuries (4 deaths). When mass casualties occur due to disasters, this is a test to on-site emergency medical care ability, the disaster management and the response mechanism of Taipei City. If disaster prevention, rescuing preparation and emergency medical response plans are in place, the deaths, injuries and damages caused by disasters can be reduced. In order to improve the Department's response capability in disaster emergency operations, the "Taipei City Department of Health Disaster Prevention and Rescuing Operation Implementation Plan" and "Taipei City Department of Health SOP on 'Responsive Mechanism on Handling Numerous Injured Patients'" were stipulated as the basis for handling disaster prevention and rescuing operations. The plan will be explained in detail as the following in accordance to the four stages of prevention, preparation, response and recovery & reconstruction:

#### 1. Disaster prevention

#### (1) Disaster prevention information setup and management

Pre-disaster prevention or emergency responses to actual disasters that occur must rely on disaster prevention information generated during routine activities. Such information must be revised and updated every year and should be included in: Taipei City Government Department of Health Disaster Prevention and Rescue Implementation Manual, Hospital Emergency Contact List, contact list for the contact windows of emergency shelters and medical treatment groups in various districts, and a list of beds available in Taipei's medical institutions.

#### (2) Disaster and emergency notification system

The disaster and emergency notification system must be provided to quickly establish an Emergency Response Team (ERT) and mobilize Taipei City hospitals (and health centers) as well as emergency responsibility hospitals to initiate disaster prevention and rescue missions in the event of an actual disaster. The notification system provides an excellent communication network to facilitate data transfer and provide decision makers with the information needed to make the correct judgments, and includes the following sub-systems and facilities: wireless communication system, land line communication system and emergency medical data network.

#### (3) Data Integration System for the Taipei City Government Department of Health Emergency Medical Operating Center (EMOC)

Separated webpages and integrated medical service information for disaster prevention and rescue were established for the Taipei City Government Department of Health Emergency Medical Operating Center (EMOC). These webpages and data provided information on disaster management, referrals for severe or critical injuries or diseases, incident management and notification, suicide prevention hotlines and data integration and notification functions.

#### (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 衛生局要求轄内醫院需每年提報「災害復舊計畫」及訂定各項緊急災害應變措施,期 於災害發生時,能立即發揮醫院緊急醫療能力。

#### 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(包含心理衛生)。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。

#### (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,應成立緊急應變小組,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援隊、14 大醫事公會、民防法 及全民防衛動員體系。



#### (4) Enhancing disaster mitigation capabilities of medical facilities

To ensure that hospitals could maintain normal operations and realize their maximum potential through immediate provision of emergency rescue services in the event of a disaster, the Department has requested all hospitals under its jurisdiction to submit Disaster Recovery Plans and stipulate various emergency and disaster response measures.

#### 2. Preparations

#### (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 standards

Emergency responsibility hospitals, non-emergency responsibility hospitals and health centers of each district in Taipei City were required to stipulate standards for providing emergency notifications in the event of a disaster.

#### (3) Developing and amending disaster response plans and standard operating procedures (SOPs)

The Department has stipulated a number of plans and SOPs for disaster response and prepared relevant resources for disaster prevention and rescue. In the event of a disaster, rescue organizations could refer to the existing response plans and SOPs to implement various response actions, assess disaster situations quickly and carry out various disaster rescue missions.

#### (4) Disaster prevention training and exercises

Disaster prevention training and exercises were held to improve disaster prevention understanding and strengthen disaster prevention and rescuing preparation and responsive capability (including mental health) of the rescue staffs. The Department supervises the disaster education trainings and exercises of medical institutions regularly every year and conducts audits and assessments targeting the 16 emergency responsibility hospitals and ambulance companies of Taipei City. Various emergency medical treatment and disaster related education and trainings were also held. In accordance to the disaster prevention and recessing exercises of the Taipei City Government and related agencies, it took part in typhoon disaster, earthquake disaster, nuclear and chemical disaster, gas oil, artificial accident, traffic accident, and other exercises.

#### (5) Crisis Management and Response Systems by the Taipei City Government Department of Health

In response to major contingencies of the Department's operations, the Department has established an effective crisis management system as well as an Emergency Response Team (ERT) led by personnel appointed by the Commissioner.

#### 3. Response

#### (1) Disaster prevention and rescue personnel

According to various disaster prevention and rescue regulations, the Emergency Response Group, Emergency Response Group of 12 District Health Centers, Disaster medical and reuse team of Taipei City Hospital, 14 medical associations, and the national defense mobility system under the Civil Defense Act are under the administration of the Department.

#### (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傷病患統計等事宜。

#### (三)現場救護站規劃與傷病患救護

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救護任務,建立現場緊急醫療救護指揮、 協調系統及掌握臺北市緊急醫療動員能量,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,超出臺北市之緊急醫療救護處理能力時,臺北市政府 消防局及衛生局協調、聯絡鄰近地區或鄰近縣市之救護人員、救護車及醫療機構跨區 支援現場緊急醫療救護與傷患之收治,並協調衛生福利部啓動國家級災難醫療救護隊 協助臺北市救護工作。

#### (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,應立即啓動院内大量傷病患救護機制,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) 緊急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 所等相關單位辦理緊急安置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,使轄内之 醫療功能得以正常運作,確保市民之就醫品質。

#### (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衆心理支持・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。



#### (2) Establishment of the Emergency Operations Center (EOC) and its operation procedure

The Taipei EOC shall be established in the occurrence of a disaster. The Department shall be stationed at the medical and environmental protection team and be in charge of communication work related to emergency medical services (EMS) and compiling of injury and disease statistics.

#### (3) Planning of On-site First-aid Stations and Rescue of the Patients

When disaster or numerous injuries occurred, Taipei City Government will establish a Forward Command Post and On-site first-aid Station according to the scale of disaster. The Department will assign personnel to implement emergency missions, establish on-site emergency medical command, coordinate the whole network, and handle the emergency medical mobilization strength of Taipei City, so that the emergency rescue demands of the disaster area and the emergency medical mobilization strength of Taipei City would be monitored at all times. If the disaster is beyond the emergency medical capability of Taipei City, the Fire Department and the Department will coordinate and contact the medical personnel, ambulances and medical institutions of neighboring counties and cities to provide on-site emergency first-aid remedy, accept patients, and coordinate with the Ministry of Health and Welfare in launching the National Disaster Medical Assistance Team to assist the emergency operation of Taipei City.

# (4) Emergency first-aid of the sick and injured and emergency mobilization of resources for subsequent treatment

After completing on-site emergency first-aid remedy to injured patients, the Department and First Aid Responsibility Hospitals will carry on consequent medical remedy, personnel and resource distribution and other affairs to decrease disability and disaster damage. After each medical institution receives the notification to prepare for numerous injuries, they should immediately activate MCI mechanism and register their injuries as soon as possible after receiving the patients. When receiving the medicine and medical equipment demands from the disaster area commander, the Department will immediately mobilize staffs to redistribute hospital storage medicines and medical equipments from hospitals with important medicine and medical equipment storage.

#### (5) Supporting the Emergency Sheltering Plans

According to the "Regional Disaster Prevention and Rescuing Plan" of Taipei City, the sanitation, health and medical issues on the emergency placement of disaster victims will be carried out by the Department coordinating with the Department of Education, the Department of Social Welfare and each district offices.

#### 4. Recovery and Reconstruction

Proper recovery and reconstruction entail quick assessment of the extent of the disaster, determining the scope and degree of damage caused and formulation of recovery and reconstruction plans. The said reconstruction plans shall be implemented according to the relevant SOPs.

#### (1) Monitoring, Notification and Handling of the Disaster

The state of disasters in the hospital at various levels shall be assessed and handled accordingly. The Department shall also provide assistance where needed to ensure normal operations of hospitals under its jurisdiction and the quality of medical services provided the residents of Taipei City.

#### (2) Mental Reconstruction and Subsequent Remedy for Disaster Victims and Rescue Workers

Professionals shall be deployed to provide psychological support to people with such requirements. Safe consulting rooms, counseling helplines and stress alleviation services for frontline rescue workers shall be provided when they are required.









# Part 6 Popularize Cordial Medical Care



# 第六篇 推廣貼心醫療

# 第一章 整合社區關懷及醫療之可近性

#### 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,於民國 104 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,連結北 投文化基金會、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,服務內容包含院所内健康評估、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。

民國 106 年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」,強化弱勢族群醫師到宅訪視及跨團隊 照護服務。106 年總計收案 6,651 人,共有 19 名基層醫師加 入計畫並提供服務。臺北市立聯合醫院亦分別於 5 個院區(中 興、仁愛、和平婦幼、忠孝及陽明)各辦理 1 場次分享會,分 享跨團隊合作模式,互相成長標竿學習,並邀請轄區内基層診 所醫師共同參與,共計 98 間診所、229 人與會。

轉診計畫分享會
Sharing session on referral plans



柯文哲市長一日社區醫生訪視個案
Mayor Wen-Je Ko paid a one-day visit as a doctor to a community case

#### 第二節 安寧緩和醫療

臺北市政府衛生局推廣安寧緩和醫療,民國 106 年「預 立安寧緩和醫療暨維生醫療決擇意願書」臺北市簽署數達 2 萬 622 人次,為提升醫事人員相關知識與勸募技巧,辦理 3 場次 醫事人員及志工教育訓練,參訓人數共計 636 人,另辦理社區 民衆講座 12 場次,提升市民對選擇「善終」權利的認知,減 少「無效醫療」的介入,並為自己做出醫療決定,參與講座人 數共計 508 人。



 執行遠距皮膚專科諮詢
Long-Distance consultation provided by a dermatologist





# Part 6 Popularize Cordial Medical Care

# Chapter 1 Integrating Community Care and Accessibility of Medical Treatment

#### Section 1 Integrated Services by Community Doctors

In order to take care of more community underprivileged populations, the Department commissioned the Taiwan Association of Family Medicine (TAFM) in September 2015 to promote the "Pilot Project on the Integrated Care of Community Doctors" at Shilin and Beitou District and build up community network and resources. TAFM cooperated with Beitou Culture Foundation, social and welfare organizations, local village chiefs, health centers and other teams, gathered local doctors and provided low-income households, mid low-income households, physical and mental disabled people and seniors who live alone with integrated health caring services with the core spirit of health, professionalism and care. Services included health assessment at hospitals or clinics, home care visits, service from professional staff, telephone consultation and others. The Department expects to become the most considerate doctor friend for Taipei City citizens by actively caring for them and guarding their health.

In 2017, Taipei City Hospital was authorized to implement the "Integrated Plan for Healthcare Provided by Family Physicians" in order to improve the services of household visits by doctors to disadvantaged groups and cross-team care. In 2017, there were 6,651 cases. 19 local doctors participated in the Plan and provided services. The Taipei City Hospital held one sharing session in each of its 5 branches (Zhongxing, Renai, Heping Fuyou, Zhongxiao, Yanming). Experience in cross-team cooperation was shared in the sessions, and participants learned from each other as role models. Doctors of local clinics in the area of jurisdiction were invited to join the sessions, with 229 persons from 98 clinics attending.



■家庭責任醫師個案居家訪視 Household visit by a family physician

#### Section 2 Hospice Palliative Care

The Department has been promoting hospice and palliative care. In 2017, the number of persons who signed the "Form for Hospice Palliative Care and the Selection Intent of Life-Sustaining Treatment" reached 20,622 persons. To enhance the knowledge and fundraising skills of medical personnel, 3 training sessions were organized for medical personnel and volunteers, with 636 participants. In addition, 12 seminars were held for community residents so that citizens could learn more about their rights to "die well", reduce the intervention of "futile medical care", and make medical decisions for themselves. A total of 508 persons attended the seminars.

# 第二章 強化醫療人文關懷

#### 第一節 出院病人 VIP 關懷

臺北市立聯合醫院針對高風險再住院病人出院後提供個案管理、持續追蹤等關懷服務,於病人 出院後進行電話關懷追蹤服務,培養醫病良好互動關係,改善病人健康、生活品質及降低再入院率, 減少醫療支出及提升社會資源運用,以落實執行「五全健康照護」理念。

出院準備服務精進服務,由出院準備服務專責人員結合專業醫療團隊,在病人返家前,主動協助病人及家屬訂定出院準備服務計畫,並提供居家照護護理指導,確保病人在出院後能得到持續性的照護。另依病人需求評估結果,聯結社區或長期照護資源,以達到轉介、安置之目的。提升病人之生活品質,落實以社區的預防保健及醫療照護,有效運用社會資源,進而更落實執行「五全健康照護」的理念。民國 106 年 1 月至 12 月高風險再住院病人之出院準備收案率為 15.45%、三日内返急診率為 0.40%、電訪完成率為 99.26%、服務滿意度為 98.92%,高風險再住院病人之出院準備收案人數累計 7,039 人,一般出院準備收案 2 萬 2,912 人。

#### 第二節 提升醫病溝通質量

醫師與病人之間的溝通與確認是影響醫療照護品質與病人安全重要的一環,臺北市立聯合醫院 自民國 104 年 4 月起全面推動家庭溝通會議,鼓勵各病房召開緩和醫療家庭會議及醫病溝通家庭會 議,增進醫療團隊與病人或家屬溝通,減少因誤解而產生醫療爭議,並規劃設置具錄影設備的懇談 室,於召開家庭會議時使用。另辦理醫療關懷成長分享會及家庭溝通會議案例分享會,透過經驗交 流分享、標竿學習模式及資源共享平臺,共同提升醫療品質,以達成病家、醫師及醫院三贏局面。 104 年 4 月至 106 年 12 月 31 日止召開家庭會議共計 14 萬 1,576 場次。



# Chapter 2 Strengthening Human-oriented Care in Medical Services

#### Section 1 VIP Care for Discharged Patients

Targeting patients with high risks of readmission, Taipei City Hospital provided case management, consistent tracking and other caring services, in which the hospital conducted telephone tracking services after patients were discharged to maintain good interactive relationship between the doctor and the patient, improved the patient's health, living quality, reduced their readmission rate, reduced medical expenditure, improved social resource utilization, and implemented the idea of "5 'W' Health Care".

As for improved discharge service, discharge preparation service staff combined with professional medical team actively assists patients and relatives in planning the discharge preparation service plan before they return home and provide home care and nursing instructions to ensure patients in receiving consistent care after they are discharged. In addition to that, according to the assessment on the patient's needs, the service will be connected with community or long-term care resources to reach the purpose of referral and relocation. By doing so, it can improve the living quality of the patients, implement community preventive health care and medical care, utilized social resource effectively, and further implement the idea of "5 'W' Health Care". From January to December 2017, the



出院準備服務精進服務 Improved services for discharge preparation

reception rate of the discharge preparation service for high-risk patients was 15.45%. 0.40% of the cases returned for emergency medical service within 3 days. Telephone interviews were completed for 99.26% of the cases, and the satisfaction rate was 98.92%. Discharge preparation services were provided to 7,039 high-risk patients and 22,912 regular patients.

#### Section 2 Improving the Quality of Doctor-Patient Communication

Communication and confirmation between doctors and patients is an important aspect of medical care quality and patient's safety. Since the overall launch of the Family Communication Meeting by Taipei City Hospital in April 2015, it has encouraged each ward in holding palliative medical family meetings and doctor-patient family meetings to enhance the communication between the medical team, patients and their family members and reduce medical disputes due to misunderstanding. Meeting rooms with video recording facilities are also prepared for family meetings. In addition to that, medical care sharing sessions and family communication meeting case sharing sessions were also held. With experience sharing, role models learning and resource sharing platform, the hospital expected to commonly improve the quality of medical services, in order to benefit the patient, the doctor and the hospital. Between April 2015 and December 31, 2017, a total of 141,576 family meetings were held.

#### 第三節 醫療爭議調處

依據《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, 民衆對於醫療機構的要求,已不再侷限於醫療專業與技術知能,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;有鑑於此,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,以達到醫病和諧、息爭止訟的目標。 在醫療機構方面,輔導醫院成立醫療爭議關懷小組方面,民國 106 年辦理「醫療關懷與溝通協商種 子講員訓練工作坊」3 場次,總論課程共 191 人次參與,演練課程共計 109 人次參與;在民衆宣導 方面,辦理社區宣導講座 12 場次,共 503 人參與。衛生局設置醫療爭議調處委員會,並有法律與 醫療雙專家參與進行調解。

臺北市政府衛生局民國 106 年受理醫療糾紛案件共計 392 件,其中申請調處共 84 件,成立 29 件,成立率 34.5%;醫療糾紛發生科別前三名分別為牙科、美容醫學及其他(消費爭議),因 美容醫學非屬衛生福利部認定之診療科別,但鑑於目前爭議案件頻傳且樣態多元、複雜,故特針對 此類案件加以統計,並於社區及醫療院所辦理 2 場教育訓練,宣導並強化美容醫學相關知識。

### 第三章 健全醫事體系

#### 第一節 醫療資源及醫事人員管理

至民國 106 年止,臺北市計有醫院 36 家、診所 3,514 家,各醫院急性一般病床總開放病床數計 1 萬 2,574 床。登記執業醫師數 1 萬 4,162 人,每萬人口醫師數為 52.78 人、每萬人口急性一般病床數為 46.86 床,醫療資源豐沛。

一、強化醫事人員執業登錄,提升辦理成效

 (一)為簡化行政流程,落實便民服務政策,除於臺北市政 府衛生局及衛生稽查科5區聯合稽查股窗口隨到隨 辦醫事人員業態異動外,更委託臺北市相關醫事 公會協助辦理執業登錄,提供便捷服務。另結合 公會、醫事機構協助宣導法規政策事項,增進醫事 人員對法令的認知,避冤觸法。



#### Section 3 Medical Dispute Mediation

Article 99 of the Medical Care Act stipulated that local health authorities should establish medical dispute mediation systems to handle such incidents. People's expectations of medical institutions is no longer restricted to that of medical profession or technical knowledge. The focus on the attitude of medical service providers and how they feel about the services has increased confrontations between doctors and patients. To respond to this situation, the Department has initiated a number of measures to safeguard doctor-patient relationships and establish a trusting, friendly and positive environment for doctor-patient interaction. Strategies for carrying out such measures focus on comprehensiveness, diversification and multi-channel approaches in order to achieve the objective of harmonious doctor-patient relationships, settling disputes and preventing lawsuits. With respect to medical institutions, the Department has provided guidance to hospitals regarding the establishment of medical dispute care groups. In 2017, 3 sessions of the "Training Workshop for Seeded Lecturers on Medical Care and Negotiation" were held, with 191 persons participating in the general courses and 109 persons taking the practical courses. For public awareness, 12 community seminars were organized, with 503 participants. The Department established the Medical Dispute Mediation Committee, with legal and medical experts taking part in the mediation.

In 2017, the Department dealt with 392 medical dispute cases. Among them, 84 cases were transferred for mediation and 29 were accepted, making an acceptance rate of 34.5%. The top three divisions of medical dispute occurrence were dentistry, cosmetic medicine and others (consumer dispute). Although cosmetic medicine is not listed as one of the recognized medical divisions by the Ministry of Health and Welfare, given its frequent occurrence of disputes and complicated cases, cosmetic medicine cases were still included in the statistics. 2 education and training sessions were held in the communities and medical institutions to promote and enhance cosmetic medicine-related knowledge.

# Chapter 3 Robust Medical Systems

#### Section 1 Management of Medical Resources and Medical Personnel

By the end of 2017, there are 36 hospitals and 3,514 clinics in Taipei City. The overall available common acute beds for all hospitals are 12,574 beds and 14,162 registered doctors are in practice, indicating that there are 52.78 doctors and 46.86 common acute beds per 10,000 people. Taipei City has abundant medical resources.

#### 1. Improving Medical Personnel Practice Registration to Improve Efficiency

(1) To simplify the administrative procedures and meet the policy requirements for making public services more convenient, applications for changes of medical personnel practice registration were accepted and processed upon receipt at the Department and District 5 Counter of the Joint Inspection Team. The Department also commissioned relevant medical associations to help handle medical practice registrations. The Department worked with various associations and medical institutions to promote awareness of relevant laws and policies to help provide medical professionals with a better understanding of various regulations to avoid violations.

(二) 醫事人員執業登記現況:

- 西醫師 9,975 人、中醫師 944 人、牙醫師 3,244 人、呼吸治療師 339 人、醫事 檢驗師(生) 2,203 人、職能治療師(生) 504 人、物理治療師(生) 1,316 人、 語言治療師 134 人、醫事放射師(士) 1,398 人、護理師(護士) 2 萬 8,096 人、 助產師(士) 20 人、聽力師 72 人、牙體技術師(生) 305 人,上開各類醫事 人員執業登記總數計 4 萬 8,550 人。
- 2. 執業異動登記委外(共8類公會)辦理成果:牙醫師公會319件、中醫師公會 191件、呼吸治療師公會173件、醫事檢驗師(生)公會433件、物理治療師 公會745件、物理治療生公會58件、醫事放射師公會416件、護理師護士公 會1萬550件。
- 臺北市民國 106年辦理執業異動案共1萬7,712件,其中委外辦理1萬2,885件, 佔 72.7%。
- (三) 醫事人員報備支援醫療業務機制:

民國 90 年率先全國建置醫事人員線上支援報備申辦系統,99 年 6 月 1 日轉換使 用衛生福利部系統。106 年報備支援申請案件 3 萬 5,225 件,其中線上申請案件 3 萬 3,731 件(95.76%),紙本申請案件 1,494 件(4.24%),有效落實無紙化作業,並 掌握臺北市醫療資源現況及醫事人力調度。



#### (2) Current Status of Medical Personnel Registration:

- A. 9,975 Western medicine doctors, 944 Chinese medicine doctors, 3,244 dentists, 339 respiratory therapists, 2,203 medical technologists (students), 504 occupational therapists (students), 1,316 physical therapists (students), 134 speech therapists (students), 1,398 radiologists (students), 28,096 registered nurses (nurses), 20 midwives (maternity assistants), 72 audiologists, and 305 dental technicians (students). The total amount of the aforementioned registered medical personnel is 48,550 people.
- B. Progress on outsourced application for changes of medical practice registration (including 8 associations): 319 cases for Taipei Dental Association, 191 cases for Taipei Chinese Medical Association, 173 cases for Respiratory Therapists Association, 433 cases for Medical Technologist Association, 745 cases for Taipei Society of Physical Therapists, 58 cases for Taipei Physical Therapy Assistant Society, 416 cases for Taipei Association for Medical Radiation Technologists and 10,550 cases for Taipei Nurses' Association.
- C. In 2017, a total of 17,712 applications for changes of medical practice registration were processed in Taipei City. 12,885 such cases (72.7%) were outsourced to external agencies.

#### (3) Request Support System for Medical Personnel:

In 2001, Taipei City was the first in Taiwan to construct online request support system for medical personnel and switched to use the system made by the Ministry of Health and Welfare on June 1, 2010. In 2017, 35,225 cases requested for supports, including 33,731 (95.76%) online request cases and 1,494 (4.24%) paper request cases. Taipei City has effectively implemented paperless operation and made good control of the medical resource status and medical personnel configuration of Taipei City.

#### 第二節 密醫密護查緝及美容醫學管理

- 一、積極查處醫政及醫療廣告違規,加強密醫查緝及管理執行美容醫學業務之診所,維護臺 北市市民醫療權益:
  - (一)臺北市政府衛生局於民國 106 年醫事違規查處案件共 781 件。
  - (二)監測查報醫療廣告及查緝,執行「105 年網路醫療廣告監測計畫」,以杜絶誇大不 實醫療廣告;民國 106 年舉發廣告違規案件共 501 件,處分 118 件。
  - (三)執行跨區域「聯合稽查小組」密醫稽查工作:民國 102 年成立專案稽查工作機動 小組進行跨局處(衛生、檢警單位)專案稽查,必要時配合檢警單位,以遏止不法 情事,保障臺北市市民就醫安全。106 年共稽查 88 件,移送地檢署偵辦 3 件,臺 北市政府衛生局列管查察 12 件。二、加強管理執行美容醫學業務之診所:實地 訪查進行美容醫學醫療業務之診所,並輔導業者執行具侵入性手術之療程,應設置 手術室並揭示醫師學經歷,以維護民衆醫療安全;另於臺北市政府衛生局網站設置 美容醫學專區,主動刊登美醫診所、衛教訊息、新聞事件提醒事項及處分名單,以 達資訊透明之目的,維護民衆醫療權益。

#### 第三節 醫療品質提升

- -、臺北市政府衛生局聘請專家委員於民國 106 年 10 月 16 日至 12 月 8 日辦理 36 家醫院之 醫院督導考核,督導訪查率 100%,輔導醫院落實病人安全工作,提升照護與服務品質, 維護民衆安全就醫環境。
- 二、辦理民國 106 年臺北市基層醫療機構督導考核,包括西醫、牙醫、中醫診所及其他醫事 機構,共完成 3,592 家。
- 三、為提升醫院環境安全管理機制及強化對緊急災害應變能力,於民國 106 年 5 月 1 日至 12月 8 日進行 36 家醫院之實地訪查作業及辦理緊急災害實地演練輔導行程。
- 四、「醫事檢驗業務品質輔導訪查」於民國 106 年 6 月 19 日至 7 月 4 日完成,共訪查 21 家 醫事檢驗機構,並將專家評定意見及建議事項,函請機構改善。
- 五、「醫事放射業務品質輔導訪查」於民國 106 年 7 月 3 日至同月 24 日完成,共訪查 33 家 醫事放射機構,並將專家評定意見及建議事項,函請機構改善。



### Section 2 Investigation of Unlicensed Doctors and Nurses and Management of Cosmetic Surgery and Anti-aging Medicine

- 1. The Department actively investigated medical administration and advertisement violations, enhanced investigations on unlicensed doctors, and enhanced management on cosmetic medicine clinics to ensure the medical rights of Taipei City citizens:
  - (1) The Department investigated a total of 781 cases of medical violations in 2017.
  - (2) Monitored, reported and inspected medical advertisements. Implemented the 2016 Online Medical Advertising Monitoring Project to eliminate fraudulent or exaggerated medical advertising. In 2017, a total of 501 advertising violations were reported and 118 were penalized accordingly.
  - (3) Implemented cross-regional investigation on unlicensed doctor by "Joint Investigation Team": In 2013, a project investigation operation mobility team was formed to conduct cross-regional (including health, police and prosecutor units) project investigations. When necessary, this team will cooperate with police officers and prosecutors to prevent illegal behaviors and ensure the medical safety of Taipei City citizens. In 2017, 88 cases were investigated, 3 were transferred to the District Prosecutor Office for further investigation, and 12 cases were listed for further investigation by the Department. Enhancing Cosmetic Medicine Clinics Management: The Department visited cosmetic medicine clinics, instructed practitioners on the course of treatment in conducting invasive surgeries, demanded that surgery rooms should be set up, and demanded that the academic and practice experience of the doctors should be disclosed to ensure the medical safety of the citizens. In addition to that, a cosmetic medicine special corner was added on the website of the Department and actively published information regarding cosmetic medicine clinics, health education, news events, reminders and list of punished practitioners to reach the target of information transparency and ensure the people's medical rights.

#### Section 3 Improvement in the Quality of Medical Care

- The Department hired a committee of experts to supervise and audit 36 hospitals between October 16 and December 8, 2017 and the rate of supervision visits rate was 100%. They guided hospitals to implement patient safety measures and improve their healthcare service qualities, in order to ensure a safe medical environment for the citizens.
- 2. 2017 audits and supervision on primary medical institutions of Taipei City were held, including Western medicine, dentist, Chinese medicine and other medical institutions. Audits and supervision on 3,592 institutions were completed.
- 3. To improve hospital environment safety management mechanism and strengthen emergency disaster response capability, the Department conducted field visits and provided guidance on field exercise of emergency disaster response to 36 hospitals between May 1 and December 8, 2017.
- 4. The "Guidance and Visit for Quality of Medical Examination Service" was completed during the period between June 19 and July 4, 2017. 21 medical examination institutions were visited, and letters containing expert comments and suggestions were sent to the institutions, which were asked to make improvement.
- 5. The "Guidance and Visit for Quality of Medical Radiology Service" was completed during the period between July 3 and 24, 2017. 33 medical radiology institutions were visited, and letters containing expert comments and suggestions were sent to the institutions, which were asked to make improvement.

### 第四章 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民國 94 年 整合至今,目前計有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)、1個昆明 防治中心、1個兒童發展評估療育中 心、16個院外門診部、4個職能工作 坊、1個庇護工場、1個學苑、4個 附設護理之家、3個附設產後護理之 家及5個附設居家護理所,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,並積極照顧弱勢族群,善盡公立



醫院社會責任,型塑公衛醫療相輔相成的照護典範,並致力提升健康照護品質。

#### 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 聯合醫院自民國 104 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,團隊包括醫師、護理師、藥師、物理治療師、營養師及社工師等,105 年起,針對弱 勢族群優先服務,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照護團隊醫事 人員評估有明確醫療需求,或因失能、疾病特性致外出就醫不便者等。106 年共有 3 萬 4,249 位民衆簽署家醫計畫同意書;提供 6,651 位有需求的弱勢族群到宅服務,其中醫師出訪共 1 萬 3,764 人次、非醫師專業人員出訪共 2 萬 183 人次。

為拓展服務能量,臺北市立聯合醫院於民國 105 年新增居家醫療服務,由專業醫療團隊評 估後,提供有需要個案到宅醫療服務,截至106年底共收案2,884名個案、服務2萬1,987人次。 居家醫療服務以「藍鵲送愛-建構居家醫療照護整合服務模式」為題,榮獲 2016 年國家品質 標章認證。



# Chapter 4 Taipei City Hospital, Wanfang Hospital and Gan-Dau Hospital

#### Section 1 Taipei City Hospital

Since the integration of the Taipei City Hospital in 2005, now it has 7 branches (5 comprehensive branches of Zhongxing, Renai, Heping Fuyou, Zhongxiao and Yangming; 2 specialized branches of Songde and Linsen Chinese Medicine Kunming branch), the Kunming Prevention and Control Center, the Children Development Assessment Treatment Center, 16 external clinics, 4 occupational workshops, a sheltered workshop, an academy, 4 affiliated nursing homes, 3 affiliated postpartum nursing care centers and 5 affiliated household nursing centers, providing 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, integrates medical resources to provide Taipei City citizens with outstanding medical services, actively takes care of underprivileged populations, fulfills its social duty as a public hospital, establishes the role model of care for public health and medical service collaboration, and devotes itself in improving healthcare quality.

#### 1. Walk into communities to help citizens who move with difficulty but have medical demands

Taipei City Mayor Wen-Je Ko expects that each family in Taipei City should have their own family doctor, especially underprivileged families. Since April 2015, Taipei City Hospital has promoted "Hospital-based Family Physicians Systems", providing cross-team integrated services based on the case's demand, including doctors, registered nurses, pharmacists, physical therapists, nutritionists and social workers. Starting from 2016, priority services are provided to underprivileged populations, including low-income households, seniors who live alone, severely physically and mentally disabled people, individual cases that were evaluated by medical staff who have precise medical demands, or those who have difficulties going to hospitals due to disability or illness. By the end of 2017, a total of 34,249 citizens have signed the Family Physician Agreements and home services were provided to 6,651 underprivileged people with demand. Among the services provided, doctors visited 13,764 times and non-doctor professional staff visited 20,183 times.

To expand its service capacity, Taipei City Hospital added home medical services in 2016. After being assessed by professional medical team, home medical services will be provided to the cases in demand. By the end of 2017, 2,884 cases were taken and provided services 21,987 times. With the title of "Blue Magpie Delivering Love: Constructing Home Medical Care Integrated Service Model", the service was awarded with the recognition of 2016 Symbol of National Quality.

#### 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,參酌過去金山推動經驗,厚植社區安寧照護 人力,自民國 104 年起率先啓動「都會型社區安寧照護」計畫,截至 106 年共計有 2,252 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 277 名。104 年 1 月 9 日聯合 醫院啓動社區安寧照護服務,團隊包含醫師、護理師、藥師、營養師、心理師等各職類醫事人 員、社工師及行政人員,106 年出隊訪視 1,350 次,各專業人員共出勤訪視 1 萬 7,813 人次。 克服都會型社區推動安寧的各種困難,讓希望能在家中善終的末期病人,均能獲得完善的安寧 照護,帶著尊嚴走完人生最後一段旅程,106 年持續照護人數共 710 例。同時鼓勵院内同仁投 入研究,除已完成《北市醫學雜誌》的安寧專刊外,每年產出研究成果來提升照護品質,106 年計 49 篇以上的研究論文產出,為聯合醫院社區安寧照護團隊提供堅實的後盾。計畫以「無 框架的愛一都會型社區安寧照護在臺北」為題,榮獲 2017 年國家品質標章認證,並參與 2017 年第 12 屆亞洲及太平洋區安寧療護會議,投稿 46 篇。

#### 三、 推動「與醫學中心轉診計畫」

為緩解急診壅塞問題,臺北市立聯合醫院賡續承接臺北市政府四年新政其中之一「與醫學中心(國立臺灣大學附設醫院)轉診計畫」,回到以人為中心的制度,迎向幸福。民國 104 年 1月19日起由中興院區先行試辦,同年2月9日起綜合院區均加入轉診計畫。105 年及 106 年持續推動該計畫,經由診治醫師建議,讓在臺大醫院急診室待床的病人,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,以減緩等候多時的折騰,及早獲 得有效率的醫療服務。106 年臺大醫院已成功轉介 339 名病人入住聯合醫院,出院後回聯合醫 院就診率 82.7%,病人或家屬對該項轉診滿意度 92%,榮獲 2017 年國家品質標章續審認證。 並同步擴大參與醫學中心,106 年 12 月 21 日起新增陽明院區與醫學中心(新光醫療財團法人 新光吳火獅紀念醫院)合作轉診計畫,截至 106 年 12 月 31 日,新光醫院已成功轉介 6 名病 人入住聯合醫院。另持續精進研究與學術,和平婦幼院區以「臺北市醫學中心急診待床轉院計 畫」實施成效與滿意度報告刊登於《北市醫學雜誌》。



#### 2. Promote "Metropolis Community Palliative Care"

Under the leadership of Director Sheng-Jian Huang of Taipei City Hospital and taking reference of his past experience at Jinshan, Taipei City Hospital was the first to launch the "Metropolis Community Palliative Care" project on 2015 in order to strengthen the community palliative care personnel. In 2017, a total of 2,252 associates from different divisions have completed the 13-hour B-type community palliative care training of the National Health Insurance and invested in 277 staff. On January 9, 2015, Taipei City Hospital launched the Community Palliative Care Service and the team included doctors, registered nurses, pharmacist, nutritionists, psychiatrists, medical staff from other divisions, social workers and administrative staff. In 2017, the team conducted 1,350 visits and 17,813 professional staff of different divisions took part in the visits. Overcoming the various difficulties in promoting Metropolis Palliative Care, the Department expects to allow late stage patients who desire to rest in peace at home in receiving comprehensive palliative cares and finish their last journey of their life with dignity. In 2017, palliative care has been conducted on 710 people. At the same time, the Department has encouraged associates of Taipei City Hospital to devote in academic research. Besides the completion of Palliative Special Issue of the "Taipei City Medical Journal", the quality of care is being improved through annual research progress. In 2017, at least 49 dissertations were written, providing a firm backbone for the community palliative care team of Taipei City Hospital. With the title of "Hospital/Community-based Palliative Care Institute", the project was awarded the 2017 Symbol of National Quality and participated in the 12<sup>th</sup> Asia Pacific Hospice Conference, with a total of 46 articles submitted.

#### 3. Promote the "Referral Project with Medical Center"

In order to solve the problem of over-crowded emergency departments, the Taipei City Hospital has continued to implement the "Referral Project with Medical Center (National Taiwan University Hospital)", which has been one of the new policies of the Taipei City Government for 4 years. It seeks to return to a human-oriented system and move toward happiness. On January 19, 2015, Zhongxing Branch was the first to implement this trial, followed by all comprehensive branches starting from February 9. The project continued to be implemented in 2016 and 2017. With advice from doctors, patients who are waiting for hospital beds in the emergency rooms at NTU Hospital may visit the Taipei City Hospital to receive inpatient treatment, and may still choose to be referred back to NTU Hospital once hospital beds are available. This way, patients can reduce their pain resulting from long wait time and receive efficient medical services as soon as possible. In 2017, NTU Hospital successfully referred 339 patients to be hospitalized at the Taipei City Hospital, and the rate of revisit to the Taipei City Hospital after discharge was 82.7%. The patients' and family members' satisfaction of this referral system was 92%. The project won the 2017 Symbol of National Quality in a subsequent review. At the same time, the participation of medical centers increased. On December 21, 2017, the Referral Project with Cooperation Between the Yangming Branch and Medical Center (Shin Kong Wu Ho-Su Memorial Hospital) began to be implemented. As of December 31, 2017, Shin Kong Hospital successfully referred 6 patients to the Taipei City Hospital. To keep progress in research and academic studies, the Heping Fuyou Branch published the performance and satisfaction report of the "Referral Project for Patients Waiting for hospital Beds at Medical Centers in Taipei City" in the "Taipei City Medical Journal".

#### 四、 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,針對用藥高關懷族群、獨居長者或弱 勢族群等需要照護的個案,進行藥物使用評估、雲端藥歷處方整合,查檢重複用藥、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,確保病人用藥安全。自民國 104 年 5 月 起,提供居家訪視藥事照護服務,106 年共有 53 位藥師進入病人居家處所,提供藥物管理及 評估的服務,計 771 人受訪,共訪視 1,544 人次。服務對象以中高齡病人(32.2%)占多數, 其次為三高病人(24.5%)及獨居失能弱勢族群(23%);病人對整體的滿意度達九成四;對 於照護病人進行滿意度調查發現,有九成四以上的人表示有幫助,近八成八希望藥師再訪。服 務以「讓每個家庭都能有一個藥師朋友」為題,榮獲 2017 年國家品質標章認證續審認證。

#### 五、 照顧社區弱勢族群

- (一) 社區悠活銀髮保健暨健康促進服務:透過支持環境之建構、社區行動力之強化、健 康技巧之增進、提供預防保健服務等措施,使臺北市高齡者能採取有效健康之生活 型態,藉以達到健康促進與活躍成功老化。民國 106 年 7 月起由中興院區、和平 婦幼院區及忠孝院區共 13 個據點,由醫療團隊於每個據點每週提供 1 次健康保健、 醫療服務、心理衛生、防疫保護及其他健康加値服務。
- (二)獨居長者送餐:臺北市立聯合醫院結合老人服務中心、社會福利團體及鄰里辦公處, 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,提供獨居長 者健康所需之營養,自民國 99 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、大安區及信義區。106 年共服務 3,872 人次,9 萬 8,113 餐次。
- (三)遊民健康照護:自民國 99 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,建構社區防疫網;針對慢性病部分,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,期建立遊民輔導機構與遊民健康管理概念。106 年遊 民健康篩檢服務共篩檢 287 人次及追蹤服務,確認 11 人感染梅毒、2 人感染愛滋 病,所有病人皆在醫院追蹤而穩定控制病情中。另於萬華區設置弱勢醫療服務站, 提供遊民持續性醫療篩檢與諮詢服務,106 年共服務 109 人次。





#### 4. Long-term care pharmaceutical service and provided home services on drug use instructions

In response to the aging society, pharmacists have walked into communities to carry on pharmaceutical care service. Targeting intensive-concern medication groups, seniors who live alone, underprivileged populations and other cases that needed care, medicine usage assessments were conducted and integrated with cloud-based medication history and prescriptions to check repeated medication and interactions, provide patients and family members with medication instruction, medicine consultation, medicine management and suggestions, and ensure the patient's medication safety. Since May 2015, home visit pharmaceutical care service has been provided. In 2017, a total of 53 pharmacists have entered the patients' residence and provided medical management and assessment services. A total of 771 people were visited and visited 1,544 times. The majority of the services targets were middle-aged and elder patients (32.2%), followed by disabled underprivileged people who live alone (24.5%) and three-hyper patients (23%). The patients' overall rate of satisfaction reached 94%. The survey of the patients' rate of satisfaction discovered that 94% felt assisted and nearly 88% wanted a re-visit by pharmacists. With the title of "Let Every Family Have A Pharmacist Friend", this service was awarded with the recognition of 2017 Symbol of National Quality.

#### 5. Caring for Under-privileged Members of the Community

- (1) Healthcare and Health Promotion Services for Seniors in Communities: Through the building of a supportive environment, strengthening of community mobility, enhancement of health skills, preventive healthcare service and other measures, senior citizens in Taipei City are able to adopt an effective and healthy lifestyle to achieve health promotion and active/successful aging. Since July 2017, medical teams have been providing services of healthcare, medical treatment, mental health, disease prevention and protection and other value-added health services once a week at each of the 13 locations including the Zhongxing Branch, Heping Fuyou Branch and Zhongxiao Branch.
- (2) Meal delivery services for elderly people living alone: Cooperating with senior service centers, social welfare oranizations, professional nutritionists arrange meals according to the different necessities of the seniors, providing them with the nutrients they need to keep them healthy. Starting from 2010, meal delivery services have been provided to seniors living alone, and the service area included Shilin District, Zhongzheng District, Wanhua District, Datong District, Daan District and Xinyi District. In 2017, this service served 3,872 people and provided 98,113 meals.
- (3) Healthcare for the homeless: Starting with Zhongxing Branch in 2010, a multidisciplinary team was organized, combining Taipei City Department of Social Welfare and various public and private counseling departments, in providing infectious disease screening to the homeless. Cases that have positive diagnosis will be transferred and tracked in order to construct a community epidemic prevention network. Targeting chronic disease, doctors and nutritionists were arranged to provide health and sanitation lectures and institutional health diet advices with the expectation of establishing homeless assistance institutions and their health management concept. In 2017, homeless health screening services and tracking services were provided to 287 persons. It was confirmed that 11 were infected with syphilis and 2 were infected with HIV/AIDS. All of them were hospitalized, tracked and are steadily under control. Medical service station for disadvantaged populations was installed at Wanhua District to provide the homeless with consistent medical screening and consultation service. In 2017, 109 persons were served.

#### 六· 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,提供院内、學校、社區或機構「用藥安全暨反 毒、藥物濫用防制」教育宣導,教導民衆藥品的基本認知以及如何正確用藥,藉此 提高民衆對用藥安全的認知,並宣導藥物濫用防制之觀念,避冤藥物濫用產生藥物 不良反應,以確保藥物使用的安全性,進而增進臺北市市民的生活品質,建構一個 健全的安全用藥環境。民國 106 年共辦理 230 場。
- (二)傳染病防治:加強三段五級之預防工作,提升民衆傳染病衛生教育知識,積極至社區、學校、人口密集機構提供相關衛教宣導,如:愛滋病及性病宣導活動、結核病衛生教育宣導、各式傳染病宣導等,民國 106 年共辦理 265 場。
- (三)未成年婦女生育衛教宣導:鑑於青少年性經驗有增加趨勢,提供兩性教育健康講座、 未成年懷孕防制等預防宣導,民國 106 年共 12 場。
- (四)癌症篩檢:針對國人常罹患之癌症,辦理癌症篩檢活動,達到及早發現、及早治療之目的。民國 106 年四癌篩檢總量 11 萬 1,161 人次,子宮頸抹片 4 萬 906 人、乳房攝影 1 萬 4,492 人、大腸癌篩檢 4 萬 2,466 人及口腔癌篩檢共 1 萬 3,297 人,總陽性個案追蹤率達 92.76%,子抹陽性個案追蹤率 88.93%、乳攝陽性個案追蹤率 90.44%、腸篩陽性個案追蹤率 91.67%及口篩陽性個案追蹤率 100%。中興院區、仁愛院區、和平婦幼院區、陽明院區及忠孝院區榮獲「臺北市 106 年推動癌症防治績優醫院暨十二區健康服務中心品質提升獎勵」。
- (五)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,民國 106 年共辦理 24 場。另提供糖尿病病人全方位照護,106 年照護人 次共 2 萬 10 人次,並分別以「糖尿病健康促進機構」及「糖尿病一站式照護」榮 獲 2017 年國家品質標章續審認證、「建構新時代健康識能-糖尿病衛教面面觀」 榮獲 2017 年國家品質標章認證。
- (六)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 五蔬果」健康飲食觀念,教育民衆建立正確飲食習慣。民國 106 年共辦理 67 場, 参加人數共 2,908 人,滿意度達 97.7%。





#### 6. Community Health Promotion and Health Education and Promotional Activities

- (1) Medication Safety Promotion: Cooperating with communities in providing hospitals, campus, communities or institutions "Medication Safety and Anti-Drug, Drug Abuse Prevention" education and promotion in order to teach people basic understandings on medicines and correct medication, so that the medication safety knowledge of people can be strengthened, drug abuse preventing concepts can be promoted, and adverse drug reactions due to drug abuse can be prevented. By doing so, the living quality of Taipei City citizens can be improved and a safe and sound medication environment can be built. In 2017, 230 sessions were held.
- (2) Communicable Disease Control: The 3-phase 5-level prevention operation was strengthened to improve the people's knowledge on communicable diseases and health education. Related health education and promotions, such as AIDS and STD promotion events, tuberculosis health education and promotion, and various communicable disease promotions were actively conducted at communities, schools and crawded institutions. In 2017, 265 sessions were held.
- (3) Underaged Women Fertility Health Education and Promotion: Given that increasing number of teenagers has sexual experience, gender education health courses, underaged contraception and other preventive promotions were provided. In 2017, 12 sessions were held.
- (4) Cancer Screening: Targeting cancers that many citizens suffer from, cancer screening services were provided to achieve the goal of early detection and early treatment. In 2017, a total of 111,161 persons were screened for the four cancers, 40,906 persons took Pap smear tests, 14,492 persons underwent mammography examinations, 42,466 persons took colorectal cancer screening examinations, and 13,297 persons took oral cancer screening examinations. The total tracking rate of positive cases was 92.76%, while the tracking rates of such cases for Pap smear tests, mammography, colorectal cancer screening and oral cancer screening were 88.93%, 90.44%, 91.67% and 100%. The Zhongxing Branch, Renai Branch, Heping Fuyou Branch, Yangming Branch and Zhongxiao Branch received the "2017 Award for Improvement of the Quality of Hospitals With Excellent Performance in Cancer Prevention and Health Service Centers in 12 Districts of Taipei City".
- (5) CVD and Metabolic Syndrome Prevention: Combining related community resources, three-hypers and CKD prevention promotion events were held. In 2017, 24 sessions were held. Comprehensive care is offered to patients with diabetes. In 2017, care services were provided to 20,010 persons. The services were awarded the 2017 Symbol of National Quality in a subsequent review under the titles of "Diabetes Health Promotion Institution" and "One-stop Care for Patients With Diabetes", and received the 2017 Symbol of National Quality under the title of "Development of Health Literacy in a New Age: Multiple Aspects of Health Education on Diabetes".
- (6) Promoting New Healthy Diet Culture: Through relaxing, interesting and lively promotions, the healthy diet concept of "5 Vegetables and Fruits Every Day" were promoted in communities to build up correct diet habits. In 2017, 67 sessions were held, 2,908 people participated and the satisfaction rate reached 97.7%.

- (七)健康減重等講座活動:鑑於肥胖是健康的主要殺手,為增進民衆健康推廣全民運動, 辦理健康體位宣導、系列體操等活動,提供學校、社區銀髮、鄰里民衆健康觀念, 民國 106 年共辦理 128 場。
- (八) 菸害防制宣導:為培養民衆生活力、健康的生活,透過各項宣導活動,加強民衆正確的認知,培養良好習慣,預防及降低菸害之發生,促進全體臺北市市民健康。民國 106 年辦理菸害防制宣導及二代戒菸治療宣導共 158 場。

#### 七、追求永續經營、持續學習與成長

(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,於民國 104 年 11 月 19 日成 立「跨領域擬真教育發展中心」,推廣各職類同仁臨床擬真活動,於人文教育、關懷溝 通教育及醫院行政管理教育之臨床場域應用,最終實踐於病人及其家屬之醫療照護上。

為培訓符合未來院内醫學教育教學相關活動所需的標準化病人(演員),辦理標 準化病人訓練工作坊及精進工作坊,藉由模擬真實的臨床情境或複製整個醫療事件進 行演出,提供院内醫療團隊成員擬真教學,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,達到各職類同仁 服務品質與職能技巧提升之内部成長目的。民國 106 年辦理醫病溝通教育訓練小劇場 7 場次、安寧小劇場教育訓練 7 場次、標準化病人訓練共有 103 名同仁完成 6 小時基 礎培訓課程。



- (7) Healthy Weight-losing and other Events: Obesity is the main killer of health. In order to enhance the people's health and promote exercise, healthy body type promotion, series gymnastics and other events were held to provide schools, community seniors and common citizens with healthy ideas. In 2017, 128 sessions were held.
- (8) Tobacco Control Promotion: In order to cultivate the people's energetic and healthy life, various promotion events were held to enhance the people's correct understanding, build up good habits, and prevent and reduce the occurrence of tobacco hazards, so that the health of all Taipei City citizens can be improved. In 2017, 158 sessions of tobacco control promotion and second-generation quit smoking treatment promotions were held.

#### 7. Pursuing Sustainable Management, Consistent Learning and Development

#### (1) Establish "Cross-field Simulation Education Development Center"

To enhance medical service quality and medical efficacy, the Taipei City Hospital founded the "Cross-field Simulation Education Development Center" on November 19, 2015 to promote the clinical simulation activity of medical associates from all divisions. It can be clinically applied to humanitarian education, care and communication education, medical administration management education, and eventually used on the medical care of patients and their family members.

To train standardized patients (actors) that meet require of medical education related events in the future, standardized patient training workshops and improvement workshops were held. By simulating actual clinical scenarios or duplicating the whole medical incident, the trainings provided members of the medical team with simulating teaching and can be developed into other training and education related versatile teaching materials. Currently, with courses such as palliative care, doctor-patient communication and empathy, mutual interactive and clinical practice methods were conducted for education and have created developmental features that differ from other hospitals. By doing so, objective and subjective assessment tools that meet Taiwan's situation can be developed to achieve the internal development purpose of improving the service quality and skills of medical associates from all divisions. In 2017, 7 sessions of doctor-patient communication education and 7 training sessions of simulative palliative care education were organized. The 6-hour basic training courses on standardized patient training were completed on 103 associates.

#### (二)成立「人文創新書院」

醫院不只是傳統治病的白色巨塔,將轉型為市民朋友人生加值的領航者。臺北市 立聯合醫院於民國 105 年 3 月 1 日率先成立「人文創新書院」,全力投入社區健康促 進、長期照護服務、居家醫療整合等十大領域,並以開班授課方式,鼓勵臺北市市民 共同參與人文創新書院,重新彩繪自己的人生。人文創新書院主要任務與目標,包括: 專業人才(師資)培訓與認證、協助政府法規標準研訂、舉辦會議、展覽或競賽、經 營讀書會與讀者平臺、出版實務研究專書、創新典範研發等。106 年共辦理 4 場大師 健康講座、1 場大師講堂,辦理醫院精實管理(包含培訓課程 7 場及全院競賽活動), 另協助臨床研究及發展,期刊論文及海報發表,完成「專科護理師手冊」出版等。

#### (三)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民國 106 年 8 月 1 日成立「全觀式社區預防暨心理健康中 心」,期望能於社區與居家照護體系中,建立「價值導向心理健康」之服務。結合諮 商與臨床心理師,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。106 年提供社區居家失智症訪視服務 38 人次、失 智症社區據點服務 121 人次;參與社區居家安寧團隊訪視服務 358 次;員工心理諮商 服務 225 人次;辦理跨院區職場身心健康促進訓練課程共 20 場次,809 人次參加。

#### 第二節 臺北市立萬芳醫院

臺北市立萬芳醫院為臺北市政府第一家委託經營之公辦民營醫院,委託臺北醫學大學經營,擁 有 743 床及護理之家 69 床,成立至今 20 年,除了提供臺北市市民優良醫療照護,亦致力於公共 衛生保健服務。

#### 一、榮耀與肯定

#### (一)榮獲多項榮耀<sup>,</sup>深獲各界肯定:

- 1. 榮獲美國心臟協會「心血管急救訓練中心認證」。
- 2. 榮獲勞動部職業安全衛生署「委託辦理職業傷病防治網絡醫院績優醫院」。
- 榮獲財團法人醫院評鑑暨醫療品質策進會 105 年度醫院品質績效量測指標系統 與落實品質改善第二階段計畫品質進步獎。



#### (2) Establish "Cultural Innovation Academy"

Hospitals are no longer ivory towers that only cure diseases; they should also be transformed into pioneers that enrich the life of fellow citizens. On March 1, 2016, Taipei City Hospital was the first to establish "Cultural Innovation Academy" that fully dedicated in ten major fields, including community health promotion, long-term care services, home medical care integration, etc. By holding classes, it encouraged Taipei City citizens to re-paint their life by participating in the Cultural Innovation Academy. The main mission and targets of Cultural Innovation Academy included training and recognizing professional talents (teachers), helping governmental regulation and standard stipulation, holding conferences, exhibitions or competitions, holding book clubs and reader's platform, publishing books on practical researches, conducting R&D on innovative models and others. In 2017, 4 master health seminars and 1 master class were organized. Events were held for lean management of hospitals (including 7 training sessions and hospital-wide competitions). Moreover, assistance was provided to clinical research and development, and articles were published in journals and through poster presentation. The "Handbook for eNurse Practitioners" was also published.

#### (3) Establishment of "Holistic Center for Community Prevention and Mental Health"

On August 1, 2017, the Taipei City Hospital established the "Holistic Center for Community Prevention and Mental Health" with the expectation that "value-oriented mental health" services can be provided in the community and household care systems. Combining consultation and clinical psychologists, and connecting "healthcare", "community", "home" and "long-term care system", the Center provides services at "level-1" (mental health promotion), "level-2" (detection of psychological problems), "level-3" (treatment and prevention of psychological problems) and "level-4" (grief counseling). In 2017, household visits were paid to 38 patients with dementia in communities, and 121 patients with dementia received services at community locations. There were 358 household visits by palliative teams in communities, and 225 persons received psychological counseling services for employees. 20 sessions of cross-branch training courses on workplace health promotion were organized, with 809 participants.

#### Section 2 Taipei Municipal Wanfang Hospital

As the first privately operated public hospital of Taipei City Government that is managed by Taipei Medical University, Taipei Municipal Wanfang Hospital (hereinafter referred to as "Wanfang Hospital") has 743 hospital beds and 69 other beds in its nursing home. 20 years since its founding, besides having provided Taipei City citizens with outstanding medical care, Wanfang Hospital has also dedicated itself in public sanitation and health services. Its major progresses since its establishment are as the following:

#### 1. Honors and Recognitions

#### (1) Obtained many honors and highly praised by the society:

- A. Received the "Cardiovascular Center of Excellence Accreditation" from the American Heart Association.
- B. Received the award of "Hospital of Excellence as a Commissioned Hospital in the Occupational Injuries and Diseases Prevention Network" from the Occupational Safety and Health Administration, Ministry of Labor.
- C. Received the 2016 Award for Quality Improvement in the Project of the Hospital Quality Performance Indicators System and Implementation of the Second Stage of Quality Improvement from the Joint Commission of Taiwan.

- 4. 民國 106年4月榮獲財團法人醫院評鑑暨醫療品質策進會「美容醫學品質認證獎」。
- 5. 民國 106 年 5 月榮獲臺北市政府役男徵兵檢查作業「驗退率最低績優醫院獎」。
- 6. 民國 106 年 6 月榮獲臺北市政府衛生局「105 年度醫療安全督導考核」特優醫院。
- 7. 民國 106 年 10 月通過健康醫院認證實地訪視。
- 8. 民國 106 年 11 月榮獲衛生福利部「臺灣國際醫療衛生人員訓練中心-卓越服務貢獻獎」。
- 民國 106 年 12 月榮獲臺北市政府衛生局「106 年臺北市推動癌症防治績優醫院-癌症防治最佳合作夥伴獎」。
- 10. 民國 106 年 12 月榮獲醫療安全品質提升提案獎勵活動第二階段專案發表評比 「以實證知識轉譯架構及應用資訊策略預防病人跌倒-特優」。



 106 年萬芳醫院健康醫院認證
Wanfang Hospital was certified as a Healthy Hospital in 2017



衛生人員訓練中心卓越服務貢獻獎 Award of Excellence in Service for Health Workers Training Centers



 106 年臺北市推動癌症防治績優醫院 2017 Taipei City Cancer Prevention Promotion Hospital with Outstanding Performance

#### 二、 醫療與服務

臺北市立萬芳醫院致力發展急重症醫療,提供頂尖專業的醫療技術服務,並配合公共衛生 政策,提供衛生保健服務:

 (一)成立急重症醫學部,積極發展急重症病人服務,同時亦肩負貓空纜車、雪山隧道及 捷運文湖線災難應變醫院責任。

- D. Received the "Award of Quality for Cosmetic Medicine" from the Joint Commission of Taiwan in April 2017.
- E. Received the "Best Performing Hospital Award with the Lowest Reject Rate" from the Taipei City Government in May 2017 with respect to the examination of military conscripts.
- F. Recognized by the Department as a Distinguished Hospital during the "2016 Supervision and Assessment of Medical Safety" in June 2017.
- G. Passed the on-site visit for the Healthy Hospital Accreditation in October 2017.
- H. Received the "Taiwan International Health Training Center Award of Excellence in Service" from the Ministry of Health and Welfare in November 2017.
- I. Received the "2017 Award for Hospitals With Excellent Performance in Cancer Prevention in Taipei City Best Partner in Cancer Prevention" from the Department in December 2017.
- J. Received the "Prevention of Patient Falls Through Empirical Knowledge Translation and Use of Information Strategies - Distinguished Award" during the evaluation of the projects in the second stage of the Event to Reward Proposals for Improvement of Medical Safety Quality in December 2017.

#### 2. Medical Treatment and Services

Wanfang Hospital is committed to developing emergency and acute care, providing elite and professional medical services, and offering sanitation and healthcare services in accordance with public health policies:

(1) Wanfang Hospital founded the acute and critical medical care division and has actively developed medical services for emergency and severe patients. At the same time, Wanfang Hospital is the disaster response hospital for accidents of Maokong Gondola, Hsuehshan Tunnel and MRT Wenhu Line.



- (二)加強特色醫療服務,如達文西手術、慢性下肢淋巴血腫(象腿)、不插管麻醉肺葉 切除及單孔胸腔鏡手術,並成立肝炎特別門診、骨質疏鬆特別門診、甲狀腺特別門 診、脊椎疼痛門診與神經腫瘤及顱部電腦刀特別門診、中西整合疼痛治療中心、婦 女整合門診、不孕症特別門診、失智症特別門診、慢性腎臟病衛教、護理照護諮詢、 藥事照護整合門診、腹腔鏡微創、癌症第二意見諮詢、顳顎關節障礙及開設糖尿病、 疼痛、失智等聯合門診。
- (三)為妥適提供病人醫療服務需求,於民國 104 年新建聯合門診區及 12 床一般急性病床,105 年新增 4 間手術室及 4 床手術恢復床,106 年試行導入智慧病房服務。
- (四)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。此外,亦配合臺北市政府衛生局,辦理臺北 市結核病及漢生病人直接觀察治療(DOTS)計畫。
- (五)擔任衛生福利部疾病管制署結核病合約實驗室,委託執行臺北市、宜蘭縣、基隆市、 金門縣、連江縣及澎湖縣之結核菌檢驗。
- (六)設置用藥諮詢中心,提供就醫民衆完整的用藥安全資訊,並配合臺北市政府衛生局 食品藥物管理科推動居家廢棄藥物檢收。

三、教學

- (一)一般醫學内科示範中心:自民國 95 年起,獲衛生福利部委託台灣醫學教育學會主辦「一般醫學内科訓練示範中心計畫」,98 年起獲「一般醫學師資培育計畫」補助,99 至 100 年獲「臨床技能評估模式建置及一般醫學訓練師資培育計畫」,101 年再度獲得此計畫之補助,該計畫 97 年迄今共培育 368 位臨床師資。
- (二) 定期舉辦客觀結構式臨床技能測驗(Objective Structured Clinical Examination, OSCE):
  - 萬芳醫院臨床技能中心於民國 100 年向台灣醫學教育學會申請,並於 100 年 11 月 26 日經該學會委員實地訪視後,已於 101 年 1 月通過認證並成為全國 20 家考場之一。105 年 12 月再次通過台灣醫學教育學會 OSCE 考場評核,認證 為「第一類考場」。





(2) Wanfang Hospital developed featured medical services, such as Da Vinci surgery, chronic lower limb lymphoedema (elephant leg) treatment, and lobectomy of lungs and uniportal thoracosope surgery without anesthetic intubation. It also founded special clinics for hepatitis, osteoporosis, thyroid, spinal pain, nerve tumor and cranidia cyberknife, pain treatment



達文西手術
Da Vinci surgery

center with Chinese and Western integrated treatments, integrated clinic for women, infertility, dementia, health education on chronic kidney illness, nursing and caring consultation, integrated clinic on pharmaceutical care, laparoscopic micro-surgery, second opinion consultation regarding cancer, TMD, and joint clinics for diabetes, pain and dementia.

- (3) To provide patients with appropriate medical services, a joint clinic area and 12 common emergency hospital beds were added in 2015, and 4 surgery rooms and 4 surgery recovery beds were added in 2016. In 2017, the smart ward service was introduced.
- (4) Continued to serve as the referral and training center on tuberculosis of Northern Taiwan. It actively participated in DOTS-Plus and was the core hospital of Multidrug-resistant Tuberculosis (MDR-TB) medical team in the Greater Taipei Region. Moreover, coordinating with the Department is also carried out the tuberculosis and leprosy patient DOTS project of Taipei City.
- (5) Works as the contracted tuberculosis laboratory of the Centers for Disease Control, Ministry of Health and Welfare and is responsible for the tuberculosis examination of Taipei City, Yilan County, Keelung City, Kinmen County, Lienchiang County and Penghu County.
- (6) Established medication consultation center to provide visiting citizens with comprehensive medication safety information. In coordination with the Food and Drug Division of the Department, Wanfang Hospital also carried out family abandoned drug inspecting and accepting operations.

#### 3. Education

- (1) General Medicine Demonstration Center: Starting from 2006, the Ministry of Health and Welfare has appointed the Taiwan Association of Medical Education to host the "General Medicine Training and Demonstration Center Project". In 2009, Wanfang Hospital received the subsidy of "General Medicine Teacher Training Project" and received the subsidy of "Clinical Skill Evaluation Model and General Medicine Training Teacher Training Project" from 2010 to 2011, and again in 2012. So far, this project has trained 368 clinical teachers from 2008.
- (2) Holding Objective Structured Clinical Examination (OSCE) regularly:
  - A. Clinical Skill Center of Wanfang Hospital made an application in 2011, and, after Taiwan Association of Medical Education visited the Clinical Skill Center of Wanfang Hospital on site on November 26, 2011, passed the recognition and became one of the 20 OSCE national examination venues in Taiwan in January 2012. In December 2016, Wanfang Hospital once again passed the OSCE examination venue evaluation conducted by Taiwan Association of Medical Education and was classified as "Type 1 Examination Venue".
2. 萬芳醫院於民國 106 年 4 月 29 至 30 日配合台灣醫學教育學會舉辦 106 年醫 學臨床技能測驗,共測驗考生及國外醫學系畢業之實習醫師共 35 名;於 3 月 19 日對醫學系七年級(以下簡稱醫七)實習醫學生進行 OSCE 模擬考;5 月 6 日對醫學系六年級(以下簡稱醫六)實習醫學生進行 OSCE 測驗;7 月 8 日對 PGY 住院醫師進行 OSCE 測驗;另外協助各職類醫事人員辦理 OSCE 測驗; 106 年度考試人數共 217 人,如表格 1:

# 表格 1 民國 106 年 OSCE 舉辦場次統計表

測驗日期	測驗對象	測驗人數(人)
3月19日	醫七實習醫學生	43
4月29至30日	醫七實習醫學生	35
5月6日	醫六實習醫學生	27
7月8日	PGY 住院醫師	18
6月18日	藥師 PGY	7
7月8日	PGY 住院醫師	18
8月4日	護理 PGY	32
8月17日	護理 PGY	14
8月30日	醫檢 PGY	4
9月7日	護理 PGY	7
9月8日	營養 PGY	2
10月18日	護理 PGY	6
12月6日	藥師 PGY	10
12月18日	護理 PGY	10
合計		217



B. Coordinating with Taiwan Association of Medical Education, Wanfang Hospital held the Medical Clinical Skill Examination from April 29, 2017 to April 30, 2017, in which a total of 35 examinees and intern doctors who graduated from foreign medical schools took the examination. On March 19, 2017, OSCE simulation examination was conducted to clerks who were in their seventh year of medical school. On May 6, 2017, OSCE was conducted to clerks who were in their sixth year of medical school. On July 8, 2017, OSCE was conducted with PGYs. In addition to that, it also assisted in conducting OSCE for medical staff of various divisions. In 2017, a total of 217 people took the examinations as listed in Table 1:

Examination Date	Candidate Status	Number of Examinees
Mar.19	7 <sup>th</sup> Year Medical School Students	43
Apr.29 to 30	7 <sup>th</sup> Year Medical School Students	35
May 6	6 <sup>th</sup> Year Medical School Students	27
Jul.8	PGY Resident	18
Jun.18	Pharmacist PGY	7
Jul.8	PGY Resident	18
Aug.4	Nurse PGY	32
Aug.17	Nurse PGY	14
Aug.30	Medical Laboratory Technician PGY	4
Sep.7	Nurse PGY	7
Sep.8	Nutritionist PGY	2
Oct.18	Nurse PGY	6
Dec.6	Pharmacist PGY	10
Dec.18	Nurse PGY	10
Total		217

# Table1 OSCE schedule of 2017

 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。除西醫師 OSCE 考官之 外,於民國 106 年起也積極培育醫事人員 OSCE 師資,使其具備教案撰寫、回 饋方法及明瞭 OSCE 運作方法之能力。106 年舉辦考官培訓及標準化病人訓練 課程表如表格 2、3:

# 表格 2 民國 106 年 OSCE 考官訓練課程表

訓練日期		
3月4日	OSCE 考官訓練師資工作坊	
3月14日	醫事人員 OSCE 師資培訓工作坊 -1	
4月6日	醫事人員 OSCE 師資培訓工作坊 -2	
9月23日	OSCE 考官訓練師資工作坊	
10月14日	OSCE 考官訓練師資工作坊(護理)	
12月13日	模擬教學工作坊:小教室系列課程 -1	

# 表格 3 民國 106 年標準化病人訓練課程表

訓練日期	課程名稱
3月12日	標準化病人儲備課程
12月16日	標準化病人儲備課程

- 4. 畢業後一般醫學訓練:配合衛生福利部一般醫學教育訓練計畫,每年培訓畢業 後一般醫學學員,另亦代訓衛生福利部雙和醫院、壢新醫院、敏盛綜合醫院、 臺北市立聯合醫院中興院區及忠孝院區之住院醫師;民國 106 年培訓畢業後醫 學教育(PGY)學員共 32 位。
- (三)成立教師發展中心(Center for Faculty Development, CFD),全面進行師資培育 課程,並規定晉升主治醫師前,住院醫師均須完成 CFD 的教學能力提升訓練課程。 每年舉辦師資培育課程,民國 106 年共舉辦 85 場師資培育課程、受訓人次達 1 萬 7,739 人次,臨床教師對課程平均滿意度為 4.61 分(5 分法),共培育臨床教師人 數達 754 位。





C. Trained teachers for training standardized patient, recruited and trained standardized patients, and edited localized teaching projects, so that standardized patients can be applied to evaluate the learning progress of trainees and clerks. In addition to the chief examiner of OSCE for Western medicine doctors, OSCE teachers for medical staff have been trained since 2017 to help them become capable of writing teaching projects, applying feedback methods, and understand the approach to OSCE operations. The 2017 chief examiner training and standardized patient training courses were held as described in Tables 2 and 3:

Date	Course	
Mar.4	OSCE Chief Examiner Trainer Workshop	
Mar.14	Medical Staff OSCE Teacher Training Workshop-1	
Apr.6	Medical Staff OSCE Teacher Training Workshop-2	
Sep.23	OSCE Chief Examiner Trainer Workshop	
Oct.14	OSCE Chief Examiner Trainer Workshop (Nurse)	
Dec.13	Simulation Teaching Workshop: Learning Series-1	

# Table2 2017 OSCE chief examiners training schedule

# Table3 2017 Standardized patient training schedule

Date	Course
Mar.12	Standardized Patient Course
Dec.16	Standardized Patient Course

- D. Post-graduate Year (PGY) General Medicine Training: Coordinating with the General Medicinal Education Trading Project of the Ministry of Health and Welfare, post-graduate general medical students are trained annually. Residents of the Shuang Ho Hospital, Landseed Hospital and Min-Sheng General Hospital of the Ministry of Health and Welfare as well as Taipei City Hospital Zhongxing Branch and Zhongxiao Branch were trained, too. In 2017, 32 PGYs were trained.
- (3) Center for Faculty Development (CFD) was established to comprehensively conduct faculty training courses and it is compulsory for resident doctors to complete the enhancement training course of CFD before being promoted to attending physician. Faculty training courses are conducted annually. In 2017, 85 faculty training courses were conducted with 17,739 trainees to train 754 clinical teachers, and the average satisfaction rate was 4.61 points (out of 5 points).

- (四)實證醫學中心:組成專案推動小組進行實證醫學(Evidence-based medicine, EBM)檢索教學,教導臨床醫師及醫學生進入此領域,並進一步推廣至其他領域。 近幾年更與國家衛生研究院合作,建構臨床科診療指引,以嘉惠各醫療科。另外實 證醫學亦推廣於護理、藥劑部,成立實證護理及實證藥學,培訓多位種子教師,將 實證的概念落實於臨床病人照護,該院亦舉辦實證醫學工作坊及培訓院外實證醫學 種子教師,將實證醫學之學習加以推廣及應用。
- (五)配合臺北醫學大學國際合作交流,積極參與國内外醫學院及醫院之建教合作,提供 各項醫療支援。
- (六) 有關醫師及其他醫事人員教育訓練, 具體推動成效如下:
  - 每年培訓近 150 名住院醫師訓練,各科均有教學訓練計畫,並有導師制、教 學門診及觀摩診、住診教學。進行客觀評量方法,例如:迷你臨床演練(Miniclinical Evaluation Exercise, mini-CEX)、操作型技術(Direct Observation of Procedural Skills, DOPS)、客觀結構式臨床技能測驗(Objective Structured Clinical Examination, OSCE)等,評量學習成果。
  - 每年訓練 400 多名見實習醫學生。各科均有教學訓練計畫,進行客觀評量方法 評量學習成果。並有導師制、教學門診、住診教學等。
  - 每年訓練其他醫事實習學生近500人,各領域訂有教學訓練計畫,並有導師制, 進行客觀評量方法等評量學習成果。
  - 4. 推動受訓學員(住院醫師、實習醫學生、醫事實習學生、臨床老師)建立個人 學習歷程檔案(Portfolio),除可以檢視各科的教學成效外,並鼓勵其記錄與 回顧個人的學習經歷。舉辦 Portfolio 競賽,並擇優獎勵。
  - 5. 獲得衛生福利部「教學醫院教學費用補助計畫」經費,補助醫師及其他醫事教 育訓練。



- (4) Evidence-based Medicine (EBM) Center: A project team was formed to conduct EBM exploration teaching and lead clinical doctors and medical students into this field and further help them enter other fields. Wanfang Hospital cooperated with National Health Research Institutes in recent years to establish Clinical Treatment Guidelines in favor of all the medical departments. EBM is also promoted in the divisions of nursing, pharmacy and others. Evidence-based nursing and evidencebased pharmacy were founded in which many seed teachers were trained so that the concepts of evidence-based services can be implemented on clinical patient care Wanfang Hospital also organized EBM workshops and trained external EBM seed teachers to promote and apply the knowledge of EBM.
- (5) Wanfang Hospital worked with Taipei Medical University in a number of international cooperative and exchange programs, and is an active participant in business-education partnerships between medical colleges in Taiwan and other countries and hospitals by providing various kinds of medical support.
- (6) The following describes the outcome of training provided for physicians and other medical staff:
  - A. Trained nearly 150 resident doctors annually. Education training projects were stipulated for each division in coordination with mentor system, educational clinic, clinic observation, and bedside teaching. Objective evaluation methods such as Mini-clinical Evaluation Exercise (mini-CEX), Direct Observation of Procedural Skills (DOPS), Objective Structured Clinical Examination (OSCE) and others were conducted to evaluate their learning progress.
  - B. Trained more than 400 interns annually. Education training projects were stipulated for each division in coordination with objective evaluation methods to evaluate their learning progress, along with mentor system, educational clinic, bedside teaching and others.
  - C. Train nearly 500 medical interns every year. Education training projects were formulated for every field in coordination with the mentor system. Objective evaluation methods were used to evaluate the learning results.
  - D. Promote trainees (resident doctors, interns, medical interns and clinical teachers) in establishing personal learning experience file (Portfolio). Besides being able to examine the teaching progress of each division, it also encourages them to record and review their learning experience. Portfolio competition was held and one with better performance was awarded.
  - E. Received funds from the "Teaching Funds Subvention Project for Teaching Hospitals" of the Ministry of Health and Welfare to subsidize the education and training of doctors and other medical staff.

# 四、研究

- (一)萬芳醫院設有臨床醫學共同實驗室、癌症研究中心、幹細胞研究中心、肺結核研究
   中心、纖維化研究中心等,並實列各項研究計畫經費,鼓勵醫師及醫事人員和臺北
   醫學大學基礎學科教師,進行研究合作。
- (二)依萬芳醫院發展目標,對院内醫師及其他醫事人員參與研究訂有鼓勵辦法,且對研究成果訂有獎勵措施,其鼓勵或獎勵應兼顧研發重點與公平性,並落實執行。設有研究發展委員會,執行推動全院研究業務,為鼓勵院内同仁投入臨床研究,每年提供2,300萬元之研究經費,以提高學術研究之風氣。
- (三)設立臨床醫學共同實驗室,實列研究經費,以鼓勵醫師及醫事人員和臺北醫學大學 基礎學科教師,進行研究合作。
- (四)民國 106 年以萬芳醫院名義發之 SCI/SSCI 期刊論文為 338 篇,論文發表篇數逐年 上升。其中以第一或通訊作者為萬芳醫院員工發表之 SCI/SSCI 影響係數(Impact Factor, IF) 5.0 以上共 56 篇(如圖 3)。106 年期刊論文 IF 値最高之前四篇論文 如表格 4:



# 圖 3 民國 102 年至 106 年以圖書館 Web of Science 資料庫(WOS)



### 4. Research

- (1) Wangfang Hospital has a common laboratory for clinical medicine, cancer research center, stem cells research center, phthisis research center, and fibrosis research center. The research project funds are budgeted based on actual demand. Doctors and medical staff are encouraged to cooperate with the teachers in the basic science fields of the Taipei Medical University.
- (2) Development goals of Wanfang Hospital were referenced in order to formulate incentives encouraging physicians and other medical staff to participate in research. Measures for rewarding research outcomes were established as well. These incentives and rewards also considered the importance of the research project as well as the aspect of fairness and were implemented accordingly. A Research Development Committee was established to implement research efforts throughout the entire Hospital. An annual research budget of NT\$23 million was provided in order to encourage fellow staff members to participate in clinical studies and promote the spirit of academic research.
- (3) Wangfang Hospital sets up the Common Laboratory for Clinical Medicine. The research funds are budgeted based on actual demand. Doctors and medical staff are encouraged to cooperate with the teachers in the basic science fields of the Taipei Medical University.
- (4) In 2017, 338 dissertations were published on the SCI/SSCI journal in the name of Wangfang Hospital. The number of dissertations is increasing every year. 56 SCI/SSCI dissertations were published with the employee of Wangfang Hospital as the first or corresponding author and an impact factor (IF) of more than 5.0. (Figure 3) Table 4 shows the first 4 published dissertations in 2017 that have the highest IF values.



衛生醫療年鑑

# 表格 4 民國 106 年期刊論文 IF 值最高之前四篇論文

	作者	文章篇名	發表期刊及日期	影響係數
1	Cia-Hao Chang, Chih-Hsin Lee, and Jann-Yuan Wang	Gefitinib or Erlotinib for reviously Treated Lung Adenocarcinoma: Which Is Superior?		24.008
2	Huang PJ, Chang CL, SukFM.	Polypoid lesions from the oesophagus to colon oesophagus to colon.	Gut. 2018 Mar;67 (3) :552	16.658
3	Armand Van Deun, Chen- Yuan Chiang	Shorter regimens for multidrug- resistant tuberculosis should also be applicable in Europe	European Respiratory Journal. 2017 Jun 1;49 (6)	10.569
4	Szu-Yuan Wu, Hsiao-Ying Chou, Chiou-Hwa Yuh, Shewaye Lakew Mekuria, Yu-Chih Kao, Hsieh-Chih	Radiation-Sensitive Dendrimer-Based Drug Delivery System	Advanced Science	9.034

# (五) 民國 106 年院內同仁獲得國家型研究計畫補助共 39 件<sup>,</sup>新臺幣 1 億 900 萬元以上



(如圖4)。

	Author Title		Journal and Date	IF Value
1	Cia-Hao Chang, Chih-Hsin Lee, and Jann-Yuan Wang	Gefitinib or Erlotinib for reviously Treated Lung Adenocarcinoma: Which Is Superior?	Journal of Clinical Oncology, 35(12), pp. 1374–1375	24.008
2	Huang PJ, Chang CL, SukFM.	Polypoid lesions from the oesophagus to colon oesophagus to colon.	Gut. 2018 Mar;67 (3) :552	16.658
3	Armand Van Deun, Chen- Yuan Chiang	Shorter regimens for multidrug- resistant tuberculosis should also be applicable in Europe	European Respiratory Journal. 2017 Jun 1;49 (6)	10.569
4	Szu-Yuan Wu, Hsiao-Ying Chou, Chiou-Hwa Yuh, Shewaye Lakew Mekuria, Yu-Chih Kao, Hsieh-Chih	Radiation-Sensitive Dendrimer-Based Drug Delivery System	Advanced Science	9.034

# Table4 The first 4 published dissertations in 2017 that have the highest IF values

(5) In 2017, the staff of Wanfang Hospital received 39 national research project subsidies with the total subsidy of more than NT\$ 109 million (Figure 4).



# 五、 公共衛生服務

臺北市立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,致力配合政府公共衛生政策,積極辦理各項健康促進服務,茲將各項服務分 述如下:

- (一) 居家醫療照護整合計畫。
- (二) 傳染病檢體採檢。
- (三) 辦理傳染病防治繼續教育。
- (四)禽流感及新流感防治:感控室制定「因應新型流行性感冒防治動員各階段個人防護 裝備」及「感染管制委員會隔離技術標準規範」,供全院人員參考及執行,並辦理 感控相關教育訓練課程及課後測驗。
- (五)辦理季節性流感疫苗接種服務,10月設置為期二週流感特別門診,共服務3,061 人次。
- (六)配合臺北市政府衛生局「臺北市民國 106 年度國中、高中、高職及五專一至三年 級學生流感疫苗校園接種作業」,協助文山區 3 家國高中流感疫苗接種作業,共服 務 1,990 名國高中生及教職員工接種流感疫苗。
- (七) 配合衛生主管機關開設類流感特別門診。
- (八)結合子宮頸抹片,提供婦女三點不漏之防癌篩檢服務。
- (九)辦理四癌篩檢服務,民國 106年子宮頸癌篩檢人數共1萬2,710人;乳癌篩檢人 數共5,218人;大腸癌篩檢人數共8,514人;□腔癌篩檢共2,523人。
- (十)提供婚(孕)前健檢服務。



### 5. Public Health Services

Wanfang Hospital upholds the mission of Taipei City Government for Public Organization and Private Management to Reduce Public Expenses and Contribute More to Society and has invested large amounts of money and human resources to fully support the government's public health policies and actively implement various health promotion services. The following lists the various services provided:

- (1) Integrated project on home medical care.
- (2) Collection and testing of specimens of communicable diseases.
- (3) Organized continuing education on the control of communicable diseases.
- (4) Prevention of avian flu and novel influenza: The Infection Control Room has established a number of regulations, namely Personal Protective Equipment in Various Stages of Mobilization in Response to New Influenzas and Standard Quarantine Techniques of the Infection Control Commission, as a reference and implementation standards for every member in the Hospital. Training courses and post-training examinations for subjects related to infection control were implemented as well.
- (5) Held seasonal influenza vaccine injection services and made a two-week influenza special clinic in October. 3,061 persons were served.
- (6) Cooperated with the Department of Health in the "Taipei City 2017 Influenza Vaccine Campus Injection Operation for Junior High School, Senior High School, Vocational School, and 1<sup>st</sup> grade to 3<sup>rd</sup> grade 5-year College Students" and assisted in the influenza vaccine injection operation of 3 junior and senior high schools in the Wenshan District, which injected 1,990 students.
- (7) Coordinated with health authorities in holding influenza special clinics.
- (8) In coordination with Pap smear tests, provides women with comprehensive cancer preventing screening services.
- (9) Conducted four-cancer screening service, Between January and December 2017, 12,710 people received cervical cancer screening, 5,218 people received breast cancer screening, 8,514 people received colorectal cancer screening and 2,523 people received oral cancer screening.
- (10) Provides premarital and progestational health examination services.

- (十一) 產前遺傳診斷。
- (十二)精神醫療服務。
- (十三)精神醫療社會工作服務。
- (十四) 臨床心理工作服務。
- (十五) 職能治療服務。
- (十六) 辦理臺北市老人健康檢查。
- (十七) 辦理年度徵兵作業體檢。
- (十八) 其他衛生主管機關計畫。

# 六、 社會責任

民國 99 年 3 月 29 日至 30 日由臺灣檢驗科技股份有限公司(SGS)至臺北市立萬芳醫 院進行「2009 年永續發展報告書」外部查證,以目前廣為全球企業所採用的全球永續性報 告第三代綱領(Global Reporting Initiative, GRI3)作為依據,於 4 月通過符合 GRIG3 等級 及 AA1000 保證標準,使萬芳醫院成為具有企業社會責任(Corporate Social Responsibility, CSR)的標竿醫院,SGS 稽查委員對萬芳醫院「2009 年永續發展報告書」内容,除了就經營 者的話與院長訪談外,另外包括和諧職場、社會參與、萬芳治理、環安管理、研究成果、永續 經營等項目,進行詳盡的查證,稽查委員對結果表示滿意,並通過萬芳企業社會責任的認證, 全體同仁以通過 CSR 認證為榮,並持續努力不懈,具體貫徹 CSR 的理念與精神,使萬芳醫院 成為 CSR 最佳的典範醫院。

- 七、緊急災難救護中心
  - (一)醫院鄰近北二高萬芳交流道,且與捷運文湖線共構,位處交通要道,肩負大臺北南 區緊急救護的守護神。
  - (二)成立外傷急症外科:主治醫師 24 小時院内值班,全天候介入放射治療團隊。
  - (三)急診實施急重症分流,並設立「24小時救命專線」:0809-009-110,以提供急性 脳中風、急性心肌梗塞、急症及多重創傷、重症加護治療、高危險妊娠、新生兒含 早產兒醫療諮詢。
  - (四) 貓空纜車系統與捷運文湖線重大事故支援:配合貓空纜車系統營運,且與捷運文湖線共構,建置緊急醫療救護現場支援醫護人員。

- (11) Prenatal genetic diagnosis.
- (12) Psyciastric care services.
- (13) Psyciastric care social work services.
- (14) Clinical psychological work services.
- (15) Occupational treatment services.
- (16) Conducted health examination for seniors in Taipei City.
- (17) Conducted annual conscription physical examination.
- (18) Other programs of health authorities.

### 6. Social Responsibility

During March 29-30, 2010, SGS Taiwan visited Wanfang Hospital to perform an external audit of the 2009 Sustainable Development Report. The basis of this audit was performed according to the third generation Global Reporting Initiative (GRI 3) widely adopted by numerous companies around the world. In April, Wanfang Hospital successfully passed the GRI 3 level and the AA1000 assurance standards and became a benchmark hospital for Corporate Social Responsibility (CSR). For the 2009 Sustainable Development Report of Wanfang Hospital, SGS auditors reviewed the statement of the Hospital management, interviewed the superintendent and thoroughly reviewed many areas such as harmonious workplace, community involvement, governance and administration of Wanfang Hospital, management of environmental safety, research outcomes and sustainable operations. SGS auditors were satisfied with the outcomes and approved the granting of a CSR certification for Wanfang Hospital. The entire staff was proud to receive the CSR certification and shall continue to dedicate themselves to CSR, apply its principles during their work and establish Wanfang Hospital as the best example for CSR commitments.

### 7. Emergency Disaster Rescue Center

- (1) Wanfang Hospital is located at a thoroughfare close to Wanfang Interchange on the North Expressway No. 2 and the MRT Muzha Line. The Hospital therefore serves as an emergency rescue center in the southern portion of the Greater Taipei Region.
- (2) Trauma Center: Physicians are on duty 24-hours a day at the Center. Radiology teams are ready to intervene at any time.
- (3) Emergency and severe patient reroute is conducted and the "24-Hour Life Saving Hotline" (0809-009-110) was established to provide counseling to acute cerebral stroke, AMI, emergency cases, patients with multiple wounds, severe patients that need intensive care, high risk pregnancy, and newborn babies (including premature babies).
- (4) Support for major accidents on the Maokong Gondola System and MRT Muzha Line: Cooperated with Maokong Gondola System operations and the MRT Muzha Line to deploy on-site medical personnel to provide emergency medical rescue services as required.

推廣貼心醫療

- (五)跨縣市大量傷患緊急醫療合作:萬芳醫院提供新北市東區及東南區、宜蘭縣北區及 南區之緊急醫療救護支援。
- (六)急救處置能力受外界肯定,肩負多項急救重責,如重度級急救責任醫院、毒化災責 任醫院等。
- (七)提供到院前醫療指導服務,提升到院前醫療品質。
- (八)每年辦理急診大量傷患演習,健全醫院緊急醫療體系運作。
- (九)每年提供臺北市及新北市政府消防局救護技術員醫院急診室實習訓練課程(含 EMT-1、EMT-2及EMT-P),並於民國105年成為「高級救護技術員訓練機構」, 106年完成476位高級救護救護技術員進階訓練課程,同時也辦理初級、中級以及 高級護技術員繼續教育課程。
- (十) 協助鄰近區域大型活動醫療服務站設置。

八、 多語化服務

外籍人士在臺就醫時會因為言語障礙之問題,而影響就醫之安全性及便利性,將外語服務 從英語擴大至多語化服務,使醫療機構能提供適切的、安全的醫療服務。

- (一) 服務時段: 週一至週六。
- (二) 服務語言:英語、日語、客語、印尼語等語言。
- (三) 製作多語化照顧服務員手冊、衛教單張。
- (四) 多語化志工服務。

- (5) Cross-regional cooperation for the handling of mass-casualty incidents (MCI): Wanfang Hospital is providing emergency medical service (EMS) coverage for the eastern and southeastern parts of New Taipei City as well as the northern and southern parts of Yilan County.
- (6) The emergency response capabilities of Wanfang Hospital are well-known and much appreciated by the public. The Hospital provides EMS by serving as an first aid responsibility hospital for severe or critical conditions as well as chemical and nuclear accidents.
- (7) Provided pre-admission guidance services to improve health care quality prior to formal admission of the patient.
- (8) Conducted mass-casualty incident (MCI) drills every year to improve the operations of the Hospital's emergency medical care system.
- (9) Provided hospital emergency room intern and training courses to medical technicians of the fire departments of Taipei City and New Taipei City annually (including EMT-1, EMT-2 and EMT-P). Wanfang hospital became the "Advanced Medical Technician Training Institution" in 2016 accordingly. 476 EMT-Ps finished the advanced training courses in 2017. Continuation education courses were also arranged for the EMT-1, EMT-2 and EMT-P personnel.
- (10) Assisted neighboring regions in establishing medical service posts for large events.

### 8. Multi-language Services

To ensure foreign people's medical safety and convenience due to language barrier, foreign language services are expanded from English to multi-language services, enabling medical institutions to provide appropriate and safe medical services.

- (1) Service hours: Monday to Saturday.
- (2) Languages offered: English, Japanese, Hakka, Bahasa Indonesia and other languages.
- (3) Caregivers' manual and health education pamphlets are generated in multiple languages.
- (4) Multi-language volunteer services.

# 九、國際醫療交流

(一) 國際醫療援助

臺北市立萬芳醫院自民國 94 年起展開國際醫療援助工作,將「醫療無國界」的信 念化為實際行動,多年來,除派遣人員至各國進行短期醫療服務,也深耕聖多美普林 西比醫療援助計畫(斷交因素於 104 年底結束該計畫)及支援史瓦濟蘭王國之醫療服 務,同時也配合政府相關組織,訓練外籍醫事人員。

- 1. 史瓦濟蘭王國(Kingdom of Swaziland)
  - (1)派遣婦產科許淳森教授於8月19日至29日前往史國參與行動健檢計畫,推廣 健康促進及預防醫學觀念,藉由早期診斷、早期治療,減少末期疾病失能的威 脅,達到提升史國人民的生活品質,盼能將此概念自上而下逐漸導入史國人民。
  - (2)為協助史國改善當地衛生醫療,安排衛生部衛生研究同仁,Mr.Mfundi及和 Ms.Lindiwe,針對醫療資訊系統及圖書管理部分,於11月28日至萬芳醫院資 訊室及圖書館接受訓練。
  - (3) 由於史國目前並無醫學院可自行培育醫師,均由該國政府提供獎學金,每年約送20 位學生至其他國家進行醫學生之訓練學程,返回史國後,需實習2年取得醫師執照始得執業,經與該國討論,決議遵循非洲南部國家的實習醫師訓練模式,建立實習醫師訓練制度。自105年起試辦此計畫,於11月18日至12月17日派遣内科劉佩嘉醫師及外科呂長運醫師前往支援擔任臨床教師,協助訓練及評估實習醫師訓練成效,建立更完善的評估機制。



史瓦濟蘭醫師臨床教學 Clinic teaching in Swaziland



# 9. International Exchanges in Medical Care

### (1) International Medical Aid

Wangfang Hospital has provided international medical aid since 2005 to materialize the philosophy of "medical care without boarders". In addition to dispatch medical personnel abroad to provide short-term medical services, Wangfang Hospital has supported the medical aid project for the Democratic Republic of Sao Tome and Principe for many years (ended in 2015 due to termination of the diplomatic relation) and the medical service for the Kingdom of Swaziland. It also trains foreign medical personnel to support relevant organizations of the government.

### A. Kingdom of Swaziland

- (A) Prof. Hsu Chen-shen from the obstetrics and gynecology department of Wanfang Hospital visited Swaziland from August 19 to August 29 to participate in the mobile health examination and promote health care and preventive medical concepts. By early diagnosis and early treatment, the possibility of patient disability due to illness can be reduced and the living quality of the Swaziland people can be improved. He expected to introduce this concept to all Swaziland people.
- (B) To assist Swaziland in the improvement of local sanitary and medical conditions, health research personnel, Mr. Mfundi and Ms. Lindiwe from the Ministry of Health, Swaziland, were arranged to accept training for the medical information system and library management at the Information Center and Library of Wanfang Hospital on November 28.
- (C) Since there are no medical schools in Swaziland, the government provides scholarship and sends about 20 students to other countries for medical training every year. After coming back to Swaziland, they must take training as interns for 2 years to be a practicing doctor. After discussing with the government of Swaziland, a decision was made to establish an intern training systems by following the existing training mode of inters in the countries of the southern Africa. The pilot scheme has been executed since 2016. Dr. Liu Jia-Pei from the medical department and Dr. Lu Zhang-Yun from the surgical department were dispatched to give support and act as clinical teachers during the period from November 18 to December 17. The assisted in the training and assessment of intern training effectiveness in order to establish a more complete assessment system.

2. 境外醫事人員訓練及交流:

為支持我國政策,協助衛生福利部「台灣國際醫療衛生人員訓練中心計畫」、 財團法人國際合作發展基金會「友好國家醫事人員訓練計畫」,接待國際友邦及友 好國家醫護人員來台訓練,並於11月獲頒衛生福利部之臺灣國際醫療衛生人員訓 練中心-卓越服務貢獻獎:

# 表格 5 民國 106 年外籍醫事人員訓練名單

時間	國籍	姓名	訓練科別
7日27日至9日25日	尼加拉瓜 -	Ricardo Antonio Quintana Perdomo	婦產科
7月27日至8月25日		Jessica Maria Sáenz Gómez	小兒科
8月14日至18日	布吉納法索	Ousmane Nere	醫院管理
11月20日至12月22日	俄羅斯聯邦 喀爾瑪克共和國	Altai Tsastaev	放射科

# (二) 國際醫療服務推展

1. 新南向政策推動計劃

民國 105 年起,配合國家新南向政策,以其「長期深耕、多元開展、雙向互惠」 之核心理念,萬芳醫院進行各項醫衛合作、人才培育以及拓展行銷之計劃。

- (1)醫衛計畫合作開發:與靈鷲山佛教基金會合作,預計自 107 年起以緬甸臘戍市 為基地,展開醫療合作計畫。
- (2)拓展行銷:配合衛生福利部、中華民國對外貿易發展協會之拓銷計畫,參與新 南向各國家包括:5月前往馬來西亞、緬甸拓銷團;7月與衛生福利部組團前 往印尼拓銷;以及主動爭取參與9月於菲律賓舉辦之臺灣形象展,過程除參訪 各院外,亦針對各國進行高端健檢之行銷推廣。
- (3)合作協議:配合政策,期進行軟實力及人與人之連結,建立海内外機構之合作 機制,臺北市立萬芳醫院與越南廣寧省衛生局、越南白梅醫院簽訂合作意向書, 將針對人才進行培育。





# B. Training of Overseas Medical Personnel and Exchange with Them

To support Taiwan's policy, Wanfang Hospital assisted the "Taiwan International Healthcare Training Center Project" of the Ministry of Health and Welfare and the "Healthcare Personnel Training Program" of the International Cooperation and Development Fund in receiving healthcare personnel from friendly nations to receive training in Taiwan. In November, Wangfang Hospital received the Excellence Service Award from Taiwan International Healthcare Training Center, Ministry of Health and Welfare.

#### Nationality Date Name Department Obstetrics and Ricardo Antonio Quintana Perdomo gynecology department Jul. 27 to Aug. 25 Nicaragua Pediatrics Jessica Maria Sáenz Gómez department Hospital **Ousmane** Nere Aug. 14 to 18 Burkina Faso management Nov. 20 to Dec. 22 Republic of Kalmykia Altai Tsastaev X-ray department

# Table5 The name list of foreign medical personnel for training in 2017

# (2) Promoting International Medical Services

# A. New Southward Policy Promotion Plan

To support the New Southward Policy of the government with the core philosophy of "Longterm Operation, Diversified Development, Mutual Benefit", Wangfang Hospital has executed various medical and health cooperation, talent training, and marketing exploration projects since 2016.

- (A) Medical and health projects and joint development: By cooperating with Ling Jiou Mountain Buddhist Society, Wangfang Hospital plans to execute a medical cooperation project from 2018 with the Lashio city in Myanmar as the basis.
- (B) Marketing exploration: Wangfang Hospital supports the exploration projects of the Ministry of Health and Welfare and the Taiwan External Trade Development Council and will participate in the following activities to be held in the countries within the New Southward Policy: the exploration group going to Malaysia and Myanmar in May; the exploration group of the Ministry of Health and Welfare going to Indonesia in July; and actively striving to participate in the Taiwan Expo to be held in the Philippines in September. In addition to visiting hospitals, promotion of the high-end physical examination in these countries will be the focus of future exploration.
- (C) Cooperation agreement: Wangfang Hospital supports the policy. It not only shows the soft power, but also builds a connection among people and establishes a cooperation mechanism for domestic and overseas institutions. Taipei Municipal Wangfang Hospital entered into a letter of intent with the health bureau of Quang Ninh Province and the Bach Mai Hospital in Vietnam, respectively, to training talents.

# 2. 國際事務推展

續與衛生福利部簽署「醫療服務國際化推動計畫」合約,致力推動國際 醫療事務並配合參與國内、外標竿學習等相關活動及會議。

### 3. 境外參訪交流

積極推動國際醫療服務發展,增進與世 界各地接軌,接受來自世界各國參訪的申請, 106年包含美國、中國大陸、日本、伊朗、印 尼、印度等國,共計74團,722人至萬芳醫 院交流。



印度參訪新南向政策
 Visit in India within the New Southward Policy

# 第三節 臺北市立關渡醫院

臺北市立關渡醫院創立於民國 89 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 6 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 324 床。

臺北市立關渡醫院提供包含醫療、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資源共 享、節省醫療成本的政策。

# 一、 推動醫病共享決策(Shared Decision Making), 醫病溝通改革全院動起來

臺北市立關渡醫院 SDM 實踐運動在高層主管帶領成立專案推動小組,展開跨單位及醫事 別間的共識與整合,在提升認知策略包括:全院教育訓練、院際研習會、科部會議、民衆宣導, 遴派臨床人員參與 Coaching 及國際研討會訓練:在流程面策略依據主題類別改造看診流程及 運用創意,讓病人參與決策:結果面除該2項主題之實踐運動外,依據慢性疾病臨床特性醫務 部門開發 10項輔助工具,舉辦院內競賽獎勵及專家輔導,並不斷求新與檢討,希望提升病人 自我能力評估及資訊來源,選擇最適方式。

### B. Promotion of International Affairs

Continues to sign the "Medical Service Internationalization Promotion Project" contract with the Ministry of Health and Welfare and dedicates itself in promoting international medical affairs and cooperates in participating in domestic and international benchmarking events and conferences.

### C. Overseas Visit and Exchange

Wangfang Hospital promotes international medical service, facilitates the connection to the world, and accepts the application for visit from all over the world. A total of 74 groups and 722 visitors from the USA, Mainland China, Japan, Iran, Indonesia and India came to Wangfang Hospital to exchange experiences in 2017.

# Section 3 Taipei Municipal Gan-Dau Hospital

Taipei Municipal Gan-Dau Hospital was founded in 2000. It was built by Taipei City Government and operated by Taipei Veterans General Hospital. Its main focus is developing community medical service, treating chronic diseases and long-term care.

Gan-Dau Hospital currently has a total of 324 hospital beds, of which 45 hospital beds were for acute patients, 67 chronic care, 32 hospital beds for chronic respiratory care, 6 hospital beds for intensive care, 10 hospital beds for palliative care, 19 hospital beds for hemodialysis, 3 hospital beds for emergency observations, 50 hospital beds for psychiatric day care and 92 hospital beds in the affiliated nursing home.

Gan-Dau Hospital provides multi-layer medical services from medical care, healthcare, to preventive medicine, including emergency and ICU center, hemodialysis treatment center, rehabilitation treatment center, respiratory treatment center, children early intervention center, physical and mental medical service for seniors, day care center for middle-aged and elderly people, nursing home, household caring, health examination and clinical testing center, referral and transition, long-term tracking and other related services. With the support and cooperation from the medical center of Taipei Veterans General Hospital, through vertical integration, referral, examination assisting and post-delivery mechanisms, it provides community residents with accessible, consistent, comprehensive, integrated and effective high quality medical services that meet the National Health Insurance Administration's policy of resource sharing and saving on medical costs.

# 1. Promotion of Share Decision Making (SDM) and Reform of Doctor-Patient Communication in the Hospital

A project team was formed for the SDM implementation movement under the leadership of the top management in Taipei Municipal Gan-Dau Hospital. Consensus and integration activities were conducted among different departments and medical fields to improve the cognitive strategy including educational training applicable to the entire hospital, inter-hospital seminar, department meeting, and dissemination to the public. Clinical personnel were dispatched to participated in coaching and international conferences. As for the strategies in the process, the diagnosis process was reformed based on different themes and creativity was used for the reform. Opportunities for participation in the decision were given to the patient. As for the results, in addition to implementation movement of the 2 themes, the medical service department developed 10 aids based on the clinical characteristics of chronic disease. Internal contests, incentive events, and expert support activities were held. Gan-Dau Hospital looks for novelties and introspects itself all the time in the hope to improve the self-assessment of capability among the patients, the sources of information, and the selection of the best methods.

主動參與財團法人醫院評鑑暨醫療品質策進會民國 106 年醫病溝通實踐運動,對於「末 期腎臟病治療選擇」、「戒菸選擇」兩項主題,依據公版輔助工具及影片於門診、社區及住 院進行推動,並藉以活動宣導品提升填答率,透過醫療專業人員共同合作,希望民衆對於各 項醫療選擇決定都是在獲得充分實證醫療資訊中,依據自我能力選擇。關渡醫院推動成效榮 獲衛生福利部醫病溝通實踐運動之「績優機構」。有關輔具工具開發,神經科提報之「針對 腦中風導致吞嚥困難病患,該進行鼻胃管置入或偽造簍管」榮獲佳作獎,並於頒獎大會進行 口頭報告分享其推動策略成效。

# 二、 慢性肺部阻塞患者福音, 成立肺復原中心

慢性阻塞性肺病(COPD),是全世界慢性疾病及死亡之主要原因之一,在臺灣 COPD 以慢性下呼吸道疾病列入統計,民國 105 年占居十大死因的第七位。COPD 不僅降低患者的 生活品質、威脅其性命,對家庭、社會也造成沉重的照護負擔。慢性阻塞性肺病的治療除了 藥物使用,對於長期復健和照護預防方面也同時需要加強,患者病情才不容易時常惡化。

有鑑於此,關渡醫院於 11 樓成立肺復原室,提供肺復原療程,内容包括體位引流、蒸汽 吸入治療、呼吸運動及肢體運動訓練,每次肺復原療程建議至少維持 6 週,治療時程愈長效 果愈好;合併肺復原治療讓讓呼吸道疾病患者在藥物治療之外,能進一步減輕症狀,提高生 活品質,並增加日常身體活動的參與和情感調適。

除了肺復原療程之外,肺復原亦提供生理運動測試(6分鐘行走測試);有些潛在病症 於一般靜態下的檢查較無法測出,需要從運動前、運動中、運動後的生理變化,顯現真正的 心臟血管、肺部循環、血液氣體交換功能、肌肉力量等情形來找出活動受限原因,所以運動 測試可以評估病人的日常生活功能。



Gan-Dau Hospital participated in the doctor-patient communication movement held by the Joint Commission of Taiwan in 2017 and promoted 2 themes of "ESRD treatment preference" and "option for giving up smoking" to the outpatients, communities, and inpatients using the official aids and videos. The gifts used during the dissemination were helpful for increase of the fill-in and answer rate. Through the cooperation between the professional medical personnel, the public is expected to select from different medical options based on their capability and adequately proved medical information. Thanks to the results of the promotion, Gan-Dau Hospital received the honor as an "outstanding hospital" in the doctor-patient communication movement held by the Ministry of Health and Welfare. As for development of the aids, the "Nasogastric Tube Intubation or Gastrostomy Catheter Should be Used for the Patient Suffering from Difficult Swallow Due



醫病共享決策實踐績優獎
 Outstanding SDM Practice Award

to Brain Attack" raised by the neurology department received a excellent work award. It reported orally during the awarding ceremony to share the results of its promotion strategies.

### 2. Good News for COPS Patients - Establishment of a Lung Recovery Center

The Chronic Obstructive Pulmonary Disease (COPD) is one of the major chronic diseases causing death in the world. In Taiwan, COPD is compiled in the statistics as a chronic lower respiratory illness. It ranked the 7<sup>th</sup> in the 10 courses of death in 2016. COPD affects the patient's quality of life and threatens his/her life. It also imposes heavy burden of case on the family and society. In addition to the drug, long-term rehabilitation and preventive care measures must be enhanced for treatment of COPD in order to ensure that the condition of the patient will not become worse easily.

For this, Gan-Dau Hospital establishes a lung recovery center on the 11<sup>th</sup> floor. It provides lung recovery treatment including postural drainage, steam inhalation, and breathing and limb exercise training. It is recommended to take lung recovery treatment for a period of at least 6 weeks and the longer the curse of treatment, the better the efficacy. The pharmacotherapy in combination with the lung recovery therapy may help the patient of respiratory disease relieve their symptoms, improve their quality of life, and enhance their body movement and adaptation of emotion in their daily life.

In addition to the lung recovery treatment, the lung recovery center provides the physiological movement test (6-min walking test). Some potential symptoms cannot be found in a static status during the examination. The actual function of the cardiac blood vessel, pulmonary circulation and blood gas exchange as well as the strength of muscle may only be demonstrated by observing the physiological change before, during and after the movement, and the reasons for the restricted movement are found accordingly. The movement test, thus, can be used to assess the function of a patient in his/her daily life.

# 三、 通過健康醫院認證

臺北市立關渡醫院雖然是一家社區醫院,但推動社 區健康促進歷程卻很早。於民國 95 年 5 月成立社區老人 關懷據點一關渡關懷站,提供 65 歲中老年人包括醫療、 護理、生活照料與身心健康等支持系統,並組織專屬團 隊辦理長者健康管理、健康諮詢、健康講座、關懷訪視、 健康問題轉介、日常運動及飲食健康促進活動。97 年轉 型為「樂齡學習資源中心」後,已經成為全國推動高齡 友善社區之學習標竿。多次榮獲臺北市政府社會局「社 區照顧關懷據點評鑑優等獎」,成為全國推動高齡友善



健康醫院認證通過
 Passing the health hospital recognition

社區之楷模。102 年榮獲健康促進醫院組織再造獎及優良獎,103 年榮獲衛生福利部國民健 康署「高齡友善醫院機構」認證及優良獎。

民國 106 年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,關渡醫院以優異成績認證通過(效期至 110 年)。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、社區民衆及員工健康識能,打造健康社區及幸福企業,朝向健 康醫院典範邁進。

積極推展老人健康促進活動,結合公家機構及私立企業團體,共同推動老人健康促進業務, 包括健康講座、三合一篩檢、流感疫苗接種、下肢肌力訓練課程等,讓長者得以安心在社區生 活圈健康地活動。院内則辦理各項品質改善提案活動及獎勵,激發員工以同理心設計各種便於 高齡者使用的創意,利用社區活動積極協助長者建立「在地老化及活躍老化」人助自助的觀念。





### 3. Passing the Health Hospital Recognition

Though a community hospital, Taipei Municipal Gan-Dau Hospital has a long history in the promotion of community health. On May 2006, Gan-Dau Care Point, a community senior care point was established that provides middle-aged and elderly people above the age of 65 with medical, nursing, life care, physical and mental health supportive systems. Its organized team held senior health management, health consultation, health lectures, caring visiting, health issue referral, daily exercise, and healthy diet promotion events. In 2008, after being transferring into a "Happy Aging Learning Resource Center", it has become the nations' benchmark for promoting senior friendly communities. It has won the "Award of Excellence for Community Care Point Evaluation" several times form the Department of Social Welfare and has become the national role model for promoting senior friendly communities. It received the Organizational Restructuring Award and Excellent Award for Health Promoting Hospitals in 2013. And in 2014, it received the "Senior Friendly Hospital" recognition and the Excellent Award from the Health Promotion Administration of the Ministry of Health and Welfare.

The Health Promotion Administration integrated the health-promoting, senior-friendly and smokeless hospitals to conduct health hospital recognition for the first time in 2017. Gan-Dau Hospital passed the recognition with outstanding performance (effective to 2021). Gan-Dau Hospital will improve the health literacy of the community residents and employees by integrating community resources, establishing cross-unit alliances, and introducing information systems in the hope to create health communities and happy enterprises and become a model of health hospital.

Gan-Dau Hospital actively promotes senior health promotion events and senior health promotion operations by combing the resources of public institutions and private corporations and organizations, including health lectures, 3-in-1 screening, influenza vaccine injection, lower limb muscle strength training course and others, so that seniors can move healthily within the living sphere of the community at ease. Gan-Dau Hospital also holds various quality improvement proposal events and awards to inspire associates in coming up with creativities that are convenient to seniors. Through community events, it actively assist seniors is establishing the helping concept of "aging in place and active aging".

# 四、建構長照 2.0 社區整合照顧

### (一) 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,於民國 95 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、社會團體以及學校拓展與開創共同的合作夥伴關係。為提升據點的 質與量,106 年關渡醫院的醫師、護理師、營養師、藥師及 PGY 社區醫師,北投運動 中心運動教練、國立台灣師範大學體育系及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、關渡里辦公室、社區發展協會、義消大隊、 社區排舞團體等,和北投區健康服務中心共同合作等,以健康促進為主軸,辦理子孫 打擊樂、二胡班、3C 資訊班、香療班、園藝班、陶藝班等,並協助關渡國中整修源陶 藝教室,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。

民國 106 年課程内容包含:銀髮族睡眠障礙問題、認識防災與緊急救護、培養正向 思考的生活態度、追求人生享壽健康、樂齡創意之美、智慧型手機與社群生活、銀髮族 旅遊學習、消費保護與防詐騙、交通安全宣導等共計 82 場次,參與人數約 5,271 人次。

### (二)成立社區復健站

我國進入高齡化社會時間雖晚,但人口老化 速度卻異常快速,配合衛生福利部長照2.0 政策之 推動,於北投區成立5個據點(包括關渡關懷站、 伊甸、老吾老、榮光及北投區健康服務中心)之 社區復健站服務,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



成立社區復健站 Establishment of Community Rehabilitation Stations

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,發展以民衆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。



# 4. Long-Term Care 2.0 and Community Integrated Care

### (1) Improvement of the Quality and Quantity of the Community Senior Care Points

With the "seeing patients as the family members and integrating into the community" in mind, Gan-Dau Hospital takes the responsibility for community health care to materialize the ideals of "aging in place, healthy aging, and active aging". It set up the "Gan-Dau Senior Care Point" in Taipei Municipal Gan-Dau Junior High School in 2006 and acted as a pioneer in the establishment of the partnership with health care and welfare services as well as education unit. The Gan-Dau Senior Care Point is the first care point supported by a hospital in Taiwan. The care point provides a communication platform for the elderly. Gan-Dau Hospital actively expands and creates cooperation partnership with public and private sectors, social organizations, and schools. To increase the quantity and quality of the care points, the doctors, registernurses, nutritionists, pharmacists, PGY community physicians of the Gan-Dau Hospital as well as the coaches of the Taipei City Beitou Sports Center, the Department of Physical Education and Institute of Health Promotion and Health Education of the National Taiwan Normal University, National Yangming University, Taipei City University of Science & Technology, Mackay Junior College of Medicine, Nursing and Management, Gan-Dau Li Office, Community Development Association, volunteer fire company, community dancing group, and Beitou District Health Center, Taipei City, worked together in 2017 to provide training classes including parent-child percussion, erhu instrument, 3C (Computer, Communications, and Consumer Electronic Product) and IT, aromatherapy, horticulture and ceramic art, and assist Gan-Dau Junior High School in the renovation of the ceramic art classroom, provide it with more abundant and diversified learning resources. This is helpful for the middle-aged and elderly people to adapt themselves to the aging as early as possible. A seniorfriendly learning environment was built to improve the qualify of life of the elderly and achieve the extreme goals of local retired life, aging in place, active aging, and successful aging.

The courses of 2017 included the issues of sleep disorder among elderly people, preparation against natural calamities and emergency care, cultivation of a positive attitude toward life, pursuit of life and enjoyment of longevity and health, the beauty of the senior's creativity, smart phone and social life, a happy trip, consumer protection and precautions against fraud, and 82 sessions of traffic safety dissemination activities. About 5,271 senior citizens participated in these courses.

### (2) Establishment of Community Rehabilitation Stations

Though Taiwan becomes an aging society in the later period of time, the aging speed is unusually very fast, to implement the Long-Term Care 2.0 of the Ministry of Health and Welfare, 5 points in Beitou District (including Gan-Dau Care Point, Eden, Laowulao, Rongguang, and Beitou Health Center) are set up to provide community rehabilitation station service. When a patient of Long-Term Care 2.0 is approved by the long-term care management center as a case to receive the long-term care service, the occupational or physical therapist of the contracted unit will provide on-site service and the patient can receive exercise, daily life function, and rehabilitation teaching service to enhance his/her social participation and improve his/her physical and mental health to prevent and postpone the disability (dementia). This is helpful in the establishment of a mechanism for planning, integration and management of long-term care resources and development of a versatile community care service mode with the requirements of the public as the core to bring the cross-discipline teams adequate manpower, provide a basis for the service unit to make assessment and evaluation, and improve the care service quality. 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,復健進步的空間十 分有限,此時復健的目的在維持現有的功能。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。

# (三)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,關渡醫院採用衛生福利部實證預防失能復健運 動模式,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。

辦理失智症防治宣導活動,目前臺灣面臨老年化社會失智症人口成長快速,為協助老人家預防失智症及協助家屬如何照護失智症病人,積極辦理失智症衛教講座,讓 民衆對老人身心功能、老人衰弱及失智症有所認識,並成立「失智症家屬支持團體」, 提供失智症相關衛教及照護。

另參與財團法人台北市北投文化基金會於北投區創立之「哇哈哈失智互助家庭計 畫」,提供社區醫療群有關失智轉介、專業諮詢,並派由社區醫學醫師參與互助家庭 學習及實務運作。

### (四) 開辦照顧服務員訓練班

關渡醫院具備有優秀培訓居家服務員之專業 能力,民國 104 年、105 年協助中華看護家事服 務協會委託辦理照顧服務員訓練,共3梯次,總 計訓練77 位照顧服務員。為應國家整體之照顧 服務員人力不足現象,106 年更主動申請自費辦 理照顧服務員訓練計畫,結合鄰近臺北城市科技 大學推廣教育中心,於社區中大力推廣,鼓勵退 休軍、公、教、醫事人員,社區學生社團,宗教 慈善團體投入居家服務,完成35 名照顧服務員



開辦照顧服務員訓練班 Provision of Caregiver Training Classes

認證合格。並與國立臺北護理健康大學高齡健康照護系建立建教合作,未來利用產學 合作平臺,落實長期照顧實務課程,提供實習津貼,鼓勵學生留任。



As for the rehabilitation after an acute treatment, the function recovers most quickly with the highest effectiveness "in the prime of rehabilitation". It is usually suggested that the patient stay in the hospital for rehabilitation to facilitate recovery of the body functions using the rehabilitation devices and minimize the occurrence of disability. The recovery of function declines gradually after the prime and the improvement of the rehabilitation becomes limited. The purpose of the rehabilitation at this phase is to maintain the existing function. After entering the chronic phase, the patient returns to the family life including going upstairs and downstairs, getting into and out of a bed, taking a bath, using the toilet, having meals, and communicating. These must be treated more appropriately to maintain basic quality of life. In addition to the population undergoing post-treatment chronically rehabilitation, the teaching project training in the form of modules and having supporting evidence in the journals is provided for the population of frailty and disability (dementia) to prevent and postpone disability, including rehabilitation therapy, assessment and training of daily life functions, and suggestions of suitable assistive devices, to achieve the policy goal of prevention through long-term care.

### (3) Disability (Dementia) Prevention and Postponement Project

Prevention of disability is an important issue of the long-term care. Gan-Dau Hospital uses the evidence-based rehabilitation exercise mode for prevention of disability provided by the Ministry of Health and Welfare and the therapist assesses the function of individual seniors and teaches them how to take function recovery training to improve their muscular strength and minimize the occurrence of tumble.

Gan-Dau Hospital is engaged in prevention dissemination of dementia. Taiwan is in an aging society and the population suffering from dementia is increasing rapidly. To prevent this illness among the seniors and assist their family with taking care of dementia patients. Gan-Dau Hospital organizes health education lectures to help the public know about the physical and mental function, frailty and dementia of the elderly. A supportive group for family caregivers of people with dementia is established to provide dementia-related health education and care services.

Gan-Dau Hospital participates in the "Wow Haha Dementia Mutual Help Family" project of the PeiTou Culture Foundation to provide dementia referral and professional consultation services for community health group. Gan-Dau Hospital also dispatches doctors in the community medicine field to participate in the learning and practical operation of the mutual help family project.

### (4) Provision of Caregiver Training Classes

Gan-Dau Hospital has the professional ability to train excellent home caregivers. It assisted Zhong-Hua Care and Housekeeping Service Association in the training of caregivers under commission of the Association in 2015 and 2016. 3 sessions of training were provided to train 77 caregivers. Considering the overall shortage of the caregivers in Taiwan, Gan-Dau Hospital applied for implementation of a caregiver training project on its own initiative in 2017. By working with the nearby Continuing Education Center of the Taipei City University of Science and Technology, Gan-Dau Hospital promoted home care service in communities and encouraged retired military personnel, public servants, teachers, medical personnel, student clubs in the community, religious organizations and charities to participate in this care service. The qualification of 35 caregivers was certified. Gan-Dau Hospital implements a cooperative and exchange programs together with the Department of Gerontological Health Care, National Taipei University of Nursing and Health Sciences, in the hope to provide practical long-term care courses through the industry-academy cooperation platform and provide internship allowance to encourage retention of the students.

# (五)推動長照住民「香氣百寶袋」芳香保健

臺北市立關渡醫院附設護理之家長者年齡偏高,身體功能與記憶力逐漸退化,在 腸道方面,腸蠕動變慢、肌肉收縮力下降、腸肌神經叢減少,導致對糞便刺激反應下降, 因而便秘,機構半數以上住民有使用軟便藥情況。另外住民因老化因素,在睡眠方面, 非快速動眼期第3、4階段時間縮短,半夜甦醒的次數較多、易淺眠,睡眠品質下降, 情緒及肌肉無法達到放鬆,因此藉由「香氣百寶袋」芳香保健活動,達到以下目的:

- 1. 教授精油的知識與香氣的刺激,活化長者智能。
- 2. 配合精油按摩達到肌肉與情緒放鬆,改善睡眠品質與排便問題。
- 3. 鼓勵住民、家屬、外籍照顧者、護理師的參與,讓四種族群充分釋放壓力,得 到身體、心理的愉悅、放鬆。
- 4. 外籍照顧者學會按摩放鬆技巧,協助住民平日的肌肉放鬆、達到舒壓的生活。

12 週芳香保健活動,住民、家屬及外籍看護工參與踴躍、互動頻繁,活動過程發現 家屬與外籍看護工討論熱烈、相互幫忙、增加凝聚力,利用社區老人憂鬱量表、銀髮族 自覺健康量表、匹茲堡睡眠品質量表進行前、後測發現,芳香保健對家屬及外籍看護工 此族群效果較明顯,以家屬、外籍看護工為例,憂鬱指數下降 0.8 分、自我健康感受進步 0.39 分、睡眠品質提升 0.29 分;住民來說,憂鬱指數提高 0.5 分、自我健康感受進步 0.48 分、睡眠品質退步 4.5 分、睡眠觀察紀錄進步 0.12 分,因此芳香保健活動對家屬與外籍 看護工各項生理、心理、社交,都具顯著意義,但對護理之家住民來說僅自我健康感受 有改變之意義。機構中活動的參與,能讓住民與家屬、外籍看護工豐富社交生活,增加 與外界資訊與事物接觸,住民與家屬、外籍看護工在自己 DIY 製作自身保健小物時表情 愉悦與大家交流增加,芳香精油的運用於室內環境,房間走道清香,讓人心情愉悦,住民、 家屬及外籍看護工自我感受皆有進步。





### (5) Promotion of the Aromatic Healthcare of "Fragrant Treasure Bag" for the Long-Term Care Residents

The age of elderly in the affiliated nursing home of the Taipei Municipal Gan-Dau Hospital is high. In addition to degenerating gradually in physical function and faculty of memory, they suffer from slow peristalsis of intestines, decline of muscle contraction force, and reduction of myenteric plexuses in the enteric canal. This may affect the response to fecal stimulation and lead to constipation. More than half of the residents in the nursing home use stool softener. As for the sleep, the time of NREM at the 3<sup>rd</sup> and 4<sup>th</sup> phases is shortened due to aging of the resident. They wake up more times and sleep lightly more often. The quality of sleep is bad and, thus, the sentiment and muscle are not really relaxed. Hence, the aromatic healthcare event of "Fragrant Treasure Bag" can achieve the following goals:

- A. Impart knowledge of essential oil and activate the intellect of the elderly through aromatic stimulation.
- B. Relax muscle and sentiment by massaging with essential oil to improve the quality of sleep and bowl movement.
- C. Encourage participation of the resident, family member, foreign caregiver and register nurse. Help these four groups of people be joyful and relaxed both physically and mentally.
- D. Foreign caregivers learn massage and relaxing skills, and help the residents relax their muscle everyday to live a life without stress.

The residents, their family members, and foreigh caregivers participated in the 12-week aromatic healthcare event enthusiastically and interacted with each other very frequently. Family members and foreign caregivers discussed passionately. They helped each other and became more consolidated. The tests conducted before and after the aromatic healthcare using the depression scale for the community seniors, the self-perceived health cale for the elderly, and the Pittsburgh Sleep Quality Index (PSQI) shows that the aromatic healthcare has significant effectiveness to the family members and foreign caregivers. For these two groups of people, the depress index is reduced by 0.8 point, self-perception of health is increased by 0.39 point, and the guality of sleep is improved by 0.29 point. For the residents, the depress index is increased by 0.5 point, self-perception of health is increased by 0.48 point, the quality of sleep is declined by 4.5 points, and the sleep observation record is improved by 0.12 point. Consequently, the aromatic healthcare event has a significant meaning to the family members and foreign caregivers in the physical, mental, and social aspects. However, only the self-perception of health has the meaning to the residents of the nursing home with respect to the improvement. Participation in the event of the institution can enrich the social life of the residents, family members and foreign caregivers and give them more opportunities to contact external information and environment. When making healcare trinkets during the DIY time, the residents, family members and foreign caregivers looked joyful and exchanged more with each other. Essential oil was applied in the indoor spaces, rooms and passages. The fresh fragrance made people in good mood and the self-perception of all the residents, family members and foreign caregivers was improved.

# (六)出院準備銜接長照 2.0

臺北市立關渡醫院於民國 100 年設立出院準備服務委員會,106 年 9 月為有效整合醫院各部門資源,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,特設立「出院準備服務銜接長期照護發展委員會」,並配合辦理「衛生福利部-出院準備銜接長照 2.0 計畫」及「臺北市出院準備銜接長照 2.0 友善醫院獎勵計畫」。

民國 106 年出院準備服務總收案數共 660 人次,在出院居家照護指導中有關鼻胃 管照護指導 363 人次、導尿管照護指導 228 人次、氣切管照護指 31 人次、傷口照護 19 人次及胰島素注射 8 人次;提供個別護理指導及護理指導單張共 993 人次;院内跨 專業團隊會診,其中營養師 368 人次、社工 57 人次、復健 120 人次、居家護理 98 人次; 轉介人次 348 人,轉介成功 325 人次轉介成功率 93%,不接受轉介 23 人次;出院後 電話追蹤訪談 653 人次,電訪滿意度達 100%。

執行出院個案具長照 2.0 服務需求者共 35 人,其中符合轉介長期照護資格及個案 或家屬同意轉介者共 6 人,每月平均轉介率 17.33%,達成目標値(≧ 15%)。平均 非計畫性 14 天再入院率為 1.05%,其中 8 月份為 0.55%,9 月份為 0.65%,10 月份 為 1.95%,達成目標値(≦ 7%)。

### (七)居家照護到宅服務24小時專線諮詢

配合國家政策於民國 99 年起即提供「申請外籍看護工」到宅評估服務,並參與臺 北市政府衛生局長期照護大溫暖計畫-「居家護理專業人員訪視服務計畫」。呼應全 民健康保險政策及因應臺灣社會照護需求,104 年 9 月新增乙類社區安寧照護,以利 末期病人於社區中獲得安寧療護之照護。首創 24 小時電話諮詢服務專線,隨時有居家 護理師提供相關緊急醫療諮詢;並實施居家護理品質指標監測,定期與安養護機構負 責人、護理師及工作人員檢討各項業務推動及召開個案討論會,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。已連續 4 年獲臺北市政府衛生局居家護理機構督考訪查評鑑為「優等」機構。

# (八)國內外長照社區據點觀摩機構

民國 106 年接受臺北榮民總醫院職能治療實習生、台灣健康促進暨衛生教育學會、 臺北榮民總醫院職能治療實習生、知行教會、基督教台灣聖公會長齡生命關懷中心、 國軍退除役官兵輔導委員會暨榮家榮院長官、輔導會主委暨榮家榮院長官、輔導會榮 家就養處長官、國立臺灣師範大學健康促進與衛生教育研究所、大陸四川醫院醫療團 隊、大陸四川人民醫院醫療團隊參訪團等國内外團體蒞臨指導及觀摩學習,共13 場次, 52 小時、參訪人數 295 人。



### (6) Discharge Planning for Long-Term Care 2.0

Taipei City Gan-Dau Hospital established a discharge planning committee in 2011. To effectively integrate the resources of individual departments of the hospital and provide a sound, safe, comfortable, dignifying, accessible, and friendly medical environment, Gan-Dau Hospital set up the "Discharge Planning for Long-Term Care Development Committee" in September 2017, and executed the "MOHW - The Scheme of Discharge Planning for Long-Term Care 2.0" and the "Discharge Planning for Long-Term Care 2.0 in Taipei City as a Friendly Hospital Incentive Program".

A total of 660 cases of discharge service were accepted in 2017. Among the home care cases for which instruction was needed, 363 were nasogastric tube care cases, 228 were urinary catheter care cases, 31 were tracheostomy tube care cases, 19 were wound care cases, and 8 were insulin injection cases. There were 993 cases for which special nursing instruction and nursing instruction leaflet are provided; 368 nutritionists, 57 social workers, 120 rehabilitation therapists, 98 home nursing staffs were participated in the internal cross-department consultation; 325 of the 348 referrals were referred successfully with a success rate of 93%, and 23 cases refused the referral; follow-up actions were taken after the discharge and 653 cases were interviewed. All of them (100%) were satisfied with the phone interview.

35 cases leaving the hospital needed Long-Term Care 2.0 service, and 6 of them were qualified for long-term care or referred with their agreement or upon consent of their family members. The monthly referral rate was 17.33% and reached the target value ( $\ge$  15%). The average unplanned 14-day readmission rate was 1.05%, wherein 0.55% was in August, 0.65% was in September, and 1.95% was in October. All the rates reached the target value ( $\le$  7%).

### (7) At-home Household Care Service 24-hour Hotline Consultation

Starting from 2010, Gan-Dau Hospital has coordinated with the "Foreign Caregiver Application" at-home evaluation policy of the government and participated in the Taipei City Department of Health Long-term Care Warming Project of "Household Caregiver Vesting Service Project". In response to the National Health Insurance policy and the social care necessity of Taiwan, B-type Community Palliative Care was added in September 2015 so that terminal patients can easily receive palliative medical care in their community. The 24-hour telephone consultation service hotline was first established, so that there will be household caregiver at any time to provide related emergency medical consultations. The household care quality indicator monitoring was also implemented in which the promotion of various operations and cases discussion meetings are held regularly with nursing institution owners, register nurses and staff, provide on job education and training to nursing institution personnel, provide nursing instructions to family members, and assist nursing institutions in improving their epidemic preventing faculties. For 4 consecutive years, it has been categorized as the "Outstanding" household care institution by the Department.

### (8) Community Long-Term Care Point Receiving Visit from Domestic and Overseas Institutions

In 2017, Gan-Dau Hospital received domestic and overseas visiting groups for instruction and learning, including the occupational therapy interns of ,Taipei Veterans General Hospital, Taiwan Health Promotion and Education Association, occupational therapy interns of ,Taipei Veterans General Hospital, ZhiXing Church, The Episcopal Diocese of Taiwan, commissioners of the veterans home and hospital of the Veterans Affairs Council, Minister of the Veterans Affairs Council and commissioners of the veterans home and hospital, commissioners of the Department of Homecare and Nursing Care of the Veterans Affairs Council, the Institute of Health Promotion and Health Education of the National Taiwan Normal University, and the medical groups of Sichuan Hospital and Sichuan Provincial People's Hospital, China. It took 52 hours to receive a total of 13 visits and 295 visitors.

# 五、 推廣全民均健自我健康管理

### (一) 全面推動無菸醫院健康社區

臺北市立關渡醫院於民國 102 年榮獲無菸醫院認證,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。106 年持續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、員工及社區民衆冤 於菸害,實踐無菸健康生活。

### (二)推動社區健康飲食管理

民國 106 年持續辦理臺北市政府所推動之體重控制班計畫。由醫師、營養師、護理師、運動教練、減重達人等辦理各項體重控制活動,傳遞健康觀念、知識與技能,包括健康飲食、規律運動、體重控制及心理保健等,運用在地多元化運動團體及宣導健走步道,引導學員從關注、促進身體健康層面,並應用於家庭生活習慣的養成,帶動健康飲食行為。另利用年節辦理低熱量應景食物 DIY 示範,宣導防止三高之健康飲食。

民國 106 年參加台北市營養師公會「老寶貝好吞飲食節慶懷舊套餐設計大賞」套餐設計,型式以節慶(如端午節)或懷舊小吃或西餐等各國料理的快樂套餐,得到佳作獎。

配合衛生福利部國民健康署健康體位政策,民國 106 年推動職場「健康減重 幸 福關渡」活動,參加者共有員工 65 人,共減重 130.1 公斤,其中減重 8 公斤以上有 3 位; 6 公斤以上的共有 8 位。配合減重活動推出 500 卡輕食餐供員工訂購,輕食餐自 7 月 至 11 月止,共訂購 1,124 份,其中訂輕食餐減重達 6 公斤以上者,共有 6 位,成績卓 著。除院内的減重活動外,另協助社區體位減重活動及校園巡迴學童體位控制營養課 程,共 8 場,參加者共約 1,727 人次。

### (三) 辦理國小校園巡迴列車衛生保健服務

民國 106 年持續於校園推動健康促進理念及議題,透過學校、衛生機關以及家庭 共同合作,結合當地社區醫療資源,激勵學生、師長以及家長共同推展健康教育之宣 導,讓未來主人翁能擁有健康的知識、技能,進而影響態度與健康行為之改變,將慢 性疾病之危害降至最低程度,也讓學生學習將衛生保健常識及技巧落實於日常生活。 所推動的健康行為包括口腔保健、視力保健、健康體位及菸害防制等衛教,做好向下 扎根的預防保健工作,培養學童健康的生活習慣與態度。



### 5. Promote Citizen Health Self-Management

### (1) Promote Comprehensive Smoke-less Hospital and Healthy Community

Gan-Dau Hospital received the smoke-less hospital recognition in 2013 by providing a safe and comfortable medication environment and connected itself with the world with the idea of smoke-less healthcare. In 2017, it continued to comprehensively promote smoke hazard prevention services, such as providing smoke quitting clinics, provide smoke quitting consultation lines, organize smoke quitting classes, hold smoke hazard promotions at the hospital, communities, work places and schools, and various services. It also directly enters each corporation and groups in helping employees to quit smoking, helps patients, associates and community. Residents stay away from smoke hazard, and implements a smoke-less healthy life.

### (2) Promote Community Healthy Diet Management

In 2017, it continued to organize the weight control class project of Taipei City Government. With various weight events organized by doctors, nutritionists, register nurses, PE instructors, and weight-losing experts, they convey concepts, knowledge and skills on staying healthy, including healthy diet, regular exercise, weight control, mental health and others. By utilizing local sport groups and promoting hiking trails, it guides students to pay attention and promote physical health, apply them at building up living habits, and bring about healthy diet behaviors. In addition to that, a low-calorie festival food DIY demonstration was conducted on Lunar New Year to promote healthy diet that prevents the three-hypers.

Gan-Dau Hospital participated in the "Design Award for the Traditional Set Meal Easily to Eat for the Elderly" of the Taipei Dietitians Association in 2017. The event was held in the form of a festival with the happy set meals of traditional snacks, western dishes, or exotic cuisines as the theme. Gan-Dau Hospital won the excellent work award.

To support the healthy body policy of the Health Promotion Administration, Ministry of Health and Welfare, Gan-Dau Hospital organized the event of "Healthy Weight Loss and Happy in Gan-Dau"in 2017. 65 employees participated in the event and reduced 130.1 kg of weight. 3 of them reduced more than 8 kilograms and 8 of them reduced more than 6 kilograms. To support the weight-reduction event, Gan-Dau Hospital provided light meals of 500kal for the employees to order during the period from July to November. A total 1,124 sets were orders. 6 of the employees who placed the light meal order reduced the wight of more than 6 kilograms. The result was very significant. In addition to the weight-reduction event in the hospital, Gan-Dau Hospital assisted communities in organization of weight-reduction activities and provided campus weight control and nutrition courses for school children. 8 courses were provided with about 1,727 participants.

### (3) Organize Elementary School Campus Touring Sanitation and Health Services

In 2017, it has continued to promote health promotion ideas and issues in campuses. With the cooperation of schools, health authorities and families and combining local community medical resources, it inspired students, teachers and parents to commonly promote health education and allowed our future backbones to possess heath related knowledge and skills, thus making them change their attitude and health behaviors. This will reduce chronic disease hazards to a minimum and allow students to implement sanitation and health knowledge into their daily lives. The health behaviors that were promoted included oral health, visual health, healthy body styles, smoke hazard and other health education issues. By doing so, we can enhance preventive care operations and cultivate the students' healthy living habits and attitude.
### 六、 落實社區四大防癌篩檢及多元慢病服務

### (一)積極推動四癌篩檢預防保健

民國 106 年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。 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。榮獲臺北市政府衛生局頒發最佳合作夥伴獎,門 診護理師端木蓓及陳翠薇榮獲防癌天使服務獎。

### (二) 積極推動婦女健康服務

提供舒適具隱私的就醫空間及每週固定時段提供婦女整合門診服務。門診設置圍 裙、拖鞋、衛生棉等貼心服務,每週有8個診次特別提供子宮頸抹片快速通關服務, 積極宣導、鼓勵婦女子宮頸抹片檢查,並加強30歲以上1年未做抹片者,電話訪談鼓 勵子宮頸抹片篩檢。民國106年受檢近1,774人,個案追蹤率100%,異常者均指導 就醫及追蹤管理。另教導婦女預防保健知識,如「預防骨質疏鬆症」、「更年期保健」、 「停經婦女」、「性賀爾蒙在更年期的使用」、「婦癌須知」、「預防子宮頸癌,抹 片篩檢」、「孕產婦保健」、「孕婦吸菸調查」等衛教,提醒婦女注重自身健康。

### (三) 持續推動糖尿病共照服務

關渡醫院為衛生福利部中央健康保險 署「糖尿病品質支付服務方案」之醫療院 所。自民國 99 年起參與糖尿病品質支付服 務方案,於 103 年完成衛生福利部國民健 康署之「糖尿病健康促進機構認證」通過。 106 年持續參與服務方案,於門診區設置 糖尿病衛教室及成立「糖汰宗書院病友團 體」提供跨科別轉介之便利性及舒適的環 境,及食物模型、血糖機、筆針等教具供 糖尿病衛教師執行衛教活動使用。另設立 LINE 群組提供病友糖尿病衛教知識。榮獲



開熱關渡節慢性病防治
 Boisterous Gan-Dau Festival for prevention of chronic diseases

「106 年提升糖尿病健康促進機構照護品質計畫之新增收案數 / 收案率 – 優等獎」。



### 6. Implement Community Cancer Screening and Multiple Chronic Disease Services

#### (1) Aggressively Promote Four-Cancer Screening and Preventive Healthcare

In 2017, it has continued to actively suggest and promote four-cancer (cervical cancer, breast cancer, colorectal cancer and oral cancer) screening in clinics. With convenient cancer screening result and billing information system, it provides patients with medical or positive case referral services and reservation & tracking. After tracking past progresses, they indicated that the awareness and action ability of community residents implementing healthy lifestyle has strengthened annually and demonstrated evident changes on exercising regularly, healthy diet and cancer prevention habits. In addition to that, Gan-Dau Hospital has continued to establish asthma, diabetes, hepatitis and kidney illness case tracking system on common illnesses such as asthma, diabetes, hepatitis B or C, Chronic Kidney Disease (CKD), Pre-end Stage Renal Disease (Pre-ESRD), and asthma. Individual health education teachers will undertake these cases and provide individual instruction and tracking, and conduct chronic disease individual case health evaluation and intervention, thus expand cancer screening and improve medical quality. Gan-Dau Hospital won the Best Partner Award from the Department of Health, Taipei City Government. Duan Mu-Bei and Chen Cui-Wei, two nurses of the outpatient department, won the Cancer Prevention Angel Award.

### (2) Actively Promote Women Health Service

In addition toe comfortable and private medical space, women-integrated clinic service that prepares considerate services such as aprons, slippers and sanitary pads is provided at regular times weekly. There are eight special clinics weekly that provide rapid Pap smear test services. With active promotion, Gan-Dau Hospital encourages women to take Pap smear tests. Targeting those above the age of 30 who have not taken Pap smear tests for a year, Gan-Dau Hospital will conduct telephone visits to encourage them in taking Pap smear tests. In 2017, nearly 1,774 people took Pap smear tests and the tracking rate was 100%. Those who had abnormal results were all instructed to accept medical treatment, tracked and managed. Moreover, women preventive healthcare knowledge such as "preventing osteoporosis", "menopause healthcare", "menopause women", "the using of hormone in menopause", "knowledge of women's cancer", "Pap smear tests to prevent cervical cancer", "pregnant women healthcare", "pregnant women smoking surety" and others were taught to remind women in taking care of their own health.

#### (3) Promote Diabetes Shared Care Servise Continuously

Gan-Dau Hospital is one of the medical institutions listed by the National Health Insurance Administration, Minister of Health and Welfare, with "Diabetes Quality Purchase Service Solution". It has participated in Diabetes Quality Purchase Service Solution since 2010 and passed the "Diabetes Health Promotion Institution Recognition" conducted by the Health Promotion Administration, Ministry of Health and Welfare in 2014. In 2017, it continued to participate in the aforementioned service projects and held diabetes classrooms in the clinic area and the "Diabetics' Academy", provided cross-division referral convenience and comfortable environment, and provided food models, blood-glucose meters and pens for diabetes health teachers to use at diabetes classes. Gan-Dau Hospital created a LINE group to provide diabetics with health education and diabetes knowledge. It was awarded with "2017 Caring Quality Improved Project for Diabetes Health Promotion Institution: Outstanding Award for New Accepted Cases and Rate of Acceptance".

### (四)加強慢性腎臟病照護

關渡醫院於民國 100 年 5 月開始加入推廣慢性腎臟病促進照護計畫方案,目前慢 性腎臟病總收案人數 103 人,尚在追蹤 288 人,佔 62.8%,已結案 4 人佔 23.9%。期 別以 Stage3b 最多佔 38.2%,次之為 Stage4 佔 26.7%。106 年舉辦腎友座談會 3 次, 共 344 人次參與,《關渡人月刊》發表文章共計 3 篇,10 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 160 人次參與,參與社區腎臟病宣導活動共 5 個 場次約 939 人次參與,期望透過早期預防早期治療,降低末期腎臟病的發生率。

### (五)重視病人安全及醫病溝通

民國 106 年響應衛生福利部及財團法人醫院評鑑暨醫療品質策進會舉辦病人安全 週「病人安全我會『應』」活動,此次活動以「醫病關係」為宣導主軸,社區民衆及 病友參與「病人安全我會應宣誓活動」共計舉辦 SDM 學術海報發表競賽活動 1 場次/ 15 人次參與、失智症家屬支持團體課程 1 場次/ 91 人次參與、糖尿病教育班 1 場次 / 90 人次參與及醫院大廳醫病關係宣導活動共計約 250 人次,另有網路 SDM 互動區、 醫療溝通等多媒體宣導影片,榮獲醫策會頒發動員獎。

### 七、擴大辦理急性後期照護

### (一) 擴大急性後期照護對象及床位

臺北市立關渡醫院於民國 103 年配合中央健康保險署腦中風急性後期照護計畫, 設有腦中風急性後期復健專屬病床 10 床,106 年配合擴大推動範圍,申請包括腦中風、 燒燙傷、創傷性神經損傷、脆弱性骨折、衰弱高齡病患等五大類對象,並由神經内科、 家醫科及復健科醫師,網羅復健師、營養師、社工師、臨床心理師、藥師及護理師等 團隊,規劃病人復健及返家計畫,給予各項專業照護及出院前準備。為應不同患者間 需求,並於 106 年底申請擴大為 101 床,包括健保病床、雙人及單人差額病床。

### (二) 中醫針灸門診增強復健療效

關渡醫院中醫門診深受民衆肯定,對骨關節或腦中風病人有極佳成效。民國 106 年持續增加診次,除針灸外,亦增設中藥局,提供民衆更多選擇。106 年為提升中醫 診療環境,主動申請中央健康保險署「中醫感染管制認證計畫」,並遴派中醫師、資 深護理同仁參與「中醫基礎護理訓練-包含中醫護理學實習、傷科護理學、針灸護理 學、藥膳學中藥學概論等」培訓計畫,共有7人次完訓。

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### (4) Enhance CKD Care

Gan-Dau Hospital has participated in the Chronic Kidney Disease Promotion and Care Program since May 2011. Currently, a total of 103 CKD cases were accepted, 288 cases (62.8%) were under tracking, and 4 cases (23.9%) were closed. 38.2% of the CKD cases were at Stage 3b. It was the highest percentage among the CKD patients followed by the Stage 4 cases at 26.7%. 3 discussion meetings of diabetics were held in 2017 with 344 participants. 3 articles were published on the "Gan Dau Monthly". In addition to the CKD continuation education course with 160 participants held jointly with Taipei Veterans General Hospital in October, it participated in 5 sessions of community kidney disease dissemination activities with about 939 participants in the hope to reduce the occurrence rate of the end-stage kidney disease through early prevention and treatment.

#### (5) Emphasize Patient Safety and Doctor-Patient Communication

Gan-Dau Hospital supported the Patient Safety Week "I Respond to Patient Safety" event of the Ministry of Health and Welfare and Joint Commission of Taiwan in 2017. This event was held with the "doctor-patient relation" as the core and community residents were invited to participate the oath-taking event of "I Respond to Patient Safety". 1 session of SDM academic poster competition with 15 participants was held in the event and 1 course was given to the supportive group for family caregivers of people with dementia with 91 participants, 1 diabetes education class was provided with 90 participants, and 1 doctor-patient relation dissemination activity with 250 participants was held in the lobby of the hospital. In addition, a SDM corner and some was built on the website.

#### 7. Broaden the Post Acute Care

### (1) Cases and beds of the post acute care

Coordinating with the post-acute care plan of the National Health Insurance Administration for CVE patients, Gan-Dau Hospital established 10 post-acute rehabilitation exclusive beds for CVE patients in 2014. It broadened the applicability of the plan in 2017 and applied for five categories of CVE, burn injury, traumatic nerve injury, fragility fracture, and elderly patients of frailty. The doctors from the departments of neurology, family medicine, and rehabilitation worked with the teams of rehabilitation therapists, nutritionists, social workers, clinical psychiatrists, pharmacists, and register nurses to make rehabilitation and home-returning plans for the patient and provide various professional care and discharge services Application for increase of the exclusive beds to 101, including health insurance, twin and single beds, was raised at the end of 2017 to meet the requirements of different patients.

#### (2) Acupuncture Clinics to Strengthen Rehabilitation Progress

The acupuncture clinic of Gan-Dau Hospital showed great progress on joint disease and CVE patients and was highly praised by the people. In 2017, additional clinics were added. Besides acupuncture, Chinese medicine pharmacy was also added to provide citizens with more selections. To improve the medical environment of the Chinese medicine department, Gan-Dau Hospital applied to the National Health Insurance Administration for participation in its "Chinese Medicine Infection Control Certification Program" in 2017, and dispatched doctors of traditional Chinese medicine and senior nurses to participate in the training program of "TCM Basic Nursing Training - Including Internship in Nursing Science of Traditional Chinese Medicine, Traditional Chinese Traumatology in Nursing, Acupuncture and Moxibustion in Nursing, Herb Dietetics, and Introduction to Chinese Herbs". A total of 7 employees finished the training.

### (三)成立腦中風「腦力活」病友團體

民國 106 年成立「腦中風病友團體」提供腦中風病友及高危險群民衆健康諮詢與支持 管道,並藉由病友間的互動,加強情緒支持與情感交流,提供腦中風病友及家屬一個經驗 分享與意見,達到共同學習、共同扶持、調適正向的復健生活。

### 八、 臺北地區社區醫療最佳醫院

臺北市立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 民衆的高度支持。民國 106 年各項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 13 件、品質改善方案參賽 12 件、國際研討會學術發表 11 篇。

### 表格 6 民國 106 年參與院外服務品質提升競賽獲獎一覽表

序次	名稱	主辦單位	獎項/發表
1	106年度侵入性醫療處置照護品質提升計畫	衛生福利部	區域團體績優獎
2	106年病人安全週病人安全我會應	財團法人醫院評鑑暨 醫療品質策進會	動員獎
3	106 年提升糖尿病健康促進機構照護品質計畫之新增 收案數 / 收案率	衛生福利部國民健康署	優等獎
4	2017 年醫療品質競賽	台灣醫療品質協會	優品獎
5	106 年第九屆「TCHA 品質指標措施暨品質持續改善 海報成果發表會」	台灣社區醫院協會	一金、一銅、六佳作、 三入選等之佳績
6	106 年醫病共享決策實踐運動	財團法人醫院評鑑暨 醫療品質策進會	實踐績優
7	106年度臺北市推動癌症防治績優醫院	臺北市政府衛生局	癌症防治最佳合作夥伴獎
8	高齡友善健康照護機構認證創意提案	衛生福利部國民健康署	參獎
9	預立安寧緩和醫療暨維生醫療抉擇意願健保 IC 卡註 記宣導	衛生福利部	優良團體獎
10	2017 不老青春逗陣行全國總決賽及網路票選	衛生福利部國民健康署	銅牌獎、最佳人氣獎
11	2017 高齡友善銀髮舞動活力 SHOW 臺北市級總決賽	衛生福利部國民健康署	活力舞台組最佳活力獎
12	2017 長者活躍老化活力秀北區競賽	衛生福利部國民健康署	活力舞台組金牌獎
13	國民健康署健康職場認證健康促進標章 (104~106年)	衛生福利部	通過標章





### (3) Establish the "Active Brains" Club for CVE Patients

The "CVE Patients' Club" was established in 2017 to provide the CVE patients and the people of high risk with a channel for health consultation and support. They can enhance their emotional support and share their feelings through interaction. CVE patients and their family members can share their experiences and opinions here or learn together, support each other, and adapt themselves to live a positive rehabilitation life.

### 8. Best Community Medical Service Hospital in the Greater Taipei Region

Since its founding, Taipei Municipal Gan-Dau Hospital has actively provided patient-oriented outstanding medical and comprehensive services, which were highly praised by governmental agencies and by community residents. All the promotion results received national awards or honors in 2017, including 13 external service quality enhancement projects, 12 quality enhancement projects and 11 international symposium and academic conference presentations.

### Table6List of External Service Quality Enhance Competition that Gan-Dau Hospital<br/>had Won in 2017

No.	Name	Host	Award
1	2017 Invasive Medical Treatment and Caring Quality Enhancement Project	Ministry of Health and Welfare	Regional Group Outstanding Award
2	2017 Patient Safety Week I Respond of Patient Safety	Joint Commission of Taiwan	Mobilization Award
3	2017 Caring Quality Improved Project for Diabetes Health Promotion Institution: Outstanding Award for New Accepted Cases and Rate of Acceptance	Ministry of Health and Welfare	Outstanding Award
4	2017 Medical Quality Competition	Taiwan Association for Healthcare Quality, Taiwan Republic of China	Outstanding Award
5	2017 9 <sup>th</sup> TCHA Quality Indicator Measure and Consistent Quality Improvement	Taiwan Community Hospital Association	Awarded Categories of 1 Gold Medal, 1 Bronze Medal, 6 Outstanding Works and 3 selected works
6	2017 SDM Practice Implementation Movement	Joint Commission of Taiwan	Outstanding SDM Practice Award
7	2017 Taipei City Cancer Prevention Promotion Hospital with Outstanding Performance	Department of Health of the Taipei City Government	Cancer Prevention Award for Best Partners
8	Creative Proposals for Certification of Senior- Friendly Healthcare Facilities	Ministry of Health and Welfare	Third Prize
9	Promotion of Annotations on Hospice Palliative Care and the Selection Intent of Life-Sustaining Treatment on the Health Insurance IC Card	Ministry of Health and Welfare	Group Outstanding Award
10	2017 Forever Young National Finals and Online Voting	Ministry of Health and Welfare	Bronze Medal and Best Popularity Award
11	2017 Senior-Friendly Energetic Dancing SHOW Taipei Finals	Ministry of Health and Welfare	Most Energetic Award for Young and Vigorous Stage
12	2017 Active Aging and Vitality Show Competition in North Taiwan	Ministry of Health and Welfare	Gold Medal for Young and Vigorous Stage
13	Health Promotion Administration Healthy Workplace Recognition Health Promotion Label (2015-2017)	Ministry of Health and Welfare	Qualified for the Label

### 表格 7 106 年參與國際研討會學術發表一覽表

序次	作者	。 	發表機構(雜誌)
1	袁維新	肝原發性惡性血管肉瘤的磁振造影發現 MR Findings of Primary Hepatic Angiosarcoma	中華民國放射線醫學會,第二十九屆第二 次會員大會暨第六十六次學術研討會
2	鄭元龍	Fatty Liver Index and Lipid Accumulation Can Predict Metabolic Syndrome in Subjects without Liver Disease	Gastroenterol Res Pract(SCI=1.742) (第一作者)
3	高麗雀	Effectiveness on the health status of the elderly in a Taiwanese community after introducing fitness activities	2017 年奧地利維也納第 25 屆 HPH 國際 研討會(台灣健康醫院學會)
4	王家仁	Application of Regular Comparison to Improve SMBG Accuracy by Community Hospital : Taiwan Experience	25 <sup>th</sup> International Health Promotion in Hospitals and Health Servicers (HPH) conference in Vienna
5	賴冠霖	Normailzation of the Resting-State Network Posteromedial Nucleus in Patients with Chronic Migraine is Associated with Good Clinical Outcome to Prevention	18 <sup>th</sup> Congress of the International Headache Society
6	蔡婉儀	提升血液透析患者出血評估的完整性(亞洲腎臟護理研討會 ANNS)	Asua Nephrology Nursing Symposium 2017
7	蔡婉儀	One District Hospital's Improvements to Delayed- Hemostasis in Hemodialysis Patients(2017 ISQua's 年會)	ISQua's 34 <sup>th</sup> International Conference
8	張文貴	Catheter-related right internal jugular vein thrombosis after chest surgery. (通訊作者)	BJA: British Journal of Anaesthesia SCI 値 6.238 點
9	鄭元龍	當日早上清腸與分次兩日清腸對於大腸鏡準備的影響 Same-day versus split-dose bowel preparation before colonoscopy	Taiwan Digestive Disease Week (TDDW)
10	蔡佳樺	第二型糖尿病患者使用口服抗病毒藥治療慢性 C 型肝炎後, 血糖改善之現象 – 海報 IMPROVED GLYCEMIC CONTROL IN TYPE 2 DM FOLLOWING ANTIVIRAL TREATMENT OF HEPATITIS C-CASE REPORTS	社團法人中華民國糖尿病衛教學會
11	張文貴	A previously published propofol-remifentanil response surface model does not predict patient responses well in video-assisted thoracic surgery(通訊作者)	Medicine IF 値 1.804 點



No	Author	Title	Institution (Magazine)
1	Yuan Wei-Hsin	MR Findings of Primary Hepatic Angiosarcoma	The Second Member Congress of the 29 <sup>th</sup> Radiological Society Republic of China and the 66 <sup>th</sup> Academic Symposium
2	Cheng Yuan-Long	Fatty Liver Index and Lipid Accumulation Can Predict Metabolic Syndrome in Subjects without Liver Disease	Gastroenterol Res Pract (SCI=1.742) (first author)
3	Gao Li-Que	Effectiveness on the health status of the elderly in a Taiwanese community after introducing fitness activities	The 2017 25 <sup>th</sup> International Conference on Health Promoting Hospitals in Vienna (Taiwan Society of Health Promoting Hospitals)
4	Wang Chia-Jen	Application of Regular Comparison to Improve SMBG Accuracy by Community Hospital : Taiwan Experience	25 <sup>th</sup> International Health Promotion in Hospitals and Health Servicers(HPH) conference in Vienna
5	Lai Guan-Lin	Normailzation of the Resting-State Network Posteromedial Nucleus in Patients with Chronic Migraine is Associated with Good Clinical Outcome to Prevention	18 <sup>th</sup> Congress of the International Headache Society
6	Cai Wan-Yi	Improvement of the completeness in the bleeding assessment of hemodialysis patients	Asua Nephrology Nursing Symposium 2017
7	Cai Wan-Yi	One District Hospital's Improvements to Delayed-Hemostasis in Hemodialysis Patients (2017 ISQua's Annual Conference)	ISQua's 34 <sup>th</sup> International Conference
8	Zhang Wen-Gui	Catheter-related right internal jugular vein thrombosis after chest surgery. (corresponding author)	BJA: British Journal of Anaesthesia SCI Value 6.238 Points
9	Cheng Yuan-Long	Same-day versus split-dose bowel preparation before colonoscopy	Taiwan Digestive Disease Week (TDDW)
10	Cai Jia-Hua	Improved glycemic control in type 2 DM following antiviral treatment of hepatitis c-case reports	Taiwanese Association of Diabetes Educators
11	Zhang Wen-Gu	A previously published propofol-remifentanil response surface model does not predict patient responses well in video-assisted thoracic surgery (corresponding author)	Medicine IF Value 1.804 Points

### Table7 List of Issued Academic Articles on International Symposiums in 2017

組別	題目	獎項
	介入客觀檢測方式提升病室環境清潔品質之成效評估	銅牌
	提升全民健保雲端藥歷查詢以降低跨醫療院所重複用藥成效	佳作
	貼心3步驟提升大腸癌篩檢回管率	佳作
經營管理組	綠園藝輔療改善護理之家住民身心健康之方案	佳作
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	運用冤費之 Google 文件表單於醫院各項問卷調查或評量之成效	入選
	建立某附設住宿式長期照顧機構防火及自衛消防編組訓練之成效	入選
	降低居家護理品管監測表單書寫時間專案	入選
	員工早餐無糖飲料執行之成效	潛力獎
	血液透析檢驗報告轉錄錯誤之改善專案	金牌
席谷城市口刀士祥々口	降低血液透析病人高血磷之改善專案	佳作
醫療照護組	落實照服員手部衛生之改善方案	佳作
	降低加護病房留置導尿管相關尿路感染率	佳作

### 表格8 民國 106 年臺灣社區醫院協會第九屆「TCHA 品質指標措施暨品質持續改善成果發表」 參賽及得獎



### Table8List of Competitions and Awards of the Presentations at the 2017 9th TCHA<br/>Quality Indicator Measure and Consistent Quality Improvement

Group	Title	Award
	Effectiveness Evaluation of the Intervention of Objective Examination to Improve Ward Environment and Cleaning Quality	Bronze Medal
	Effectiveness in the Improvement of the National Health Insurance PharmaCloud Query to Reduce Cross-Hospital (Clinic) Duplicate Prescription	Outstanding Works
	Three Simple Steps to Improve the Colorectal Cancer Screening Return Rate	Outstanding Works
Operation and Management Group	Proposal for Improving the Physical and Mental Health of Nursing Home Residents Using Green Horticulture as an Aid	Outstanding Works
	Effectiveness in the Application of Free Google Forms to the Questionnaire Surveys or Assessments of the Hospital	Selected
	Effectiveness of the Fire Prevention and Self-Protection Fire Organization for Residential Long-Term Care Facilities	Selected
	Project for Reduction of the Time to Write the Home Care QC Monitoring Form	Selected
	Implementation Effectiveness of Sugar-Free Breakfast for Employees	Potential Award
	Project for Elimination of the Errors in the Transcription of the Hemodialysis Report	Gold Medal
Medical Care Group	Improvement Project of Hyperphosphatemia for Hemodialysis Patients	Outstanding Works
	Improvement Plan for Implementation of Caregiver's Hand Hygiene	Outstanding Works
	Reduction of the Urinary Tract Infection Rate Due to Indwelling Urethral Catheter in Intensive Care Unit	Outstanding Works

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## Part 7

## Perfect Long-Term Care and Tranquility



### 第七篇 完善長照安寧

### 第一章 提供可近性、可用性之長照服務資源

### 第一節 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 由社會局、民政局、財政局、教育局、交通局、勞動局、 都市發展局、資訊局及法務局等相關局處組成委員會, 建立跨部門整合機制,並聘請相關學者專家、民間機構 團體代表及服務使用者代表,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,民國 106 年已召開 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



臺北市政府長期照顧委員會
 Taipei City Government Long-Term Care Committee

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,由長期照顧委員會進行進度管控,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,106年已各召開 12次會議。

### 第二節 建構完善長照服務體系

 -、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分鐘冤通話費;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;民國 106 年臺北市失能人口數為 7 萬 2,214 人,使用長期照顧服務人數為 2 萬 4,241 人,涵蓋率達 33.6%。

### Part 7 Perfect Long-Term Care and Tranquility

### Chapter 1 Provision of Accessible and Available Long-Term Care Resources

### Section 1 Establishment of a Cross-Department Integration Mechanism

The Mayor is the convener of the Taipei City Government Long-Term Care Committee. It is comprised of the Department of Social Welfare, Department of Civil Affairs, Department of Finance, Department of Education, Department of Transportation, Department of Labor, Department of Urban Development, Department of Information Technology, and Department of Legal Affairs etc.. The Long-Term Care Committee establishes a cross-department integration mechanism. Scholars, experts and the representatives from the private institutions and organizations as well as the service users are invited to discuss and plan the promotion direction of the long-term care policies in Taipei City and develop long-term care resources in order to provide diversified and nation-wide long-term services, improve the long-term care quality of Taipei City, and protect related rights and interests. 4 meetings were held in 2017. The Long-Term Care Committee has 7 cross-department sections (Long-Term Care Section, Dementia Network Section, Research, Development and Innovation Section, Human Resources Section, Assistive Technology and Information Integration Section, Facilities and Environmental

Recourses Section, and Coordination, Review and Rights Protection Section). The Committee holds regular meetings every year. It uses the communication and coordination platform of each section to achieve consensus for the goal and provides completely integrated services through the departments based on their authorities. The Committee controls the schedule and continuously strengthen the function of the section to speed up the development of the long-term care system. Besides, the responsible units of the Department of Health and Department of Social Welfare hold a regular coordination meeting of long-term care heads and a business coordination meeting every month. 12 meetings were held in 2017.



社衛政長照首長聯繫會議 Coordination meeting of the welfare service, health care and long-term care heads

### Section 2 Establishment of a Complete Long-Term Care System

1. The "Taipei City Long-Term Care Management Center" is established under the Long-term Care Division of the Department and serves as the single-entrance for consultation about long-term care service. It integrates all the department to build a long-term care network for the people needing the service. The Department provides professional medical care resources and the Department of Social Welfare provides the resources needed for care in daily life. To make use of the "1966 Long-Term Care Hotline", the personnel of the Taipei City Long-Term Care Management Center answer the phone to provide citizens with available long-term care information rapidly. The call is toll-free for the first 5 minutes. Especially, the interactive voice menu of the hotline can help relatives, friends or elders living in other cities or counties apply for local long-term care service. For all the qualified citizens, the Taipei City Long-Term Care Management Center will send a caregiver specialist to make home assessment in order to provide customized long-term care service to meet their requirements. In 2017, there were 72,214 citizens with disabilities in Taipei and 24,241 of them used long-term care service with a coverage rate of 33.6%.

- 二、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 服務量能作為包含:
  - (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,修訂臺北市失能者使用服務 流程,人員進用依衛生福利部薪給標準支薪,並增訂留任措施:
    - 臺北市政府衛生局除依衛生福利部薪給標準支薪,並積極向衛生福利部爭取增訂 臺北市長期照顧管理中心留任措施,民國 106 年全國首創訂定「臺北市政府衛生 局照顧管理專員 – 曾任國内長照服務年資採計提敘薪點補充規定」,符合規定者 提出申請,採計其長期照顧相關經歷之年資,最高提敘3級,並予調整薪資。
    - 2. 為提升照顧管理人員留任,臺北市政府衛生局強化照顧管理人員管理、教育訓練:106年將原分為東、西、南、北、中5區照管分站集中搬遷至捷運行天宮 捷五開發大樓(中山區錦州街233號,位於捷運行天宮站4號出口);該場所 地處臺北市中心,匯聚捷運淡水信義線、松山新店線、中和新蘆線、板南線等, 交通便捷增加照顧管理專員訪案便利性,藉以提升其歸屬感及凝聚團隊向心力, 並增加人力彈性調度。







- 2. The original Long-Term Care service 1.0, including home care service, community care service, residential long-term care service, home caregiver supporting stations, and sequential home healthcare and palliative care, remains available in Taipei City. This long-term care plan is connected to the 10-year Long-term Care Plan 2.0 of the central government with a broadened applicability to cover the citizens more than 50 years old and suffering from dementia and the citizens with disabilities and less than 49 years old. The service items of the Long-Term Care 2.0 are increased from 8 to 17 and more measures are taken:
  - (1) Enhanced function of the Long-Term Care Management Center: To establish a long-term care management system for local government on a unified basis, integrate the social welfare and healthcare resource, the process to use the services for the citizens with disabilities in Taipei City was amended based on the service regions of the Taipei City Long-Term Care Management Center. Promoted personnel are paid according to the pay standard of the Ministry of Health and Welfare, and retention measures are defined as follows:
    - A. In addition to pay the salary according to the pay standard of the Ministry of Health and Welfare, the Department of Health, Taipei City Government, strives for additional retention measures for the Taipei City Long-Term Care Management Center. The "Caregiver Specialist of the Department of Health, Taipei City Government Supplementary Regulations for Atoption and Calculation of Salary Points Based on the Year of Employment in Long-Term Care Service" was first established nation-wide in 2017. The seniority of the qualified applicant in the long-term care will be adopted can calculated to give him/her a third pay grade and the salary will be adjusted accordingly.
    - B. To retain more caregiver specialists, The Department enhances their management and educational training. The 5 branches in the east, west, south, north and central districts were moved and concentrated in the Jiewu Development Building at the MRT Xingtian Temple Station in 2017 (No. 233, Jinzhou St., Zhongshan Dist, at Exit 4 of the MRT Xingtian Temple Station). This place is located at the center of the Taipei City. It is a hub of the Taipei Metro Tamsui-Xinyi Line, Songshan-Xindian Line, Zhonghe-Xinlu Line, and Bannan



長期照顧管理中心開幕茶會
 Opening tea party of the Long-Term Care Management Center

Line. The convenient traffic is favorable for the caregiver specialists to visit the case to improve his/ her belonging, enhance the consolidation of the team as well, and make the mobilization of the manpower more flexible.  (二)精進出院準備:由長期照 顧管理中心建置出院準備 服務流程及單一窗口,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 36 家醫院 納入收案服務合作對象,



 出院準備計畫一在院評估個案需求
 Discharge plan - assessing the requirements of the case in the hospital

共有 17 家通過出院準備友善醫院認證,106 年轉介案量共計 899 案,實際到院評 估完成長照服務連結共計 655 案,出院返家民衆接受長照服務的等候時間平均 4.8 天;藉由縮短民衆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。

(三) 整合失智照護:

1. 失智症早期診斷早期治療:

- (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12家醫院簽約合作,針對設籍臺北市65歳 以上民衆提供失智症檢查、診斷及醫療服務;民國106年共計服務1萬4,864 人,AD8 < 2計1萬1,125人、AD8 > 2(疑似個案)計4,863人,確診個 案計2,582人。
- (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,增進民衆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:106年辦理失 智症宣導活動共計1.613 場次,計6萬6.759人次參與。



- (2) Improved discharge planning: The Long-Term Care Management Center sets up a single entrance for the discharge service process. The caregiver specialist or the professional person of the discharge planning-friendly hospital assesses the requirements of the case in the hospital and connects to the service resources. This can ensure the patient receives appropriate long-term care service right after leaving the hospital and returning home. The Department takes 36 hospitals in Taipei City as the partner to accept the cases and 17 of them passes the certification for discharge planning-friendly hospitals. There were 899 referral cases in 2017 and 655 cases actually finished the assessment in the hospital and were connected to the long-term care service. The days during which the patient must wait for long-term care service after returning home is 4.8 on average. A system ensuring direct connection to long-term care service after the patient leaves the hospital and returns home is established by shortening the waiting time to improve the implementation effectiveness of the longterm care service, provide the service as early as possible before the patient becomes disables, and relieve the burden of medical and long-term care on the society and family. These are helpful for provision of premium care and seamless connection to management service.
- (3) Integration of Dementia Care
  - A. Early Diagnosis and Early Treatment of Dementia
    - (A) Establishment of a community dementia screening network mode: Community dementia screening is conducted by combining the health centers in the 12 districts of Taipei City, hospitals and clinics at different levels, and the senior service centers of the Department of Social Welfare to organize different events.
    - (B) Referral of suspected dementia cases to contracted hospitals: To provide adequate, complete, premium and accessible medical service for dementia patients, the Department entered into contracts with 12 hospitals to provide inspection, diagnosis and treatment services for the citizens who are over 65 years old and have a household register in Taipei City. A total of 14,864 citizens received the serviced in 2017. 11,125 of them have AD8 < 2, 4,836 of them have AD8 > 2 (suspected cases), and 2,582 citizens were confirmed cases.
    - (C) Dementia promotion: Education and consultation services of dementia were provided through the health center in the 12 districts, senior service centers, and community senior care stations to help citizens understand dementia for its destigmatization. The Department sets up the "Taipei City Government Dementia Service Network" and the citizens can find dementia information ,care guidelines, service resources, health education information, and information about related activities here. 1,613 dissemination activities with 66,759 participants were held in 2017.

- 2. 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。民國 106 年與 3 家醫院(含臺北市立聯合醫院 3 個院區) 合作,6 個醫療單位共收案計 299 人,門診諮詢計 413 人次、電話訪視計 736 人次及居家訪視關懷計 520 人次。
  - (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;106年失智症居家照護課程共辦理40場,計 1,317人次參與,以及專業人員培訓課程10場,計806人次參與。
  - (3)失智症長者樂齡成長團體活動:結合臺北市健康服務中心及委託民間單位等辦 理樂齡成長團體活動,透過懷舊、藝術創作、戶外休閒活動等課程,幫助長者 獲得自我認同,持續運用現存的能力,也讓主要照顧者有短暫的喘息機會。 106年委由6家廠商於十二行政區共舉辦樂齡成長課程144場,共計2,292人 次參加,其中個案共1,115人次,家屬及照顧者共1,177人次。
  - (4)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,截至 106 年已經提供共計 2,127 條愛的手鍊,完 成指紋捺印者共計 467 人。
- 民國 106 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,設置失智症共同照護中心與 失智症社區服務據點,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;臺北市由臺北市立聯合醫院和平 婦幼院區承辦失智症共同照護中心, 提供失智者社區式個案管理機制及照



失智症共同照護中心啟用儀式
 Opening ceremony of the Dementia Shared Care Center

顧者需要支持性服務,建立可近、可用及有品質之失智症社區整合照顧服務模式;設立 10 個失智症社區服務據點,提供個案及照顧者認知促進、緩和失智服務、關懷訪視及家屬照顧課程等服務。





- B. Appropriate Dementia Care and Support Services
  - (A) Management and Care Service of dementia cases: A dementia case management and grading care model was developed for confirmed dementia cases. The model was designed based on the severity and demand of the patients with their family as the center for the purpose to care for the cases, understand their demand, and conduct care visit. By cooperating with 3 hospitals (including 3 branches of Taipei City Hospital), 6 medical units accepted 299 cases, 413 cases sough for clinic consultation, telephone visits on 736 cases and home care visits on 520 cases were conducted in 2017.
  - (B) Dementia care courses and educational training of professional personnel: Training of dementia care personnel was arranged to relieve the stress and burden of the caregiver, improve the living quality of the patient and family member, and receive adequate care resources. These can help the citizens of Taipei City enhance their self-care skills of dementia patients, improve the knowledge, skills and resource applications of the professional personnel and home caregivers in Taipei City. A total of 40 dementia home care courses and a total of 10 professional personnel training courses were held in 2017. The former attracted 1,317 participants while the latter attracted 806 participants.
  - (C) Group activities for the elderly with dementia: Happy Growth group activities were organized by cooperating with the health centers of Taipei City and commissioning the institutions in the private sector. Courses on good old days, artistic creations, and outdoor recreational activities were provided to help the elderly find their self-identity and make use of their existing capability. The caregiver could take a rest at this moment. 6 providers were commissioned to provide 144 sessions of Happy Growth courses in the 12 administrative districts in 2017. 2,292 citizens participated in these activities. 1,115 of them were patients and 1,177 of them were family members and caregivers.
  - (D) Application for The Wrist Ring of Love and fingerprinting service to prevent losing the way: Dementia service volunteer teams and mutual help families are formed in communities to provide dementia care services. 2,127 pieces of The Wrist Ring of Love were provided and 467 cases finished the fingerprinting in 2017.
- C. The Dementia Shared Care Center and the community dementia service stations were established in 2017 using the existing dementia care network with reference to the planning guidelines of dementia care services formulated by the Ministry of Health and Welfare. The purpose of these establishments is to broaden the scope of the care and the capacity of the service, make the care resources available universally, and help the patients and their family members acquire service resources in the neighborhood. The Heping Fuyou Branch of Taipei City Hospital is responsible for the Dementia Shared Care Center in Taipei City. In addition to a community-based case management mechanism, it provides supportive services that caregivers need and build an accessible and available community integrated dementia care model of high quality. 10 community dementia service stations were set up to improve the knowledge of the patients and their caregivers, provide dementia alleviation service, conduct care visits, and give home 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,規劃於臺北市十二區健康服務中心、老人服 務中心、長照 2.0之B、C 據點、集合式住宅(如國宅)及社區關懷據點 5.0等處所, 建構社區整體照顧服務體系,提供復健服務及民衆具有近便性的服務,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:民國 106 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,共服務 1,101 場次,2,806 人,9,015 人次:106 年配合衛生福利 部推動「預防及延緩失能照護計畫」,透過 9 家特約單位,建立 25 個服務據點, 開辦 32 期課程,服務人數 466 人。

### 第三節 擴大照顧服務量能

- 一、培訓服務人力:服務人力是建置完整長期照護服務輸送體系的關鍵因素,專業人力不足 將會造成雖有需求卻乏人服務的現象,自民國 106 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。
  - (一)長照醫事人員培訓:針對醫事人員持續 辦理 Level I 培訓課程,培育具備長照 知能與熱誠之長照醫事人員,亦提供醫 事人員跨縣市參與,在有限之財政資源 下,創造服務加乘效益;民國 106 年辦 理4梯次長照醫事人員 Level I 課程,參 訓 356 人,完訓人數 350 人,完訓率為 98.3%。



長期照護醫事人力培訓課程
 A training course for the medical personnel of long-term care





D. Enhancement of Community Rehabilitation: To execute the 10-year Long-term Care Plan 2.0 of the central government, enhance the long-term care capacity, and develop local service delivery systems, existing long-term service providers are integrated to upgrade the service function. In addition to encouraging the companies in the private section to provide long-term care services, a plan is made to build an integrated community care service system in the health centers in the 12 districts, senior service centers, Long-Term Care 2.0 B and C points, collective houses



社區復健一上肢體適能運動
 Community rehabilitation - upper body fitness exercise

(e.g. public housing), and community care points 5.0. The system is built to provide rehabilitation service and other services accessible and available to the people, and help the elderly with disabilities or dementia accept the community and participate in the community rehabilitation program to prevent the disability from becoming worse and relieve the condition, postpone the hospitalization, and achieve the goal of aging in place policy. The community service stations worked continuously in 2017. When a patient is approved by the Long-Term Care Management Center as a case to receive the long-term care service, the occupational or physical therapist of the contracted unit will provide on-site services. These services were provided or 2,806 citizens 1,101 times, and 9,015 people received the services. The Department implemented the "Disability (Dementia) Prevention and Postponement Project" of the Ministry of Health and Welfare in 2017. 25 service points were set up through 9 contracted units and courses were given in 32 phases. 466 citizens received the services.

### Section 3 Extension of the Service Capacity

- Training of service personnel: Service personnel are crucial for setup of a complete long-term care service delivery system. The requirements would not be met if no adequate professional personnel are available of lack for professional personnel. The demand for long-term care services has grown substantially since the Long-Term Care Service Act took effect in 2017. Hence, Taipei City Government trains sufficient reserve manpower on an ongoing basis. It extends the training of service personnel in different fields and improves the knowledge of the long-term care workers to broaden the capacity of long-term care service.
  - (1) Training of medical personnel for long-term care: The Level I course is provided for medical personnel to ensure their long-term care knowledge and enthusiasm. Cross-city (county) training is available for medical personnel to take in the hope to create a synergistic effect with limited financial resources. The Level 1 course was provided in 4 phases in 2017. 356 persons take the course and 350 finished the training with a completion rate of 98.3%.

- (二)照顧服務員培訓: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, 於臺北市政府長期照顧委員會下設人力資源開發組;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,補助各縣市民間機構 (社團)辦理「照顧服務員」訓練,以因應多元化長期照顧人力需求。
- (三) 民國 106年辦理 33 場照顧服務員培訓課程,參訓人數 1,091人,合格人數 1,047人, 合格率 96%。
- 二、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(中繼期復健中心、中繼期護理之家、中繼期住宅)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 用地規劃社區復健中心。

完善的長照安寧

第七篇

(2) Training of long-term care workers: A cross-department team is formed to train care service workers and help them enter the longterm care market. A human resources development section is set up under Taipei City Government Long-Term Care Committee. Educational training is the responsibility of the Department of Labor. The Department gives assistance in the review of the professional courses as well as training and



照顧管理員訓練-銀髮養生餐
 Caregiver specialist training - healthy meal for the elderly

management of the care service workers in the hospital under the "Care Service Workers" training program. The Department of Social Welfare is responsible for the educational training of home care service workers, day care, training and management of care service workers in senior care institutes. The Department of Labor is responsible for long-term care training and skill evaluation of non-medical workers, such as foreign and personal caregivers, and the working condition of care service workers. To support the Ministry of Labor in the encouragement of labors who are out of work or waiting for a job and the labors at their posts to take training for care service workers and help middle-aged, women and the unemployed to take up an occupation, subsidies are provided for the institutions (associations) in the private sector to arrange training for care service workers to meet the requirements for diversified long-term care workers.

- (3) 33 phases of training courses were provided for care service workers in 2017. 1,091 persons took the training and 1,047 participants passed the evaluation with a pass rate of 96%.
- 2. Setup of long-term care facilities: A long-term care park is planned to be set up in Beitou District of Taipei City. The Daoxiang Market will be dismantled and rebuilt for this purpose. Community-based long-term care facilities, including daycare centers, multifunctional small-scale centers and home nursing facilities, are to be built. The lot that was originally planned for Xiushan Elementary School will be integrated with the local features of the Beitou District and developed to a long-term care park with the existing care model. This park will be a iconic landmark of Taipei City. It will be planned with a dementia care park, an intermediate rehabilitation and care park, a community-based long-term care park, and a healthcare industry development park. By working with the Department of Urban Development, intermediate care and rehabilitation facilities (comprised of an intermediate rehabilitation center, an intermediate nursing home, and an intermediate residential area) and a external outpatient clinic (Xinyi Outpatient Department) of Taipei City Hospital are planned and will be located in the Guangci Charity Park, Xinyi District. By operating in coordination with the Department of Social Welfare, a community rehabilitation center is planned to be built in Wanlong Dongying District that was originally planned for construction of social welfare facilities.

### 第二章 提升民眾在地安老善終照護

### 第一節 建構都會型社區安寧照護模式

臺北市立聯合醫院每年約有2,100 位病人於院内死 亡,而居家護理個案中,每年有近300 位病人死亡, 其中僅60 位病人於家中或機構内死亡,其餘240 位病 人死亡地點為醫院,而這些病人有六成以上為大於65 歲以上的老人,在去世前,常反覆入院,舟車勞頓,或 因未有充分準備,臨床上經常看到家屬因病人呼吸喘難 受而焦慮不安,而在緊急狀況下,醫師又無法充分說明 而進行急救插管,家屬慌亂不安,最後病人死亡,場面 混亂,病人與家屬都無法生死兩相安。因此,民國104 年臺北市立聯合醫院推展「社區安寧照護」,以建構無



臺北市立聯合醫院總院長黃勝堅案家悲傷輔導 Superintendent of Taipei City Hospital, Dr. Sheng-Jean Huang, relieves the sadness of the family member

框架的愛,醫療團隊人員走出白色巨塔之安寧療護體系為基礎,成為「亞洲第一個以醫院/社區為 基礎的醫療機構」為目標,讓有意願在家善終者,提供居家安寧,各院區、各科部、各病房安寧常 規化,成為社區居家安寧推動典範,將這份愛的力量擴散至全臺灣,期能引領臺灣安寧常規化跳脫 安寧病房的照護模式,團隊打破傳統醫療模式,走出白色巨塔,踏入社區,透過全人、全家、全程、 全隊、全社區的五全照護,使病人及家屬能得到更好的生活品質,減少受苦,提供生命末期病人(包 括癌症末期與八大非癌末期病人)身心靈的照護服務,達到病人得以善終之願景。

臺北市立聯合醫院全面啓動社區照護資源,由醫師、護理師、藥師、營養師、心理師、社工師、 復健治療師及行政人員等各跨領域專業工作者組成的社區安寧團隊介入,提供個案症狀控制及舒

適照護,使生命末期病人在人生中的最後一哩路,於自己 熟悉的家裡在家人陪伴下,安全舒適、有尊嚴地安穩善終, 落葉歸根。「社區安寧照護服務」自民國 104 年啓動至今, 照護品質逐年提升,106 年照護人數 710 人,非癌比率 達 58.35%;死亡人數 300 人中,在宅往生共 171 人, 占 57%。



### Chapter 2 Improvement of Local Retirement Life Care and Natural Death

### Section 1 Built a Metropolis Community Palliative Care Model

About 2,100 patients die in Taipei City Hospital every year, and about 300 patients of the home nursing cases die every year. Only 60 patients die at home or in the institution and the rest 240 patients die in the hospital. More than 60% of these patients are the old over 65. Before passing away, they often came to the hospital and were fatigued by such a journey. It is commonly seen in the practice that many family members, perhaps not prepared adequately, felt anxious when they saw the patient panting and feeing very uncomfortable. They might be in a flurry when the doctor conducted emergency intubation without full explanation beforehand. The patient breathed his/her last in chaos. Both the patient and family member could not die or live in peace. Therefore, Taipei City Hospital has promoted the "Community Palliative Care" since 2015. With the palliative care system of frameless love as the basis, the members of the medical team go out of the ivory tower with the goal of becoming "the first hospital/community based medical institution in Asia" to provide home palliative care for the patients who want to die in his/her bed at home. The palliative care is normalized in every branch, department and ward. It is a good example of community and home palliative care. The power of this frameless love will be spread to every corner of Taiwan in the hope to normalize



 社區安寧照護團隊居家訪視
 The community palliative care team conducts household visit

the palliative care in Taiwan and go beyond the IPU care mode. The team breaks through the traditional medical approaches. It goes out of the ivory tower and enters the community to ensure better quality of life for the patients and their family members, relieve their sufferings through the 5 'W' Health Care of Whole Person, Whole Family, Whole Process, Whole Team, and Whole Community, provide the patients who are facing the end of their life with physical, mental, and spiritual care services, and make their wishes to die a natural death come true.

Taipei City Hospital makes all the community care resources available. A community palliative care team comprised of cross-discipline professional personnel including doctors, register nurses, pharmacist, dietition, psychiatrists, social workers, rehabilitation therapists, and administrative staff is involved to provide symptom control and comfort care services and help the patients who are facing the end of their life walk the last mile of journey and die a natural death at home safely, comfortably and with dignity in the company of their family. The "Community Palliative Care" was launched in 2015 and the service quality was getting better every year. 710 patients received the care in 2017 and 58.53% of them were not cancer patients. 171 (57%) of the 300 patients who die passed away at home.

### 第二節 厚植安寧專業人力,翻轉醫療文化

為讓末期評估、安寧理念、溝通關懷及同理心等文化深植人心, 除持續辦理安寧相關教育訓練、繼續教育、座談會與分享會外,亦藉 由擬真劇場,辦理社區安寧臨床技能演練,透過末期病人照護之臨床 場景(由標準病人扮演病人及家屬),邀請各院區社區安寧照護服務 團隊參與,透過角色扮演及主題討論方式進行雙向互動與回饋,以協 助社區安寧臨床推動。另更於民國 105 年初成立社區安寧發展中心, 期院内具有推動經驗者能藉由該中心平臺分享推動經驗、支援或輔佐 需要協助者,以利聯合醫院長期推動社區安寧。

自民國 104 年起,臺北市立聯合醫院即辦理多場乙類安寧教育 訓練,積極培育乙類安寧照護專業人力,並培養全院人員不分職類 之安寧識能,截至 106 年 10 月,臺北市立聯合醫院全院乙類安寧 完訓人數已達全院員工四成;為培訓全院同仁安寧同理心,透過模 擬末期病人照護之臨床場景的擬真教學,106 年辦理安寧擬真小劇 場共辦理 7 場次,共計 1,016 人與會,讓參與夥伴一起瞭解安寧照 護流程及内容與意義。

配合民國 105 年《病人自主權利法》之頒布,106 年起臺北市 立聯合醫院新增預立醫療自主計畫,領先全國辦理「病人自主權利 法(ACP)」課程培訓,宣導《病人自主權利法》,訓練種子核心 教師,106 年已辦理 7 場核心講師課程,完成參訓 417 人,其中已 取得核心講師資格共計 330 人。

臺北市立聯合醫院積極與社區資源串連,推廣社區安寧照護服務, 與臺北市衛政(如臺北市 12 區健康服務中心等)、社政(如老人服務 中心、浩然敬老院、兆如老人安養護中心等)、民政(如里辦公室)、 非營利組織(如大悲學苑等)、學校(如中山國中等)及其他縣市政 府(如連江、嘉義、臺中、彰化、雲林、臺南、高雄、桃園)等,共 同辦理超過百餘場的安寧宣導講座,並積極培訓志工,普及安寧識能。



乙類安寧教育訓練
 B-type palliative education and training



《病人自主權利法》訓練
 Training on Patient Right to Autonomy Act



擬真教學一擬真小劇場
 Simulation- based teaching- An experimental theater of simulation

臺北市立聯合醫院啓動社區安寧照護已有兩餘年,具有豐富的實務經驗,為推廣社區安寧照護,臺 北市立聯合醫院將實際照護個案拍攝成微電影「說不出口的愛」,於民國 106 年 3 月 28 日辦理院内微電 影首映會,並於 8 月 7 日至 20 日期間在捷運月臺電視託播。





### Section 2 Strengthen Community Palliative Care Personnel and Transform Medical Culture

To root the end-stage assessment, hospice care concept, communication and care, and empathy deeply in our mind, in addition to palliation-related educational training, continuation education, seminars and sharing sessions, Taipei City Hospital organized clinical exercises of community palliative care through simulation in experimental theaters. The community palliative care teams from different hospitals were invited to the theater with a clinical end-stage care scenario (standardized patients playing the roles of patients and family members). Two-way interaction and feedback were conducted through role playing and theme-based discussion to facilitate promotion of the community clinical palliative care. A community palliative care development center was set up at the beginning of the year 2016, hoping that experienced personnel of the hospital can share their promotion experiences via this platform and give support or assistance to the personnel who need help so that Taipei City Hospital can promote community palliative care on a long-term basis.

Taipei City Hospital has organized many sessions of B-type education training since 2015 to cultivate professional By-type palliative care personnel and enhance the knowledge of palliative care among the personnel from all the posts and departments of the hospital. By October 2017, the personnel who finished the B-type palliative care training had reached up to 40% of the hospital's employees. In 2017, 7 sessions of simulation theater performances were held in the form of a clinical end-stage care scenario to train all the employees of the hospital and arouse their empathy for palliative care. A total of 1,016 employees participated in the event to learn the processes, contents and meanings of the palliative care.

To support the promulgation of the "Patient Right to Autonomy Act" in 2016, Taipei City Hospital added Advance Care Planning (ACP) in 2017 and organized the first training course on the "Patient Right to Autonomy Act" (ACP)" in Taiwan to promote the "Patient Right to Autonomy Act" and train core instructors. 7 phases of core instructor training courses were provided in 2017. 417 participants finished the courses and 330 of them acquired the core instructor qualification.

Taipei City Hospital actively connects to the resources of the community and promotes community palliative care. It worked with the agencies of health care (e.g. Taipei City health centers in the 12 districts), social welfare (e.g. senior service centers, Taipei City Haoran Senior Citizens Home, and Taipei City Hang-An Seniors' Home Multiple Long-Term Care Services) and civil administration (e.g. neighborhood office), NGOs (e.g. Dabei School), schools (e.g. Zhongshan Junior High School), and other city and county governments (e.g. Lianjiang, Chiayi, Taichung, Changhua, Yunlin, Tainan, Kaohsiung, and Taoyuan) to hold more than 100 sessions of palliative care promotion seminars, train volunteers, and make the knowledge of palliative care more popular.



Taipei City Hospital has implemented community palliative care for more than 2 years. It has extensive practical experience. To promote the community palliative care, Taipei City Hospital produced a micro film titled "Silence of Love" based on the actual palliative care cases. The film had its premiere on March 28, 2017 in the hospital and played in the MRT Platform TV from August 7 to 20, 2017.









# Part 8 Health Statistics



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### 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

根據戶籍登記,民國 106 年底臺北市人口為 268 萬 3,257 人,占全國總人口 2,357 萬 1,227 人的 11.4%。

臺北市於民國 56 年改制為直轄市,57 年 7 月 1 日將近郊内湖、南港、木柵、景美、土林、 北投等鄉鎭劃入市域,致該年底人口數驟增為 160 萬 4,543 人。其後逐年增加,至 79 年底人口為 271 萬 9,659 人,達臺北市登記人口數之高峰,22 年增加 69.50%;自 80 年起人口逐年略减,直 至 87 年始略有成長,惟 90 年後跌多漲少,至 99 年起人口又漸回升,係因人口自然增加率(粗出 生率減粗死亡率)及社會增加率(遷入率減遷出率)均呈正成長所致。

臺北市人口民國 106 年較 105 年減少 0.5%,粗出生率為 9.3‰、粗死亡率 6.5‰、自然增加 率為 2.8‰。103 至 105 年臺北市民平均壽命為 83.4 歲,男性為 80.5 歲,女性為 86.2 歲,較 105 年全國國民平均 80.0 歲,男性 76.8 歲,女性 83.4 歲為高。

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 ( (零歲平	
					男	女
96年	2,629,269	8.22	5.65	2.57	79.41	84.31
97年	2,622,923	7.88	5.94	1.94	79.70	84.38
98年	2,607,428	7.42	5.84	1.58	79.86	84.53
99年	2,618,772	7.09	5.89	1.20	80.06	84.81
100年	2,650,968	9.54	6.07	3.47	80.18	85.25
101年	2,673,226	11.08	6.23	4.85	80.00	85.33
102年	2,686,516	9.97	6.11	3.86	80.18	85.63
103年	2,702,315	10.77	6.38	4.40	80.33	85.89
104 年	2,704,810	10.72	6.33	4.39	80.64	86.25
105 年	2,695,704	10.37	6.66	3.71	80.54	86.18
106年	2,683,257	9.31	6.49	2.82		

### 表格 9 臺北市人口概況與平均壽命

資料來源:臺北市政府民政局、主計處、内政部。

附註: (1)配合内政部縣市資料發布以3年合併人口資料編算,例如臺北市 105年資料係以103~105年人口數計算。



### Part 8 Health Statistics

### Chapter 1 The Population

### Section 1 Population and Life Expectancy at Birth

According to the household registration data, the population of Taipei City was 2,683,257 individuals at the end of 2017, which was 11.4% of Taiwan's total population of 23,571,227 people.

Taipei became a national municipality in 1967. On July 1, 1968, the townships of neighboring Neihu, Nangang, Muzha, Jingmei, Shilin and Beitou were included into the City. This change caused the City's population to rise suddenly to 1,604,543 individuals. The population has kept growing since then. By 1990, the total number of registered residents in Taipei City grew to a peak of 2,719,659 people which was a 69.50% growth in 22 years. Since 1991, however, the population started to decline, with a slight growth in 1998. However, the population continued to decrease since 2001. By 2010, the trend was reversed to assume a slight growth due to natural population increases (crude birth rate minus crude death rate) and positive social growth (immigration minus emigration).

When compared to those of 2016, Taipei City suffered a 0.5% population decrease in 2017, with 9.3‰ crude birth rate, 6.5‰ crude death rate, and 2.8‰ natural increase rate. Between 2014 and 2016, the average life expectancy of Taipei City citizens is 83.4 (Male: 80.5 and Female: 86.2), which is higher than the 2016 national life expectancy of 80.0 (Male: 76.8 and Female: 83.4).

Year	Year-end population	Crude Birth Rate	Crude Death Rate	Natural Increase Rate	Life Expectancy a	at Birth (years) (1)
	(persons)	(‰)	(‰)	(‰)	Male	Female
2007	2,629,269	8.22	5.65	2.57	79.41	84.31
2008	2,622,923	7.88	5.94	1.94	79.70	84.38
2009	2,607,428	7.42	5.84	1.58	79.86	84.53
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		

### Table 9 Population and Life Expectancy in Taipei City

Source: Taipei City Government Department of Civil Affairs and Department of Budget, Accounting, and Statistics; Ministry of the Interior (MOI). Notes: (1) The statistics was obtained from the data on counties and cities released by the MOI, and was calculated by combining population data from across 3 years. For example, the 2016 data for Taipei City were based upon population data from 2014 to 2016.

### 第二節 人口結構

民國 106 年底臺北市男性人口 128 萬 1,917 人,占全市人口 47.8%,女性人口 140 萬 1,340 人, 占全市人口 52.2%,男女性比例(指男性人口對百位女性人口的比例,即男/百女)為 91.5,性 比例呈逐年下降走勢,係女性人口增加率較男性為高所致。

若以年齡結構觀之,幼年人口(14歲以下)36萬9,872人,占臺北市總人口數的13.8%;具 生產能力人口(15至64歲)為187萬4,209人,占69.8%,老年人口(65歲以上)為43萬9,176 人,占16.4%。

臺北市 65 歲以上老年人口占全市人口比率,自民國 81 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 103 年底老年人口已超過 14%,如將臺灣 22 縣市老年人口比 率由高至低排序,106 年底臺北市排名第 4 位。臺北市幼年人口所占比率則有逐年下降之趨勢,60 年底幼年人口占全市人口比率為 35.40%,後逐年減少,近幾年更因少子化之關係,幼年人口比率 更下降至 20%以下。

午底叫	人口數	人口結構(%)		人口指標(%)				
年底別	(千人)	未滿 15 歲	15-64 歲	65 歲以上	扶養比	扶幼比	扶老比	老化指數
96 年底	2,629	16.07	71.97	11.96	38.95	22.33	16.62	74.43
97 年底	2,623	15.56	72.13	12.31	38.65	21.58	17.07	79.13
98 年底	2,607	15.10	72.31	12.60	38.30	20.88	17.42	83.43
99 年底	2,619	14.65	72.67	12.67	37.61	20.17	17.44	86.48
100 年底	2,651	14.45	72.80	12.76	37.37	19.84	17.53	88.31
101 年底	2,673	14.33	72.63	13.04	37.69	19.73	17.96	91.00
102 年底	2,687	14.28	72.22	13.50	38.46	19.77	18.69	94.53
103 年底	2,702	14.17	71.75	14.08	39.37	19.74	19.62	99.41
104 年底	2,705	13.95	71.29	14.76	40.28	19.57	20.70	105.76
105 年底	2,696	13.92	70.54	15.55	41.77	19.73	22.04	111.73
106 年底	2,683	13.78	69.85	16.37	43.17	19.73	23.43	118.74

### 表格 10 臺北市人口指標

資料來源:臺北市政府民政局、主計處、内政部。



### Section 2 Population Structure

In 2017, there were 1,281,917 males (47.8% of the total population in Taipei City) and 1,401,340 females (52.2%) in Taipei City. The sex ratio (proportion of the male population per 100 of the female population) was 91.5. The sex ratio has been following a declining trend as the number of females grew more than that of males.

In terms of age, young people (those below 14 years of age) accounted for 369,872 individuals (13.8%), working age people (15 to 64 years of age) accounted for 1,874,209 (69.8%), while the elderly (65 years or more) accounted for 439,176 (16.4%).

Since 1992, the elderly (more than 65 years of age) made up more than 7% of Taipei's population. This meant that the city was an aging society according to definitions stipulated by the United Nations. This proportion has continued to grow since then, and by the end of 2014, the proportion of the elderly has exceeded 14%. If the 22 counties and cities of Taiwan were ranked according to the proportion of elderly in descending order, Taipei City would be ranked at the 4<sup>th</sup> place at the end of 2017 The proportion of young people has continued to fall throughout the years. At the end of 1971, young people accounted for 35.40% of the city's population. This figure has continued to decline since then. Low birth rates in recent years have caused this figure to fall below 20%.

– , , Population		Population Structure (%)			Population Indicator (%)			
End of Year	(1,000 persons)	Under 15 years of age	15 to 64 years of age	Above 65 years of age	Dependency ratio	Child dependency ratio	Aged dependency ratio	Aging index
End of 2007	2,629	16.07	71.97	11.96	38.95	22.33	16.62	74.43
End of 2008	2,623	15.56	72.13	12.31	38.65	21.58	17.07	79.13
End of 2009	2,607	15.10	72.31	12.60	38.30	20.88	17.42	83.43
End of 2010	2,619	14.65	72.67	12.67	37.61	20.17	17.44	86.48
End of 2011	2,651	14.45	72.80	12.76	37.37	19.84	17.53	88.31
End of 2012	2,673	14.33	72.63	13.04	37.69	19.73	17.96	91.00
End of 2013	2,687	14.28	72.22	13.50	38.46	19.77	18.69	94.53
End of 2014	2,702	14.17	71.75	14.08	39.37	19.74	19.62	99.41
End of 2015	2,705	13.95	71.29	14.76	40.28	19.57	20.70	105.76
End of 2016	2,696	13.92	70.54	15.55	41.77	19.73	22.04	111.73
End of 2017	2,683	13.78	69.85	16.37	43.17	19.73	23.43	118.74

### Table 10 Population Indicators of Taipei City

Source: Taipei City Government Department of Civil Affairs and Department of Budget, Accounting, and Statistics; Ministry of the Interior (MOI).

年底別		性比例			
平底別	男性	年增率(%)	女性	年增率(%)	(男/百女)
96年底	1,278	-0.40	1,352	0.16	94.51
97 年底	1,271	-0.52	1,352	0.02	94.01
98 年底	1,260	-0.83	1,347	-0.37	93.58
99 年底	1,263	0.17	1,356	0.69	93.09
100 年底	1,276	1.09	1,375	1.36	92.85
101 年底	1,285	0.71	1,388	0.96	92.61
102 年底	1,290	0.36	1,397	0.63	92.37
103 年底	1,296	0.44	1,407	0.72	92.11
104 年底	1,295	-0.01	1,409	0.19	91.92
105 年底	1,290	-0.46	1,406	-0.22	91.70
106 年底	1,282	-0.59	1,401	-0.35	91.48

### 表格 11 臺北市兩性人口及性比例

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。





End of Voor		Sex ratio			
End of Year	Male	Annual growth rate (%)	Female	Annual growth rate (%)	(Males / 100 Male Females)
End of 2007	1,278	-0.40	1,352	0.16	94.51
End of 2008	1,271	-0.52	1,352	0.02	94.01
End of 2009	1,260	-0.83	1,347	-0.37	93.58
End of 2010	1,263	0.17	1,356	0.69	93.09
End of 2011	1,276	1.09	1,375	1.36	92.85
End of 2012	1,285	0.71	1,388	0.96	92.61
End of 2013	1,290	0.36	1,397	0.63	92.37
End of 2014	1,296	0.44	1,407	0.72	92.11
End of 2015	1,295	-0.01	1,409	0.19	91.92
End of 2016	1,290	-0.46	1,406	-0.22	91.70
End of 2017	1,282	-0.59	1,401	-0.35	91.48

### Table 11 Population by Gender and Sex Ratio in Taipei

Source: Taipei City Government Department of Civil Affairs.

Notes: The population is based on household registration data and does not include foreign residents in the city.


## 第二章 醫政統計

## 第一節 醫療院所數

臺北市醫療院所自民國 62 年底以來持續增加,85 年底家數為 2,701 家,並開始逐年略減,90 年底家數位 2,633 家,又呈增加趨勢,105 年底計有 3,526 家,其中醫院 36 家,診所 3,490 家。 105 年底臺北市平均每一醫療院所服務人口數為 765 人,低於全國的 1,052 人;每萬人口所擁有的 院所家數為 13.1 家,高於全國的 9.5 家。

## 表格 12 臺北市醫療院所數

			殿西	院			診	所			
年底別	合計	小計	市立	其他 公立	非公立	小計	市立	其他 公立	非公立		
95 年底	2,892	40	3	7	30	2,852	14	16	2,822		
96 年底	2,946	40	3	7	30	2,906	14	14	2,878		
97 年底	3,010	40	3	7	30	2,970	14	15	2,941		
98 年底	3,045	39	3	7	29	3,006	14	15	2,977		
99 年底	3,147	39	3	7	29	3,108	14	15	3,079		
100 年底	3,253	39	3	7	29	3,214	14	14	3,186		
101 年底	3,321	39	3	7	29	3,282	14	13	3,255		
102年底	3,381	39	3	7	29	3,342	14	12	3,316		
103 年底	3,450	38	3	7	28	3,412	15	13	3,384		
104 年底	3,489	37	3	7	27	3,452	16	12	3,424		
105 年底	3,526	36	3	7	26	3,490	17	12	3,461		

資料來源:衛生福利部。

附註:94年1月起臺北市10家市立醫療院所整合為1家市立聯合醫院。



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## Chapter 2 Medical Affairs Statistics

## Section 1 Number of Hospitals and Clinics

Since 1973, the number of medical care institutions in Taipei City assumed continuous growth until the end of 1996 when there were 2,701 hospitals and clinics. This figure then started to decrease slightly and reached 2,633 hospitals and clinics at the end of 2001. After this time, the number of hospitals and clinics rebounded again and continued to grow, reaching 3,526 (of which, 36 were hospitals and 3,490 were clinics) at the end of 2016. At the end of 2016, each medical care institution in Taipei serviced an average of 765 individuals, which was lower than the national average of 1,052 individuals. This was equivalent to 13.1 medical care institutions per 10,000 people, which was higher than the national average of 9.5.

	Unit: Institutions											
			Hosp	oitals			Clir	nics				
End of Year	Total	Subtotal	Municipal	Other Public	Non- Public	Subtotal	Municipal	Other Public	Non- Public			
End of 2006	2,892	40	3	7	30	2,852	14	16	2,822			
End of 2006	2,946	40	3	7	30	2,906	14	14	2,878			
End of 2006	3,010	40	3	7	30	2,970	14	15	2,941			
End of 2006	3,045	39	3	7	29	3,006	14	15	2,977			
End of 2006	3,147	39	3	7	29	3,108	14	15	3,079			
End of 2006	3,253	39	3	7	29	3,214	14	14	3,186			
End of 2006	3,321	39	3	7	29	3,282	14	13	3,255			
End of 2006	3,381	39	3	7	29	3,342	14	12	3,316			
End of 2006	3,450	38	3	7	28	3,412	15	13	3,384			
End of 2006	3,489	37	3	7	27	3,452	16	12	3,424			
End of 2006	3,526	36	3	7	26	3,490	17	12	3,461			

### Table 12 Number of clinics and hospitals in Taipei City

Source: Ministry of Health and Welfare

Note: Since January 2005, the 10 municipal hospitals of Taipei City were merged to form a single institution under the name of Taipei City Hospital (TPECH).



衛生醫療年鑑

## 第二節 病床數

民國 105 年底臺北市醫療院所病床數共 2 萬 5,076 床,其中公立院所病床數 1 萬 2,509 床, 占總病床數 49.9%,非公立院所病床數 1 萬 2,567 床占總病床數 50.1%;依病床性質別區分為, 一般病床數 1 萬 4,469 床(占 58.3%),特殊病床數 10,607 床(占 42.3%)。平均每萬人口病床 數 93.0 床,高於全國的 69.3 床,每一病床服務 107.5 人,低於全國的 144.3 人。

### 表格 13 臺北市醫療院所病床數

								≌位∶家、床、人
年底別		家數			病床數		平均每萬	每一病床
牛吃加	合計	公立	非公立	合計	公立	非公立	人口病床數	服務人口數
95 年底	2,892	40	2,852	21,791	12,688	9,103	82.78	120.79
96 年底	2,946	38	2,908	22,478	12,888	9,590	85.49	116.97
97 年底	3,010	39	2,971	23,262	13,293	9,969	88.69	112.76
98 年底	3,045	39	3,006	23,781	13,263	10,518	91.20	109.64
99 年底	3,147	39	3,108	24,220	13,244	10,976	92.49	108.12
100 年底	3,253	38	3,215	24,666	13,054	11,612	93.05	107.47
101 年底	3,321	37	3,284	24,817	12,850	11,967	92.84	107.72
102 年底	3,381	36	3,345	24,241	12,786	11,455	90.23	110.83
103 年底	3,450	38	3,412	24,899	12,614	12,285	92.14	108.53
104 年底	3,489	37	3,452	25,045	12,635	12,410	92.59	108.00
105 年底	3,526	36	3,490	25,076	12,509	12,567	93.02	107.50

資料來源:衛生福利部。





## Section 2 Number of Hospital Beds

At the end of 2016, there were a total of 25,076 hospital beds in medical care institutions of Taipei City. Of these, 12,509 hospital beds (49.9% of total) were in public medical care institutions while 12,567 hospital beds (50.1%) were in non-public medical care institutions. When classified by bed types, there were 14,469 general hospital beds (58.3%) and 10,607 special hospital beds (42.3%). There was an average of 93.0 hospital beds per 10,000 persons, which was higher than the national average of 69.3 hospital beds. In Taipei, each hospital beds served 107.5 persons which was lower than the national average of 144.3 persons.

#### Unit: Institutions, beds, persons Number of hospital beds Number of medical care institutions Average number of Average number End of Year hospital beds per of persons served Total Public Non-Public Total Public Non-Public 10,000 persons per hospital bed End of 2006 2,892 40 2,852 21,791 12,688 9,103 82.78 120.79 End of 2007 2,946 38 2,908 22,478 12,888 9,590 85.49 116.97 End of 2008 3,010 2,971 23,262 39 13.293 9.969 88.69 112.76 End of 2009 3,045 39 3,006 23,781 13,263 10,518 91.20 109.64 End of 2010 3,147 39 3,108 24,220 13,244 10,976 92.49 108.12 End of 2011 3,253 38 3,215 24,666 13,054 11,612 93.05 107.47 End of 2012 3,321 37 3,284 24,817 12,850 11,967 92.84 107.72 End of 2013 3,381 3,345 24,241 12,786 11,455 90.23 110.83 36 End of 2014 3,450 38 3,412 24,899 12,614 12,285 92.14 108.53 End of 2015 92.59 3 4 8 9 37 3 452 25 045 12 635 12 4 10 108.00 End of 2016 3,526 3,490 25,076 12,509 12,567 93.02 107.50 36

## Table 13 Number of hospital beds of medical care institutions in Taipei City

Source: Ministry of Health and Welfare



衛生醫療年鑑

## 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,105年門、 急診平均每日就診人次分別為8萬5,307人次、3,072人次,平均住院日數7.7日,病床佔床率為 75.6%。

### 表格 14 臺北市醫院醫療服務量

		ŝ	平均每日人次	2				
年別	門診	急診	血液 透析	門診 手術	住院 手術	平均 住院日數	剖腹產率%	佔床率%
95年	71,642	2,818	1,674	603	587	8.68	33.37	72.98
96年	75,684	2,911	1,781	571	580	8.42	34.45	72.23
97年	75,008	2,838	1,755	531	587	8.33	33.37	70.29
98年	79,060	3,157	1,756	521	634	8.04	33.83	69.92
99年	80,139	3,099	1,779	639	578	8.08	34.89	71.66
100年	80,471	3,206	1,889	662	594	8.06	34.14	74.10
101年	84,650	3,152	1,956	709	617	7.89	33.89	74.28
102年	84,668	2,904	1,973	717	607	7.89	35.11	73.50
103年	84,776	2,964	1,965	706	645	7.80	33.85	73.61
104 年	83,766	2,992	1,878	642	547	7.76	34.05	74.86
105年	85,307	3,072	2,087	701	602	7.73	33.13	75.60

資料來源:衛生福利部。

## 第四節 醫事人員

民國 105 年底臺北市醫療機構及醫事機構各類執業醫事人員計5萬2,287人,依各類人員統計, 護產人員(含護理師、護士、助產師、士)占 50.3%最多,醫師(含中、西、牙醫師)占 25.7% 次之,藥事人員(含藥師、藥劑生)占 10.7%,醫檢人員(含醫事檢驗師、生、士、醫事放射師、 士)占 6.6%,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)占 6.7%。平均每萬人擁有執業醫事人員數計有 194.0人,其中醫師 49.8人(含中、西、牙醫師),護產人員 97.5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 unstable trend in the last decade. In 2016, the number of cases served each day in outpatient and emergency treatment departments were 85,370 and 3,072, respectively. Average length of stay was 7.7 days while hospital bed occupancy rate was 75.6%.

		Average	number of visits	s per day		Average	Cesarean	Hospital bed
Year	Outpatient services	Emergency treatment	Hemodialysis	Outpatient operation	Inpatient operation	length of stay	section rate %	occupancy rate %
2006	71,642	2,818	1,674	603	587	8.68	33.37	72.98
2007	75,684	2,911	1,781	571	580	8.42	34.45	72.23
2008	75,008	2,838	1,755	531	587	8.33	33.37	70.29
2009	79,060	3,157	1,756	521	634	8.04	33.83	69.92
2010	80,139	3,099	1,779	639	578	8.08	34.89	71.66
2011	80,471	3,206	1,889	662	594	8.06	34.14	74.10
2012	84,650	3,152	1,956	709	617	7.89	33.89	74.28
2013	84,668	2,904	1,973	717	607	7.89	35.11	73.50
2014	84,776	2,964	1,965	706	645	7.80	33.85	73.61
2015	83,766	2,992	1,878	642	547	7.76	34.05	74.86
2016	85,307	3,072	2,087	701	602	7.73	33.13	75.60

## Table 14 Utilization Rate of Hospitals in Taipei City

Source: Ministry of Health and Welfare

## Section 4 Medical Personnel

At the end of 2016, there were a total of 52,287 licensed and registered medical personnel working in the medical care institutions of Taipei City. Of these, the largest number were nursing staff (including registered professional nurses, registered nurses, registered professional midwives and midwives) who accounted for 50.3% of the total number of medical personnel, followed by doctors (including physicians, Traditional Chinese Medicine physicians and dentists) at 25.7%, pharmaceutical personnel (pharmacists and pharmacist assistants) at 10.7%, medical technicians (including medical technologists, technicians and lab assistants as well as radiologists and technicians) at 6.6%, and other medical personnel (including dental technicians, dietitians, physical therapists and technicians, occupational therapists and technicians, clinical psychologists, counseling psychologists, respiratory therapists, speech therapists and audiologists) at 6.7%. On average, there were 194.0 licensed medical personnel per 10,000 persons in Taipei City. Of these, 49.8 were doctors (including physicians, Traditional Chinese Medicine physicians and dentists) and 97.5 were nursing staff.

											單位:人
年底別	合計	西醫師	中醫師	牙醫師	藥師	藥劑生	醫事檢驗 師、生	醫事放射 師、士	護理師及 護士	助産師、 士	其他
95 年底	39,695	7,409	660	2,362	3,938	834	1,720	924	20,367	14	1,467
96 年底	40,769	7,682	706	2,401	4,006	796	1,731	940	20,919	13	1,575
97 年底	42,447	7,877	730	2,452	4,163	781	1,759	1,002	21,904	11	1,768
98 年底	43,883	7,993	773	2,518	4,313	765	1,839	1,039	22,721	4	1,918
99 年底	44,869	8,245	771	2,604	4,370	751	1,891	1,078	22,964	5	2,190
100 年底	46,324	8,553	793	2,687	4,587	717	1,933	1,125	23,517	4	2,408
101 年底	47,344	8,811	818	2,755	4,681	709	1,951	1,185	23,846	5	2,583
102 年底	48,143	8,869	843	2,843	4,721	690	2,027	1,201	24,136	7	2,806
103 年底	49,164	9,040	869	2,932	4,827	668	2,111	1,257	24,409	13	3,038
104 年底	50,914	9,299	861	3,028	4,931	652	2,126	1,279	25,467	14	3,257
105 年底	52,287	9,446	878	3,098	4,983	632	2,150	1,315	26,270	21	3,494

## 表格 15 臺北市醫療機構及醫事機構各類執業醫事人員數

資料來源:衛生福利部。

## 表格 16 臺北市平均每萬人擁有執業醫事人員數

单									單位:人		
年底別	合計	西醫師	中醫師	牙醫師	藥師	藥劑生	醫事檢驗 師、生	醫事放射 師、士	護理師及 護士	助產師、 士	其他
95 年底	150.80	28.15	2.51	8.97	14.96	3.17	6.53	3.51	77.38	0.05	5.57
96 年底	155.06	29.22	2.69	9.13	15.24	3.03	6.58	3.58	79.56	0.05	5.99
97 年底	161.83	30.03	2.78	9.35	15.87	2.98	6.71	3.82	83.51	0.04	6.74
98 年底	168.30	30.65	2.96	9.66	16.54	2.93	7.05	3.98	87.14	0.02	7.36
99 年底	171.34	31.48	2.94	9.94	16.69	2.87	7.22	4.12	87.69	0.02	8.36
100 年底	174.74	32.26	2.99	10.14	17.30	2.70	7.29	4.24	88.71	0.02	9.08
101 年底	177.10	32.96	3.06	10.31	17.51	2.65	7.30	4.43	89.20	0.02	9.66
102 年底	179.20	33.01	3.14	10.58	17.57	2.57	7.55	4.47	89.84	0.03	10.44
103 年底	181.93	33.45	3.22	10.85	17.86	2.47	7.81	4.65	90.33	0.05	11.24
104 年底	188.24	34.38	3.18	11.19	18.23	2.41	7.86	4.73	94.15	0.05	12.04
105 年底	193.96	35.04	3.26	11.49	18.48	2.34	7.98	4.88	97.45	0.08	12.96

資料來源:衛生福利部。





## Table 15Number of Registered Medical Personnel by Medical Service Category in<br/>Medical Institutions of Taipei City

End of Year	Total	Physicians	Traditional Chinese Medicine Physicians	Dentists	Pharmacists	Pharmacist assistants	Medical technologist and assistant	Radiologist and assistant	Registered professional nurse and registered nurse	Registered professional midwives and midwives	Other
2006	39,695	7,409	660	2,362	3,938	834	1,720	924	20,367	14	1,467
2007	40,769	7,682	706	2,401	4,006	796	1,731	940	20,919	13	1,575
2008	42,447	7,877	730	2,452	4,163	781	1,759	1,002	21,904	11	1,768
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

Source: Ministry of Health and Welfare

## Table16 Number of Registered Medical Personnel per 10,000 Persons in Taipei City

	Unit: Individua										ividuals
End of Year	Total	Physicians	Traditional Chinese Medicine Physicians	Dentists	Pharmacists	Pharmacist assistants	Medical technologist and assistant	Radiologist and assistant	Registered professional nurse and registered nurse	Registered professional midwives and midwives	Other
2006	150.80	28.15	2.51	8.97	14.96	3.17	6.53	3.51	77.38	0.05	5.57
2007	155.06	29.22	2.69	9.13	15.24	3.03	6.58	3.58	79.56	0.05	5.99
2008	161.83	30.03	2.78	9.35	15.87	2.98	6.71	3.82	83.51	0.04	6.74
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

Source: Ministry of Health and Welfare

## 第三章 死因統計

## 第一節 十大死因及變化

臺北市民國 105 年惡性腫瘤仍位居臺北市民主要死亡原因之冠,而心臟疾病(高血壓性疾病除 外)、腦血管疾病在 80 年以後分別位居市民主要死因之第二或第三順位,惟 105 年肺炎超越腦血 管疾病成為第三,事故傷害死亡則大幅減少。105 年臺北市死亡人數 1 萬 8,039 人,死亡率為每十 萬人口 668.0 人,較全國死亡率 733.2 人低,其中惡性腫瘤死亡率為每十萬人口 193.3 人,死亡者 占所有死亡人數 28.9%,心臟疾病(高血壓性疾病除外)死亡率 97.4 人,占 14.6%,肺炎死亡率 47.2 人,占 7.1%;其餘死因依序為腦血管疾病、糖尿病、慢性下呼吸道疾病、腎炎、腎病症候群 及腎病變、敗血症、事故傷害、高血壓性疾病。

兩性十大主要死因前二位皆為惡性腫瘤及心臟疾病,其餘死因的部分,男性與全體主要死因大 致相同,僅順序有異;女性則多出血管性及未明示之癡呆症及骨骼肌肉系統及結締組織之疾病(事 故傷害未入十大)居多。

				民國 105 年	單位:人、%、	人/每十萬人口
順位	死亡原因	死亡	死亡	每	计萬人口死亡	率
順山		人數	百分比	計	男	女
	所有死亡原因	18,039	100.00	668.05	802.25	544.83
1	惡性腫瘤	5,219	28.93	193.28	225.92	163.31
2	心臟疾病(高血壓性疾病除外)	2,631	14.59	97.44	122.25	74.66
3	肺炎	1,274	7.06	47.18	60.35	35.09
4	腦血管疾病	1,206	6.69	44.66	53.54	36.51
5	糖尿病	829	4.60	30.70	30.79	30.62
6	慢性下呼吸道疾病	626	3.47	23.18	35.28	12.08
7	腎炎、腎病症候群及腎病變	611	3.39	22.63	25.84	19.68
8	敗血症	529	2.93	19.59	22.44	16.98
9	事故傷害	457	2.53	16.92	23.52	10.87
10	高血壓性疾病	386	2.14	14.29	16.09	12.64
	其他	4,271	23.68	158.17	186.23	132.41

#### 表格 17 ICD-10 臺北市主要死亡原因

附註:

1.97 年起死因統計資料配合衛生福利部改採國際疾病分類第十版(ICD-10)。1.97 年起死因統計資料配合衛生福利部改採國際 疾病分類第十版(ICD-10)。

2. 臺北市 105 年年中人口數,計 2,700,257人,男性 1,292,486人,女性 1,407,771人。

3. 本表順位以兩性合計死亡率排序。





## Chapter 3 Causes of Death

## Section 1 Ten Leading Causes of Death and Changes

In 2016, malignant neoplasm remained the leading cause of death of residents living in Taipei City, followed by cardiac diseases (not including hypertensive diseases) and cerebro-vascular diseases which have been occupying the 2<sup>nd</sup> and 3<sup>rd</sup> places for the leading causes of death respectively since 1991. However, pneumonia in lieu of the thecerebro-vascular disease occupied the 3<sup>rd</sup> place in 2016. Deaths from accidents and adverse effects, on the hand, have declined sharply. In 2016, there were a total of 18,039 deaths in Taipei City for a death rate of 668.0 per 100,000 persons, which was lower than the national average of 733.2. Of these, 193.3 (28.9% of total deaths) could be attributed to malignant neoplasm, 97.4 (14.6%) to cardiac diseases (not including hypertensive diseases), and 47.2 (7.1%) to pneumonia. Other leading causes of death were cerebro-vascular diseases, diabetes mellitus, chronic lower respiratory diseases, nephritis, nephrotic syndrome and nephrosis, septicemia, accidents and hypertensive diseases.

The top ten leading causes of death are both malignant tumor and cardiac diseases. For males, the rest of the leading causes of death resemble with the overall causes of death, just in different orders. For females, vascular and unspecified dementia as well as skeletal musculature system and connective tissue diseases are added on the leading causes of death (Accident is not listed as one of the top ten leading causes of death).

	%, Persons/100	0,000 persons				
Rank	Cause of death	Number of	% of deaths	Mortali	ty per 100,000 p	ersons
nalik	Cause of dealin	deaths		Total	Male	Female
	All causes	18,039	100.00	668.05	802.25	544.83
1	Malignant tumor	5,219	28.93	193.28	225.92	163.31
2	Cardiac diseases (except hypertensive diseases)	2,631	14.59	97.44	122.25	74.66
3	Pneumonia	1,274	7.06	47.18	60.35	35.09
4	Cerebro-vascular disease	1,206	6.69	44.66	53.54	36.51
5	Diabetes mellitus	829	4.60	30.70	30.79	30.62
6	Chronic lower respiratory diseases	626	3.47	23.18	35.28	12.08
7	Nephritis, nephrotic syndrome and nephrosis	611	3.39	22.63	25.84	19.68
8	Septicemia	529	2.93	19.59	22.44	16.98
9	Accidents and adverse effects	457	2.53	16.92	23.52	10.87
10	Hypertensive diseases	386	2.14	14.29	16.09	12.64
	Other	4,271	23.68	158.17	186.23	132.41

## Table 17 Leading Causes of Death in Taipei City by ICD-10 Classification

Note:

1. Since 2008, statistics on mortality were based upon the International Statistical Classification of Diseases and Related Health Problems, 10<sup>th</sup> revision (ICD-10) adopted by the Ministry of Health and Welfare (MOHW).

2. Based on the population of Taipei City in 2016 which was 2,700,257, with 1,292,486 males and 1,407,771 females.

3. The order of the causes of death is arranged according to the combined death rates of both sexes.

## 第二節 十大癌症

臺北市民國 105 年癌症死亡人數 5,219 人,死亡率為每十萬人口 193.3 人,較全國死亡率 203.1 人略低;其中男性死亡人數 2,920 人,死亡率為每十萬男性人口 225.9 人,女性死亡人數 2,299 人,死亡率為每十萬女性人口 163.3 人。

十大癌症死亡原因之順位依序為氣管、支氣管和肺癌、結腸、直腸和肛門癌、肝和肝内膽管癌、 女性乳房癌、前列腺(攝護腺)癌、胃癌、胰臟癌、口腔癌、卵巢癌、非何杰金氏淋巴瘤。另兩性 與全體十大癌症死因不同之處,男性有食道癌及膀胱癌進入十大,女性則多出子宮頸及部位未明示 子宮癌及白血病(口腔癌未入十大)。

#### 表格 18 ICD-10 臺北市主要癌症死亡原因

顺达	灰六百田	死亡	死亡	氏國 105 年 街	十萬人口死亡	率
 	死亡原因	人數	百分比	計	男	女
	所有癌症死亡原因	5,219	100.00	193.28	225.92	163.31
1	氣管、支氣管和肺癌	1,070	20.50	39.63	48.43	31.54
2	結腸、直腸和肛門癌	675	12.93	25.00	29.09	21.24
3	肝和肝内膽管癌	672	12.88	24.89	33.27	17.19
4	女性乳房癌(1)	302	5.79	21.45	-	21.45
5	前列腺(攝護腺)癌(2)	167	3.20	12.92	12.92	-
6	胃癌	311	5.96	11.52	15.24	8.10
7	胰臟癌	260	4.98	9.63	11.37	8.03
8	□腔癌	208	3.99	7.70	13.93	1.99
9	卵巢癌(1)	107	2.05	7.60	-	7.60
10	非何杰金氏淋巴瘤	174	3.33	6.44	7.58	5.40
	其他	1,273	24.39	47.14	54.08	40.77

民國 105 年 單位:人、%、人/每十萬人口

附註:

1.97年起死因統計資料配合衛生福利部改採國際疾病分類第十版(ICD-10)。

2. 臺北市 105 年年中人口數,計 2,700,257 人,男性 1,292,486 人,女性 1,407,771 人。

3. 本表順位以兩性合計死亡率排序。

(1) 為女性死亡率(每十萬女性人口死亡數)。

(2) 為男性死亡率(每十萬男性人口死亡數)。





## Section 2 Ten Leading Cancers

In 2016, a total of 5,219 deaths in Taipei City could be attributed to cancer for a death rate of 193.3 per 100,000 persons which was slightly lower compared to the national average of 203.1. Of all cancer deaths, 2,920 were males for a death rate of 225.9 per 100,000 males, while 2,299 were females for a death rate of 163.3 per 100,000 females.

The ten leading causes of cancer deaths, in descending order, were: cancer of the trachea, bronchus and lung; cancer of the colon, rectum and anus; cancer of the liver and intra-hepatic bile ducts; cancer of female breasts; cancer of prostate; cancer of the stomach; cancer of the pancreas; cancer of the oral cavity; cancer of the ovaries; and non-Hodgkin's lymphoma. The ten leading causes of cancer deaths differed by gender as well. For males, cancer of the esophagus and cancer of the bladder was included in the ten leading causes of cancer death. For females, the list included cancer of the cervix and uterus (part unspecified) and leukemia (Oral cancer was not included in the ten leading cancers).

#### Table 18 Ten Leading Causes of Cancer Death in Taipei City by ICD-10 Classification

			2016 L	Jnit: Persons,	%, Persons/100	J,000 persons
Rank	Cause of death	Number of deaths deaths	Mortality per 100,000 persons			
напк			% of deaths	Total	Male	Female
	All causes of cancer death	5,219	100.00	193.28	225.92	163.31
1	Cancer of the trachea, bronchus and lungs	1,070	20.50	39.63	48.43	31.54
2	Cancer of the colon, rectum and anus	675	12.93	25.00	29.09	21.24
3	Cancer of the liver and intrahepatic bile ducts	672	12.88	24.89	33.27	17.19
4	Cancer of the female breasts (1)	302	5.79	21.45	-	21.45
5	Cancer of the prostate (2)	167	3.20	12.92	12.92	-
6	Cancer of the stomach	311	5.96	11.52	15.24	8.10
7	Cancer of the pancreas	260	4.98	9.63	11.37	8.03
8	Cancer of the oral cavity	208	3.99	7.70	13.93	1.99
9	Cancer of the ovaries (1)	107	2.05	7.60	-	7.60
10	Non-Hodgkin's lymphoma	174	3.33	6.44	7.58	5.40
	Other	1,273	24.39	47.14	54.08	40.77

2016 Unit: Persons, %. Persons/100.000 persons

Note:

1. Since 2008, statistics on mortality were based upon the International Statistical Classification of Diseases and Related Health Problems, 10<sup>th</sup> revision (ICD-10) adopted by the Ministry of Health and Welfare (MOHW).

2. Based on the population of Taipei City in 2016 which was 2,700,257, with 1,292,486 males and 1,407,771 females.

3. The order of the causes of death is arranged according to the combined death rates of both sexes.

(1) Death rate per 100,000 females.

(2) Death rate per 100,000 males.

# 附錄 臺北市政府衛生局大事紀要

日期	内容說明
1月	
01	臺北市政府衛生局公告「臺北市 932 個公車站之 1,150 座公車候車亭」為全面禁止吸菸場所。
01	臺北市立聯合醫院陽明院區以「建構社區醫療健康關懷模式,愛在社子島、陽明甲你顧牢牢」、「感動服務、愛不打烊~有内兒外優質的營養照護服務」及「翻轉人生:一家綜合醫院之美沙東替到治療的社區服務」, 榮獲 SNQ 國家品質標章新案認證。
01	臺北市立聯合醫院陽明院區通過 2016 年度醫院評鑑優等暨教學醫院評鑑合格。
03	臺北市立聯合醫院陽明院區榮獲衛生福利部「2016年兒少保護小組品質成效獎」績優獎。
06	臺北市立聯合醫院昆明防治中心榮獲衛生福利部疾病管制署辦理「2016年度執行防疫雲計畫特別貢獻獎」。
07	臺北市政府衛生局與臺北市藥師公會共同辦理「臺北市 2017 年度藥師節慶祝大會第四屆績優藥事人員表 揚大會」,衛生局局長黃世傑出席致詞並頒獎。
09	因應流感疫情高峰,召開「因應流感疫情專家研商會議」與專家共同研商流感防治政策。
17	臺北市政府衛生局榮獲市長即時獎勵團體獎「臺北健康城市精進計畫」,成功加入西太平洋健康城市聯盟。
18	臺北市政府衛生局榮獲 2016 年衛生福利部國民健康署辦理「2016 年度社區健康生活型態營造」銀質獎。
18	臺北市政府衛生局召開腸病毒防治第1次府級會議。
25	臺北市政府衛生局召開記者會,公告臺北市春節期間「類流感特別門診」資訊,總計 14 家醫院共開設 194 診次,協助分流 396 人次。
25	臺北市中山區健康服務中心榮獲衛生福利部國民健康署第10屆金所獎「高齡友善健康照護」評選優等獎。



## Appendix Chronology of Department of Health, Taipei City Government

Date	Chronology Content
January	
01	The Department of Health, Taipei City Government, announced that 1,150 bus shelters at 932 bus stops in Taipei City are non-smoking places.
01	The Yangming Branch of Taipei City Hospital is honored with the SNQ Symbol of National Quality for the establishment of a "community Care Model to show deep concern and dedicated care for Shezidao", "comprehensive and high-quality nutritional care services provided around the clock with great devotion," and "methadone substitution therapy services provided by a general hospital for communities to transform lives".
01	The Yangming Branch of Taipei City Hospital has passed the 2016 Hospital Accreditation – Excellent and Teaching Hospital Accreditation.
03	The Yangming Branch of Taipei City Hospital is honored with an "Excellence Award for Outstanding Results achieved by its Child and Youth Protection teams in 2016".
06	The pathogen testing division of Kunming Prevention and Control Center, Taipei City Hospital, won the "Special Contribution Award" from the Ministry of Health and Welfare for implementation of the epidemic prevention cloud project in 2016.
07	The Department of Health, Taipei City Government, and Taipei Pharmacists Association jointly held the "Celebration of 2017 Pharmacists Day and the 4 <sup>th</sup> Excellent Pharmacists Recognition Ceremony in Taipei City". Shier-Chieg Huang, Commissioner of the Department of Health, attended the ceremony to delivery a speech and award the prizes.
09	The "Expert Meeting on Responses to Flu Outbreak" was held at the peak of the epidemic and discussion was made with the experts on the prevention and control of the flu.
17	The Department of Health, Taipei City Government is honored with an instant reward group award in the context of the "Advanced Taipei Healthy City Project" presented by the mayor and successfully joins the Western Pacific Alliance for Healthy Cities.
18	The Department of Health, Taipei City Government is honored with a Silver Award for "Fostering Healthy Lifestyles in Communities", a program organized by the Health Promotion Administration of the Ministry of Health and Welfare in 2016.
18	The Department of Health, Taipei City Government, held the 1 <sup>st</sup> Government-Level Enterovirus Prevention Meeting.
25	The Department of Health, Taipei City Government, hosted a press conference and announced the information on the "ILI special clinics" during the Lunar New Year. A total of 14 hospitals provided 194 medical services and assisted in the routing of 396 patients.
25	The Zhongshan District Health Center, Taipei City, is honored with an Excellence Award at the 10 <sup>th</sup> Chin So Rewards' "Senior-Friendly Health Care accreditations" organized by the Health Promotion Administration of the Ministry of Health and Welfare.

日期	内容說明
2月	
13	臺北市政府衛生局舉辦「2016年度臺北市營業場所衛生優良自主管理分級認證授證頒獎活動」,全國首創 推動旅館業、美容美髮業、浴室業、娛樂業、游泳業及電影片映演業等六大業別之營業衛生自主管理認證。
13	臺北市中正區健康服務中心張惠美主任就任。
18	臺北市市長柯文哲進行「一日社區醫師」活動,訪視信義區、大安區、士林區及大同區社區弱勢長者及失 能病人。
21	臺北市政府衛生局開發「遠端都治 APP 個案管理系統」,於「2017 智慧城市展-臺北市政府願景館」展出。
23	臺北市毒品危害防制中心召開選定拒毒標章:「向毒品說 NO !全民動員 大家一起來-『拒毒標章成果』」 記者會,2016 年共有 123 家商家完成認證。
23	臺北市政府衛生局辦理「海霸王外燴未及時報備提醒業者應3日前報備」記者會,轄内觀光旅館及20桌 以上中式筵席餐廳辦理200人以上外燴應事前3日前報備,達到「預防性稽查」的目的,降低事後疑似食 品中毒案件發生的機率,衛生局局長黃世傑蒞臨指導。
28	「台北悠活村-悠活體驗館及資源館」實體館停止營運,臺北市政府衛生局自 2017 年 3 月起將 3E(教育、 探索及展示)理念轉型擴散至臺北市十二行政區執行。
3月	
01	臺北市政府衛生局公告「光華數位新天地」所屬1樓戶外周邊區域為除吸菸區外全面禁止吸菸場所。
01	2017 年「台北卡-健康服務」集點兌換悠遊卡加値金服務開辦,計 9 萬 1,873 人次參加。
08	臺北市立聯合醫院中興院區榮獲 2016 年政府服務品質獎考評「特優獎」。
10	臺北市立聯合醫院林森中醫昆明院區,榮獲中華民國中醫師公會全國聯合會「貢獻卓著」獎-推動中醫偏 鄉醫療。
14	臺北市政府衛生局辦理「防癌無界限,友善台北好方便」,榮獲臺北市政府跨距合作獎季軍。



Date	Chronology Content
February	
13	The Department of Health, Taipei City Government, held the "2016 Taipei City Outstanding Business Area Sanitation Selfmanagement Classifying and Assessment Certificating and Awarding Ceremony" and promoted the nation's first assessment of self-management of business sanitation for hotels, beauty salons, bathhouses, entertainment industry, swimming pools and movie theaters.
13	Appointment of Ms. Hui-Mei Zhang as director of the Zhongzheng District Health Center.
18	Mayor Wen-Je Ko acted as "One-Day Community Doctor" and paid visit to disadvantaged seniors and patients with disabilities in the communities in Xinyi District, Daan District, Shilin Dictrict and Datong District.
21	The Department of Health, Taipei City Government, developed the "Distant DOTS App Case Management System" and displayed it at the "2017 Smart City Summit & Expo-Vision of Taipei City".
23	The Taipei City Drug Abuse Prevention Center held a press conference for selection of the Anti-drug Label: "Say No to Drugs! All Together - 'Presentation of Anti-Drug Label'". A total of 123 dealers acquired the certificate in 2016.
23	The Department of Health, Taipei City, Government, held the press conference on the "HAI-PA-WANG Restaurant Did Not Report in Time; Catering Service Providers Should Report 3 Days Beforehand". Tourist hotels and Chinese banquet restaurants with more than 20 tables under its administration shall report 3 days before providing catering service for more than 200 persons to achieve the goal of "preventive inspection" and minimize the occurrence rate of the food poisoning accidents after the service. Shier-Chieg Huang, Commissioner of the Department of Health attended the press conference and gave instructions.
28	The physical "Taipei U-Life Village- Active Ageing Experience Pavilion and Active Ageing Resource Pavilion" ceased operation. The Department of Health, Taipei City Government, transformed the 3E (Education, Exploration, and Exhibition) ideas in March 2017 and extended them to the 12 districts of Taipei City for implementation.
March	
01	It was announced that the outdoor regions surrounding the first floor of "Guanghua Digital Plaza" are non-smoking sections.
01	A total of 91,873 participants in the 2017 "Taipei Card – Health Services" activity to exchange reward points for Easycard value-added services.
08	The Zhongxing Branch of Taipei City Hospital is honored with a "Distinction Award" in the 2016 government service quality appraisals.
10	The Linsen Chinese Medicine Kunming Branch of the Taipei City Hospital is honored with an "outstanding contribution" award for the promotion of Chinese medicine treatment in remote areas presented by the National Union of Chinese Medical Doctors' Association, R.O.C.
14	The Department of Health, Taipei City Government, held the "Seamless Cancer Prevention in Friendly and Convenient Taipei City" and won the 3 <sup>rd</sup> prize for cross-regions cooperation.

日期	内容說明
3月	
15	臺北市政府衛生局偕同各局處共同召開「臺北市政府食品安全委員會第 9 次會議」,臺北市市長柯文哲蒞 臨指導。
16	臺北市政府衛生局辦理「iMAP 食藥粧網路地圖『親子餐廳』專區」記者會,臺北市市長柯文哲蒞臨宣布 iMAP 食藥粧網路地圖「親子餐廳」專區正式上線,公布臺北市包括連鎖速食餐廳、親子餐廳兒童遊戲設施 及餐飲衛生稽查結果,創全國之先輔導業者於營業場所公告遊戲設施合格保證書或檢驗報告書。
17	臺北市政府衛生局與臺北市餐盒食品商業同業公會攜手合作,首創辦理「校園食安-除4菌、勤洗手、保 食安」記者會,臺北市市長柯文哲蒞臨宣布臺北市供應學校午餐餐盒業者於學期前自主管理採檢廚工糞便 檢體,檢驗仙人掌桿菌、金黃色葡萄球菌、沙門氏桿菌及志賀氏桿菌等4種食品中毒菌,並要求供膳製備 中應勤洗手。
19	臺北市政府衛生局與臺灣腎臟醫學會假香堤大道共同辦理 2017 世界腎臟病曰「愛腎護腎、腎利人生」園 遊會,計 850 人參加。
21	<ul> <li>臺北市政府衛生局榮獲衛生福利部國民健康署辦理「2016年地方衛生機關保健業務考評」共6項獎項如下 所列:</li> <li>1.保健類:優等獎。</li> <li>2. 戒菸服務:第2名。</li> <li>3. 消弭健康不平等:第3名。</li> <li>4. 健康體能暨代謝症候群及肥胖防治:第2名。</li> <li>5. 大腸癌陽追率績優:第1名。</li> <li>6. 婦幼健康促進:第1名。</li> </ul>
21	臺北市松山區健康服務中心榮獲衛生福利部國民健康屬頒發金所獎社區動態生活營造優等獎。
22	臺北市政府衛生局與知名手搖飲連鎖業者攜手合作分析手搖飲點單大數據並辦理「手搖飲料夯!南北喜好 大不同」記者會,衛生局局長黃世傑蒞臨指導,提升民衆對健康手搖飲議題的重視。
25	臺北市政府衛生局榮獲本府首長領航營-2016年度策略地圖執行成果發表會簡報評比第1名。
28	臺北市政府衛生局辦理「共食網站搭伙夯!臺北市率先全國納管『搭伙網』預告臺北市食安新政策」記者 會,衛生局局長黃世傑蒞臨指導,納管「搭伙網」向臺北市 40 位開伙人宣導食品衛生規範,預告臺北市政 府衛生局 2017 年度預計推出《臺北市食品安全自治條例》共 6 條文 10 項新政策。
30	臺北市政府衛生局榮獲衛生福利部 2016 年地方衛生機關業務考評成績,整體排名第 1 組第 1 名。



Date	Chronology Content
March	
15	The Department of Health, Taipei City Government, and all other relevant departments/offices held the "9 <sup>th</sup> Meeting of the Taipei City Government Food Safety Committee". Mayor Wen-Je Ko attended the meeting and gave instructions.
16	The section for iMAP Food and Drug Inspection Map Taipei goes online: Taipei City Government held the "Food and Drug Inspection Map Taipei 'Family Restaurant'" press conference and Taipei City Mayor Wen-Je Ko came to join this great event. Taipei City Government is the first local government in Taiwan to direct restaurant owners to publicly display the certificates for qualified play facility or reports of inspection results in their places of business.
17	The Department of Health, Taipei City Government, worked with the Association of Lunch Box Service Providers of Taipei City to held the first press conference on "Food Safety on Campus: Kill the Four Bacteria, Wash Your Hands, Protect Food Safety". Mayor Wen-Je Ko attended the meeting and announced that the lunch box service providers in Taipei City conduct tests on samples of the feces of kitchen workers before each semester begins for the purpose of self-management. The tests are designed to detect <i>Bacillus cereus, Staphylococcus aureus, Salmonella</i> and <i>Shigella</i> in food. Kitchen workers were requested to wash hands frequently during preparation of the food.
19	The Department of Health, Taipei City Government, cooperated with the Taiwan Society of Nephrology in holding the 2017 World Kidney Day Fun Fair "Love & Protect your Kidneys Victorious Life" at the Xianti Boulevard. 850 persons participated in the activity.
21	<ul> <li>The Department of Health, Taipei City Government, is honored with the following 6 awards in the context of the "2016 Healthcare Practice Evaluation of Local Health Agencies" conducted by the Health Promotion Administration of the Ministry of Health and Welfare :</li> <li>1. Health Care : Excellence Award.</li> <li>2. Smoking Cessation Services : Second place.</li> <li>3. Elimination of health inequality : Third place.</li> <li>4. Physical Fitness and Prevention of Metabolic Syndrome and Obesity : Second place.</li> <li>5. Excellent Achievements in the tracking rate of positive reactions in colorectal cancer: First place.</li> <li>6. Health Promotion for Women and Children : First place.</li> </ul>
21	The Songshan District Health Center is honored with an Excellence Award for the Fostering of Active Lifestyles in Communities presented by the Health Promotion Administration of the Ministry of Health and Welfare.
22	The Department of Health, Taipei City Government, worked with hand-shake drink chains to analyze the big data collected from their orders and held the press conference of "Hand-shake Drinks! Different Preferences in Different Places ". Shier-Chieg Huang, Commissioner of the Department of Health, attended the press conference and gave instructions in the hope to arouse more attention of the people to the hand-shake issues.
25	The Department of Health, Taipei City Government earns first place in the evaluation of briefings during the presentation of achievements of the 2016 Strategy Map Execution in the context of the Government Leadership Camp.
28	The Department of Health, Taipei City Government, held the press conference of "Shared Food!The First City to Regulate the 'Dahuo' Website for Pre-announcement of New Food Safety Policies". Commissioner of the Department of Health, Shier-Chieg Huang attended the press conference and gave instructions. The "Dahuo" website was regulated to promote food sanitation regulations to 40 cooks in Taipei City and announce in advance that the Department of Health, Taipei City Government, planned to promulgate the "Taipei City Self-Governing Regulations for Food Safety" with 6 provisions and 10 new policies in 2017.
30	The Department of Health, Taipei City Government earns first place in the first category of the "2016 Healthcare Practice Evaluation of Local Health Agencies" conducted by the Health Promotion Administration of the Ministry of Health and Welfare.

日期	内容說明
4月	
01	臺北市政府衛生局公告「國立臺北教育大學周邊人行道」為全面禁止吸菸場所。
05	創新實施 2017 年臺北市輪狀病毒疫苗補助接種試辦計畫,臺北市自 2017 年 4 月 5 日起,辦理輪狀病毒疫苗接種補助政策,針對寶寶個別狀況給予分級補助,與家長共同分擔輪狀病毒對小寶貝的威脅。特殊個案全額補助疫苗費用,一般兒童定額補助 2,100 元。
05	臺北市政府衛生局舉辦「臺北市政府長期照顧委員會 2017 年度第 1 次會議」,共 49 人參加。
06	臺北市政府衛生局辦理「社區藥局藥事服務政策推動座談會」,提供社區藥局與公部門直接溝通與相互交 流機會,鼓勵社區藥局積極參與公共衛生工作。
07	登革熱及茲卡(Zika)疫情防治第 1 次工作會報,由臺北市政府 33 個局處、防疫專家及衛生福利部疾病管 制署與會,針對疫情及防治成果分享,共同精進防疫策略。
07	臺北市政府衛生局召開腸病毒防治第2次府級會議。
11	臺北市政府衛生局榮獲市長頒發「打擊登革熱績優團隊獎」。
17	臺北市政府與信義區三興國小及麥當勞叔叔之家兒童慈善基金會共同舉辦「洗手不馬虎 戰勝腸病毒」宣 導記者會,邀請臺北市副市長鄧家基出席,共 142 人參與。
28	臺北市政府毒品危害防制中心 2017 年度聯合視導會議,獲評等為優良。
5月	
08	因應氣候變遷、全球暖化,與國家衛生研究院合作科技防蚊,強化世大運防疫網絡,公告臺北市「防止病 媒蚊孳生,預防登革熱」之孳生源清除防疫措施。
12	臺北市政府衛生局辦理「美耐皿餐具三聚氰胺溶出試驗調查計畫」專家座談會邀請專家學者共同討論,並 對本計畫高度肯定。
13	臺北市政府衛生局與財團法人台灣癌症基金會假花博入口廣場共同辦理「2017 年粉紅健走嘉年華」乳癌防 治宣導活動,計 4,500 人參加。



Date	Chronology Content
April	
01	The Department of Health, Taipei City Government, announced that the "sidewalks surrounding the National Taiwan Sport University" were designated as non-smoking sections.
05	The pilot plan of subsidies for rotavirus vaccination was executed with innovations in 2017. The policy of subvention for rotavirus vaccination has been implemented since April 5, 2017. Subsidies were provided for individual infants by grade and the threat of the rotavirus to the infant was shared with the parents. A full subsidy is provided for the vaccine in special cases and a fixed subsidy of NT\$ 2,100 is provided for the children in ordinary cases.
05	The Department of Health, Taipei City Government, held the "1 <sup>st</sup> Meeting of the 2017 Long-term Care Committee, Taipei City Government" and 49 persons attended the meeting.
06	The Department of Health, Taipei City Government, held the "Community Pharmacy and Pharmaceutical Service Policy Promotion Seminar" to provide an opportunity for direct communication between the community pharmacies and government agencies, and encourage community pharmacies to participate in public health activities voluntarily.
07	The 1 <sup>st</sup> staff conference for the prevention of dengue fever and Zika viruses took place. 33 departments/offices of the Taipei City Government, disease prevention experts and the Centers for Disease Control of the Ministry of Health and Welfare attended the conference to share the results of epidemic prevention and improve disease prevention strategies together.
07	The Department of Health, Taipei City Government, held the 2 <sup>nd</sup> Government-Level Enterovirus Prevention Meeting.
11	Department of Health, Taipei City Government, was honored with the "Outstanding Team Award in Crackdown on Dengue Fever".
17	The Taipei City Government, San Hsin Elementary School in Xinyi District, and Ronald McDonald House Charities jointly held the press conference of "Wash Your Hands Carefully to Beat Enterovirus". Taipei Deputy Mayor Chia-Chi Teng was invited for the conference with another 142 participants.
28	The 2017 Joint Supervision and Guidance Meeting of Taipei City Drug Abuse Prevention Center was rated as "Outstanding".
Мау	
08	In consideration of the climate change and global warming, cooperation with National Health Research Institutes was conducted to control mosquitoes with technologies and enhance the epidemic control network for the Taipei 2017 Universiade, and the breeding source elimination and epidemic control measures for "Prevention from Growth of Mosquito Vectors and Control of Dengue Fever" was announced in Taipei City for these purposes.
12	The Department of Health, Taipei City Government, held the expert forum of "Test and Research Project of Melamine Resin Dissolving out of Melamine Tableware". Experts and scholars were invited for discussion in the forum. They highly recognized the Project.
13	The Department of Health, Taipei City Government, and Formosa Cancer Foundation jointly held the "2017 Pink Power Walking Carnival" at the entrance of the Flora Exposition to promote prevention and control of breast cancer. 4,500 persons participated in the event.

日期	内容說明
5月	
18	臺北市政府衛生局修正發布「臺北市大量傷病患救護辦法」。
27	臺北市政府衛生局食品藥物管理科、健康管理科、疾病管制科、資訊室、人事室、臺北市中山區健康服務中心、臺北市大安區健康服務中心、臺北市信義區健康服務中心、臺北市松山區健康服務中心、臺北市萬華區健康服務中心、臺北市立聯合醫院暨臺北市立聯合醫院昆明防治中心,於「2017HBSC 年會暨提升價值競爭力國際研討會」榮獲海報投稿錄取。
31	臺北市政府衛生局榮獲 2017 行政院人事行政總處公務人力發展學院「以 Taipei mHealth 公共衛生資訊管 理系統提升獨居長者與慢性病個案管理品質」第 1 區優選。
6月	
01	臺北市政府衛生局辦理「臺北市姐姐妹妹 開心篩、粉樂送」婦癌篩檢活動,凡設籍臺北市市民且符合篩 檢資格完成子宮頸抹片或乳房 X 光攝影檢查,即可獲得刮刮卡,至 10 月 31 日止計 4 萬人次參加。
01	臺北市立聯合醫院舉辦「80歲長者高齡友善門診啓動儀式」記者會。
05	臺北市政府衛生局榮獲 2016 年地方衛生機關業務考評檢驗業務表現優異獎。
22	臺北市政府衛生局指定新光醫療財團法人新光吳火獅紀念醫院辦理「世大運場館災害事件醫院大量傷病患 應變」實兵示範觀摩演練,世大運主營運中心賽會營運主任陳景峻(臺北市副市長)出席指導,臺北市 15 家急救責任醫院及新北市、桃園市、新竹縣及新竹市衛生局共同觀摩,以強化 5 縣市緊急醫療應變能力。
22	臺北市政府衛生局舉辦「臺北市政府長期照顧委員會 2017 年度第 2 次會議」,共 46 人參加。
26	臺北市政府衛生局偕同各局處共同召開「臺北市政府食品安全委員會第 10 次會議」,臺北市市長柯文哲蒞 臨指導。
27	臺北市政府衛生局榮獲衛生福利部食品藥物管理署頒發「2017年度全國餐飲衛生管理及食品中毒防治年度 會報」第1名。
28	臺北市政府衛生局榮獲衛生福利部食品藥物管理署頒發「2016年地方衛生機關業務考評作業」食品藥物類 第1組榮獲優等,六都排名第3名。
29	臺北市政府衛生局榮獲 2017 年 APEC 不法藥物國際研討會壁報論文優等獎。



Date	Chronology Content
Мау	
18	The Department of Health, Taipei City Government, promulgated the "Regulations on Handling Numerous Injured Patients".
27	Poster submissions of the Food and Drug Division, Health Promotion Division, Disease Control Division, System Administration, and Personnel Office of the Department of Health, Taipei City Government, the Zhongshan District Health Center, the Daan District Health Center, the Xinyi District Health Center, the Songshan District Health Center, the Wanhua District Health Center, Taipei City Hospital, and the Kunming Prevention and Control Center of Taipei City Hospital are selected for "Taiwan Healthcare Industry Balanced Scorecard Association 2017 Annual Meeting and International Symposium: Value Creation and Competitive Advantage".
31	The Department of Health, Taipei City Government is honored as the top selection in region 1 in the "Enhancement of Isolated Senior and Chronic Disease Patient Management through the Taipei mHealth Public Health Information Management System" by the Civil Service Development Institute of the Directorate-General of Personnel Administration, Executive Yuan in 2017.
June	
01	The Department of Health, Taipei City Government, held the gynecologic cancer screening event of "Happy Screening and Generous Gifts". The citizen of Taipei City who was qualified for screening and finished the pap smear test or mammography examination received a lottery scratchcard. 40,000 persons participated in the event by October 31.
01	Taipei City Hospital held the press conference of "Opening Ceremony of Age-Friendly Clinics for People over 80".
05	The Department of Health, Taipei City Government is honored with an Outstanding Performance Award in the field of inspection services in the context of "2016 Healthcare Practice Evaluation of Local Health Agencies".
22	The Department of Health, Taipei City Government, designated Shin Kong Wu Ho-Su Memorial Hospital to held a practical demonstration and learning exercise of "Response to Numerous Injured Patients Due to Accidents in the Summer Universiade Gymnasiums". Chin-Jun Chen, Director of the Main Operation Center and Deputy Mayor of Taipei City, was present and gave instructions. 15 Taipei City emergency responsibility hospitals and the health departments of New Taipei City, Taoyuan City, Hsinchu County and Hinchu City came to learn from the exercise to enhance the emergency response capability of these 5 cities and counties.
22	The Department of Health, Taipei City Government, held the "2 <sup>nd</sup> Meeting of the 2017 Long-term Care Committee, Taipei City Government" and 46 persons attended the meeting.
26	The Department of Health, Taipei City Government, organizes the "10 <sup>th</sup> Meeting of the Taipei City Food Safety Committee under the personal guidance" by Mayor Wen-Je Ko in cooperation with all bureaus and offices.
27	The Department of Health, Taipei City Government, is awarded first place by the Food and Drug Administration of the Ministry of "Health and Welfare in the 2017 Annual Report on Nationwide Food Hygiene Management and Food Poisoning Prevention".
28	The Department of Health, Taipei City Government, is honored with a top ranking (ranked third among the six municipalities) in the first food and drug category by the Food and Drug Administration of the Ministry of Health and Welfare in the "2016 Healthcare Practice Evaluation of Local Health Agencies".
29	The Department of Health, Taipei City Government, is honored with an Outstanding Paper Award at the 2017 APEC Conference on Management and Related Scientific Detection Technology for Adulteration of Dietary Supplements with Drug and Drug Analogs.

日期	内容說明
7月	
01	因應老人及失能人口、精神病患關懷訪視業務及食品稽查業務之增加,增設「長期照護科」、「心理衛生科」 及「衛生稽查科」,2017年7月1日起,本局組織架構改為9科6室:綜合企劃科、疾病管制科、食品 藥物管理科、醫事管理科、健康管理科、長期照護科、心理衛生科、衛生稽查科、檢驗科、資訊室、秘書室、 會計室、統計室、人事室、政風室。
01	臺北市政府衛生局公告「淡江大學台北校園周邊人行道」為全面禁止吸菸場所。
02	臺北市政府衛生局黃世傑局長率隊參與「2017 上海臺北城市論壇」。
03	臺北市與國家衛生研究院國家蚊媒傳染病防治研究中心,於7月3日至9月1日止,合作執行登革熱病媒 蚊防治監測計畫,至五縣市世大運場館佈點254個誘卵桶及10個誘蚊桶。
12	臺北市政府衛生局辦理「強制臺北市 20 桌以上中式筵席餐廳申請衛生管理分級評核認證」說明會。
17	臺北市政府衛生局召開記者會,與五縣市代表共同宣示「五縣市聯防、2017 臺北世大運防疫無界!」,五 縣市病媒蚊密度調查共計查核 2,700 次,動員 6,000 名防疫人力及志工。
18	臺北市立聯合醫院和平婦幼院區榮獲 2016 年醫院癌症篩檢 / 診療品質提升計畫 – 子宮頸癌生命搶救王區域 醫院第 1 名。
20	臺北市政府衛生局辦理「強制臺北市西式連鎖速食業者申請衛生管理分級評核認證」說明會。
26	臺北市立聯合醫院於7月26至29日,參加2017年第12屆亞洲及太平洋區安寧療護會議。
28	辦理 2017「銀髮舞動 活力 SHOW 台北」市級總決賽,約 700 位長者參與。
28	臺北市政府衛生局榮獲衛生福利部 2016 年自殺防治成效績優獎。
31	臺北市政府衛生局與中華民國藥學生聯合會共同辦理「第 63 屆世界藥學生年會-歡迎之夜」,邀請全球共 85 個國家及地區共同參與國際事務討論,臺北市副市長鄧家基及衛生局局長黃世傑出席致詞,約 500 位藥 學生參與。



Date	Chronology Content
July	
01	In line with the increase of the senior and disabled population and intensification of visits to show concern for psychiatric patients and food inspection services, the department added a Long-term Care Division, Mental Health Division, and Public Health Inspection Division. As of July 1, 2017, the organizational structure of the department features 9 divisions and 6 offices: General Planning Division, Disease Control Division, Food and Drug Division, Medical Affairs Division, Health Promotion Division, Long-term Care Division, Mental Health Division, Public Health Inspection Division, System Administration, Administrative Service Office, Accounting Office, Statistics Office, Personnel Office, and Government Ethics Office.
01	The Department of Health, Taipei City Government, announced that the "sidewalks surrounding the Taipei Campus of Tamkang University" were designated as non-smoking sections.
02	Mr. Shier-Chieg Huang, Commissioner of the Department of Health, Taipei City Government, leads a delegation to participate in the "2017 Shanghai and Taipei City Forum".
03	Taipei City cooperates with the NHRI National Mosquito-Borne Diseases Control Research Center in the execution of the Dengue Fever Mosquito Vector Control and Monitoring Plan from July 3 to September 1 and places 254 ovitraps and 10 mosquito traps at Universiade venues in five counties.
12	The Department of Health, Taipei City Government, held the presentation about the "forced application of Chinese banquet restaurants with more than 20 tables for Food Sanitation Management Grading and Assessment Certification".
17	The Department of Health, Taipei City Government, held a press conference and the representatives of the 5 cities and counties jointly announced that "5 cities and counties worked tightly for seamless prevention of epidemics during Taipei 2017 Universiade". A total of 2,700 investigations of the density of mosquito vectors were conducted and 6,000 epidemic control personnel and volunteers were mobilized in the 5 cities and counties.
18	The Heping Branch for Women and Children of Taipei City Hospital earns first place among regional hospitals in the saving of lives of cervical cancer patients in the context of 2016 Hospital Cancer Screening/ Care Quality Enhancement Program.
20	The Department of Health, Taipei City Government, held the presentation about the "forced Application of Western Fast Food Chains for Food Sanitation Management Grading and Assessment Certification".
26	Taipei City Hospital participates in the 12 <sup>th</sup> Asia Pacific Hospice Conference from July 26 to 29, 2017.
28	The 2017 "Senior-Friendly Energetic Dancing SHOW Taipei" finals was held with about 700 senior participants.
28	The Department of Health, Taipei City Government, is honored with an award for outstanding results in suicide prevention presented by the Ministry of Health and Welfare in 2016.
31	The Department of Health, Taipei City Government, and Pharmaceutical Students' Association of Taiwan jointly held the "63 <sup>rd</sup> IPSF World Congress - Welcome Night". The representatives from 85 countries and areas were invited for discussion of international matters. The Deputy Mayor of Taipei City Chia-Chi Teng and the Commissioner of the Department of Health Shier-Chieg Huang were present and gave a speech. About 500 pharmaceutical students participated in the Congress.

日期	内容說明
8月	
8月	「2017年臺北世大運」於2017年8月19日至同月30日舉行,臺北市政府衛生局在世大運期間全程監廚、 快篩檢驗、維護世大運食品安全、防疫整備措施,醫療服務、餐飲服務、禁藥檢驗及運動防護。
01	臺北市政府衛生局於8月1日至3日參加泰國曼谷舉辦之「第13屆亞洲傳染病防治對策會議」中,分享「臺 北市現行預防接種政策與計畫」及進行「臺北市 HIV/AIDS 防治現況與措施及聯合研究與調查計畫」之成 果發表。
02	臺北市立聯合醫院醫療團隊至馬祖進行「從 EYE 到愛 重建光明」活動及白内障手術。
08	針對合作縣市之 2017 臺北世界大學運動會相關旅館業者,辦理旅館業營業衛生教育訓練,主題為「世大 運防疫整備及配合事項」及「重要傳染病介紹」,共計 116 家業者參與。
09	臺北市立聯合醫院昆明防治中心於 8 月 9 日至 11 日舉辦奇幻之旅~暑期反毒夏令營,藉由課程教學、小隊討論、活動參與、反毒展覽參訪等多元化方式,期能培養學員識毒、拒毒等能力,遠離毒品危害,共計 45 名學員參與。
11	臺北市政府衛生局「社區健康生活方案」健康競賽活動,假台北海洋科技大學士林校區辦理,計275人參與。
12	臺北市政府衛生局假臺北市立動物園辦理「2017『醫』同『腰』約世大運 爸媽健康你熊讚」宣導活動,計 500 人參與。
14	完成 2017 臺北世界大學運動會場館及選手村登革熱病媒蚊預防性噴消作業。
21	臺北市政府衛生局發布「淨化違規廣告已見成效 臺北市衛生局公布 2017 年上半年食藥粧違規廣告處分成 果」新聞稿,公布 2017 年上半年食藥粧違規廣告處分成果,整體違規廣告已有下降趨勢。
9月	
01	臺北市政府衛生局公告「國立臺灣大學社會科學院周邊人行道」為全面禁止吸菸場所。
06	臺北市政府衛生局辦理「2017年度搭伙心食堂計畫」記者會,首創納管「搭伙網」,舉辦 20場衛生烹飪 課程,透過實際烹飪過程帶入《食品安全衛生管理法》重點與衛生觀念,並學習製作健康美味的料理,衛 生局局長黃世傑蒞臨指導,以期強化私人搭伙場所基礎烹調的食安。
09	臺北市政府自殺防治中心結合臺北市政府消防局、臺北市動產質借處、臺北市信義運動中心、財團法人「張老師」基金會台北分事務所、財團法人精神健康基金會、城男舊事心驛站及救國團台北市團務指導委員會,假臺 北市信義區香堤廣場共同辦理 2017 國際自殺防治日「關鍵一刻 扭轉一生」宣導活動,計 5,000 人次參加。



Date	Chronology Content
August	
August	"Taipei 2017 29 <sup>th</sup> Summer Universiade" was held from August 19, 2017 to the 30 <sup>th</sup> of the same month. During the Universiade, the Department of Health, Taipei City Government carried out the kitchen inspection, rapid screening test, the maintenance of food safety for the Universiade, immunization and vaccines preparation and administration, medical service, food and beverage service, doping test, and sports protection.
01	The Department of Health, Taipei City Government, participates in the "13 <sup>th</sup> Annual Conference on Countermeasures to Combat Infectious Diseases in Asia" held in Bangkok, Thailand for the presentation of results in the implementation of "Current Immunization Policies and Plans and the Current Status and Measures of HIV/AIDS Prevention in Taipei City and Joint Research and Survey Plans".
02	The medical team of Taipei City Hospital held the "Eye to Love - Recovery of Vision" event and performed cataract surgery operation.
08	The Department of Health, Taipei City Government, provided educational training on the business sanitation of the hotels in the cities and countries related to Taipei 2017 Universiade with the themes of "Preparations and Regulations for the Summer Universiade" and "Introduction of Major Infectious Diseases". 116 hotels operators took the training.
09	Kunming Prevention and Control Center, Taipei City Hospital, held a summer camp of "A Magic Trip ~ Anti-Drug in the Summer" until August 11 to help the participants understand drugs and cultivate their ability to refuse and keep away from drugs through classroom teaching, small group discussion, participation in activities, anti-drug exhibitions and visits. 45 students took part in the camp.
11	The Department of Health, Taipei City Government, held health contests for the "Plan for Healthy Community Life" at the Shilin Campus of the Taipei University of Marine Technology, with 275 participants.
12	The Department of Health, Taipei City Government, held the awareness event "Measure Your Waist at the 2017 Universiade: Healthy Parents and Bravo Bear" at the Taipei Zoo, with 500 participants.
14	The work on sterilization by spraying to prevent mosquito vectors in the venues and Athletes' Village of the 2017 Taipei Universiade was completed.
21	The Department of Health, Taipei City Government, issued a press release "Efforts to eliminate illegal advertisements bear fruit: The Department of Health, Taipei City Government, published the result of punishment of illegal advertisements for food, drugs and cosmetics in the first half of 2017". The result of punishment of illegal advertisements for food, drugs and cosmetics in the first half of 2017". The result of punishment of declining number of illegal advertisements.
September	
01	The Department of Health, Taipei City Government, announced that the "sidewalks surrounding the College of Social Sciences of National Taiwan University" were designated as non-smoking sections.
06	The Department of Health, Taipei City Government, held a press conference on the "2017 Heartful Dahuo Meals Program", making Taipei City the first to regulate the website "Dahuo". 20 classes of cooking courses were organized. During the cooking process, the participants learned about the main points of the "Act Governing Food Safety and Sanitation" and sanitation concepts. The participants also learned how to cook dishes that are healthy and delicious. Commissioner of the Department of Health Shier-Chieg Huang appeared at the classes to provide guidance, aiming to enhance food safety of cooking at private places where meals are shared.
09	The Suicide Prevention Center of the Taipei City Government, in cooperation with the Taipei City Fire Department, Taipei City Secured Small Loans Service, Taipei Xinyi Sports Center, Taipei Agency of Teacher Chang Foundation, Mental Health Foundation, Taipei Men Center and Taipei City Supervisory Committee of China Youth Corps, held the awareness event "Take a Minute, Change a Life" for the 2017 World Suicide Prevention Day at the Xianti Square in Xinyi District. A total of 5,000 persons participated in the event.

日期	内容說明
9月	
12	結合臺北市牙醫師公會至長者共餐據點,推廣餐前健口操計畫及發表臺北市牙醫師公會拍攝之新版健口操 影片、宣導衛生局祖孫健口操舞蹈比賽活動假市政大樓 1 樓中庭辦理銀髮健康從齒升級 遠離慢病「篩、防、 健、動」記者會。
21	臺北市政府衛生局舉辦「臺北市政府長期照顧委員會 2017 年度第 3 次會議」,共 50 人參加。
25	臺北市政府衛生局假臺北市市政大樓一樓中庭辦理臺北市「用愛打開記憶的窗口,憶起守護愛無智盡」失 智症宣傳記者會,進行臺北市失智症共同照護中心及失智社區服務據點啓動儀式,以及失智症微電影「倒 轉的父親」首映宣傳。
25	臺北市長期照顧管理中心暨東、西、南、北、中區分站搬遷至捷運行天宮線捷五基地開發大樓,以達到臺 北市長照服務單一窗口,提升民衆可近性服務。
27	臺北市政府衛生局辦理「臺北市食藥安全聯合查緝平台」第 1 次會議,邀請臺灣臺北地方法院檢察署、臺 灣士林地方法院檢察署及食安委員會工作組等各局處共同與會討論食安議題。
29	臺北市政府衛生局偕同各局處共同召開「臺北市政府食品安全委員會第 11 次會議」,臺北市副市長鄧家基 蒞臨指導。
10月	
01	辦理「臺北市流感疫苗及 65 - 74 歲長者肺炎鏈球菌疫苗開打記者會」。
01	臺北市政府衛生局與中華民國心臟基金會假信義威秀廣場共同辦理 2017 世界心臟曰「凝聚力量 攜手護 心」園遊會,計 400 人次參加。
01	臺北市政府衛生局結合臺北市政府勞動局、臺北市政府自殺防治中心、臺北市就業服務處青年職涯發展中心、敦安基金會、董氏基金會、台灣憂鬱症防治協會、中華民國肯愛社會服務協會、台北市新光吳氏基金會、中崙諮商中心心理諮商所、財團法人「張老師」基金會台北分事務所、財團法人華人心理治療研究發展基金會及宇聯心理治療所,假花博公園花海廣場共同辦理 2017 TDSD 國際心理健康日「心生報到 幸福職場UP TO YOU」大型宣導活動,計 1,000 人次參與。
12	臺北市政府衛生局榮獲 2017 年食品檢驗技術交流平台最佳貢獻獎。



Date	Chronology Content
September	
12	In cooperation with the Taipei Dental Association, the Department of Health visited the locations where seniors share meals to promote the program for pre-meal oral gymnastics and release a video made by the Taipei Dental Association of the new version of oral gymnastics. Information about the Oral Gymnastics and Dance Contest for Grandparents and Grandchildren was also disseminated. The Department of Health held the press conference "Senior Health Starts With Teeth, Stay Away From Chronic Diseases by 'Screening, Prevention, Exercising, Sport'" at the lobby on the 1 <sup>st</sup> floor of the Taipei City Hall.
21	The Department of Health, Taipei City Government, held the "3 <sup>rd</sup> Meeting of the 2017 Long-term Care Committee, Taipei City Government" and 50 persons attended the meeting.
25	The Department of Health, Taipei City Government, held the press conference "Open the Window of Memory With Love, Together We Protect and Love Those With Dementia" to raise awareness of dementia. A ceremony was held to launch the Taipei City Dementia Shared Care Center and the community dementia service points. The premiere of the micro film "Reversed Dad", which was about dementia, was promoted.
25	The Taipei City Long-term Care Management Center and its 5 branches in the east, west, south, north and central districts were moved to and concentrated in the Jiewu Development Building at the MRT Xingtian Temple Station in order to provide a single contact point for long-term care services in Taipei City and make them more accessible to the citizens.
27	The Department of Health, Taipei City Government, organizes the first meeting of the "Platform for Joint Inspection of Food and Drug Safety in Taipei City". The Taiwan Taipei District Prosecutors Office, Taiwan Shilin District Prosecutors Office, the working group of the Food Safety Committee and other relevant departments/offices are invited to the meeting to discuss issues of food safety.
29	The Department of Health, Taipei City Government, and all other relevant departments/offices held the "11 <sup>th</sup> Meeting of the Taipei City Government Food Safety Committee". The Deputy Mayor Chia-Chi Teng attended the meeting and gave instructions.
October	
01	Organization of a "Press Conference on the Administration of Influenza Vaccines and Pneumococcal Conjugate Vaccines for seniors Aged 65-74 in Taipei City".
01	The Department of Health, Taipei City Government, and the Taiwan Heart Foundation held the fun fair "Concentrate Your Power, Protect Your Heart" for the 2017 World Heart Day at the square of Vie Show Cinemas Taipei Hsin Yi. 400 persons participated in the event.
01	The Department of Health, Taipei City Government, in cooperation with the Department of Labor, Taipei City Government Suicide Prevention Center, Youth Salon of the Taipei City Employment Services Office, Dwen An Social Welfare Foundation, John Tung Foundation, Taiwan Association Against Depression, Canlove Social Service Association, Shin Kong Wu Foundation, Psychological Counseling Institute of Zhonglun Counseling Center, Taipei Agency of Teacher Chang Foundation, Taiwan Institute of Psychotherapy and Worldwide Union Psychotherapy Institute, held the large awareness event "A Healthy Mind is Up to You: Happy Workplace" for the 2017 TDSD World Mental Health Day at the Flower Sea Plaza of the Taipei Expo Park. 1,000 persons participated in the event.
12	The Department of Health, Taipei City Government, is honored with an award for most valuable contributions to the Food Examination Technology Exchange Platform in 2017.

日期	内容說明
10月	
19	臺北市政府衛生局辦理「2017年度餐飲衛生管理分級成果發表會」,首創將「餐飲衛生管理分級評核認證」 放入《臺北市食品安全自治條例》規定中,公告西式連鎖速食業及 20 桌以上筵席餐廳業別應申請餐飲衛生 管理分級評核認證標章,衛生局局長黃世傑出席致詞並頒獎。
21	臺北市立聯合醫院中興院區、仁愛院區、和平婦幼院區及忠孝院區榮獲衛生福利部「預立安寧緩和醫療暨 維生醫療抉擇意願-健保 IC 卡註記宣導」優良團體。
25	臺北市政府衛生局辦理「2017 年度美好食光成果發表會」,展現「校園食安-除四菌、勤洗手、保食安」 政策成果及推動學校午餐採用國產四章 1Q 生鮮食材政策成果,使臺北市學童可以更安心的共享美味料理, 享受童年專屬的校園美好食光,衛生局局長黃世傑出席致詞並頒獎。
25	臺北市政府衛生局榮獲 2016 年全國衛生局心理衛生教育競賽活動視覺設計獎第 1 名。
26	登革熱及茲卡(Zika)疫情防治第2次工作會報,由臺北市政府33個局處、防疫專家及衛生福利部疾病管制署與會,針對疫情及防治成果分享,共同精進防疫策略。
26	臺北市政府衛生局召開腸病毒防治第3次府級會議。
27	臺北市政府衛生局榮獲第9屆臺灣健康城市暨高齡友善城市獎項評選:補助疫苗,精采絶『輪』~前瞻性 預防接種政策,實現健康平等價值,榮獲健康城市創新成果獎-健康政策獎。
27	臺北市政府衛生局榮獲第9屆臺灣健康城市暨高齡友善城市獎項評選:首都生活圈 – 防蚊一把罩,實現健 康平等價值,榮獲健康城市創新成果獎 – 健康政策獎。
27	臺北市中正區健康服務中心榮獲第9屆台灣健康城市暨高齡友善城市「社會參與獎」。
27	臺北市南港區健康服務中心榮獲第9屆台灣健康城市聯盟暨高齡友善城市高齡友善城市類「無障礙與安全的公共空間獎」。
27	臺北市中山區健康服務中心榮獲第9屆台灣健康城市聯盟暨高齡友善城市獎項評選高齡友善城市類別「鄉 鎮市金質獎」。
27	臺北市松山區健康服務中心榮獲第9屆台灣健康城市暨高齡友善城市健康城市類「健康生活獎」。

Date	Chronology Content
October	
19	The Department of Health, Taipei City Government, held the "2017 Food Sanitation Management Grading and Assessment Presentation". It was the first time the "Food Sanitation Management Grading and Assessment Certification" was incorporated into the "Taipei City Self-Governing Regulations for Food Safety". It was announced that Western fast food chains and banquet restaurants with more than 20 tables must apply for the labels of the Food Sanitation Management Grading and Assessment Certification. Commissioner of the Department of Health Shier-Chieg Huang attended the event to give a speech and award prized.
21	The Zhongxing Branch, Renai Branch, Heping Fuyou Branch for Women and Children, and Zhongxiao Branch of Taipei City Hospital are honored as Outstanding Groups by the Ministry of Health and Welfare for the "recording of the intent to undergo Hospice and Palliative Care and Life-Sustaining Treatment on NHI IC cards".
25	The Department of Health, Taipei City Government, held the "2017 'Have a Good Meal' Presentation" to show the achievements of the policy "Food Safety on Campus: Kill the Four Bacteria, Wash Your Hands, Protect Food Safety" and the policy of using domestically produced fresh ingredients certified by the four Symbols and one Q for school lunch. In this way, schoolchildren in Taipei City would feel more assured in enjoying delicious meals and the good lunch time that only belongs to them. Commissioner of the Department of Health Shier-Chieg Huang attended the event to give a speech and award prized.
25	The Department of Health, Taipei City Government, wins first place in the visual design award category of the nationwide mental health education competition in 2016.
26	The 2 <sup>nd</sup> staff conference for the prevention of dengue fever and Zika viruses took place. 33 departments/offices of the Taipei City Government, disease prevention experts and the Centers for Disease Control of the Ministry of Health and Welfare attended the conference to share the results of epidemic prevention and improve disease prevention strategies together.
26	The Department of Health, Taipei City Government, held the 3 <sup>rd</sup> Government-Level Enterovirus Prevention Meeting.
27	The Department of Health, Taipei City Government is honored with a Healthy City Innovation Achievement and Health Policy Award for contributions in the field of vaccination policies, outstanding and forward-looking immunization policies, and realization of health equality in the context of the 9 <sup>th</sup> Taiwan Healthy City and Senior-Friendly City Award Selections.
27	The Department of Health, Taipei City Government is honored with a Healthy City Innovation Achievement and Health Policy Award for contributions in the field of comprehensive anti-mosquito measures in inner-city areas and realization of health equality in the context of the 9 <sup>th</sup> Taiwan Healthy City and Senior-Friendly City Award Selections.
27	The Zhongzheng District Health Center is honored with a Social Engagement Award at the 9 <sup>th</sup> Taiwan Healthy City and Senior-Friendly City Award Selections.
27	The Nangang District Health Center is honored with an "award for Obstacle-Free and Safe Public Spaces" in the Senior- Friendly City Category at the 9 <sup>th</sup> Taiwan Healthy City and Senior-Friendly City Award Selections.
27	The Zhongshan District Health Center is honored with a "Golden Township Award" in the Senior-Friendly City Category at the 9 <sup>th</sup> Taiwan Healthy City and Senior-Friendly City Award Selections.
27	The Songshan District Health Center is honored with a "Healthy Lifestyle Award" in the Healthy City Category at the 9 <sup>th</sup> Taiwan Healthy City and Senior-Friendly City Award Selections.

日期	内容說明
10月	
27	臺北市萬華區健康服務中心榮獲第9屆台灣健康城市暨高齡友善城市獎項評選高齡友善城市類「鄉鎭市區 組金質獎」及「優良提案獎」。
27	臺北市信義區健康服務中心榮獲第9屆台灣健康城市暨高齡友善城市獎項評選「健康城市心理健康促進獎」。
27	臺北市文山區健康服務中心榮獲第 9 屆臺灣健康城市暨高齡友善城市獎項評選:健康城市類創新成果獎 – 健康永續獎 – 低碳、綠能永續城市~「動物黃金傳奇 – 化米田共為蔬香」。
29	臺北市政府衛生局與台北市中醫師公會假大安森林公園兒童小舞台廣場辦理「2017 中醫大安森林公園公益 慢跑運動嘉年華」活動,計 100 人參加。
11 月	
01	臺北市政府衛生局公告「國立臺北教育大學附設實驗國民小學周邊人行道及教職員宿舍周邊戶外區域」為 全面禁止吸菸場所。
08	臺北市立聯合醫院和平婦幼院區榮獲 106 台北區毒化災急救責任醫院評核演習-金質演習獎。
10	臺北市立聯合醫院陽明院區榮獲 SNQ 國家品質標章新案認證通過「陽明珍 Eye、睛彩社區、名揚視界-弱 勢照護、社區關懷、國際標準視能復健」。
10	臺北市立聯合醫院陽明院區及松德院區榮獲「衛生福利部國民健康署 2017 年度健康醫院認證」。
15	臺北市政府 2017 年度推動臺北健康城市第 2 次跨局處工作會議假臺北市市政大樓 12 樓劉銘傳廳辦理,計 83 人參與,其中與會專家共 11 位。
17	臺北市立聯合醫院和平婦幼院區榮獲 2017 年度防疫績優公務類團體獎。
18	臺北市政府衛生局以「臺北市健康雲服務平台-推動社區健康促進與照護服務」參加臺灣雲端物聯網產業協會辦理「2017雲端物聯網創新獎」競賽活動,榮獲「2017雲端物聯網創新獎傑出應用獎」。
20	臺北市立聯合醫院仁愛院區參加 2016 年母嬰親善認證,獲得全國特優獎。
21	臺北市立聯合醫院和平婦幼院區榮獲 2017 年醫療院所母乳哺育創意提案參獎。
22	臺北市政府衛生局辦理「臺北市食材登錄平台成果發表會」,公告平台新成立「連鎖咖啡廳專區」,現場 邀請連鎖咖啡業者、台北市糕餅商業同業公會及烘焙伴手禮業者共同參與,由衛生局局長黃世傑出席致詞 並頒獎。



Date	Chronology Content
October	
27	The Wanhua District Health Center is honored with a "Golden Township Award" and "Outstanding Proposal Award" in the Senior-Friendly City Category at the 9 <sup>th</sup> Taiwan Healthy City and Senior-Friendly City Award Selections.
27	The Xinyi District Health Center is honored with a "Mental Health Promotion Award in the Healthy City Category" at the 9 <sup>th</sup> Taiwan Healthy City and Senior-Friendly City Award Selections.
27	The Wenshan District Health Center is honored with a Healthy City Innovation Achievement and Health and Sustainability Award based on low-carbon and green-energy cities and "manure as golden fertilizer" at the 9 <sup>th</sup> Taiwan Healthy City and Senior-Friendly City Award Selections.
29	The Department of Health, Taipei City Government, and the Taipei Chinese Medical Association held the event "2017 Jogging Carnival for Chinese Medicine Physicians in the Daan Forest Park" at the square of Children's Little Stage of the Daan Forest Park. 100 persons participated in the event.
November	
01	The Department of Health, Taipei City Government, announced that the "sidewalks surrounding the National Taipei University of Education Experimental Elementary School and the outdoor regions surrounding the faculty dormitories" were designated as non-smoking sections.
08	Heping Fuyou Branch for Women and Children of Taipei City Hospital is honored with a Gold Award at the Toxic and Chemical Disaster Rescue Appraisals and Drills for responsible hospitals in the 2017 Taipei Area.
10	The Yangming Branch of the Taipei City Hospital is honored with the SNQ Symbol of National Quality for "Compassion, brilliant communities, fame, care for underprivileged groups, community care, and vision rehabilitation".
10	The Yangming and Songde Branches of the Taipei City Hospital have passed the "2017 Healthy Hospital Certification organized by the Health Promotion Administration of The Ministry of Health and Welfare".
15	The 2 <sup>nd</sup> cross-department/office working meeting for the 2017 Healthy Taipei City Project of the Taipei City Government was held at the Liu Ming-chuan Hall on the 12 <sup>th</sup> floor of the Taipei City Hall. 83 persons, including 11 experts, attended the meeting.
17	Heping Fuyou Branch for Women and Children of Taipei City Hospital is honored with an award for outstanding public services in the field of epidemic prevention in 2017.
18	The Department of Health, Taipei City Government, is honored with an" Innovation and Outstanding Application Award in the 2017 Cloud Computing" and "IoT Innovation Award" competition organized by the Cloud Computing & IoT Association in Taiwan for its Taipei City Health Cloud Service Platform – Promotion of Community Health Promotion and Care Services.
20	Renai Branch of Taipei City Hospital is honored with a National Distinction Award in the 2016 Baby-Friendly Hospital Certification.
21	Heping Fuyou Branch for Women and Children of Taipei City Hospital is honored with a Creative Proposal Award for breastfeeding in medical institutions in 2017.
22	The Department of Health, Taipei City Government, held the "Food Tracer Taipei Progress Presentation" and announced that a section for chain cafes was added to the platform. Chain cafe operators, Taipei City Association of Pastry Businesses and sellers of baked food souvenirs were invited to attend. Commissioner of the Department of Health Shier-Chieg Huang attended the event to give a speech and award prizes.

日期	内容說明
11月	
28	臺北市立聯合醫院和平婦幼院區榮獲「衛生福利部國民健康署 2017 年度健康醫院認證」。
28	臺北市立聯合醫院仁愛院區及忠孝院區榮獲衛生福利部國民健康署 2016 年「戒菸服務品質改善措施-績 優醫事機構」、忠孝院區榮獲「戒菸成功王」。
30	臺北市政府衛生局假臺北市市政大樓 1 樓中庭舉辦 2017 年度臺北市衛生保健志願服務志工暨團隊楷模獎 表揚大會,由臺北市市長柯文哲頒發 86 個獎項與 3 家醫療院所防癌受訓證書,共計 250 人參與表揚大會。
12月	
01	臺北市政府衛生局公告「台北市日僑學校周邊人行道」為全面禁止吸菸場所。
01	臺北市政府衛生局榮獲行政院災害防救業務訪評績優獎。
01	臺北市立聯合醫院仁愛院區以「主動提升門診血液透析病人的預立安寧緩和醫療暨維生醫療抉擇意向書簽 署率」榮獲第 18 屆醫療品質獎主題改善組潛力獎。
01	臺北市立聯合醫院陽明院區榮獲 2017 年臺灣醫療品質協會競賽優品獎。
04	臺北市政府衛生局於臺北市市政大樓 1 樓中庭辦理「2017 年健康促進成果發表會」,計 250 人參與。
05	臺北市士林區健康服務中心榮獲2017年衛生福利部國民健康署糖尿病支持創新模式推展計畫典範團體獎。
07	臺北市立聯合醫院陽明院區榮獲醫策會第 18 屆醫療品質獎實證醫學類文獻查證臨床組(北區)佳作、文獻 查證菁英組潛力獎。
07	臺北市立聯合醫院忠孝院區通過 2017 年度醫院評鑑(區域醫院)暨教學醫院評鑑。
07	臺北市立聯合醫院忠孝院區以「運用根本原因分析降低給藥錯誤事件發生率」參加醫策會「第十八屆醫療 品質獎」競賽,榮獲潛力獎。
07	臺北市立聯合醫院忠孝院區榮獲 107 糖尿病健康促進機構審查合格。
08	臺北市立聯合醫院中興院區榮獲國家品質標章認證-醫養合一新思維:愛在"蘭州"、高齡有愛 親善無礙: 一條龍高齡友善優先服務、不甘"視"弱與 eye 同行-低視能朋友邁向新生活的全方位視覺復健之路。



Date	Chronology Content
November	
28	Heping Fuyou Branch for Women and Children of Taipei City Hospital has passed the "2017 Healthy Hospital Certification organized by the Health Promotion Administration of The Ministry of Health and Welfare".
28	Renai Branch and Zhongxiao Branch of Taipei City Hospital are recognized by the Health Promotion Administration of The Ministry of Health and Welfare as "2016 medical institutions with outstanding achievements in the adoption of measures for improvement of the quality of smoking cessation services". The Zhongxiao Branch is further recognized as a "Smoking Cessation Champion".
30	The Department of Health, Taipei City Government, held a ceremony to honor the recipients of the 2017 Award for Exemplary Volunteers and Teams Providing Voluntary Services of Sanitation and Healthcare in Taipei City at the lobby on the 1 <sup>st</sup> floor of the Taipei City Hall. During the ceremony, the Mayor Wen-Je Ko presented 86 awards and certificates of training on cancer prevention for 3 medical institutions. A total of 250 persons attended the ceremony.
December	
01	The Department of Health, Taipei City Government, announced that the "sidewalks surrounding the Taipei Japanese School" were designated as non-smoking sections.
01	The Department of Health, Taipei City Government, is honored with an award for outstanding achievements in disaster prevention and response presented by the Executive Yuan upon on-site visits.
01	Renai Branch of Taipei City Hospital is honored with a High Potential Award in the themed improvement category of the 18 <sup>th</sup> Healthcare Quality Awards for the "increased signing rate of the letter of intent to undergo Hospice and Palliative Care and Life-Sustaining Treatment by hemodialysis patients in the outpatient department".
01	Yangming Branch of Taipei City Hospital is honored with an Excellence Award in a competition held by the Association for Healthcare Quality in 2017.
04	The Department of Health, Taipei City Government, held the "2017 Health Promotion Progress Presentation" at the lobby on the 1 <sup>st</sup> floor of the Taipei City Hall. A total of 250 persons participated in the event.
05	The Shilin District Health Center is honored with a Model Group Award in the context of the Plan for Promotion of Innovative Models in the Treatment of Diabetes adopted by the Health Promotion Administration of the Ministry of Health and Welfare in 2017.
07	The Yangming Branch of Taipei City Hospital is honored with a High Potential Award in the Excellent Clinical Work (northern region) and Literature Review Elite Category of the Evidence-based Medicine Section of the 18 <sup>th</sup> Healthcare Quality Awards.
07	Zhongxiao Branch of Taipei City Hospital passes the 2017 Hospital Accreditation (regional hospitals) and Teaching Hospital Accreditation.
07	Zhongxiao Branch of Taipei City Hospital is honored with a High Potential Award in the context of the "18 <sup>th</sup> Healthcare Quality Awards" organized by the Joint Commission for "utilization of root cause analysis to lower the incidence of medication errors".
07	Zhongxiao Branch of Taipei City Hospital passes the 2018 review of diabetes health promotion institutions.
08	Zhongxing Branch of Taipei City Hospital is honored with a Symbol of National Quality for brand-new integrated care concepts characterized by love and compassion for seniors and kindness without obstacles in the Lanzhou neighborhood, one-stop senior-friendly priority services, and comprehensive visual rehabilitation services for visually impaired patients in a spirit of strength and compassion.

日期	内容說明
12月	
08	臺北市立聯合醫院榮獲社團法人國家生技醫療產業策進會之 2017 年國家品質標章(SNQ)。
08	臺北市立聯合醫院和平婦幼院區以「家的守護者-建構乳癌病友全人照護模式」榮獲 2017 年 SNQ 國家品 質標章。
08	臺北市立聯合醫院忠孝院區以「泌尿科 WECARE 全方位即時服務」及「優質藥事照護醫院社區 e 點通- 以建立糖尿病藥師門診為例」榮獲國家生技醫療產業策進會 2017 年「國家品質標章認證」。
$\cap O$	臺北市政府衛生局與教育局假臺北市自來水園區水岸廣場共同辦理「2017 健口動一動 護 eye 你最萌」水 岸行健走活動,計 900 人參與,並辦理「2017 年祖孫健口操暨舞蹈比賽」,共 7 隊參加。
12	臺北市政府衛生局榮獲 2017 年衛生福利部國民健康署「地方衛生局推動健康職場」優等獎。
14	臺北市立聯合醫院忠孝院區參加衛生福利部疾病管制署「侵入性醫療處置照護品質提升計畫」,榮獲「區 域團體績優獎」、「實務操作競賽第一類 A 組第二名」。
14	臺北市立聯合醫院忠孝院區參加衛生福利部疾病管制署「降低手術部位感染組合式照護措施試辦作業」, 榮獲推展表現優質獎。
15	衛生福利部國民健康署與臺北市政府衛生局共同辦理「2017 年度建構智慧健康城市計畫」願景規劃討論會 議,計 33 人與會。
16	臺北市政府衛生局長黃世傑率隊參與「2017 年滬臺青年醫學菁英發展論壇」。
18	臺北市政府衛生局偕同各局處共同召開「臺北市政府食品安全委員會第 12 次會議」,臺北市市長柯文哲蒞 臨指導。
20	臺北市大同區健康服務中心榮獲衛生福利部國民健康署健康傳播素材徵選手冊類銅牌獎。



Date	Chronology Content
December	
08	Taipei City Hospital is honored with a 2017 Symbol of National Quality (SNQ) presented by the Institute for Biotechnology and Medicine Industry.
08	Heping Fuyou Branch for Women and Children of Taipei City Hospital is honored with a 2017 Symbol of National Quality (SNQ) for its "Family Guardian holistic care concept for breast cancer patients".
08	Zhongxiao Branch of Taipei City Hospital is honored with a 2017 Symbol of National Quality presented by the Institute for Biotechnology and Medicine Industry for "comprehensive and instant WECARE services in the field of urology" and "high-quality pharmaceutical care e-services in hospital communities – outpatient services by pharmacists for diabetes patients".
09	The Department of Health and Department of Education of the Taipei City Government organized the 2017 event "Move Your Mouth, Protect Your Cute Eyes" for power walking along the riverbank at the Gongguan Riverside Square of the Taipei Water Park", with 900 participants. The "2017 Oral Gymnastics and Dance Contest for Grandparents and Grandchildren" was also held, and 7 teams took part in the event.
12	The Department of Health, Taipei City Government, is honored with an Excellence Award for the promotion of healthy workplaces by local health departments presented by the Ministry of Health and Welfare in 2017.
14	Zhongxiao Branch of Taipei City Hospital participated in the "Program for Enhancement of the Quality of Invasive Procedures and Care" organized by Centers for Disease Control of the Ministry of Health and Welfare and is honored with an "Outstanding Achievement Award for regional groups" and earned "second place in section A, category 1 of the practice competition".
14	Zhongxiao Branch of Taipei City Hospital participates in the "pilot implementation of surgical site infection care bundle" measures by Centers for Disease Control of the Ministry of Health and Welfare and is honored with an award for outstanding performance in the field of promotion.
15	The Health Promotion Administration of the Ministry of Health and Welfare and the Department of Health held a meeting to discuss the development of a vision for the "2017 Program for Building a Smart and Healthy City", with 33 participants.
16	Mr.Shier-Chieg Huang, Commissioner of the Department of Health, Taipei City Government, led a delegation to participate in the "2017 Shanghai - Taipei City Forum for the Cultivation of Young Medical Elites".
18	The Department of Health, Taipei City Government, and all other relevant departments/offices held the "12 <sup>th</sup> Meeting of the Taipei City Government Food Safety Committee". Mayor Wen-Je Ko attended the meeting and gave instructions.
20	The Datong District Health Center is honored with a Bronze Medal Award in the Manual Category of the Health Communication Materials Selections of the Health Promotion Administration of The Ministry of Health and Welfare.

日期	内容說明
12月	
20	臺北市政府衛生局榮獲衛生福利部國民健康署「2017 年度健康傳播素材徵選活動」: 1. 桑梓溫情獎:臺北市政府衛生局。 2. 單張類佳作:「母乳」給孩子量身訂作的禮物、超級哺乳爸爸的祕密筆記。 3. 手冊類佳作:健康服務便利包。 4. 影片類銀獎:揉眼睛一家人。
28	臺北市政府衛生局舉辦「臺北市政府長期照顧委員會 2017 年度第 4 次會議」,共 42 人參加。
31	臺北市立聯合醫院榮獲 SNQ 國家品質標章認證-早療助齊家,寶貝啓蒙發-提升親職功能的早療模式。
31	臺北市立聯合醫院松德院區榮獲「臺北市酒駕不能安全駕駛罪個案跨領域醫療介入方案-共創社會安全新 力量」通過 2017 SNQ 國家品質標章認證醫療院所類 / 醫院特色醫療組評鑑。
31	臺北市立聯合醫院松德院區榮獲「建構大臺北居家精神醫療社區藥師伙伴關係-大手牽小手醫院社區一起 走」通過 2017 SNQ 國家品質標章認證醫療院所類 / 醫院社區服務組評鑑。

Date	Chronology Content
December	
20	<ul> <li>The Department of Health, Taipei City Government, is honored with the following awards in the "2017 Health Communication Material Selections" conducted by the Health Promotion Administration of The Ministry of Health and Welfare:</li> <li>1. Native Place Emotional Attachment Award: Department of Health, Taipei City Government.</li> <li>2. Outstanding Work in the Leaflet Category: "Breast milk" is the best gift for children – Secret diary of a super breastfeeding dad.</li> <li>3. Outstanding Work in the Manual Category: Health Service Package.</li> <li>4. Silver Award in the Video Category: Eye-rubbing Family.</li> </ul>
28	The Department of Health, Taipei City Government, held the "4 <sup>th</sup> Meeting of the 2017 Long-term Care Committee, Taipei City Government" and 42 persons attended the meeting.
31	Taipei City Hospital is honored with a Symbol of National Quality (SNQ) for its Early Intervention Model for infant development and enhanced parental functions to help families.
31	Songde Branch of Taipei City Hospital passed the accreditation of the special healthcare section of the medical institution category of the 2017 Symbol of National Quality (SNQ) certifications for the "joint creation of a new force in the field of social safety through cross-disciplinary medical intervention in unsafe driving offense cases due to drunk driving in Taipei City".
31	Songde Branch of Taipei City Hospital passed the accreditation of the hospital community service section of the medical institution category of the 2017 Symbol of National Quality (SNQ) certifications for the "cooperation of hospital communities in the creation of pharmacist alliances for in-home psychiatric care in Taipei City".





2017 Annual Report

- 編 者:臺北市政府衛生局
- 發 行 人:黃世傑
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