

出國報告（出國類別：開會）

第 29 屆健康促進醫院 HPH 國際研討會

服務機關：衛生福利部基隆醫院

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摘要

29th International Conference on Health Promoting Hospitals and Health Services 是健康促進醫院國際網絡在疫情過後首次舉辦的實體研討會，大會再度於奧地利維也納大學舉辦。今年主題為「以人類福祉為導向的醫療保健中健康促進的角色暨紀念 JÜRGEN PELIKAN 教授」，邀請近 200 位來自各國醫院代表參加實體會議，同時開放線上參與方式讓全球與會者共襄盛舉。Jürgen Pelikan 博士(1940 年 1 月 21 日~ 2023 年 2 月 11 日)是國際 HPH 運動發起者和國際 HPH 會議委員會主席，自 1993 年第一屆 HPH 會議以來，教授一直擔任國際 HPH 會議的委員會主席，於健康促進事務的推廣與貢獻令人敬佩。

疫情過後，各國或有不便與個別政策考量，今年議程有效的運用了資訊媒體，全程實體與線上雙軌並行。所有論文海報發表皆為線上虛擬，口頭簡報與講座則是實體與線上並行。

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一、目的

1988年，WHO發起國際健康促進網路醫院，鼓勵醫院不僅診斷和治療服務，更應重視健康促進與疾病預防。現在，該網路為了要加強初級衛生保健與其他衛生服務之間的重要聯繫，擴大網絡涵括範圍，包括了衛生服務單位，更名為：

International Conference on Health Promoting Hospitals and Health Services，在醫院和衛生服務單位推動健康促進概念，並且支持推行以下目標：在醫院和衛生服務機構的健康促進關鍵問題上發揮領導作用，並在需要聯合行動時建立夥伴關係。

制定研究議程並刺激知識的產生、翻譯和傳播。

制定規範和標準並促進和監督實施。

闡明道德和基於證據的政策選擇。

提供技術支援、促進變革並建立可持續的機構能力。

監測醫院和衛生服務機構健康促進的發展。

本院取得健康促進醫院認證並持續通過國健署訪查評鑑，在病人、民眾及員工各層面關於健康促進相關措施，院方投入不少資源心力，各科室職類也持續管理。對內，管理中心每季召集健康促進小組各專案計畫主管檢討改善介入措施，對外，在國內HPH研討會，與各院之間也能彼此分享交流相關作為。每年國際健康促進醫院研討會的海報論文發表分享是醫院的大事，各專案藉此機會統整檢討一整年的健康促進相關作為，發表到國際上彼此分享交流，醫事同仁們藉此機會學習、成長，方以提供更加優質全人醫療服務，促進民眾健康福祉，能夠營造社區優質醫療，而成為大基隆鄉親信賴的健康促進醫院。這，是本院參與配合推行健康促進醫院的目的，實則亦是衛生福利部基隆醫院的願景使命。

二、過程

研討會的進行，除了有各會員醫療機構的海報發表、口頭簡報分享，三天會程還穿插了五個焦點議題研討會議：**健康促進在衛生保健機構招募和維持健康勞動力的機會和挑戰、健康促進對減緩和適應氣候變遷的貢獻、在危機時期及以後為患者、家庭和社區賦權、初級衛生保健與醫院的夥伴關係是公共衛生的推動者、健康促進作為以福祉為導向的醫療保健的支柱**。五場主題講座各邀請各國各領域專家學者發表分享。

研討會的前一天，我們仔細研究會場地圖桌上演練，當天一大早出門搭乘大眾交通工具，領略了維也納上班族的生活模式與節奏。維也納的清晨，熱鬧卻不緊繃，一邊跟著上班族步調方向行進，一邊也能感受路上健走慢跑者的心情，享受著清風、鳥語、城市風光，這是一幅森林與都市無違和感，完美融合的優美圖畫！

在維也納大學報到處恰遇臺灣健康醫學會、衛福部台北醫院、馬偕醫學院及天主教聖馬爾定醫院的臺灣夥伴，異地相遇同胞實在難得。研討會從 9 月 20 日下午無菸網路會議後正式開幕，接下來於 9 月 21、22 日線上海報發表並同步開始平行進行線上口頭發表以及不同主題的會議，有：健康促進在醫療機構中維持健康勞動力的挑戰、健康促進對減碳與氣候變化的貢獻、在這危機時期如何為病人家庭和社區提供介入服務、初級衛生保健與醫院合作是公共衛生的推動力、最後談到健康促進的推行應以福祉為導向。



維也納大學會場



國際會議廳

(一) 本院海報發表分享-全院 16 篇，其中營養室發表 3 篇

即便疫情嚴峻，部立基隆醫院今年海報發表成果依然豐碩，主題有：成人健康狀況與肌少症關聯探討、病人 covid 用藥效益與風險評估、高齡慢性病與骨密關聯探討、醫院節能減碳的成效、疫情期間健康飲食生活型態推廣計畫、重症營養照護分享、營養師在居家照護團隊運用個人化灌食衛教單張成功模式分享以及疫情期間醫護人員壓力行為分析…等。計有八個科室，16 篇海報。在疫情期間，高張的壓力、有限的人力與資源條件下，大家持續提供醫院日常醫療服務之外，還能有這樣的表現，若非有服務的熱忱支持，實難做到！

序號	投稿ID	投稿篇名	建議參加人員	科室	poster session
1	23470	Sharing the Results of Promoting Nurses' Awareness of Type A Adverse Drug Reaction Reporting in a Hospital in Northern Taiwan 台灣北部某醫院促進護理同仁認識 Type A 型藥物不良反應通報成果分享	吳季文	藥劑科	P11
2	23471	Impact of the COVID-19 Pandemic on sexually transmitted disease infection in Taiwan COVID-19 流行期間防疫政策對性傳染病感染的影響	吳季文	藥劑科	P15
3	23194	Effectiveness of Front-line Personnel Etiquette Training on Interpersonal Communication Skills of People with Chronic Mental Illness: A Pilot Study 第一線人員禮儀訓練對於慢性精神病人人際溝通能力成效之初探	呂家誌	精神科	P04
4	23459	Effects of Short-Term Dance Group Intervention on Improving Self-Efficacy in People with Chronic Mental Illness: A Preliminary Study 短期舞蹈團體介入對於提升慢性精神病人自我效能感知成效初探	呂家誌	精神科	P04
5	23522	Improving the correct rate of blood transfusion technique for nursing staff in acute psychiatric wards 提升精神科急性病房護理人員輸血技術正確率	姚文真	護理科	P11
6	23551	Work-related stress, burnout and copying behaviors in healthcare employees experienced COVID-19 epidemic using structural equation model (SEM) 以結構方程式分析臨床醫護人員面臨 COVID-19 疫情之壓力、疲饋及因應行為	姚文真	護理科	P14
7	23559	Application of a Modified Employee Assistance Program to Reduce the Prevalence of Overweight and Obesity Among Hospital Employees 應用修改後的員工援助計劃來降低醫院員工超重和肥胖的發生率	秘書	管理中心	P08
8	23667	The Energy-Saving and Carbon-Reduction Effectiveness in a Hospital from the Northern Region of Taiwan	秘書	管理中心	P10
9	23476	Investigation of the Relationship between the Health Status of Adults and Sarcopenia. 成年人健康狀況與肌少症之關聯性探討	院長	管理中心	P06
10	23905	Effectiveness of Antiviral Drugs in use Clozapine Psychiatric Day Ward Patients Suffering from COVID-19 - Taking One Northern General Hospital as an Example 服用可治律之精神科日間病房病人罹患新冠肺炎後使用抗病毒藥物之成效--以北部某綜合醫院為例	院長	精神科	P15
11	23526	Relationship between chronic diseases and bone density in the elderly 高齡者慢性疾病與骨質密度之關聯性探討	副院長	放射診斷科	P16
12	23791	Assessment of the benefits and risks of oral antiviral drugs for COVID-19 COVID-19 口服抗病毒藥物使用的效益與風險評	副院長	藥劑科	P15
13	23485	Using Aggressive Nutritional Therapy to Improve the Quality of Nutritional Care for Critically Ill Patients 積極的營養治療介入對於重症病患照護品質之改善	張皇瑜	營養室	P07
14	23486	The Sharing of the Cooperation Model between Dietitian, Home Care Team and the Discharge Preparation Service Team with the Personal Feeding Health Education Sheet 營養師以個人化灌食衛教單配合出院準備服務與居家照護團隊之合作模式分享	張皇瑜	營養室	P07
15	23475	Healthy eating lifestyle promotion - Employee health workplace activities during the epidemic 健康飲食生活型態推廣-疫情期間員工健康職場活動	蔡聖華	營養室	P07
16	23560	My heart, you understand! Your wish, I accept! -A documentary of a regional hospital using social work to deal with medical complaints 我的心，你了解!你的意，我接受! -某區域醫院運用社會工作專業處理醫療抱怨之紀實	蔡聖華	社工室	P10

全院 16 篇海報接受發表，含括八個科室：

Healthy eating lifestyle promotion - Employee health workplace activities during the epidemic
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Objective
 Follow the purpose of health promotion hospital, to improve the physical, mental health of employees, and promote healthy diet. Use different themes and implement them in a way that strengthen personal skills to motivate employees to make healthy meals. The purpose of the project is to improve the healthy eating and living habits of medical staff through empowerment.

Method
 The content is simple, brief and easy to understand. Due to the epidemic during the event, some sessions were conducted by recording teaching videos and distributing teaching copies from 2021 to 2022. Total 8 activities will be held. The themes include:
 "Introduction to Healthy Meal and Healthy Food Choices", Guide health care to choose food correctly.
 "How to Cook Colorful Food (Season, Season, Season)", Guidance on how to cook healthy methods of home.
 "Let's Eat Colorful, Light Food (Carrots, Spinach, Papaya, Wrapped Chicken)", Guidance on the selection of spices.
 "Happy Health - Banquet", Guidance how to quickly prepare simple healthy dishes during the epidemic.
 "Cancer-resistant Prevention Diet-Mediterranean Diet", Guide the principles of the Mediterranean diet.
 The goal of this project is to enable employees to increase homemade healthy meals and reduce the frequency of eating out. And through media monitoring, enhance people's concept of skills of healthy eating and self-control.

Results
 A total of 223 people participated in the 8 activities. The satisfaction survey results of "Healthy meal introduction and healthy food selection" all indicators reached 100%. The average score of the pre-test on the "Cancer-resistant Prevention Diet-Mediterranean Diet" was 71 points, and the average score of the post-test was 90 points, with an improvement rate of 25%.

Conclusion
 Healthy workplace activities can effectively improve the healthy eating and living habits of medical staff, and enhance the public's concept of skills of healthy eating and self-control.

Relevance to HPH:
 Through various health promotion activities, not only can employees take care of their physical and mental health, but also encourage employees to make healthy meals, thereby reducing the people's healthy eating concepts and skills.

Keywords:
 Nutrition empowerment, group health education, knowledge, attitude and behavior.

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Using Aggressive Nutritional Therapy to Improve the Quality of Nutritional Care for Critically Ill Patients
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Objective
 The ESPEN (2019) guidelines recommend giving medical nutrition therapy to all ICU patients. Studies show that early enteral feeding can decrease hospital stay and save money. It also found that it can reduce mortality and pneumonia rates. ASPEN (2009) suggests providing 50-65% of the target caloric intake during the first week for better outcomes. This study aims to set this as a quality control target and improve patient care while reducing expenses. Results will guide future quality management goals.

Method
 From June to December 2022, ICU patients received nutritional assessment and care within 24 hours of admission. The target caloric intake was calculated for each patient, and daily records were kept. Follow-up assessments were conducted every two days as required by the National Health Insurance. The ICU Nutrition Assessment form was used to track progress and complied with the NCP adopted by the American Dietetic Association. After 6 months of continuous intervention, the study analyzed if patients achieved the recommended target caloric intake during the first week of admission.

Results
 From June 2022 to December 2022, the total number of cases admitted was 544, excluding a small number of cases with more severe illness or deaths. Among them, 536 patients had a caloric intake of 50-65% of the target caloric during the first week of admission to the ICU, accounting for 98.5% of the total number of cases admitted.

Conclusion
 This study finds that the use of this method for quality control of critical care nutrition not only increases the proportion of critically ill patients receiving sound medical nutrition therapy, but also ensures quality of care in conjunction with the health insurance review system. The results of the research were used to set the target for future routine quality management. The target value was set to "achieve 100% of ICU cases with a caloric intake of at least 50-65% within the first week of admission". In this way, the quality and quantity of nutritional care for critically ill patients will be improved.

Date	Total number of cases	Number of patients	Number of people	Adherence rate
2022/6	11	9	9	81.8%
2022/7	12	10	10	83.3%
2022/8	19	16	16	84.2%
2022/9	39	32	32	82.1%
2022/10	14	13	13	92.9%
2022/11	10	9	9	90.0%
2022/12	10	9	9	90.0%
Total	106	93	93	88.2%

Relevance to HPH:
 With active and positive nutritional care, not only can receive better care for the patients in ICU, but also improve the overall quality of care in the hospital.

Keywords:
 Nutrition therapy - Nutritional Care - Critical care nutrition

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The Sharing of the Cooperation Model between Dietitian, Home Care Team and the Discharge Preparation Service Team with the Personal Feeding Health Education Sheet
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Objective
 The discharge preparation service (DPS) team's dietitian creates personalized health education leaflets for patients and their caregivers to engage in Shared Decision Making (SDM) about post-discharge nutrition therapy. This collaborative approach highlights the importance of nutrition in DPS and home care and promotes whole-person health care through a good doctor-patient relationship.

Method
 The dietitian assesses patients with nasogastric tube feeding (NTF) at DPS and designs an individualized at-home feeding health education leaflet before discharge. The leaflet includes suggestions on calorie and protein intake, recommends 23 special disease formulas based on physiological and economic conditions, and provides colorful illustrations to reduce the risks of selecting the wrong formula. The leaflet also marks the quantity of each meal and suggests the brewing and NTF time to match the patient's schedule.

Results
 In May 2020, this model was implemented with DPS and Home Care teams. Feedback was collected from two case managers and nursing directors, resulting in a significant increase in the proportion of cases using appropriate diets.

Conclusion
 The dietitian's personalized nutrition education, in collaboration with DPS and home care teams, enhances the team's professionalism and provides comprehensive nutritional care to patients. This approach, along with interdisciplinary collaboration, reduces uncertainty and anxiety for both cases and caregivers during home care, providing holistic care to address physical, psychological, social, and spiritual needs.

Relevance to HPH:
 Providing personalized and clear nutritional education can reduce caregivers' anxiety about patients using nasal feeding tubes after discharge and increase the trust of patients and their families in the hospital.

Keywords:
 personalized nutrition intervention, discharge preparation service, home care, long-term care nutrition

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Effectiveness of Front-line Personnel Etiquette Training on Interpersonal Communication Skills of People with Chronic Mental Illness: A Pilot Study
 Chia-Chih Lu, Wei-Hsiu Wu, Ling-May Li, Wei-Ta Chen, San-Chi Lin¹
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Background
 Frontline personnel etiquette training is widely used in many fields. In the hospital field, professionals of various professions receive training from etiquette to mental, to shape a professional image, show confidence, and strengthen their professional literacy and response ability. This study aims to explore the effectiveness of frontline personnel etiquette training on improving the interpersonal communication ability of people with chronic mental illness.

Method
 This study used a quasi-experimental research method and takes convenience sampling. We recruited participants from a day ward of a teaching hospital in northern Taiwan. The treatment group (TG) consists of cases willing to receive frontline personnel etiquette training (NEP). The study was executed from June to August 2022, twice per week, with a total of 16 sessions. The control group (CG) were the cases in the same ward who did not receive training but still received other day ward routine services (N-S). The interpersonal communication scale was used to perform pre-and post-tests observing the changes in the total scores of interpersonal communication skills between the two groups. Descriptive statistical analysis includes means, percentages, average values, and standard deviations; inferential statistical analysis uses the Mann-Whitney U test to check the effectiveness of interpersonal communication skills performance, tested for significance at $\alpha = .05$.

Results
 Eighteen people with chronic mental illness participated in this study (See Table 1). Comparing the pre and post-test scores on skills test in TG and CG (See Table 2), we found that the scores of the TG are significantly higher than that of the CG, and the difference reached statistically significant ($p < .05$) (see tables and figure 1).

Conclusion
 Providing frontline personnel with etiquette training can significantly enhance the interpersonal communication skills of individuals with chronic mental illness. In order to further improve the communication abilities of people with chronic mental illness, it may be beneficial to incorporate frontline personnel etiquette training into vocational rehabilitation or interpersonal interaction skills courses.

Item	Pre-test	Post-test
Mean	100.00	100.00
SD	10.00	10.00
Min	80.00	80.00
Max	120.00	120.00
Q1	90.00	90.00
Q3	110.00	110.00
Median	100.00	100.00
Mode	100.00	100.00
Range	40.00	40.00
Skewness	0.00	0.00
Kurtosis	0.00	0.00
Sum	1800.00	1800.00
Count	18	18

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Effects of Short-Term Dance Group Intervention on Improving Self-Efficacy in People with Chronic Mental Illness: A Preliminary Study
 Cheng Yu-Li, Wei-Hsiu Wu, Chia-Chih Lu, Ling-May Li, Wei-Ta Chen, San-Chi Lin¹
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Background
 Individuals with chronic mental illness are affected by the symptoms of mental illness and social stigma for a long time, which affects their life and work ability, thereby reducing their self-efficacy. Dance can help patients enhance their attention and cognitive abilities, improve their self-control and self-management abilities. This study aims to investigate whether short-term dance group interventions can help improve the self-efficacy of chronic mental illness patients.

Method
 This study used a quasi-experimental design and convenient sampling. Participants were recruited from a teaching hospital's day ward in northern Taiwan. The experimental group (EG) included day ward patients without severe motor performance disorders who were interested in dance, while the control group (CG) consisted of day ward patients who did not take part in dance groups but still received other day ward services. The intervention period was from October 3, 2022, January 10, 2023, once a week for 10 weeks, with a total of 15 group sessions. The General Self-Efficacy Scale (GSES) was used for pre and post-tests to examine changes in self-efficacy between the two groups. Data analysis was performed using IBM SPSS 24.0 software, including descriptive and inferential statistical analyses. Descriptive statistics included frequency, percentage, mean, and standard deviation. Inferential statistical analysis used a non-parametric

Results
 Eighteen people with chronic mental illness participated in this study with an average age of 48.89±8.90 years, male-to-female ratio of 1:1; most participants were diagnosed with schizophrenia (see Table 1). The pre and post-test scores for the experimental and control groups are shown in Table 2. The experimental group had a higher difference in pre and post-test scores than the control group ($p < .05$), but the scores did not reach statistically significant differences ($p > .05$) (see Table 3 and Fig. 1).

Conclusion
 Short-term dance group interventions have the potential to improve the self-efficacy of individuals with chronic mental illness. However, due to the limited sample size, statistical differences were not achieved. Future research should increase the sample size to examine the effectiveness of short-term dance group interventions on enhancing the self-efficacy of people with chronic mental illness.

Item	Pre-test	Post-test
Mean	100.00	100.00
SD	10.00	10.00
Min	80.00	80.00
Max	120.00	120.00
Q1	90.00	90.00
Q3	110.00	110.00
Median	100.00	100.00
Mode	100.00	100.00
Range	40.00	40.00
Skewness	0.00	0.00
Kurtosis	0.00	0.00
Sum	1800.00	1800.00
Count	18	18

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Sharing the Results of Promoting Nurses' Awareness of Type A Adverse Drug Reaction Reporting in a Hospital in Northern Taiwan
 Ting-Yu Chang, Tzu-Chen Wu, Ling-May Li, Wei-Ta Chen, San-Chi Lin

Background
 Type A adverse drug reactions (ADRs) are an extension of the pharmacological effects and are more likely to occur in patients with impaired liver or kidney function, multiple illnesses, or multiple medication use, such as the elderly. Nurses usually report Type B ADRs (rarely) when they occur in hospitalized patients, while Type A ADRs are rarely reported.

Method
 Pharmacists conducted ADR-related education and training in various hospital wards at the end of 2021, hoping to improve the awareness and reporting of Type A ADRs among nurses, thereby reducing the admission of patients due to similar reasons after discharge.

Results
 According to statistical analysis, the proportion of Type A Adverse Drug Reactions (ADR) reported by nursing colleagues for hospitalized patients in 2020 and 2021 accounted for 15.5% of the total number of reports during the two-year period. However, after this educational training, in 2022, the proportion of Type A ADR reported by nursing colleagues for hospitalized patients accounted for 50% of the total incidence of ADR occurring during the entire year of hospitalization.

Conclusions
 From these results, it can be concluded that after receiving relevant education and training, nurses have a clearer understanding of the hazards of Type A ADRs to patients. Reporting ADRs can reduce future medical waste and increase patient medication safety.

Relevance to HPH
 By providing relevant education and training to nurses, their alertness to Type A ADRs can be enhanced. After reporting ADRs, pharmacists can set up a reminder in the medical system to reduce the probability of Type A ADRs occurring in patients and achieve the goal of HPH (health promotion hospitals).

Relation to conference main theme
 Strengthening primary care as a partner of hospitals and public health

Relation to one of the HPH Task Forces
 Settings approach: health promoting hospitals and health services
 Promoting healthy behavior of patients, staff and populations served

Keywords:
 adverse drug reactions, education and training, Type AADR

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Impact of the COVID-19 Pandemic on sexually transmitted disease infection in Taiwan

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Background
Severe Acute Respiratory Syndrome coronavirus 2 (SARS-CoV-2) is an emerging contagious pathogen that has caused community and nosocomial infections in many countries. In 2020, as the impact of the COVID-19 Pandemic, Taiwan Centers for Disease Control of the Ministry of Health and Welfare found that incidence of sexually transmitted diseases infection declined. This study aims to investigate the effects of COVID-19 on sexually transmitted diseases, and possible reasons for changes.

Results
During the COVID-19 pandemic, the information of Report of gonorrhoea found that the ED and OPD visits increased 90.4%, from 4209 patients in 2018 to 8015 patients in 2022; syphilis declined 4% from 8905 patients to 8413 patients; AIDS declined 48.4% from 1403 patients to 723 patients. This study is analyzed total the ED and OPD visit volume by paired sample t-test, and significance was set at p-value < 0.05. The independent sample T-test analysis shows that the results are all p<0.05.

Method
Using the information of Report of sexually transmitted diseases infection about gonorrhoea, syphilis, and AIDS from Taiwan Centers for Disease Control of the Ministry of Health and Welfare, the cross-sectional study is among the patients admitted the emergency department (ED) and outpatient department (OPD) during Jan 1, 2018-Dec 31 and 2022. In addition, the ED and OPD visits during 5 years were compared using mean differences.

Discussion
During 2020-2022in the COVID-19 pandemic, the ED and OPD visits about gonorrhoea were substantially lower than in 2018-2019 but the results were inconsistent with syphilis and AIDS. Although the cause of them came from unsafe practices, but the difference may be related to the characteristics of the disease than that affected medical behavior. Further studies are warranted to elucidate the causal relationship.

Relevance to HPH
In this study show that different sexually transmitted diseases present different reporting trends. In the future, we should strengthen the inspection and treatment in order to increase the number of patients who have not developed the disease to treatment.

Keywords
COVID-19, sexually transmitted diseases, gonorrhoea, syphilis, AIDS

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Investigation of the Relationship between the Health Status of Adults and Sarcopenia

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Background and objectives
Taiwan is facing challenges in caring for its aging population, making adult health increasingly important. Sarcopenia affects 7-10% of those aged 65 and above in Taiwan, equivalent to almost 300,000 individuals, and muscle mass decreases 3-8% per decade from age 30. Individuals over 70 may lose up to 15% of muscle mass per decade. Among those aged 60-70, 10% may experience muscle loss, increasing to around 30% for those over 80. This study aims to investigate the relationship between adult health and sarcopenia and implement preventive measures to reduce the risk of weakness and disability caused by age-related muscle mass changes.

Methods/Intervention
The study used DXA scans of 30 adult patients at a northern Taiwan teaching hospital from May 2017 to Nov 2022. Data collection included age, gender, height, weight, BMI, FM, and chronic diseases. Excel was used for data organization, and SPSS software was used for statistical analysis, including descriptive and inferential statistics.

Results
The article examines factors affecting T values of the lumbar spine and hip joints. Results show age and BMI are positively correlated with T values of the lumbar spine, and BMI is positively correlated with T values of the hip joint. Chronic diseases are positively correlated with T values of the lumbar spine, while muscle mass is positively correlated with T values of the hip joint. Height, weight, BMI, VAI, gender, and chronic diseases do not have significant correlations with T values of the lumbar spine or hip joints.

Conclusions/lessons learned
This study analyzes the link between bone density and sarcopenia in adults, especially those with chronic diseases. Results suggest regular bone density screening to understand bone health and support early intervention measures to prevent disability caused by sarcopenia. This promotes preventive medicine and helps clinicians provide precise medical treatment.

Relevance to HPH
Health promotion hospitals improve health outcomes via structures, culture, decision-making, and procedures. This study links adult health status to sarcopenia which increases disability risk. Hospitals should promote bone density screening and sarcopenia interventions to increase muscle mass, treat sarcopenia, and improve public health awareness.

Keywords
Adults, Chronic diseases, Sarcopenia, Retrospective medical record study

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Work-related stress, burnout and coping behaviors in healthcare employees experienced COVID-19 epidemic using structural equation model (SEM)

Wen-Zhao Yan, Wen-Yin Huang, Su-Zu Chang, Fe-Mei Chen, Hsiao-Wen Kao, Ling-May Li, Wei-Ta Chen, San-Chi Lin

Background and objective
We explore the impact of workload, social support, and coping behavior on mental health in the face of COVID-19 pandemic among nurses, and to initiate a counseling or interventional strategies in hospital.

Methods
The Structural Equation Model (SEM) was used to analyze the workload, social support and DASS-21 scale on workload, social support, and coping behavior. The on-line questionnaire using QR-Code, filled in by anonymously and self-administered, was used to measure demographic, workload, lifestyle, social support, confidence of COVID-19 pandemic for hospital, prescriptive measure for COVID-19, and DASS-21 etc.

Results
The nurses in our hospital had a high confidence for prevention measures (about 70% of COVID-19 epidemic, especially the highest confidence for the support of the supervisor and hospital, but the lowest for the national epidemic prevention policy. Factors significantly correlated with the levels of depression, anxiety and stress symptoms included total confidence (r=0.287), workload scores (r=0.283), total work fatigue scores (r=0.275), total personal fatigue scores (r=0.55), and total prevention score for COVID-19 epidemic measures (r=0.194). The structural equation model showed that the work fatigue scores positively increased the levels of depression, anxiety, and stress symptoms (β=0.28, p<0.01). In addition, the level of confidence of nurses in hospital control and prevent the COVID-19 epidemic measures should reduce level of depression, anxiety, and stress (β=-0.14, β=-0.05, p<0.01), but their preventive measures cannot increase personal fatigue and workload (β=0.13 and β=0.23, p>0.05).

Conclusion
In addition to good hospital policies and environmental epidemic prevention measures, of the COVID-19 epidemic on the physical and mental health of nursing staff caused by work stress or fatigue, as a measure to deal with the colleagues, provide psychological counseling services and strategic support among colleagues.

Relevance to HPH
Through empirical research, find out the impact of workload, social support, and coping behavior on mental health of nursing staff caused by work stress or fatigue, as a measure to deal with the colleagues, provide psychological counseling services and strategic support among colleagues.

Keywords
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Assessment of the benefits and risks of oral antiviral drugs for COVID-19

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Background and objective
During the COVID-19 Omicron variant pandemic, a regional teaching hospital in northern Taiwan established an outdoor screening station, which could also provide services such as seeing a doctor and getting medicine. This clinical study was conducted in order to understand whether oral antiviral drugs can reduce the probability of patients with severe risk factors becoming severe hospitalized patients.

Methods/intervention
The data we collected covered the records of inquiries, and prescriptions at outdoor screening stations from May 11, 2022 to November 19, 2022, and then used Microsoft Excel to analyze the data.

Results
Between May 11, 2022 and November 19, 2022, a total of 2516 patients visited the outdoor screening stations, and their average age was 47.7 years old. A total of 1075 patients had severe risk factors, of which 1009 patients agreed to take oral antiviral drugs (93.44%). Among the patients who agreed to take oral antiviral drugs, 635 patients took Paxlovid (59.0%), and 391 patients took Molnupiravir (36.11%). In terms of adverse drug reactions, dysgeusia was the most common (8.34%) for Paxlovid, and diarrhea was the most common (6.65%) for Molnupiravir. No matter whether it was Paxlovid or Molnupiravir, no one became a severe hospitalized patient, and no one died.

Conclusions/lessons learned
The data we collected show that oral antiviral drugs are effective in the treatment of COVID-19 patients, but physicians must explain to patients the reasons for performing this treatment and possible adverse drug reactions. Physicians must obtain the patient's consent before prescribing them.

Relevance to HPH
The health-promoting hospital transforms the health care model to cope with the occurrence of epidemic diseases, and uses new drugs developed in the United States to reduce the chance of hospitalization and help people restore ideal health.

Keywords
COVID-19, outdoor screening station, oral antiviral drugs

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My heart, you understand! Your wish, I accept! -A documentary of a regional hospital using social work to deal with medical complaints

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Objective
The public's complaint behavior is a cognitive dissatisfaction that causes one or a series of behaviors (Singh, 1988); the software and hardware of medical behavior affect the patient's physical and mental feelings; and the regional hospital social workers are tasked with responding to the public's opinions, structuring the SOP process, and planning a mechanism to reflect the public's opinions. The results will be available for three years from 2022, and will become one of the important support systems for hospitals.

Methods
The social work office sets SOP procedures. Receive written, on-site, and telephone responses. It uses communication skills that reduces stress and overreaction to clarify the cause and reduce dissatisfaction and let the responders get the understanding and trust of the hospital, which makes the client feel supported. PDCA model review is needed for those who are lacking in service process. The social worker will analyze the incident, structure the feasibility of the needs, and develop and implement countermeasures to avoid the development of medical disputes.

Results
During 2020-2022, there were 150 of public opinions and complaints in 2020, 200 in 2021, and 163 in 2022. The case processing time ranged from 1 day to 2 weeks. All cases were closed with no one coming to medical disputes. The need of cognition accounted for 75%. Through explanation, people can understand finiteness of medical treatment and events occurred during the treatment.

Conclusions
The implementation of the medical profession is an important part of professional service. It is the duty of the medical profession to make patients feel supported, understand and accept. The social worker is responsible for communication with the hospital during the change, so that the medical terminology can be translated into the language that people can easily understand. The hospital gains the trust of public, confidence of medical colleagues and Google Review 3.2.

Relevance to HPH
According to one of Ottawa's five action agendas, creating a supportive environment is what modern medicine looks for; Constructing a proactive mechanism for responding to the public's opinions that keeps patients safe in a supportive system and keeps staff comfortable in a supportive environment with SOP process.

Keywords
Public complaint · social workers · SOP

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The Energy-Saving and Carbon-Reduction Effectiveness in a Hospital from the Northern Region of Taiwan

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Ministry of Health and Welfare, Keelung Hospital

Objective
According to the 2020 Non-Production Industry Energy Audit Report by Taiwan Energy Bureau under Ministry of Economic Affairs, healthcare institutions not only provide care for patients but also consume resources at a high rate. In 2020, carbon emissions from our hospital increased by 14% compared to 2019. Given the imperative of global sustainable development, it is urgent that we take action to reduce our carbon footprint.

Methods
To address the high carbon emissions from electricity and water consumption, our hospital has developed the 21+ project. The project focuses on implementing energy and water-saving facilities and monitoring indicators supported by staff education and training. The aim is to achieve a 3% reduction in carbon emissions.
1. Implementing
We will gradually replace and improve the energy and water-saving facilities.
2. Indicator monitoring
(I) Resource consumption indicators. Monitor the electricity and water usage and energy consumptions per unit area.
(II) Carbon dioxide emission indicators. Suppress carbon dioxide emissions.
3. Training
We will provide environmental and resource management training and promote a carbon reduction, healthy living" hospital culture and activities.

Results
Compared to the base year of 2020, there was a 2.6% decrease in electricity consumption, a 16.4% decrease in water usage, a 2.6% decrease in EUI (energy use intensity), and a 2.6% decrease in carbon emissions in 2022. In addition, carbon emissions were reduced by 5.6% in 2022 compared to 2017, and the carbon sink capacity of 27,391 trees was increased, indicating the effectiveness of the project's improvements.

Conclusion
The 21+ project aims to help the hospital reduce carbon emissions by encouraging all staff members to adopt energy-saving and carbon reduction practices. This is achieved through setting goals, implementing actions, and monitoring and reviewing progress. The project's effectiveness is demonstrated by the collective efforts of colleagues towards promoting sustainable practices.

Keywords
Healthcare institutions have a responsibility to protect public health and so much, both promotion hospitals must work on their role in carbon emissions from patients to environmental issues. It is important and necessary for health promotion hospitals but also a responsibility of being a good citizen.

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Relationship between chronic diseases and bone density in the elderly

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Background and Objective

The bone loss occurs with age in the elderly, previous research shows that low bone density with accidental disability and mortality was highly correlation, the correlation between bone density and mortality was not significant, but bone density and accidental disability was highly correlated in the elderly (Rosa et al., 2020). Osteoporosis is defined as a state of low bone mass and changes in bone microarchitecture. This situation is a global public health problem, especially in societies with elderly populations. Many studies revealed that bone density was significantly correlated with the health status of the elderly (Amanes et al., 2020). Osteoporosis is a silent disease, the patients usually didn't have any obvious symptoms. Therefore, it is not easy to perceive its. However, in case of fracture, it may cause severe pain, inability to move, long-term disability, and even affect the quality of healthy life, and may even lead to death. Therefore, how to monitor the bone density health status of the elderly is an important issue in the promotion of the health of the elderly.

Methods/Intervention

Data were collected from patients who under went whole dual-energy X-ray absorptiometry at a regional teaching hospital in the north from May 2017 to November 2022. This is a retrospective method for case samples and medical records. A total of 100 medical record samples were collected who were over 55 years old in this study, and the basic data of the research subjects include gender, height, weight, body mass index (BMI), history of chronic diseases. After the data collection is completed, we used Excel to organize the data, statistical package for Social Sciences (SPSS) software version 21.0 was used for statistical analysis, χ^2 test was considered statistically significant. The descriptive statistics section were expressed as Frequency distribution, percentage, average, standard deviation, and the inferential statistics included chi-square test, analysis of variance, correlation analysis and regression analysis and other statistical methods for analysis.

Results

There was a significant negative correlation between age and lumbar spine T-score ($r=-.218$), that means the age increase and the lumbar spine T-score become small. The height ($r=.417$), weight ($r=.577$), BMI ($r=.430$) with lumbar spine T-score were significant positive correlation, that shows the height, weight and BMI value increase, and the lumbar spine T-score will become bigger. There were not statistically significant positive correlation between gender ($r=.124$), presence of chronic diseases ($r=-0.09$) and lumbar spine T-score. In addition, There was a significant negative correlation between age and hip T-score ($r=-.465$), that means the age increase and the hip T-score becomes small. The height ($r=.373$), weight ($r=.532$), BMI ($r=.487$) with hip T-score were significant positive correlation, that shows the height, weight and BMI value increase, and the hip T-score will become bigger. There was not statistically significant negative correlation between gender ($r=-.148$), presence of chronic diseases ($r=-0.062$) and hip T-score.

Conclusions/lessons learned

This study will provide the results of the correlation analysis between chronic diseases and bone mineral density in the elderly, based on the analysis results to promote the regular screening of bone density examination in the further, and find out the bone health status of the elderly. We will establish a reference for the prevention of osteoporosis and health promotion intervention methods in the elderly. In addition, it will provide the precision medicine for doctors to reduce the risk of fracture and disability in the elderly and assist the promotion of preventive medicine.

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Effectiveness of Antiviral Drug in use Clozapine Psychiatric Day Ward Patients Suffering from COVID-19 – Taking One Northern General Hospital as an Example

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Introduction

In the past two years, the new crown pneumonia epidemic has been severe, and the incidence rate in the community has increased. Patients in the psychiatric day ward will have activities in the community on weekdays to avoid cluster infection in the ward. Therefore, they are routinely COVID-19 rapid test twice a week. During the epidemic, patients have been infected one after another. During the period, it was found that the course of the disease was significantly shortened and the severity was greatly reduced after the patients were treated with antiviral drugs compared with symptomatic treatment, especially in the group of people who could cause rhythm after taking antiviral drugs. This experience can be used as a reference for clinical treatment.

Methods

For patients who are using Clozapine in the day ward of the psychiatric department of our hospital from April 2022 to September 2022, those who have a positive COVID-19 rapid test result twice a week but not prescribed antiviral drugs for 5 days and symptomatic treatment for 10 days. And return to the ward to refer the results of the COVID-19 rapid test and the evaluation of other symptoms.

Results

A total of 92 patients were evaluated, 51 males (55.4%) and 41 females (44.6%), with an average age of 48. 23 (25%) have metabolic syndrome, 69 (75%) without metabolic syndrome, 18 (19.5%) Using Clozapine and antiviral drugs, the average duration of disease was 12.9 days, and no use antiviral drugs 74 (80.4%), the average duration of 14.4 days.

Conclusions

Use Clozapine psychiatric patients who are treated with curable drugs are often worried about the side effects of reducing the number of white blood cells and increasing the risk of infection. After analyzing the monthly statistical results and administering antiviral drugs combined with symptomatic treatment, it can be confirmed that the overall course of the patient's new coronary pneumonia is shortened by 2 days. And it did not cause serious infection, and thus avoid large-scale cluster infection.

Relevance

In an environment where special notifiable infectious diseases are prevalent on a large scale, in addition to complying with the appropriate epidemic prevention measures, the use of antiviral drugs can shorten the onset time and provide patients with a better quality of life.

Keywords COVID-19, Psychiatric Day-ward, Clozapine

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Improving the correct rate of blood transfusion technique for nursing staff in acute psychiatric wards

Hsi-Zhen Chen, Wu-Ting Lin, Chen-Ze Bai, Wen-Zhou Yao, Ling-May Li, Wei-Ta Chen, San-Chi Lin

Purpose

Medical care is to provide safe, effective and patient-centered service and provide high-quality care. Therefore, blood transfusion safety is the most closely related project to patient safety, and the most serious blood transfusion error may lead to patient death. There have been abnormal events such as blood preparation and uncorrected cases during blood transfusion among colleagues in the hospital, and due to the lack of proficiency in blood transfusion technology in the psychiatric ward, we hope to improve the accuracy of blood transfusion technology among nursing staff in the past and provide patients with more transfusion and safe care.

Methods

In 2020, our unit's external quality control audit showed that the accuracy rate of blood transfusion technology was 75%, which did not meet the 100% threshold of the nursing department and was the lowest score among all 14 units. The actual accuracy rate of blood transfusion technology among our colleagues was only 71.2%. Referring to the literature and based on the dice-size matrix diagram, improvements were made using (1) situational simulation teaching (2) image, color, and number association methods, and (3) dual audit mechanisms. By using attended assignments, guiding interactive methods such as scenario simulation, using objective and standardized evaluation tools, reminder and feedback mechanisms, and using dynamic lines, colors, or mnemonic management, and using realistic teaching methods to intervene in learning about transfusion response management, the knowledge and ability of transfusion response management have significantly improved.

Results

On May 13, 2022, according to the "Blood Transfusion Technology Accuracy Check Table", a total of 10 colleagues were actually tested, with an improved accuracy rate of 100% and a progress rate of 40%, which can effectively improve the accuracy of technical audits. From 2021 to 2022, the accuracy rate of external quality control audit and blood transfusion technology in the nursing department reached 100%. The quality control audit in the nursing department also suggests a comprehensive change to using image links to simulate the audit through situational simulation.

Conclusion

Blood transfusion technology is relatively rare in psychiatric wards, and its complexity is high. It lacks regular training and the error rate of practice is relatively easy to improve. Many colleagues in this unit have developed in the field of psychiatry after graduation, so psychiatric patients also face physiological health problems. Therefore, personnel are also arranged for cross-training in the internal surgical ward to facilitate practical operations and increase professional skills and nursing experience. To further enhance the quality and safety of patient care.

Relevance to HPHI

Medical care aims to provide a safe, effective, and patient-centered service, providing high-quality care. Therefore, we not only need to monitor the quality of care provided to maintain nursing quality above standards. Therefore, implementing nursing quality audit operations is a crucial issue, and quality monitoring is a continuous work that needs to be continuously integrated and simplified to meet medical needs.

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Application of a Modified Employee Assistance Program to Reduce the Prevalence of Overweight and Obesity Among Hospital Employees

Chia-Chun Lai¹, Ling-May Li¹, Wei-Ta Chen, San-Chi Lin
¹Ministry of Health and Welfare, Keelung Hospital

【Objective】

The adult overweight and obesity rate in Taiwan is 50.3%, higher among our hospital employees. Unhealthy eating habits, lack of physical activity, and lifestyle factors are the leading causes. We aim to reduce obesity among hospital employees through changes in diet, exercise, and health literacy, and by providing employee assistance programs(EAP) to increase motivation for weight loss.

【Methods】

From January 2020 to December 2022, we implemented a project aimed at assisting overweight and obese employees in improving their health behaviors. We provided health education on healthy diets, enhanced their health literacy, offered Mediterranean meals to reduce unhealthy food intake, and conducted exercise training. The health management staff monitored progress and provided employees with psychological care assistance through the employee assistance program (EAP) to improve their motivation and behavior in maintaining healthy diets and regular exercise. Finally, the effective reduction rate was analyzed statistically.

【Results】

After excluding a small number of resigned employees, the employee overweight and obesity rate decreased by 6.7% from 57.1% in 2021 to 50.4% in 2022. This is also an 8.3% decrease from 65.4% in 2020 to 57.1% in 2021. In 2022, the rate of 50.4% is a significant decrease of 15% from 65.4% in 2020. At the same time, it has also led to a 399.4% increase in employee healthy meal box orders in 2021 compared to 2020.

【Conclusions】

Although hospital employees have more medical knowledge than the general adult population, they have a higher prevalence of overweight and obesity, indicating a significant issue that requires attention. The improvement project we implemented in this study, which included Mediterranean-style eating habits, exercise training, health education, and EAP psychological care assistance for overweight and obese employees, was effective in reducing the prevalence of overweight and obesity among hospital employees and maintaining their healthy behaviors.

【Relevance to HPHI】

As a promoter of hospital health promotion, my job is to intervene in employees' unhealthy lifestyle or diet promptly and provide preventive interventions, such as healthy meals and exercise training, to improve their physical and mental health.

【Keywords】

Weight loss, Mediterranean-style eating habit, exercise, employee assistance program.

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(二)友院口頭簡報與感想：

- 1.臺安醫院-**在 covid 疫情期間，運用電子媒體與實體活動雙軌模式介入，執行職場健康促進的舉措，有效改善了 275 位員工的飲食生活習慣，採用方法與我們醫院恰好相仿：植栽療育、烹飪課程、飲食分析指導、預約運動教師與 AR 遠端跟做運動…等等。不同值得我們參考借鏡處，在於善加運用電子媒體與軟體，讓活動執行精簡人事，也有趣活潑，值得我們參考請教，截長補短。
- 2.中國醫藥大學附設醫院-**同樣分享員工實踐運動與飲食控制，而達到體重控制的經驗。針對員工健康促進措施，相信各醫院都卯足了勁推動，但真正差別在於如何能在有限資源情況下，提供夥伴們輕鬆做到輕易達標的方法，我想這還需要考量到各醫院不同的文化與同仁習慣偏好。
- 3.秀傳醫院-**統整了 ICOPE 篩選資料發表分享，收案 120 名老年人，平均年齡 75.04 歲。研究證實，ICOPE 篩檢工具對於識別身體和精神功能老年人很有用。該工具有助於早期識別患者的衰退，並有助於減慢活動能力、營養、感覺功能、認知和情緒下降功能。本院社區醫學中心亦有配合上級政策執行相關 ICOPE 計畫，或許日後也能統整分析後，論文分享！
- 4.馬來西亞醫院-**在員工減重上投入不少，分享了兩項措施，飲食與運動介入減重與醫院樓梯貼標語辦活動，鼓勵階梯運動。這部份似乎在國內許多公、私立機構推廣多時，亦有不錯成績！
- 5.國北護的失智老人日照中心-**照護經驗分享，覺得我們醫院的老人日照中心執行經驗似乎也很值得與大家分享交流呢！不過，真心覺得部基的同仁們，大家實在是過度謙虛保守了，我們醫院各職類醫事人員，許多人都默默、持續在做的業務，其實有不少都很值得跟友院甚至國外夥伴分享、交流的喔！
- 6.彰化基督教醫院-**針對低收獨居長輩動員大量人力、物力等資源無償提供分級吞嚥餐盒，實在令人佩服！若非大量人力、物力、資源及充沛的熱忱投入不可為！預算與人力編制的受限，多數醫院，包括我們也都無法做到。但高齡化甚且超高齡社會的到來，為能更安全的照顧失智、失能長輩，結合營養師、醫師、語言治療師、廚師、護理師與照服員，針對吞嚥障礙長輩提供分級飲食，這是目前各醫院營養室都想盡快投入執行上軌的業務，然這需要多類醫事人員專業能力、團隊合作運作，若能順利推展，不只有利醫院病友，也能再開發自費項目，增加醫院收入，基隆的學術機構，有德育管理健康學院、海洋大學聽說已有老師開始投入訓練研發，希望之後有望一起合作，並且多方資源統合運行、推展，幫助大基隆民眾！

(三) 五場主題會議講座重點整理：

1. 健康促進在醫療機構中招募和維持健康勞動力的機會和挑戰

招募和留住衛生保健工作者原來不只是國內的危機，在國外亦是如此，如何以健康促進相關福利措施作為誘因，留任醫療保健工作者，這是這個世代一個極大的挑戰。這場邀請分享的專家是喬治·瓦利奧蒂斯，分享：創造健康的工作場所——領導力、權力和信任的作用。George 現任歐洲健康管理協會（EHMA）執行董事，為國際愛滋病協會的教育專家，在澳大利亞糖尿病委員會任職，並擔任其醫學教育和科學委員會的顧問以及專員的首席戰略顧問蘇格蘭兒童和青少年。講座提到，醫療保健領域的領導力必須超越臨床專業知識，體現整體健康促進的本質，領導者的任務是建立一個願景，不只能照護病人，也要強調醫療保健人員的福祉，隨著倦怠和情緒耗竭變得越來越普遍，注重激勵、同理心和個人發展的變革型領導變得至關重要。著重自我保健、持續學習和開放溝通的領導者會創造一個有利於職業發展和個人福祉的環境。

醫療保健領域應促進相互尊重和對患者治療結果的共同決定，這與國內正在推展的 TRM、SDM 概念相吻合。信任在醫療保健領域尤其重要，信任其領導力的員工團隊更有彈性、適應力與忠誠度。醫療保健機構的管理者必須取得微妙的平衡，這取決於強而有力的領導、公平的權力分配和堅定的信任。隨著需求的增加和資源的減少，在提供優質護理服務和維護員工福祉創造健康與和諧的工作場所間取得平衡，這是所有醫療機構管理部門的一大挑戰。

2. 健康促進對減緩和適應氣候變遷的貢獻

第二場會議討論的是醫院衛生部門節能環保減碳排放對氣候變遷的幫助，面對生態和經濟危機，重組我們的社會以實現更永續的目標已成為許多社會發展理念的一部分。當前的能源危機加劇了這個迫切性，同時凸顯了全球經濟的相互依賴。第二次會議討論衛生部門在減少溫室氣體排放從而改善生活方面發揮的關鍵作用。此外，還將展示醫療保健領域的健康促進對減緩和適應氣候變遷的成功貢獻並討論要求。這場講座邀請專家與重點整理：

Sione--懷奧拉：為了所有人的福祉而促進地球健康。 Sione 是國際健康促進與教育聯盟 (IUHPE) 主席及紐西蘭健康促進論壇的執行董事。他是國際健康促進和教育聯盟 (IUHPE) 主席，也是 IUHPE 懷奧拉健康和人類福祉全球工作小組的創始人和聯合主席。因在國家和國際層面對健康促進和公共衛生的重大貢獻，Sione 被授予 2019 年新西蘭紐西蘭公共衛生協會頒發的公共衛生冠軍獎。提到，國際健康促進聯盟 (IUHPE) 及其合作夥伴正在提升健康促進水平並提高其功效，以應對當今世界最重大的全球挑戰：地球的健康、這直接影響到我們人類大家庭的福祉。「越來越多的證據告訴我們，當前無限增長和無限開採有限自然資

源的經濟和社會發展模式是不公正和不可持續的，導致國家內部和國家之間的不平等。”因此，需要採取緊急行動。正如聯合國秘書長安東尼奧古特雷斯（2020年）所說，「地球的狀況已被破壞。人類正在向大自然發動戰爭。這是自殺行為。與自然和平相處是 21 世紀的決定性任務。它必須是每個地方每個人的首要任務……幾千年來與自然密切和直接接觸中提煉出來的土著知識可以幫助指明道路...現在是傾聽他們的聲音、獎勵他們的知識並尊重他們的權利的時候了。」分享了 IUHPE 如何與其原住民成員和其他合作者合作，透過以互補的方式擁抱科學和原住民知識。此外，講座還討論我們地球村面臨的至少四個全球性挑戰——地緣政治衝突、經濟危機、環境災難和流行病的共同教訓。後新冠時代應該思考：我們是一個共同家園上的人類大家庭，可以選擇合作並共同繁榮，或者繼續戰鬥並共同滅亡。

(1)Ruperta Lichtenecker 博士-Gesundheit Österreich GmbH (GÖG)綠色醫療保健產業—奧地利氣候友善和促進健康的醫療保健設施的必需品和工具。 Ruperta Lichtenecker 博士是 Gesundheit Österreich GmbH (GÖG)氣候與健康能力中心負責人。她是林茨約翰開普勒大學和聯邦行政學院的講師。Ruperta Lichtenecker 是經濟學家、研究員、經理和主管，在科學、行政、經濟和政治領域擁有 30 多年的實務經驗，重點關注：環境經濟和政策、減緩氣候變遷、研究、創新、公共領域健康、衛生經濟學、健康促進、技術評估、前瞻、數位化、能源經濟學和政策、經濟學、COVID-19 管理和危機管理。她擁有林茨約翰開普勒大學宏觀經濟學碩士學位和博士學位。講座提到，氣候變遷是 21 世紀最大的健康威脅，氣候危機對衛生部門造成的損失是最高的。在奧地利，醫療保健產業約佔總碳足跡的 7%。因此，迫切需要採取行動使醫療保健產業脫碳。調查和經驗證實，醫療機構對實施氣候保護措施和減少溫室氣體排放非常熱衷。然而，醫療機構內部往往缺乏資訊和實際支持。奧地利國家公共衛生研究所（GÖG）氣候與健康能力中心開發了「氣候友善醫療機構」項目，旨在支持醫療機構變得氣候友善和促進健康，為其提供必要的專業知識和支持。醫療機構得到了專家的支持，專家們與他們一起制定了包括目標和措施在內的行動計劃。行動計畫涵蓋建築、能源、綠地、採購、交通、資源和廢棄物管理、糧食系統等，並展示了氣候保護措施對健康的促進作用。此外，氣候與健康能力中心的其他項目也源自於該項目，支持奧地利使醫療保健產業更加氣候友善、進而促進健康的目標。「氣候管理者培訓」旨在培訓合格的氣候和健康專家，使他們能夠在支持醫療機構實現氣候的道路上發揮主導作用。「氣候友善醫療機構最佳實踐獎」旨在透過設立獎項和認定創新先鋒項目，將醫療保健領域減緩氣候變遷的最佳實踐項目推向前線。「對健康促進的貢獻」是委員評選時獲獎的首要評估標準。

(2)Päivi Meriläinen 博士-芬蘭良好實踐—氣候變遷調適計畫與永續醫療保健

Päivi Meriläinen 是環境科學博士，芬蘭健康與福利研究所資深研究員，她在環境健康領域工作了 15 年，她的專家和研究活動主要集中在水安全和氣候變遷對健康的影響。她參與國家層級的氣候變遷調適工作，並協調社會事務和衛生部的氣候變遷調適計畫。目前，她也參與芬蘭的可持續醫療保健工作。博士提到，氣候變遷預計將增加全世界尤其是發展中國家的健康風險。氣候變遷也可能影響芬蘭醫療保健的功能和營運。風險防範需要醫療保健和社會福利及時做好準備和適應變化。除了抑制排放之外，現在啟動因應措施也至關重要。芬蘭作為一個已開發社會，在氣候和經濟方面完全有能力實現這一目標。儘管如此，系統的因應仍然需要足夠的知識庫。

3.在危機時期及以後為病人、家庭和社區賦權

多重危機正在影響世界各地數十億人的生活方式。科技進步加快了提供醫療服務的速度，滿足了以人為本的溝通需求。針對這些挑戰的許多應對措施都有可能加劇社會不平等，並對我們的身體、心理以及精神和社會福祉構成挑戰。病人、家庭和社區健康的交互作用關係相對提高了醫療保健提供者的要求。如何更好地為有需要的人提供支援是第三次全體會議的主題。**Diane Levin-Zamir** 教授分享：**在危機時期及以後為病人、家庭和社區賦權健康素養於後疫情、人工智慧時代及以後賦予人們和組織權力的作用-衡量、行動和政策的新領域**。講者是以色列最大的非營利醫療組織 Clalit 健康促進部的國家主任，也是海法大學公共衛生教授，並在特拉維夫大學醫學院公共衛生學院任教，她擔任以色列國家健康素養調查的首席研究員、許多國際健康素養計畫的科學顧問以及《全球健康促進期刊》的副主編。提到，健康素養現在被認為是健康的一個強大的社會決定因素，也是增強人們和組織在各個層面促進健康的重要工具。健康素養與人們如何使用預防服務、生活方式以及消費初級保健和三級衛生服務密切相關。隨著 COVID-19 大流行，虛擬/數位健康資源的引入為向公眾提供健康資訊和資源開闢了新的機會，同時也增加了造成健康差異的潛在風險。因此，健康促進醫院和衛生服務機構有責任將注意力集中在健康促進的這一重要方面。迄今為止所學到的有關健康素養各方面及其重要性的所有知識的後果，將針對新的全球發展進行探討，例如 CHATGPT、醫療保健服務的持續數位化和其他人工智慧創新。同時開展組織/系統的能力建設，以提供值得信賴和適當的數位資源，為人們提供一系列數位健康技能。

4.初級衛生保健與醫院的夥伴關係是公共衛生的推動者

在許多情況下，初級衛生保健是病人與專業醫療機構的第一次接觸。隨著健康傳播的需求隨著更廣泛公眾的需求的增加而增強，它們在促進公平的全民健康覆蓋方面的作用也得到了進一步強調。第四次全體會議的目標是初級健康照護作為醫院和公眾之間的中介和夥伴的角色以及如何加強這些夥伴之間的關係。

(1) Brian Chang-台灣家庭醫師綜合照護系統：社區醫療集團（CHCG），基層醫療機構與醫院的合作模式，提供高品質社區醫療服務 Brian Chang 醫生，世界家庭醫生組織（WONCA）亞太區主席，幾十年來一直致力於初級保健和社區醫學。現任台灣醫學會（TMA）秘書長、公共關係及 WONCA 委員會副主任委員、台灣家庭醫學會（TAFM）董事。張醫師十多年來致力於世界家庭醫學組織（WONCA）社群。他曾在亞太地區擔任過多項職務，例如名譽秘書（2016-2021 年）。他將於今年 10 月就任 WONCA 亞太區主席。他領導了多個研究項目，例如 NHI 的家庭醫生綜合護理計劃 - 社區醫療保健小組（自 2003 年起）、衛生部關於建立社區健康照護網絡的研究，以及疾病預防控制中心的性病診所介紹和教育計畫（自 2010 年起）。**講座摘要整理：**「CHCG 綜合照護計畫」自 2003 年開始推行。一個 CHCG 由 5 至 10 位全科醫生組成，其中一半是家庭醫學專業。每個 CHCG 在社區內招募會員，為他們提供持續、全面的護理，如健康促進（24 小時諮詢、篩檢）、疾病預防（疫苗接種）、疾病護理、診所和醫院之間的雙向轉診等。CHCG 透過持續的健康教育和病人滿意度調查提高了護理品質。到 2022 年，家庭醫生綜合護理計劃（FPICP）已涵蓋台灣近四分之一人口，46.3%的初級保健醫生和 53.5%的社區醫院和診所加入，在六個地區形成 609 個家庭醫生綜合護理計劃。2011 年修訂的國民健康保險法宣布推進“家庭醫生責任護理”，以改善預防醫學、患者轉診、護理品質和醫病關係。台灣家庭醫學協會就付款、行動計劃、結果測量和持續健康教育提出了建議。老年護理、臨終關懷和醫療無效都包含在試圖應對未來挑戰的護理計劃中。新冠肺炎疫情期間，CHCG 率先為輕症患者提供疫苗接種、快速篩檢、數位醫療診療、居家照護等服務。基層醫療與醫院合作在疾病管制與公共衛生領域取得了豐碩成果。加強初級衛生保健可以提高健康品質、降低護理成本、獲得更好的健康結果並縮小健康差距。台灣的經驗為響應世界衛生組織的初級衛生保健呼籲提供了良好的典範！

(2) Florian O. Stummer-基層醫療機構與醫院透過遠距醫療和數位解決方案的未來合作 Florian O. Stummer 是一位多學科醫學科學家，在遠距醫療、初級衛生保健實施科學和衛生服務研究領域擁有豐富的學術和實踐背景。他曾在倫敦、劍橋、愛丁堡和維也納學習，在臨床和公共衛生機構工作，並在卡爾蘭德斯坦納大學、約翰開普勒大學和維也納醫科大學進修。他的研究融合了數位化、人工智慧和實施管理領域。**內容摘要：**在這個數位時代，透過遠距醫療和數位解決方案實現初級衛生保健（PHC），醫院護理的合作不可或缺。GPT-3 等大型語言模型（LLM）在促進這種合作方面具有巨大潛力。LLM 擁有龐大的知識庫和自然語言處理能力，可以在彌合初級衛生保健機構和醫院之間的資訊差距方面發揮關鍵作用，從而實現有效的知識轉移、簡化的溝通和數據驅動的決策。演講介紹 LLM 在醫療保健中的作用，強調如何幫助解釋和組織大量病人數據，從而實現精確診斷和個人化治療計劃。它們可以支援即時語言翻譯，增強不同患者群體和醫療保健提供者之間的溝通。此外，LLM 可以協助分流、症狀檢查、藥物指導和隨訪，減輕

醫療保健專業人員的負擔並加快病人護理。然而，實施 LLM 的挑戰和道德考慮強調了嚴格驗證、用戶隱私和演算法透明度的必要性。奧地利醫療保健系統需要進行重大重組，才能從這些發展中受益並維持高品質的醫療保健服務。

5.健康促進作為以福祉為導向的醫療保健的支柱

HPH 的發展不可避免地受到全球社會面臨的健康、社會、環境和公平挑戰的影響。考慮到整個會議討論的各層面，**第五次也是最後一次全體會議**將討論這對未來代表的意義，以及 HPH 如何為永續健康和福祉做出貢獻。最後這場重頭戲邀請的是 **Kickbusch 教授**。Kickbusch 為日內瓦國際與發展研究所全球健康計畫創辦人在世界衛生組織擔任重要角色。她是《渥太華健康促進憲章》和世界衛生組織健康城市網路以及健康促進醫院等其他環境計畫的主要發起人。她獲得了許多獎項和認可，並因對全球健康的貢獻而獲得德意志聯邦共和國十字勳章

（Bundesverdienstkreuz）和世界衛生組織獎章。教授分享：我們需要設想醫院在致力於福祉的社會和致力於促進健康的醫療保健系統中的作用。我們距離這個目標還很遠，改變的壓力越來越大。社會不平等、氣候變遷、財政壓力和數位轉型進一步加劇了衛生系統不再能夠僅基於醫療道德和優先事項來提供服務的危機感，特別是對最弱勢群體而言，也是對整個社會而言。應該重新省思福祉倫理，以及它對於創造健康以及對於為支持優先考慮關懷、繁榮和福祉的社會而創建的機構和組織代表的意義。

三、健康促進相關建議：

(一)健康促進醫院部分，增加支持性環境與提供資源，剩下就交還員工

醫院同仁長期在醫院健康促進專案活動投入情況之下，大家基本上都已具有足夠的健康識能，也都有促進身心健康的意願，院方根本上只需提供便利取得的資源，大家應該都會積極投入。例如，空檔休息時方便員工進行短時體能活動的空間與設備，如後山邊樓梯、空地與健身中心器材。又或者鼓勵員工使用設施器具的措施規劃，比如，每日若能執行足夠體能活動量，院方便有咖啡券獎勵。員工餐廳也是很好運用發揮的區域，營造餐廳為能放鬆紓壓的空間，設置柔和的燈光、舒適的空間與座椅、自助式咖啡茶水與員工自行分享小點心，並且播放著輕音樂。到了用餐時間，員工能自行夾菜、自行付費購買。員工其實是可以自律自主的，只要管理者信任，那麼員工也會慢慢導向於更有自我執行的能力與意願，這也是我此行的特別感想之一。

(二)健康城市的部分，規劃令人安心行走活動的街道

回國之後，一直在思索為什麼在維也納城市行走有著在台灣缺乏的安心與悠閒，或許我們可以再多著重在人行道的足夠空間規劃、機車強制電動式機車、當然前提是需有充足周全的大眾捷運系統及共享單車，如此便能大幅降低人們開車騎車的意願。還要有完善、衛生清潔的下水道規劃，才能有乾淨衛生的街道市容。



2023HPH 研討會參與證書

四、行程感想：

今年有這寶貴的機會，能到維也納參與盛會，實際感受 HPH 研討會，分享發表、學習交流之外，有機會短期實地居住，親身感受到了維也納數次評選為全球最宜居住城市第一名的理由！生活的便利、舒適，加上環保、自然、藝術與音樂的豐富保存，健康環境、生活、飲食的浸淫，在這期間感覺就像是在實踐著健康促進的生活！

時程與預算的受限，此行與長官遠赴維也納參加研討會，我們並未跟團與台灣健康醫學會一同出國，而是自行聯繫、規畫行程，並訂宿公寓。正是這樣自由行的旅程，讓我們對於維也納，有了更多、更深刻，也驚豔的實地感受。

要有健康促進的生活，必需在硬體設施設備上先提供了需求資源。

先講都市規劃吧，古蹟及樹木完整大量的保存，與居民工作、生活完美相容，常讓人覺得身處於歐洲古堡與森林之中。空間與綠化的充足，完全沒有都市生活的壓迫感。這樣的都市規劃，卻有著最為便利先進的大眾交通運輸，整個城市，輕軌、捷運、火車、巴士，路線周全縝密、四通八達，加上常見的共享單車與共享滑板車，沒錯，居然是共享滑板車！白天時間，常常可見上班族與學生熟練迅速地，搭著電動滑板車在路上穿梭，應該也是這些便利交通工具，馬路上少見嘈雜的汽、機車，整段旅程，空氣中未曾聞到汽、機車廢氣，乾淨的街道，讓人更能享受步行通勤與健走運動。清晨與傍晚，常見居民悠閒享受，令人欣羨！特別值得一提，我們這趟旅程，也有購買方便的交通券，交通券限期無限次、無限何種大眾交通，購券後即可自由搭乘，搭乘期間，居然完全沒有人員剪票或感應閘門設備管控，這是民眾自律的象徵，也代表了政府對民眾的信任！

至於健康的飲食，回國至今，令我最想念的，是隨處可飲的純淨水源。一入公寓，房東太太就自豪地跟我們介紹，在維也納自來水打開，皆可安心飲用來自阿爾卑斯山的純淨水源。居住期間，我最喜歡清早起床就到廚房喝杯沁涼的雪水，出門前還會再裝一壺隨身帶著，到了公園、路邊，只要有水龍頭，都能隨時補水，清涼消暑。想到很奇妙的一件事，此行我帶著幾包國內常喝的綠茶包，每日沖飲攜帶，綠茶在沖泡雪水之後，竟能快速溶出如包裝袋上的鮮綠茶色，每再回沖，也仍能有清香茶味茶色，回國後不管再以過濾水、逆滲透水、冷、熱水嘗試，皆未果。都說維也納人愛喝咖啡，到處都可見咖啡廳，但其實人們更愛的，是他們的阿爾卑斯山雪水，他們以此為傲，每間餐廳、咖啡廳，也皆會再多提供一杯冰涼的白開水！都市之中隨處有如此方便取得的純淨高品質水源，誰還想喝含糖飲料手搖飲呢？講到維也納的餐點最讓我開心，我們住在連鎖超市 BILA 附近，每日回程我們最喜歡逛超市與市場，選購當地鮮美食材，回各自公寓烹煮享用。此行到了歐洲，當然要藉此好好享用那些國內沒有，不曾嚐過的生鮮食材：蘑菇、無花果、櫛瓜、櫻桃蘿蔔(可惜沒買到甜菜根)、當地品種馬鈴薯、蘋果、各式起司、洋蔥與雞蛋…，這些是旅程期間我們最愛的當地食材，稍加烹調便新鮮美味，期間吃完就到 BILA 補貨，食材新鮮品質好，每天早晨只要簡單切洗，以橄欖油

平底鍋煎過略調味，即味道鮮美，尤其是當地的馬鈴薯、南瓜與蘑菇，品質極佳！坐在公寓靠街道的窗邊享用早餐，是旅程期間每日最享受的一件事！至於外食用餐，在維也納最多的是披薩、義大利麵，這樣的餐點使用食材有橄欖油、蔬菜、起司、堅果與黑胡椒大蒜羅勒的香草調味，這樣的飲食型態等於是地中海飲食，對於慢性病防治保健功效上實證頗多！

健康促進不只針對身體的健康促進，維也納豐富的藝術文化與音樂活動，豐富了人們的心靈，有益於心理健康！城市中，舉目望去皆是教堂、城堡、藝術館、博物館，建築物皆不過分裝修，政府單位用心維護、整修建築古物，步行在維也納，搭配著街頭藝術家演奏的古典音樂，這其實就是一場人文藝術的美麗饗宴！說到這裡，在維也納這種恬靜自律的氛圍，也感染著他們的寵物狗。這城市愛狗，街道上、餐廳裡，看主人跟餐廳的對應可見一斑，人們出來咖啡廳用餐或下午茶聊天，常見帶著依偎在腳邊，乖乖等待不吵鬧的狗孩子，餐廳則會貼心地端來一碗涼水幫忙消暑，主人購物時，會把他們栓在門口的等待區柱子上，狗孩子們聚集一處，竟能安靜蹲坐，不吵架，也不見焦躁不安，就這麼靜靜等著主人出來。如今回想起來，在維也納期間似乎沒聽到狗吠聲，當真維也納的藝術人文氛圍也感染了狗孩子，能如主人般沉穩自在不急躁！

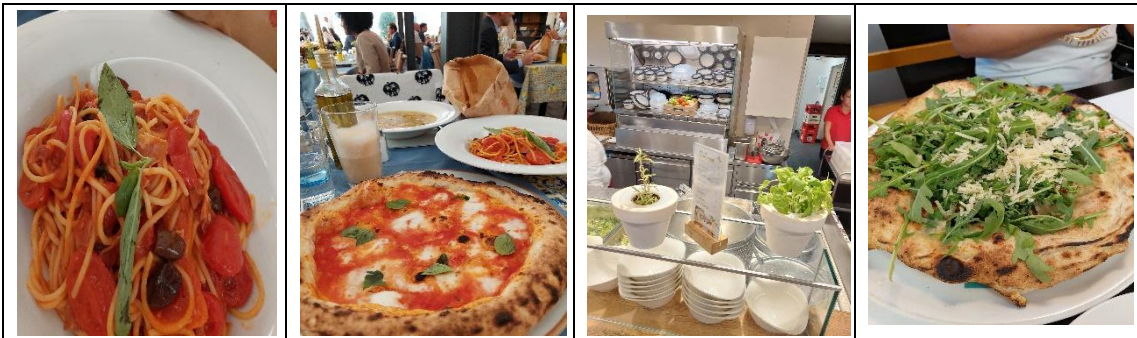
約一周的時間，我們盡量的規畫安排，探訪這個優美自然的城市，教堂、博物館、公園、音樂廳…卻仍未能逛完，這個城市的豐富令人驚嘆！然，即便時間短暫，卻已讓人有了身心靈滌淨的感受，這樣自然感染的藝術洗禮，讓人身心舒暢！感謝能有這此機會參與研討會學習，並且親身感受這樣身心靈健康促進的生活，健康的生活源自於態度，而我們服務執行者，可以從措施面、硬體環境營造上，去幫助民眾營造出這樣的心態。健康的生活是由內而外，從生活、從內心而發散出來，去實踐的！我猜想著，維也納正是因為有著這樣的實踐經驗，才有足夠的能量承辦著這麼多場國際健康促進研討會！希望，在不久的將來，我們台灣，也能讓外國旅人能有如同我現在的感受來評價台灣！



超市與市場日常食用食材，即符合地中海飲食原則，有慢性疾病防治功效



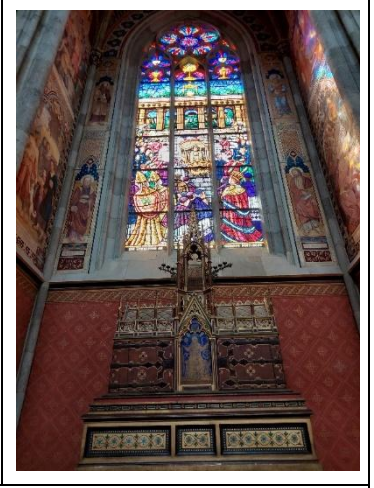
新鮮高品質食材，只需以橄欖油、黑胡椒、大蒜，小火煎黃便很美味



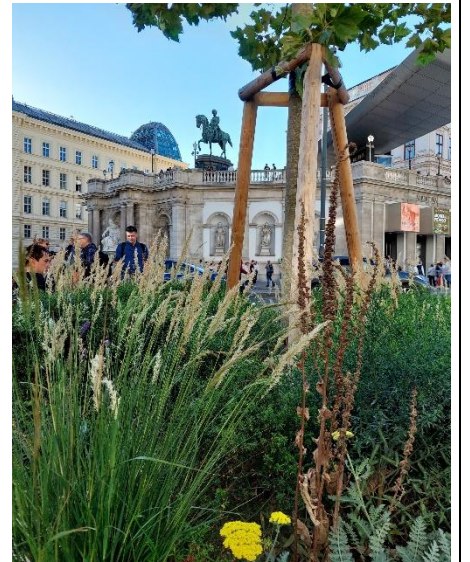
維也納外食亦多符合健康飲食原則，橄欖油、多蔬菜，不過度加工調味



便捷完善的大眾交通-輕軌、公車與共享滑板車



豐富的藝術文物與保存良好的古蹟建築



維也納是個綠化充足的城市街道邊與公寓的天井，綠意盎然



熱忱友善的人與狗