

讓前線護士發聲

Hear the voice of frontline nurses



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編者的話 From the Editor

《協力》的英文名稱 — HASLink — 代表HA Staff Link「醫管局員工聯繫」。這份刊物在九十年代初醫管局成立時誕生，目的是成為醫管局與同事的內部溝通橋樑。《協力》內容由員工提供和編寫，是為員工而設的刊物。


我們很高興《協力》編輯委員會最近重新成立，成員包括總辦事處和醫院聯網的代表。編委會不僅聯繫和統籌各部門和聯網的最新消息，同時收集各方意見，希望為大家帶來更精彩的內容，最重要是為《協力》制定未來發展方向。

今期的報導有管理層與前線護士的交流論壇、多間醫院的新設施、新界東聯網的社區活動，還有九龍西聯網職業醫學團隊的專訪等，另外，「員工天地」專頁繼續送上各種最新優惠，「自由園地」與大家分享陽光中、鏡頭下的美妙景色和名人雋語，不容錯過！

“HASLink”, as the name implies, is “HA Staff Link”. Established at the inception of the Hospital Authority in the early 90s, the newsletter is designed as a vehicle of internal communication amongst all colleagues in HA. It is a publication created by the staff, and for the staff.

HASLink is happy to announce the revitalisation of an editorial board. Consisting of representatives from HAHO and all clusters, the editorial board not only serves as the coordinating point for Head Office divisions and clusters, but also acts as the think tank on the strategic directions of the newsletter as a major tool of internal communication.

This issue covers various happenings in HA, such as the constructive discussion between management and frontline nurses, new facilities of our hospitals, community activities of NTEC, and the success story of KWC occupational medicine team who actively looks after staff health, just to name a few. Besides the latest staff benefits, we hope the sharing of snapshots and wise quotations will add spices to life in HA.

Do read on and enjoy! 

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專題
Feature

讓前線護士發聲

Hear the voice of frontline nurses

醫管局十分重視前線護士的工作情況，深明同事面對人手緊絀和沉重工作壓力。今年7月25日，主席胡定旭先生和行政總裁梁栢賢醫生一同出席在伊利沙伯醫院舉行的護士論壇，聆聽護士的心聲。

這次論壇以視像會議形式進行，與35間公立醫院同步對話交流，約有1,200名護士出席。會面氣氛坦誠踴躍，超過40位來自不同醫院的同事提出問題和意見。他們關注的事項包括晉升機會、人手、培訓、薪酬待遇和夜更工作安排等。

梁醫生感謝前線護士付出的愛心和努力，鼓勵大家表達意見，積極尋求方法改善公共醫療服務。他說：「醫管局自2008年重開護士學校，目的是確保香港公立醫院有充足護士人手。」主席胡定旭先生表示，會向政府反映增加大學和護士學校的學額，確保人力資源供應充足。

HA Chairman Mr Anthony Wu and Chief Executive Dr Leung Pak-yin attended the nurse forum held on 25 July at Queen Elizabeth Hospital to better understand the concerns of frontline staff over their heavy workload.

About 1,200 nurses from 35 hospitals participated in the forum via video conferencing. More than 40 colleagues raised issues related to career prospects, manpower, training, salary and benefits, as well as night shift arrangements.

Dr Leung expressed his deep appreciation for the dedication and efforts of frontline nurses, and encouraged colleagues to speak up and express opinions so as to improve public hospital services. “The aim of reopening nursing schools in 2008 was to ensure adequate manpower for growing services,” he said. Mr Wu added that HA would reflect to the government on increasing the training capacities for nurses at universities and nursing schools in order to develop an adequate workforce.





來自35間醫院的前線護士以視像形式參與這次論壇。
Frontline nurses from 35 hospitals joined the forum via video conferencing.



承諾檢討制度 研究改善措施

同事在論壇上提出多項建議，包括檢討新招聘合約制護士的薪酬、資深護士的專科培訓資助等。醫管局早前已開始檢討會上提出的部分建議和跟進有關改善工作。梁醫生表示：「我們會進一步研究一系列措施，包括增設晉升職位、增加資助本地及海外培訓、夜更津貼等。」

總護理行政經理馮玉娟女士和人力資源主管區結成醫生當日亦有出席論壇，梁醫生承諾與他們一同商討，深信只要共同攜手，定能解決問題。

致力挽留人才

醫管局已進一步加強登記護士培訓資助計劃，以更優厚的資助條件鼓勵現職登記護士轉為註冊護士，鼓勵人才繼續在公立醫院服務，同時加強整體護理質素。此外，醫管局已增設顧問護師和資深護師職位，增加護士的晉升機會。

主席胡定旭先生總結時說，緊密溝通非常重要，經諮詢前線護士後，已制訂一系列加強招聘和挽留人手的措施。他歡迎大家繼續提出意見，亦希望各護士團體同心協力加強溝通。另外，這次論壇以視像會議形式進行，讓各聯網同事在不同地方一齊參與，促進管理層和同事的溝通。

Review resolution

Suggestions raised at the forum include reviewing salary system of newly employed contract-based nurses and sponsoring senior nurses for professional training. Some of the suggestions raised have already been reviewed and implemented by HA. "We'll look into a range of measures to address colleagues' concerns. These include promotion opportunities, local and overseas training sponsorship, and night-shift allowance," said Dr Leung.

Dr Leung promised to further explore enhancement measures with senior executives, including Ms Sylvia Fung, Chief Manager of Nursing and Dr Derrick Au Kit-sing, Head of Human Resources who also attended the forum.

Retain talents

While recruitment of new blood is important to create a competent nursing workforce, talent retention is crucial for the enhancement of overall quality of healthcare services. HA has refined the training sponsorship programme for enrolled nurses that enables them to progress to registered nurses. In addition, positions of nurse consultant and advanced practice nurse are added for better promotion prospects.

Mr Wu reiterated the importance of mutual communication. He said comprehensive plans were made to strengthen recruitment and retention after a series of meetings and consultations. Other than initiating continuous dialogue and soliciting opinions, he encouraged participation of various nurse organisations to ensure effective communication with all parties. Moreover, colleagues appreciated the video conferencing arrangement as it offered an alternative mode of communication.



總護理行政經理馮玉娟女士(左)和人力資源主管區結成醫生，表示會致力解決同事關注的問題。
Ms Sylvia Fung, Chief Manager of Nursing (left), and Dr Derrick Au Kit-sing, Head of HR shared their commitment to address staff's concerns.

加強溝通 鼓勵專職醫療同事士氣

Continuous dialogue improves morale of allied health staff

專職醫療人員在醫管局提供的高質素醫療服務中扮演重要角色，一向在照顧病人方面貢獻良多。要建立一個開心和士氣高昂的團隊，必須了解專職醫療同事的需要和感受。

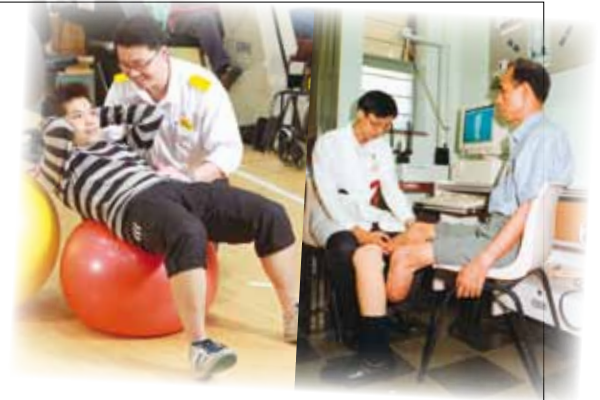
今年三至五月，醫管局在每個聯網舉行諮詢論壇，加強與前線專職醫療人員溝通。出席論壇的包括醫管局聯網總監張偉麟醫生、醫管局人力資源主管區結成醫生、各聯網行政總裁和專職醫療經理。論壇共有約500人參加。

除了介紹2011/12年度的工作計劃，管理層還細心聆聽同事的心聲，特別是對薪酬、晉升前景、人手、資源分配和職級多方面的意見。管理層承諾會謹慎研究同事的意見，制定改善方案。

Allied health services in HA are pivotal in ensuring continuous care for patients. Understanding the needs and concerns and establishing continuous dialogue with allied health colleagues is fundamental to maintaining a happy workforce with strong morale.

Seven forums were organised between March and May 2011 in all clusters to strengthen communication between frontline allied health staff and senior management, including Dr Cheung Wai-lun, Director (Cluster Services); Dr Derrick Au, Head of Human Resources; cluster chief executives; and allied health grade managers. A total of about 500 colleagues attended the forums.

Besides sharing new initiatives and work plan in 2011/12 with staff, the forums listened to concerns in remuneration, career advancement, manpower, resource allocation, and grade-specific issues. The management promised to study colleagues' opinions and explore improvement measures.



同事提出各種實質建議，管理層一一接收。
Management is happy to receive the constructive opinion from colleagues.

個案經理助精神病人 加快痊癒

Mental health case managers speed up recovery of patients

醫管局自去年四月在元朗、葵青和觀塘推出個案復康支援計劃，惠及4,600名病人。計劃的重點是個人化服務，讓每個病人從出院到重投社會，都由專業個案經理負責跟進。

個案經理與病人保持密切關係，為病人度身訂做一套護理計劃。除了促進病人的精神健康，改善他們與家人的關係，個案經理從工作中也獲得很大的滿足感。

First introduced by HA in April last year, the Personalised Care Programme for severe mental illness patients was piloted in Yuen Long, Kwai Tsing, and Kwun Tong for 4,600 patients. In this personalised programme, each patient has a designated case manager who helps them reintegrate into the community since discharged from hospital.



個案經理負責持續跟進病人的情況。
Case manager offers continuous support and assistance to patient.

Establishing a close service relationship throughout the recovery journey, the case manager tailor make a care plan for patient. Besides improving both the mental condition and the patient's relationship with family, case managers also reported great satisfaction from their job.

The programme has been extended to five more districts since April 2011, namely Hong Kong East, Sham Shui Po, Sha Tin, Tuen Mun and Wan Chai.



計劃自今年四月起陸續擴展至五個地區，包括港島東、深水埗、沙田、屯門和灣仔。

提供以患者為中心的社區支援
Provide patient-oriented community support

醫院管理局新人力資源主管區結成醫生 Dr Derrick Au Kit-sing appointed new Head of Human Resources

區結成醫生前為九龍醫院及香港眼科醫院行政總監，兼九龍中醫院聯網的專職醫療、老人及社區服務總監。區醫生自2010年11月起在醫管局總辦事處擔任代理人力資源主管，於今年7月10日正式履新。

區醫生是一名內科醫生，取得復康及老人科專科醫生資格，自1983年起服務公立醫院。出任上述兩間醫院的行政總監前，於1993年任九龍醫院復康部部門主管，並於2007年開始擔任該院副行政總監。區醫生致力推動多項醫院聯網服務新猷，貢獻良多，包括近期推行的支援服務助理及技術服務助理職系和薪酬架構檢討，及支援高危長者病人離院的綜合服務計劃等。❤



The appointment of Dr Au, formerly the HCE of Kowloon Hospital and Hong Kong Eye Hospital, and Service Director of Allied Health, Geriatric & Community Care in the Kowloon Central Cluster, was effective from 10 July 2011. He had been Deputising Head of Human Resources since November 2010.

A physician and specialist in rehabilitation medicine and geriatric medicine, Dr Au has served in public hospitals since 1983. He had worked as the Chief of Service in the Department of Rehabilitation of KH since 1993 and Deputy HCE of the hospital since 2007. The new HR head has contributed greatly to hospital and corporate initiatives, including the implementation of a new grading and salary structure for GSA and TSA; and the organisation of an integrated discharge and support programme for high-risk elderly patients. ❤

以病人為先 廣華醫院持續發展新系統 KWH wins IT awards for improving patient satisfaction



廣華醫院關心病人需要，通過科技為他們帶來很多方便，十多年來一直在全科門診及專科門診應用各種資訊科技系統，大幅減少病人應診前的等候時間。為此備受表揚，榮獲「亞洲醫療資訊科技創新大獎：最以病人為中心的醫院」。

醫院在門診大樓設有「自助電腦取票機」，病人只需在覆診當日，將覆診卡或身份證在機上掃描，系統便會把診症室位置和輪候籌號列印出來，過程只需數秒，簡易快捷。

即將推行的「智能登記系統」將於急症室推出。這個名為「病人旅程」的系統，加入嶄新服務概念，幫助病人了解應診流程，預計2011年下旬推出。

廣華醫院/東華三院黃大仙醫院行政事務總經理陳志強博士，和助理院務經理（醫療資訊及紀錄管理）葉沛源先生，今年三月代表醫院到馬來西亞出席2011年度創新醫療管理及信息會議領獎。得獎團隊成員包括廣華醫院行政事務部、門診部、急症室、財務部、九龍西聯網/廣華醫院和總辦事處的資訊科技部。❤



Patients of Kwong Wah Hospital (KWH) benefit from a number of innovative IT systems which significantly reduce consultation waiting time over the past decade. The hospital was recently named “The Most Patient-Centered Hospital” at the “Healthcare IT Innovation Asia Award” for their contribution in providing better service to patients through technology.

Patients can simply scan their appointment slip or ID card at the Automatic Registration System installed at GOPC and SOPD to get print-out of their waiting number and consultation room number in seconds.

A new queuing system is scheduled to be introduced in KWH's A&E Department at the end of 2011. A new function — “Patient Journey” will be added to explain the whole process of consultation.

General Manager (Administrative Services) of KWH/ WTSH Dr Steve Chan and Assistant Hospital Manager (HIRM) Mr Philip Yip represented the hospital to receive the award at The Innovations in Healthcare Management and Informatics Congress 2011 in Malaysia. The joint effort is a collaboration of the administrative services division, out-patient department, A&E, and financial services division in KWH, as well as the IT departments of KWH/ KWC and HAHO. ❤

使用電腦系統，門診登記變得十分簡便。
With one scan, registration can be done.

瑪麗醫院提升血管科手術服務 QMH upgrades vascular surgery facilities

瑪麗醫院田元灝血管醫學中心已完成擴建工程，並於今年7月11日正式開幕。當日大會邀請了田北俊伉儷、食物及衛生局局長周一嶽醫生、醫院管理局主席胡定旭先生及港島西醫院聯網總監陸志聰醫生主禮。該中心設備先進完善，提供檢查、診斷、治療和手術後跟進的一站式服務，估計每年處理逾6,000宗病例及進行500多個手術。♥

Queen Mary Hospital recently announced the official opening of the Francis Y H Tien Vascular Centre on 11 July 2011. Guests of honour included Mr and Mrs James Tien; The Secretary for Food and Health Dr York Chow; HA Chairman Mr Anthony Wu; and Cluster Chief Executive of Hong Kong West Cluster Dr Luk Che-chung. Equipped with the latest facilities, the new centre provides one-stop service for screening, diagnosis, treatment, and post-operation follow-up examination. The new centre aims to serve more than 6,000 patients and perform over 500 surgeries every year. ♥



田北俊先生(右)和周一嶽醫生參觀新手術中心。
Mr James Tien (right) and Dr York Chow touring the new facilities.



威院主樓暨創傷中心正式開幕 PWH opens new clinical block and trauma centre

威爾斯親王醫院的住院主樓暨創傷中心於今年6月28日開幕，由行政長官曾蔭權先生親臨主持開幕禮。他表示：「在新設施的配合下，威爾斯親王醫院4,000多名員工更能發揮專業和團隊精神，盡力服務病人，為香港醫療服務樹立新典範。」新大樓有800多張病床，設有大型的創傷及急症中心和深切治療部。新的深切治療部經精心設計，擁有一些不少全亞洲最先進的科技設備，每張病床有自然光從玻璃窗透入，有助病人康復。♥



曾蔭權先生(左二)和胡定旭先生表示對同事的感謝。
Mr Donald Tsang (second from left) and Mr Anthony Wu extend appreciation to frontline colleagues.

The Main Clinical Block and Trauma Centre at Prince of Wales Hospital officially opened on 28 June 2011. In his opening speech, HKSAR Chief Executive Mr Donald Tsang said, "With the new facilities, I hope the 4,000 staff in PWH will work and collaborate much better, continue to serve patients wholeheartedly, and set new standards for the medical services in Hong Kong." Equipped with advanced medical facilities, the new centre houses more than 800 beds, a comprehensive trauma and emergency centre together with an intensive care unit. The design of ICU allows natural light to fill the room, contributing to faster recovery of patients. ♥



伊院血管腔內及微創手術中心 QEH Endovascular and Minimal Access Operation Centre



食物及衛生局局長周一嶽醫生試用中心的新儀器。
Secretary for Food and Health Dr York Chow trying out the new equipment.

伊利沙伯醫院的全港首間血管腔內及微創手術中心，和血管腔內模擬及技能培訓中心已於今年四月正式啟用。兩間中心由香港賽馬會慈善信託基金慷慨捐款港幣四千萬元成立。❤️

Thanks to a donation of HK\$40 million from the Hong Kong Jockey Club Charities Trust, Hong Kong's first Endovascular and Minimal Access Operation Centre, and the Endovascular Simulation and Skills Centre in Queen Elizabeth Hospital commenced service in April this year. ❤️

九龍中聯網WISER計劃榮獲管理大獎 WISER movement brings award to Kowloon Central Cluster

「九龍中聯網WISER計劃」獲得香港管理專業協會頒發2011年度最佳管理培訓及發展獎銅獎。WISER代表「我們以不斷創新的服務取勝」，旨在提出精益思維，為機構培養創新精神，應付日趨複雜的醫療服務。

與傳統教室培訓和發展課程比較，WISER具有更富創意的三大元素：

- 項目輔導 — 通過團隊合作，分析問題和尋找解決方法
- 領悟工作坊 — 教授「精益思維」的基本概念，加強領悟力
- 分享小組 — 發掘新的工作理念和行動，在機構中互相交流分享

透過這計劃，同事能學習一套實用而有效的新技巧，在日常工作上應用。九龍中聯網成功利用WISER計劃改善服務質素，更重要的，是同事參加計劃後，更主動投入有關持續改良服務的活動。❤️

The “WISER movement in Kowloon Central Cluster” campaign won the bronze prize in the Award for Excellence in Training and Development 2011 organised by the Hong Kong Management Association. WISER, which is short term for “We Innovate, Services Excel Regularly”, aims to promote “lean thinking” and cultivate an innovative organisational culture to manage the rising demand for complex medical service.

Unlike traditional classroom training and development programmes, WISER consists of three components which facilitate more creativity:

- Project coaching – where problems are analysed and solutions worked out together through team approach
- Awareness workshop – promulgates basic concept of “lean thinking”
- Sharing forum – new ideas and practices are presented and shared with the whole organisation

Through this campaign, staff are equipped with a new set of practical and effective skills which they can apply to daily work. The cluster has enhanced its service performance. More importantly, staff are more engaged in continuous quality improvement activities. ❤️



我們以不斷創新的服務取勝
WISER – We Innovate,
Services Excel Regularly



安全工作 保障健康

Occupational medicine service promotes workplace safety



前線同事盡心盡力照顧病人，要是不幸因工受傷或受職業傷病困擾，瑪嘉烈醫院職業醫學部的六人小組便會發揮所長，服務同事。主管醫生蘇顯斌表示：「我們為九龍西聯網13,000位同事提供一站式服務，從診斷、治療、覆診到復康。同事通過電話登記後，一星期內就能安排診症。」

這項員工福利的服務方式非常個人化，除了覆診，當傷病員工返回工作崗位，小組會為他們評估工作能力和度身訂造復康治療計劃，建議他們如何改善日常工作習慣，加速康復進度。

若要調整工作範圍，主診醫生與患者的上司和同事便會保持溝通。蘇醫生指出：「我們因應同事的情況，提醒他們復工時要注意的事，例如避免過長工時、夜班和過度體力勞動等等。」

Frontline colleagues face a higher risk of occupational injury when caring for patients. If you are working at KWC, there is nothing to worry about. A team of six in the Department of Occupational Medicine (DOM) at Princess Margaret Hospital will take good care of you.

“We offer one-stop service for staff working at Kowloon West Cluster, covering diagnosis, treatment, follow-up and rehabilitation. Simply call our hotline, an appointment can be arranged within a week,” said Dr So Hin-pan, doctor-in-charge of DOM.

This personalised service offers extensive follow-ups and work ability evaluation. Recovery plan will be designed for staff resuming duty, with suggestions on task adjustment so as to enhance recovery.

To make sure recovering staff can safely meet the job demands, doctor will communicate with patient’s superior and colleagues. “We suggest patients avoid long work hours, night shifts and intense physical labour when they go back to work.”



九龍西職業醫學部團隊 Meet the team

左起 From left:

- 彭淑嫻姑娘 Ms Kathy Pang 資深護師(職業醫學) Advanced Practice Nurse (OM)
- 蘇明來先生 Mr Eric So 物理治療師 Physiotherapist
- 蘇顯斌醫生 Dr So Hin-pan 醫生主管 Doctor-in-charge
- 蘇子樺先生 Mr Patrick So 職業治療師 Occupational Therapist
- 簡佩芬姑娘 Ms Irene Kan 資深護師(職業醫學) Advanced Practice Nurse (OM)
- 關美媚小姐 Ms Kwan Mei-mei 文員 Clerk



職業醫學部的醫生與病人是同事關係，互相能建立多一份信任和了解。2009年4月到2010年3月進行的服務使用者意見調查結果顯示，同事對職業醫學部的服務十分滿意。蘇醫生說：「我們和其他臨床員工，齊心合力在百忙中抽時間優先服務有需要的同事，至今已處理超過1,000宗個案。」

Since patients and doctors are colleagues in the same cluster, trust and understanding can be easily built between the two. In a user opinion survey conducted between April 2009 and March 2010, the majority of respondents were satisfied with the service. "Our team works closely with clinical staff and we would squeeze time for urgent cases. So far we have treated more than 1,000 cases," said Dr So.



職業醫學部深明「預防勝於治療」的道理，在2009至2010年期間，逐步推出兩大計劃。第一是「人體工效諮詢服務」，負責協調服務的職業治療師蘇子樺先生說：「這項服務以預防為本，為筋肌傷患者設計個人化的工序、用品、工作場地和系統。」蘇先生為同事提議選購合適的電腦用品，參與工作間的室內設計，態度專業和認真，獲得「第三屆全港傑出職安健員工嘉許計劃」銅獎，可說是實至名歸。

DOM believes prevention is better than cure. That's why they launched two programmes for staff between 2009 and 2010. The first one is "Ergonomic Consultation Service (ECS)" coordinated by occupational therapist Mr Patrick So. He said, "Precaution is the basis of this programme, which customises work procedures, tools, environment and system for colleagues suffering from muscle pain." Mr So also gives advice on the selection of suitable computer devices and workplace interior design. Their dedication and professionalism has earned ECS the Bronze Award in the third Hong Kong Outstanding OSH Staff Award Scheme (manager stream).

另一計劃「運動諮詢與處方服務」，以輕鬆形式測試同事體質。參加者通過簡單的測驗，即可了解自己的心肺功能、肌肉力量、耐力及柔軟度。服務的骨幹人物物理治療師蘇明來先生認為：「許多人知道運動很重要，但能夠持之以恆並不容易。評估後，我們為同事設計運動處方，十分簡單，毋須特別器材，在公園也可做，至今已有130人參加。希望他們將處方與家人、鄰居和朋友分享，與人結伴做運動，動力更大，更持久。」

Another programme, "Exercise Consultation and Prescription Service (ECPS)", provides health check for staff through simple examinations. Participants can be tested to assess their cardiopulmonary fitness, endurance, flexibility and strength. Physiotherapist Mr Eric So is the backbone of the programme. "People know the importance of exercise, but doing it regularly is another issue. After assessment, patients will be prescribed simple exercises that can be done in open area without using any tools. Now we have 130 participants. I hope they will share the exercise prescriptions with their friends, family and neighbours. Having a companion to exercise with can keep you motivated." he said.

小組於2005年組成，是醫管局首批正式成立的職業醫學部。他們期望未來能擴展服務，蘇顯斌醫生說：「我們希望在2012/13財政年度有更多資源，能增加心理健康服務，為同事紓解情緒問題。」

Started up in 2005, DOM is one of the first occupational medicine departments in HA. It is keen to extend its scope of services. "We hope to have a larger budget in 2012/13 and expand the service to cover mental health," said Dr So Hin-pan.

何亮誠醫生：「雖然平日我也有做運動，但參加服務後，我更清楚如何改善心肺功能、肌肉力量、耐力和柔軟度，這計劃對中年的同事很有幫助。」

Dr L S Ho "I do exercise regularly but now I have a better concept of how to enhance cardiopulmonary fitness, endurance, flexibility and strength. The programme is particularly relevant for mature colleagues."

冼鳳暉女士：「運動諮詢與處方計劃令了解自己的體能和需要做的運動。文職工作需長時間坐下，今後我會盡量按照處方做運動，改善體格。我會向其他同事大力推介這服務。」

Ms Doris Sin "I became more aware of my physical fitness and discovered suitable exercises. Spending long hours sitting in office every day is not healthy. I will follow the exercise plans and recommend the service to my colleagues."

同事心聲 Feedback from users

周綺華女士：「我十分滿意，諮詢內容很詳細，頗有驚喜。測試後才知道自己身體不如想像中健康，我已下定決心持久運動。」

Ms Nancy Chow "I am very happy with the programme. The consultation process is very detailed. It turns out that I am not as healthy as I thought. Now I am determined to exercise on a regular basis."



默默耕耘盡心效力 表揚長期服務員工

Long service awards honour dedicated staff

醫院管理局的「長期服務獎」體現「員工開心」和「敬業樂業」的精神。總辦事處在7月21日舉行頒獎盛會，共547位同事接受獎項，與摯親好友一同慶祝。

明愛醫院外科部主管莫碧添醫生在會上分享工作心得：「多年來我曾服務不同醫院，經歷不同的事件，雖然有時盡力服務，仍換來病人投訴，但我們不應心存憎恨，反而要感謝和珍惜多年來的學習與得著。」莫醫生服務醫管局已經踏入第三十個年頭。



“I have served in a number of hospitals and have different experiences. Sometimes you still get complaint from patient even you have done your best. Don't let hatred take over you though. Instead, we should be thankful and cherish what we have learned and gained all these years,” Dr Francis Mok, Chief of Service (Surgery) of Caritas Medical Centre, shared his 30 years' bliss and woes at the event.

另一位得獎者是服務四十年的威爾斯親王醫院臨床腫瘤學系部門經理黎瑞玲女士，她當日衷心向部門所有同事致意，感謝他們多年支持。



Ms Karen Lai, Department Manager of Clinical Oncology at Prince of Wales Hospital, received a 40-year long service award. She expressed deepest thanks to her colleagues for their support.

醫管局總裁梁栢賢醫生表揚所有得獎者的貢獻，他表示：「大家都知道在醫管局工作的壓力不少。我們幸運有一羣忠誠的同事堅守崗位，默默耕耘地工作，為公營醫療服務，作出重大貢獻。希望大家繼續努力，為香港市民提供高質素的醫療服務。」

HA Chief Executive Dr Leung Pak-yin paid tribute to all the award recipients, “The stress of working in HA is well known to all of us. It is truly our blessing to have you all, who are highly committed

and dedicated. Thank you for all your enormous contribution to public healthcare service. Let us keep up the good work to serve the public.”

為感謝盡心服務多年的同事，連續服務最少達十年的員工皆可得到醫管局頒發的長期服務獎。❤️

Employees who have completed at least 10 consecutive years of service is entitled to receive a long service award from HA in recognition of their commitment and loyalty. ❤️



2011年度醫管局長期服務獎 HA Long Service Award 2011

年資 Years of service	得獎員工數目 Number of staff
40	43
30	495
20	9



榮獲40年長期服務獎，
一眾同事興奮不已。
Colleagues working with HA
for an incredible 40 years
receive awards with
great smiles.

北區醫院步行籌款 幫助有需要人士

Walkathon raises money for NDH Charitable Foundation



即使天氣酷熱，參加者憑著善心行畢全程，最後一同在終點享用美味齋宴。
Participants enjoyed a delicious vegetarian feast after finishing the walkathon under the burning sun.

北區醫院慈善信託基金於5月29日舉行慈善籌款，由北區醫院步行至蓬瀛仙館，超過700人參加，共籌得67萬港元。醫管局主席胡定旭先生主持開步儀式，感謝參與者身體力行，樂善好施。受資助的慈善醫療計劃包括「告別失禁，向尿急尿頻說再見」計劃和關顧長者牙齒健康的「長者微笑行動」。胡主席呼籲大家繼續支持基金，令更多人受惠。❤️

North District Hospital Charitable Foundation raised HK\$670,000 for a charity walk on 29 May. More than 700 participants completed the journey from North District Hospital to Fung Ying Seen Koon. Grateful for the support and effort of participants, HA Chairman Mr Anthony Wu kicked start the walkathon. The fund assisted the rehabilitation programme for women with urinary incontinence and dental care programme for the elderly. Mr Wu also called for continued support for the foundation to benefit more people. ❤️



醫護病人互交流 促進關係更通透

Fruitful exchange between patients and healthcare staff

新界東聯網於6月17日舉辦病人關係研討會，主題為「關係你和我」，探討如何促進前線醫護人員與市民的關係，為雙方進一步了解奠定良好基礎。研討會共有338人出席，包括社會名人、區議員、聯網各職系同事和病友。會上，前警務處處長李明達先生與大家分享改善警隊形象和警民關係的心得。在「病友的心聲」環節，聯網病友分享他們進出醫院的難忘體驗。壓軸的「新東聯論壇」，由香港電台「城市論壇」主持謝志峰先生向同事和病友提出有關促進醫患關係的問題，帶來激烈討論。研討會提供難得機會，讓同事和病友互相交流，促進了解。❤️

The New Territories East Cluster (NTEC) organised a forum on 17 June for colleagues and patients to share ideas, express concerns, and lay a foundation for better understanding. The patient relations and engagement forum was attended by 338 participants, including celebrities, district council members, NTEC staff and patients. Guest speaker and former commissioner of police, Mr Dick Lee, shared tips on polishing the image of the police force and improving relationship with the public. Mr Tse Chi-fung, host of RTHK's "City Forum", discussed issues on relations between healthcare professionals and patients, which led to an enthusiastic debate. ❤️



前警務處處長李明達先生與大家分享心得。
Former commissioner of police, Mr Dick Lee, shares his experience.



謝志峰先生(中)與同事和病友熱烈討論。
Mr Tse Chi-fung (centre) discussed with colleagues and patients.



九至十月

精選課程

September/October: picks of the months



醫院管理局進修學院
Hospital Authority
Institute of Health Care



INSTITUTE OF ADVANCED ALLIED HEALTH STUDIES
專職醫療深造學院



Institute of
Advanced Nursing Studies
護理深造學院

醫院管理局進修學院是你持續專業進修的良好伴，想知道最新和全面的課程資料、專職醫療深造學院和護理深造學院的詳情，歡迎瀏覽進修學院網站

www.ha.org.hk/ihc ◦

The Hospital Authority Institute of Health Care (IHC) is your partner in continuing professional development. For the most up-to-date programmes and details of the work of the IHC and its member institutes (Institute of Advanced Allied Health Studies and Institute of Advanced Nursing Studies), please visit the IHC website:

www.ha.org.hk/ihc ◦

Title : Pharmacotherapy Review for Advanced Clinical Pharmacy Practice

Start Date: 10 - 12 Sep 2011

Target : Pharmacists of all ranks

CNE/CPD: CPD(Pharm) - 12

Title : 2011/12 CE Lecture Series: Commonly Encountered Medication Incidents and Roles of CPO in Handling Medication Incidents

Start Date: (Lecture 3) 22 Sep 2011

Target : Dispensers of all ranks

CNE/CPD: CPD(Disp) - 1

Title : Advanced Certificate in Specialty Training of Geriatric Pharmacists

Start Date: 17 - 28 Oct 2011

Target : Pharmacists with at least five years of working experience

CNE/CPD: CPD(Pharm) - 7

Title : Advanced Specialty Program for Diagnostic Radiographers in Ultrasonography Module 4: Emergency Abdomen (Part A)

Start Date: 10 Sep 2011

Target : Diagnostic Radiographers

CNE/CPD: CPD - Pending

Title : Advanced Specialty Program for Diagnostic Radiographers in Ultrasonography Module 4: Emergency Abdomen (Part B)

Start Date: 15 Oct 2011

Target : Diagnostic Radiographers

CNE/CPD: CPD - Pending

Title : Commissioned Enhancing Communication Skill Workshop Series for Enrolled Nurses: 2-Day Workshop on Resilience and Skills in Dealing with Angry and Difficult Clients

Start Date: (Workshop C1) 23 Sep 2011

Target : Enrolled Nurses

CNE/CPD: CNE - Pending

Title : Post-registration Certificate Course in Ophthalmic Nursing (Institute of Advanced Nursing Studies & Kowloon Central Cluster)

Start Date: 30 Sep 2011

Target : Registered Nurses or above

CNE/CPD: CNE - Pending

Title : Module on Chronic Lung Diseases and Management

Start Date: 12 Oct 2011

Target : Nurses of all rank

CNE/CPD: CNE - Pending

有電子服務大使 新界西用電腦更容易

E-service ambassadors make computer usage easy

為協助支援職系同事適應電子化工作，新界西醫院聯網人力資源部於2009年推行第一階段電子服務大使計劃，今年進入第二階段，培訓及協助支援組別同事查閱電子薪俸結算書。電子服務大使將電腦知識薪火相傳，教導其他支援職系同事。📍

The first phase of the e-service ambassadors programme was launched in 2009 by the HR Department of New Territories West Cluster to help supporting staff accustom to new electronic systems, such as e-payslip system. Phase Two of the programme has begun this year. The ambassadors share their knowledge and skills in using new computer systems with other supporting staff in the cluster. 📍



渣打醫管局聯營卡 簽賬回贈員工福利基金

HA affinity card rebates 0.35% for staff welfare fund

醫管局同事用渣打醫管局聯營卡簽賬，每次回贈0.35%至4%到醫管局員工福利基金，支持員工福利及康樂活動。由即日起至2011年9月30日，成功申請同時合乎指定簽賬要求，即可獲500港元百佳超級市場禮券。詳情請瀏覽醫管局內聯網員工福利網頁<http://ha.home/staff>。📍

Your every purchase with the Hospital Authority Standard Chartered card will generate 0.35% to 4% rebate for HA Staff Welfare Fund to enhance HA staff benefits. Successful application with spending up to a designate amount will be rewarded with HK\$500 Park'n Shop cash vouchers. This offer is valid until 30 September. Please visit the HA staff welfare webpage on HA intranet for details: <http://ha.home/staff>. 📍



公積金計劃通過新策略性資產分配

New strategic asset allocations for HA Provident Fund Scheme

美國的量化寬鬆政策導致熱錢流入亞洲，引致通貨膨脹，備受關注。醫管局公積金計劃投資委員會於2010年9月就通脹進行商議，公積金計劃辦公室聘請投資顧問公司重新探討其策略性資產分配。

經研究後，信託人決定由2011年3月31日開始，把每位成員的基金選擇中香港股票佔股票部份的比例由原來的20%增至25%。長遠而言，公積金計劃辦公室亦致力考慮投資環球房地產投資信託基金和商品基金的可行性，加強對沖通脹的能力，分散投資組合風險。🌀

Quantitative easing policies in the US induced hot-money flow in Asia, making inflation a growing concern. The Investment Committee of HA Provident Fund Scheme (HAPFS) discussed the issue in September 2010. An investment consultant was hired to review its strategic asset allocations.

After the review, trustees decided to increase allocation to Hong Kong equities from 20% to 25% within the equity weighting of each member choice fund, with effective from 31 March 2011. In the long run, HAPFS aims to consider the feasibility of investing in global real estate investment trust and commodities to enhance its inflation-hedging capability and diversify risk of the portfolio. 🌀



提防洩漏 病人私隱

Beware of fraudulent calls



最近有人致電醫院，訛稱自己是醫生或藥劑師，要求索取病人的聯絡資料。調查證實，這些來電均屬欺詐，目的是欺騙同事透露病人的聯絡電話或地址。

同事如未能證實來電者身份，絕對不應透露病人的聯絡資料。我們建議：

- 禮貌地婉拒來電者的要求，但要求來電者留下姓名、職位、辦公電話號碼、工作的醫院和部門等資料，以便跟進。
- 把來電者的詳細資料交由主管、管理層或專責對外事務的同事處理。
- 如發現任何可疑行為，立即向上級報告。🌀

Fraudulent calls have been reported in hospitals recently. These calls attempt to collect patients' personal information, including phone number and address. Callers usually claim to be doctors or pharmacists seeking patient details.

Colleagues are advised not to provide such information without validating the caller's identity. Here are a few tips:

- Politely refuse to disclose information but request caller to leave his name, title, office phone number, hospital and department for follow-up.
- Pass the caller details to supervisor, manager, or staff handling external parties.
- Report suspicious behaviour to supervisors. 🌀

香港基督教青年會公司會籍續會一年 HA renews YMCA corporate membership

醫院管理局已將香港基督教青年會的公司會籍成功續會一年，由2011年7月1日至2012年6月30日止。詳情可瀏覽員工福利專頁<http://ha.home/staff>，或向基督教青年會查詢，電話：2782 6682。☎

HA has renewed its corporate membership of YMCA Hong Kong for one year from 1 July 2011 to 30 June 2012. To learn more, please visit the staff welfare webpage on HA intranet: <http://ha.home/staff> or contact the YMCA at 2782 6682. ☎



清晨雨過，窗前出現一道彩虹，令人滿心歡喜。自然景象，稍縱即逝；窗邊彩虹，與你共賞。

(圖文由總部趙栢豪提供)

The rainbow appearing after the rain one morning brought me great joy and brightened up my day.

(Photo/text provided by PH Chiu, HAHO)



「世上最美麗的東西，可望而不可即，只能用心感受。」 - 《小王子》作者安東尼•聖修伯里



(圖文由總部舒瑞珍提供)

The most beautiful things in the world cannot be seen or touched, they are felt with the heart.” — *The Little Prince* by Antoine de Saint-Exupéry

(Photo/text provided by Linda Shu, HAHO)



「快樂不等於完美，只是你已看透人生，包容缺憾。」 - 佚名

(圖文由總部舒瑞珍提供)

“Being happy doesn't mean that everything is perfect. It means that you've decided to look beyond the imperfections.” — Anonymous

(Photo/text provided by Linda Shu, HAHO)

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5大護眼小貼士

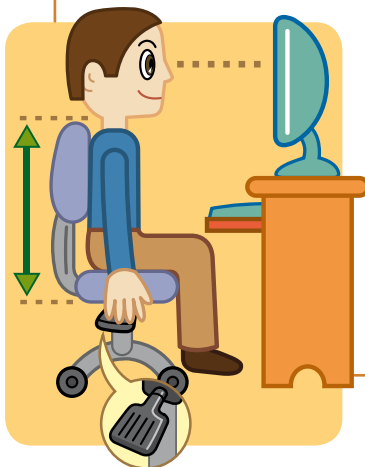
Tips for better eyesight

現代人由工作玩樂到社交，都離不開電腦和手機。眼睛長期對著屏幕，可能影響視力。謹記以下的護眼小貼士，有助保持眼睛健康：

In today's digital world, we depend on computers and smartphones to stay connected, which can negatively affect our vision. The following tips allow you to enjoy new technology without straining your eyes.



座椅 Chair



調整座椅的高度，令眼睛觀看屏幕時保持舒適，減低眼睛承受的壓力。工作時椅子不要離電腦太遠，最好選擇有足夠腰背承托的椅子。

Position your chair to the best viewing angle. This decreases stress on the eyes. Ensure your chair is close to your computer with adequate lower-back support.



屏幕與顯示 Screen and display



屏幕保護貼可減輕眼睛的負擔，放大字體及圖片、調整屏幕顯示的光暗與對比，能有效減少刺激眼睛和視力耗損。

Use a screen protector. It minimises eye irritation. Magnify the text and images on your device and adjust brightness and contrast settings. It reduces eye strain and makes reading easier.



燈光 Lighting

頭頂上的照明切忌太光猛，因強光能刺激眼睛，但太微弱的光線會令眼睛疲累。調校電腦屏幕的角度，防止來自窗口或頭頂光源的反射光，可避免眼睛受損。

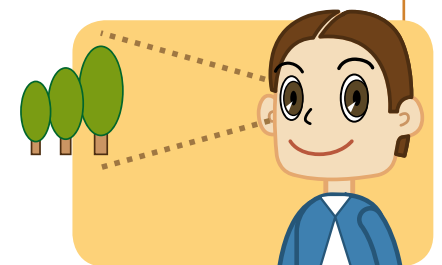
Keep overhead lighting at an optimum level, as too much can irritate the eyes, while too little causes them to strain. Position the computer screen to reduce glare from windows and overhead lights.



讓眼睛歇一歇 Take a break

每小時離開書桌休息5分鐘，望向遠處，放鬆眼部肌肉。如果工作性質需要長時間面對電腦，如輸入資料，可閉目數分鐘讓眼睛休息一下。

Take five-minute break every hour by stepping away from the computer monitor or looking away into the distance to relax eye muscles. Try closing your eyes for a few minutes when your work requires prolonged computer data input.



視線角度 Reading angle



將屏幕稍調向下，眼睛應與屏幕保持大約350至600毫米的距離，約為伸直手臂的距離。

Adjust the screen slightly downwards and approximately 350 to 600mm away, which is about an arm's length.

想了解更多護眼資料，可參考醫管局出版的「顯示屏幕設備使用安全標準化培訓錦囊」光碟，或瀏覽職安健網頁：<http://osh.home>。

To learn more about eye protection, you can also check out HA's "Display Screen Equipment (DSE) Safety: Standardised Training Kit for DSE Trainers/Assessors", or visit the OSH website: <http://osh.home>.