

HAS

協力Link

與民攜手 Helping People Stay Healthy
保健安康

二〇一二年六月
June 2012

LOVE

and

Care!

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Chilling out

感謝您的意見 致力提高質素
Your opinions, our drive!



窩心的服務，重要一環往往是能「多走一步」，醫護人員盡心履行職責，更同時為病人付出關懷與愛心。今期的專題，介紹幾個「多走一步」的故事，令我們的服務變得不一樣。

同樣因為一份愛，逝者捐出器官遺愛人間。器官移植聯絡主任在協助重燃新生的過程中發揮什麼重要作用？請看第八至九頁的人物素描。

新書速遞送上慶祝醫管局成立二十周年的《醫路》和新界東聯網出版的《我們的故事》，不容錯過。

去年底《協力》進行讀者意見調查，同事提出很多寶貴意見，今期與您分享其中重點。未來，《協力》編輯組會繼續努力，令這份報紙越見精采。

Heartfelt service is about one's willingness to "go an extra mile" in work. Colleagues work with dedication and professionalism, treat patients with care and compassion. In this issue, we share with you several stories on how HA colleagues go beyond the call of duty, and make a big difference in hospital services.

The humanitarianism of organ donors and their families lights up the life of those in need. See how our Organ Transplant Coordinators help to make this possible on pages 8 and 9.

Life is Beautiful – Our way depicts the journey of HA in the past two decades and *Caring Stories* shares warm and loving episodes of care in New Territories East Cluster. The new books are definitely not to be missed!

HASLink conducted a readership survey last December and solicited valuable feedback. Turn to the back of this issue for a brief report of the survey. With your opinions, we hope to continuously improve *HASLink* to make it enjoyable for all of you.

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多走一步 關愛共享

Go an extra mile

醫護人員每天面對數以千計的病人，在繁重的治療與救護任

務中，常常滲透着同事們心中一份關愛與心思。同事們不但緊守崗位，也願意多走一步。這裡與大家分享多個盡心服務的故事，看看他們如何在履行職責之餘，樂意多走一步，體現優質服務精神。



Amidst growing demand and heavy workload, our colleagues share common values in delivering quality healthcare services – taking extra care of patients, keeping their needs in mind, and going above and beyond the call of duty.

Here, *HASLink* shares some heart-warming stories about how colleagues in various hospitals go beyond their defined roles to add colours to patients' life. While circumstances and actions may differ, the willingness to take an extra step, no matter how small, does make a big difference.

同行的心

末期病人身體脆弱，特別需要關懷照料，**北區醫院寧養中心**的醫護同事樂意多走一步，成為病人的同行者，陪伴他們走過生命中最後的一段路。在沒有人手編制的情況下，同事嘗試提供有限度的物理治療服務，亦透過坐式太極訓練病人，協助他們鍛煉體能，增強他們的自信心。同事更在工餘時間悉心佈置治療室，給病人及其家人帶來「家」的感覺，讓病人在舒適的環境下輕鬆地接受治療。

香薰治療

對癌症病人來說，生命的最後一段路最艱難。為幫助他們，**瑪嘉烈醫院**腫瘤科的同事主動為癌症病人提供舒緩服務。自2008年起為這些病人，特別是一些受嘔吐、失眠、憂慮、抑鬱、便秘、疼痛及淋巴水腫煎熬的病人，提供香薰治療，並因應個別病人的需要使用不同的香薰油，希望透過非介入又無害的方法，舒緩病魔給病人的折磨。



“You are not alone!”

Everybody needs companionship, especially patients suffering from end-stage disease and their relatives. Despite limited resources, healthcare workers at **North District Hospital Hospice Centre** go beyond their normal responsibilities to provide palliative patients with special physiotherapy treatment. They have also introduced Tai-chi in sitting style to enhance the physical fitness of patients with limited mobility and boost their self confidence. Colleagues at the Centre have even sacrificed their leisure time to help decorate the treatment room to make it cosy and homey.


Aromatherapy for cancer patients

The end-of-life journey is very stressful for cancer patients. To ease their suffering, oncology staff at **Princess Margaret Hospital** have taken the initiative to provide individualised care to patients with incurable cancer and intractable symptoms. Since 2008, the Hospital's palliative care nurses have been offering aromatherapy to patients who experience symptoms such as

救人為先

四月十六日早上，兩輛巴士在沙田醫院外相撞，導致60人受傷。多位**沙田醫院**的醫護同事知道意外發生，立即趕到現場，在滂沱大雨中，為救護人員及傷者撐起雨傘，讓傷者轉送至急症室醫院前，得到初步檢查及急救。沙田醫院同事本著救人為先的精神，隨機應變，妥善處理大型交通事故，第一時間救治受傷的市民。

為肺癌院友開畫展

末期肺癌患者李潔良性格樂天，雖知生命隨時終結，仍積極參加不同活動，既畫畫、跳舞，又探訪病友。**屯門醫院**早前為他舉辦首個個人畫展，展出他200多幅作品中的40幅，又以他的畫印製T恤、圓扇及卡紙送給院友，藉其作品勉勵更多病友積極面對人生。知道醫院為他開畫展，李潔良說：「開心到飛起！」




nausea, sleeplessness, anxiety, depression, constipation, pain and lymphoedema. They even tailor-make treatment for individual patients with different essential oils to relieve symptoms, hoping non-invasive and less-harmful treatment will bring them comfort.

Rush to rescue

Two buses collided outside **Shatin Hospital** on 16 April morning. 60 people were injured. As soon as hearing the news, the on-call doctors, nurses and ward staff of the Hospital's Designated Response Team rushed to the scene to help assess the victims immediately and offer first aid. Some of our colleagues even raised umbrellas to shelter the carers and victims in heavy rain. Thanks to the efficient and professional efforts of the Hospital's medical team and senior management, all the victims were triaged to acute hospitals.

Patient hailed as painter

Cancer patient Mr Li is an optimist. Even though he knows his life may end any time, he engages himself in various activities, including painting, dancing and visiting fellow patients. Recognising Mr Li's talent as a painter, **Tuen Mun Hospital** staged an exhibition featuring 40 of his 200 masterpieces, and produced T-shirts, paper fans and cards depicting Li's paintings as souvenirs. The souvenirs were distributed to other patients to encourage them to adopt a positive outlook on life. Mr Li says he is greatly indebted to the Hospital, "I am overjoyed!", he added. 



參與更踴躍

An EnHANCED Convention



在一片歡呼喝采聲中，各個獎項的得獎員工與團隊盡情慶祝，一連兩天的2012年醫院管理局研討大會亦畫上圓滿句號。

今年醫管局研討大會吸引了50多位海內外及本地講者，逾4,400位醫護人員及學者出席分享經驗。研討大會今年以「協作同心 醫澤社群」為題，並首設精簡報告項目，同事參與非常踴躍，提交的作品達48份；另有展版報告達320份。各組合共18位表現優秀的同事，獲大會頒發最佳口頭發表獎和最佳展版報告獎。請瀏覽：http://www.ha.org.hk/haconvention/hac2012/b5_index.html

The 2012 Hospital Authority Convention ended on a high note with joyful celebration of award recipients.

With its theme “enHancing Health”, the gathering was graced by the presence of more than 50 distinguished local and overseas speakers, as well as over 4,400 healthcare workers, who shared their expertise and experience. The speed presentations, an innovation this year, attracted 48 entries, while 320 were received for the poster presentations. A total of 18 Best Oral Presentation and Best Poster Presentation awards were presented to the most outstanding participants in various categories. For more information: http://www.ha.org.hk/haconvention/hac2012/en_index.html

策劃2012-2017年發展路向

Roadmap for 2012-2017

剛公布的2012至2017年策略計劃勾勒了醫院管理局未來五年的發展路向。計劃以「固本求進 共創民康」為主題，強調員工對醫管局發展的重要性。醫院管理局行政總裁梁栢賢醫生說：「新計劃特別著重紓緩人手短缺及解決員工流失問題，在挽留、吸引及激勵員工方面提出重要的策略綱領。」

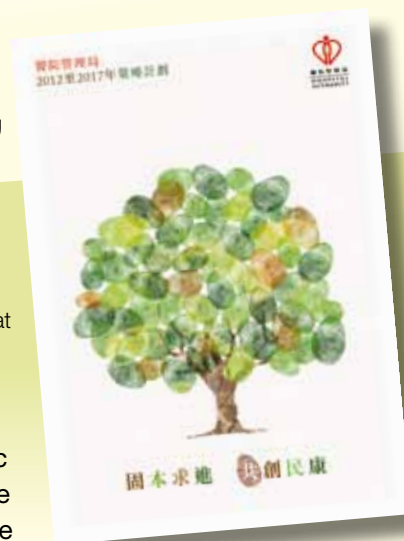
整份策略計劃的擬定由醫管局大會統領，期間諮詢了約750個內、外持份者，包括醫護、專職醫療人員，醫院管治委員會、醫院及總部高層管理人員，以及多個員工代表團體與病人組織等。梁栢賢醫生說：「我們希望透過全盤規劃，加強團隊精神，務求更有效應付與日俱增的服務需求，同時確保我們維持高水平的服務質素及安全。」

局方每年會審視策略計劃，並透過周年工作規劃的機制推行及監察需要重新分配或增加資源的策略和優先項目。

同事可在互聯網 http://www.ha.org.hk/gallery/ha_publications.asp?Library_ID=29&lang=tc 詳細瀏覽醫管局2012-2017年策略計劃。

由指紋組成的茂密樹蔭，象徵醫管局同事不但發揮個人獨有的才幹，更群策群力，致力「與民攜手 保健安康」。

A lush foliage of fingerprints symbolises how the unique strengths of every member of the HA family plays an essential role in building a strong team that is deeply committed to Helping People Stay Healthy.



The recently released Hospital Authority Strategic Plan charts the HA's direction and strategy for the coming five years. Themed *Consolidating for Health*, the 2012-2017 Strategic Plan underscores the importance of staff in the HA's development. “The new Plan places great emphasis on allaying staff shortages and high turnover rates, and includes a framework for attracting, retaining and motivating employees,” explains HA Chief Executive Dr PY Leung.

The strategic planning process was led by the HA Board. Extensive consultations were held with around 750 internal and external stakeholders, including clinicians, nurses, allied health professionals, hospital governing committees, senior executives from hospitals and HA Head Office, staff groups and patient groups. Dr Leung says: “By implementing the comprehensive strategy outlined in the new Plan, we hope that HA's workforce capacity will be further enhanced. This will enable us to better manage the growing demand for our services while continuing to ensure high standards of service quality and safety.”

The Plan will be reviewed every year. Strategies and priorities that necessitate the redistribution of or additional resources will be implemented and monitored through the annual planning mechanism.

To learn more about the HA Strategic Plan 2012-2017, click http://www.ha.org.hk/gallery/ha_publications.asp?Library_ID=29&lang=en

天水圍社區健康中心 投入服務

Tin Shui Wai Community Health Centre in service

天水圍（天業路）社區健康中心在六月正式開幕，為新界西居民提供一站式社區醫療服務。

中心的普通科門診服務每日提供約二百個診症名額，連同位於天瑞路的「天水圍健康中心」，兩所健康中心每年為天水圍及新界西居民，合共提供逾二十萬個普通科門診名額。

中心與非政府機構合作推行「病人自強計劃」和「綜合心理健康服務」，提升病人自理能力，並提供健康教育資訊和心理輔導服務。

想了解健康中心服務，請瀏覽：

http://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=200250&Lang=CHIB5&Dimension=100&Parent_ID=10052&Ver=HTML

國家衛生部副部長黃潔夫教授（中）、食物及衛生局局長周一嶽（右）和醫管局主席胡定旭主持開幕。
Vice Minister of Health Huang Jiefu(middle), Secretary for Food and Health Dr York Chow(right) and HA Chairman Anthony Wu officiating at the opening ceremony.



Tin Shui Wai (Tin Yip Road) Community Health Centre was officially opened in June, providing one-stop community healthcare service for the area.

The Centre provides 200 general out-patient quotas every day. Along with Tin Shui Wai (Tin Shui Road) Community Health Centre, the two centres together provide 200,000 general out-patient consultations every year.

In collaboration with non-government organisations, the Centre hosts “Patient Empowerment Programme” and provide healthcare education and psychological counselling services.



▲ 由跨專業醫護團隊提供針對性治療和跟進服務。
A cross-disciplinary team of healthcare professionals provide targeted medical treatment and follow-up service.

Click to learn more about the Centre:

http://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=200250&Lang=ENG&Dimension=100&Parent_ID=10052&Ver=HTML

國際傑出成就獎

International distinguished medal scooped

威爾斯親王醫院副醫院行政總監及腎科主任李錦滔教授最近獲美國國家腎臟基金會頒授本年度「國際傑出成就獎章」，表揚他在香港及海外推動腎臟研究工作和多年的醫學貢獻。



李教授奪得殊榮，標誌本港的醫療技術達國際水平。李教授說：「獲獎不是我個人的功勞，我非常感謝醫院的腎科團隊在臨床工作及研究上所付出的努力。」

◀ 李錦滔教授(前排中)帶領的威爾斯親王醫院腎科團隊。
Professor Philip Li Kam-tao (front row, centre) and his Renal team in PWH.

Professor Philip Li Kam-tao, Deputy HCE and Chief of Nephrology of Prince of Wales Hospital, has been awarded the ‘International Distinguished Medal’ by the National Kidney Foundation of USA, as a token of recognition for his significant contribution to the field of kidney disease, both locally and internationally.

Prof Li’s achievement signifies the international standard achieved by Hong Kong’s healthcare service. He said, “I could not have achieved this award on my own. I dedicate my heartfelt thanks to my Nephrology team in PWH.”

培育人才備受推崇

憑着培訓及發展人才的卓越表現，醫院管理局獲僱員再培訓局頒授「人才企業」（2012-2014）殊榮。

這項嘉許肯定了醫管局管理層推動機構學習文化的承擔和投入，令機構的培訓及發展成效顯著，成功啟發員工潛能，提升整體工作成效，並讚揚醫管局在人力發展，提供平等機會和履行社會責任方面的貢獻。

The Hospital Authority has been awarded by the Employees Retraining Board the title of Manpower Developer for the years of 2012-2014 for its commitment to fostering a learning culture and its effectiveness. The Board noted that the HA has successfully enabled employees to develop and utilise their potential and enhance their overall productivity, while providing equal opportunities and demonstrating a high level of social responsibility.





網上學習靈活方便

Learning the eLC way

醫管局在2012香港資訊及通訊科技獎再下一城，憑網上學習中心 (eLC) 摘下最佳專業發展 (非資訊及通訊科技行業) 銀獎。

醫管局的網上學習中心讓同事能隨時隨地，按自己喜好和進度持續進修，方便快捷地查閱培訓紀錄、課程資訊和學習資源，將員工培訓對提供醫療服務的干擾降至最低。❤

HA's e-Learning Centre (eLC) has won the Best Professional Development (Other Profession): Silver Award in the 2012 Hong Kong ICT Awards.

eLC enables colleagues to pursue continuous learning anywhere and anytime, and at their own pace.

Moreover, it allows them to access their personal training history and learning resources with minimal disruption to HA services. ❤



上網學習 To learn online:

<http://elc.home/index.asp>

電話支援服務 力撐長者 On call for the elderly

醫院管理局社區健康電話支援服務獲頒2012香港資訊及通訊科技獎：最佳創新及研究大獎。在同事的努力下，服務系統已由港島東聯網擴充至醫管局轄下41間醫院。

評委會讚揚醫管局的社區健康電話支援服務，「以科學有效的風險預測模式管理老年患者，顯著減少了意外入院。」認為服務為重新分配寶貴資源提供更好的支援。獎項詳細資料請瀏覽：<http://www.hkictawards.hk/?langid=480> ❤



The Community Health Call Centre (CHCC) recently won the Best Innovation & Research Grand Award in the 2012 Hong Kong ICT Awards.

As the Awards Judging Panel commented, "This is an innovative service model with one united system harnessing the power of information, technologies and communication for management of elderly patients with high risk leveraging on a scientifically validated risk prediction model." CHCC is considered to have focused its precious resources on those with urgent needs. For more information, please browse: <http://www.hkictawards.hk/?langid=479> ❤

輻射應變演習 獲好評

“Exercise Checkerboard” acclaimed

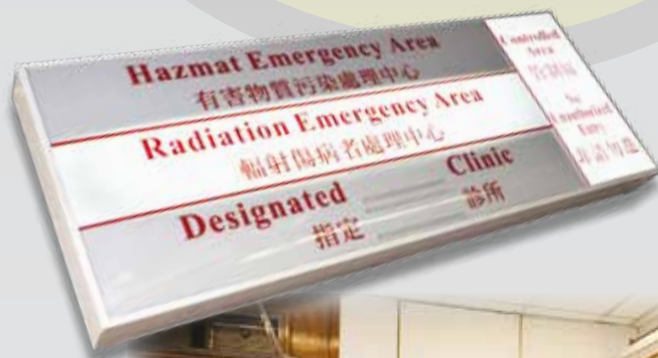
去年日本福島發生核事故後，大亞灣核電廠安全備受外界關注。醫院管理局配合特區政府的大亞灣應變計劃覆檢，今年三月完成有關的應變修定，並在四月參與由保安局統籌、名為「棋盤演習」的大型跨部門演習。

演習於四月廿六及廿七日進行，在模擬行動中，醫管局啟動總辦事處及聯網的緊急事故控制中心 (Major Incident Control Centre, MICC)，協調位於屯門醫院及東區醫院的緊急輻射治療中心，準備接收核意外的傷者。其他十四間急症室，亦預備在接獲總部通知的兩小時內，設立臨時輻射傷者處理區，支援兩間緊急輻射治療中心。

約一百名來自不同醫院、部門的同事參與這次演習，將傷者送往屯門醫院。同事們專業、認真、高效率處理傷者的表現，獲得在場監察員的一致好評。

醫管局行政總裁梁栢賢醫生讚揚同事的高水準表現，並希望大家繼續努力，進一步完善各大型事故的應變計劃。

想重溫當日演習的片段，可瀏覽醫管局網頁<http://www.ha.org.hk/gallery/Default.asp?lang=tc>或醫管局頻道<http://havideo.home/HAVOD/>。



▲ 為傷者檢查輻射。
Checking nuclear fallout for “victim”.

▲ 總辦事處緊急事故控制中心協調演習。
MICC at Head Office at work.

One year after the disastrous nuclear incident in the Northeastern Japan, the safety of Daya Bay nuclear power plant has once again come to the fore. To tie in with the HKSAR Government's Daya Bay Contingency Plan, the Hospital Authority (HA) finished reviewing radiation contingency measures in March and took part in Hong Kong's largest radiation drill ‘Exercise Checkerboard’ coordinated by the Security Bureau in April.

The exercise took place on 26 and 27 April. The HA activated its Major Incident Control Centres (MICC) at Head Office and clusters and coordinated with Tuen Mun Hospital (TMH) and Pamela Youde Nethersole Eastern Hospital (PYNEH) in preparing their Emergency Radiation Treatment Centres for patients. 14 hospital A&E departments also geared up to render additional support by setting up Radiation Emergency Areas within two hours upon receiving notification from the Head Office MICC.

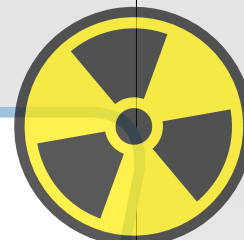
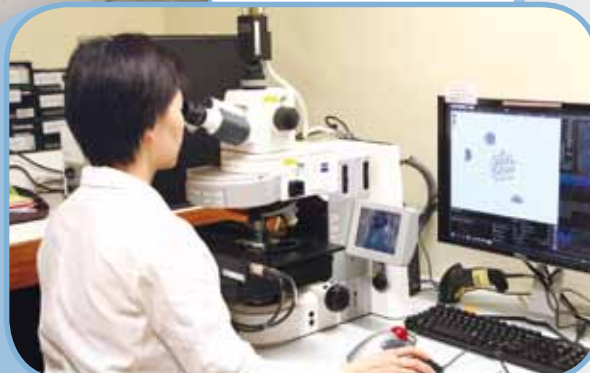
Thanks to the concerted efforts of around 100 staff members in various hospitals and the Head Office, the “victims” were swiftly rushed to TMH. The professionalism and efficiency of our colleagues won acclaim from experts and observers.

HA chief executive Dr PY Leung praised colleagues' remarkable performance, and urged all of us to keep up the good work and further strengthen our readiness to deal with major emergencies in the future.

Want to find out more about the radiation drill? Please watch the footage on HA Internet <http://www.ha.org.hk/gallery/Default.asp?lang=en> or HA Channel <http://havideo.home/HAVOD/>.

東區醫院的「全身輻射計算儀」，及伊利沙伯醫院的「染色體畸變分析估計生物劑量化驗室」服務亦準備就緒，隨時為受嚴重核污染的傷者作進一步的輻射水平驗測，及評估輻射對傷者的傷害程度。

The whole-body counter at PYNEH and Cytogenetic Biodosimetry Laboratory at Queen Elizabeth Hospital were all set to conduct radiation scanning and nuclear fallout assessments for casualties who had been heavily contaminated with radiation.



為生命重燃希望 Rekindle hopes of life

電視劇 *On Call 36小時* 中，一康腦幹死亡一幕，掀動了觀眾的情緒，亦帶出了器官移植聯絡主任的角色。現實裡，醫院管理局同樣有一群同事擔當這份重要的工作。

器官移植聯絡主任於1988年首次在瑪麗醫院設立，後來逐步擴展，現在七個醫院聯網各有一位器官移植聯絡主任。這七位同事為了令捐贈者的器官與受惠病人盡早得到配對，他們會與內科、腦外科及深切治療部緊密聯繫，亦會透過前線同事轉介，如發現有瀕臨腦死亡的個案，便密切觀察和跟進。

雖然香港社會近年對器官捐贈的認同已大為提升，但期望獲捐器官的人遠多於捐贈者，目前約有2,500人輪候器官移植。所以，能夠讓死者盡快捐出器官遺愛人間，為備受疾病折磨的病人延續生命，器官移植聯絡主任擔當著重要的角色。

遺愛人間 延續生命

親人遽爾離世，家庭成員往往難以接受。器官移植聯絡主任卻要爭分奪秒，勸服家人捐出死者的器官，當中必須小心拿捏。屯門醫院器官移植聯絡主任張淑雯認為，在游說時要多方兼顧。她說：「我們先要讓死者的家人接受死者離世的事實，亦要讓他們了解捐出器官的每個步驟，最重要是向他們詳細解釋捐贈器官不會影響死者外觀。」

至親離世，家人都希望記下死者美好的最後印象。瑪麗醫院器官移植聯絡主任古慧敏最近應死者家人要求做了禮儀師：一位死者的子女要求她為死者搽上生前常用的香體膏，子女因再次嗅到父親生前的體味而心感安慰。她又應一位母親要求，為死去的女兒塗上口紅，讓愛女的美貌長存母親心中。古慧敏「多走一步」的服務態度，讓死者家人舒懷。

器官移植聯絡主任的工作不只是勸捐，亦會幫助喪親的家人渡過心靈的難關。「喪親的家人有時會為死者的離去而深感內疚，器官移植聯絡主任便須耐心開解，這一刻非常重要。」古慧敏說。「如果這刻不能開解他們，他們或會一生也在自責。」

有人捐了器官，器官移植聯絡主任的工作並未完結。威爾斯親王醫院器官移植聯絡主任唐婉芬說，「跟進工作往往是另一項任務的開始」。有一位母親的12歲愛女死了，她的母親主動捐出女兒的器官，豈料被鄰居罵她「殘忍」，家人也責備自己。為支援這位母親，唐婉芬請纓出席女孩的喪禮，並向在場各人講述獲贈器官者的感激，讓母親最後得以釋懷。

目前醫管局的七位器官移植聯絡主任：
(左起)蔡松林(東區尤德夫人那打素醫院)、古慧敏(瑪麗醫院)、周美寶(瑪嘉烈醫院)、唐婉芬(威爾斯親王醫院)、林燕珊(基督教聯合醫院)、張淑雯(屯門醫院)及龐美蘭(伊利沙伯醫院)

HA's seven OTCs: (From left) Tsoi Chung Lam (PYNEH), Jenny Koo (QMH), Mabel Chow (PMH), Tong Yuen Fan (PWH), Lam Yin Shan (UCH), Cheung Suk Man (TMH) and May Pong (QEH).



器官移植聯絡主任接力跟進個案。
OTCs checking on potential cases.

Remember the scene in the TV drama *On Call 36 Hours* when Yat Hong was suddenly pronounced brain dead? It touched the hearts of audience. It also featured an Organ Transplant Coordinator (OTC). In fact, the HA has a team of people who play this valuable role every day.

Hong Kong's first OTC started working at Queen Mary Hospital (QMH) in 1988. After years of development, there is now one OTC in each of the HA's seven hospital clusters. These professionals encourage organ donation and facilitate the matching of donated organs with potential recipients by working closely with the general medical, neurosurgical and intensive care units in each hospital. In addition, they keep a vigilant eye on referrals by frontline staff. They start close monitoring and doing follow-up procedures as soon as a potential case is identified.

Although public awareness of organ donation has greatly increased in recent years, the number of people who need a transplant continues to rise faster than the number of donors. Around 2,500 patients are currently waiting in the queue. By helping to obtain prompt donations of organs from deceased persons, OTCs play a pivotal role in giving hope to others who are desperate for this chance to extend their life.

Give life, share love

While it is hard for the relatives of a deceased to accept his or her sudden death, an OTC's primary job is to race against time in order to persuade them to make the donation. OTCs constantly face this situation. As Cheung Suk-man, OTC at Tuen Mun Hospital, puts it, it takes more than eloquence to convince a potential donor's family when so many other factors need to be considered. She says: "The most important thing is to help the family of the deceased to accept the reality that their loved one has passed away. We also have to explain every step of the organ donation procedure, especially the fact that the operation of removing the organ will not change the appearance of their loved one's body."

To provide family members with fond memories of their departed one, Jenny Koo, OTC of QMH, recently volunteered to take on the role of a make-up artist. At the request of a deceased patient's family, she put the donor's favourite cologne, which he had used every day, on his body. His children felt reassured when they smelt the familiar scent; it was just as if they were with their beloved father once again. On another occasion, Jenny applied lipstick on a mother's dead daughter to make her look as good as she had in life. Jenny is happy to do this extra work, because it helps to comfort the families of the deceased.

But the work of OTCs is more than getting consent for an organ donation. They also support families in coming to terms with the trauma of bereavement. "Sometimes, family members feel guilty about the death of their beloved. Then, it becomes the OTC's task to unravel this mental Gordian knot," Jenny explains. "It is an important moment. If it cannot be done immediately, the bereaved may go on blaming themselves for the rest of their lives."

Nor does an OTCs' work stop after an organ has been donated. Tong Yuen Fan, the OTC at Prince of Wales Hospital, notes: "The follow-up work is the start of another mission." She remembers how a mother was criticised by her neighbour for being "cruel" when she donated the organs of her deceased 12-year-old daughter. To support the disheartened mother, Tong offered to attend the daughter's funeral, where she took the opportunity to tell her relatives and other mourners how grateful the organ recipient had been. This relieved and encouraged the grieving mother. 💖



發現瀕臨腦死亡的個案後，器官移植聯絡主任為病人抽血了解病歷。
When a potential case is identified, an OTC takes blood from the patient to follow up with his/her case.

誰可捐器官？

Who can be an organ donor?

新生嬰兒以至幾十歲長者都可捐贈器官，能移植的器官包括心、肝、肺、腎、骨骼、皮膚和眼角膜。除肝、腎可作活體移植外，大部份器官捐贈都來自一些突然腦死亡的人士，例如腦中風、腦重創、腦缺氧或原發性腦瘤等。

There is no age limit to becoming an organ donor. Newborns and senior citizens have both been donors. The organs that can be transplanted include the heart, liver, lung, kidney, bone, skin and cornea. Apart from liver and kidney, which can both be transplanted from living donors, all the other organs come from brain dead donors who died from cerebral vascular disease, head trauma, cerebral hypoxia or primary brain tumour.

想當器官移植聯絡主任？

Want to become an OTC?

醫管局七位器官移植聯絡主任都是專科護士或資深護師。他們除擁有豐富臨床護理經驗和良好溝通技巧外，更深明人情世故，對周遭事物具敏感度，兼能獨立處事。古慧敏認為，器官移植聯絡主任除了與死者家人建立互信，更需群策群力，遇到棘手問題，他們七人聯手商討，互相支援。

All seven OTCs currently working in the HA are Nurse Specialist or Advanced Practice Nurse. Besides extensive clinical experience and excellent communication skills, they are sophisticated and sensitive to the issues involved in their work; and they accomplish their tasks with a high degree of independence. Jenny Koo emphasises that, while OTCs need to win the trust of patients' families, they also work as a team, especially when they come across difficult cases, by sharing their experience and supporting to one another.

同行有您 感謝支持!

Salute to Volunteers!

過去20年，多達18,000位義工為醫院管理局服務，成為醫護人員最親密的合作夥伴。單在2011年，義工的服務時數已接近50萬小時，即約58年。

為答謝義工，醫管局特別籌辦「同行有您」義工感謝日，作為慶祝成立20周年的壓軸。來自七個醫院聯網及總辦事處的義工與嘉賓合共2,700人應邀出席於五月十九日在伊利沙伯體育館舉行的活動。

當日除有醫院同事合組的中、西樂隊表演，亦有魔術、遊戲及歌星載歌載舞。多位義工朋友，包括兩位分別為96歲及93歲，但已有17年義工工齡的長者；一家兩代的義工家庭，以及藝人義工等上台分享義工心得。各聯網的義工啦啦隊更各展其謀，吶喊助興，熱鬧烘烘的會場洋溢一片溫馨歡樂。

重溫當日片段，請瀏覽：

內聯網：

<http://havideo.home/HAVOD/Video.aspx?vid=293>

互聯網：

http://www.ha.org.hk/gallery/ha_gallery_video_inside.asp?File_ID=381&lang=tc



▲「做多一日，就開心多一日」年屆96的李素貞婆婆(右二)，做了17年義工。93歲的鄭華安(右三) 每年的義工服務時數高達1,000小時。藝員羅蘭(右)說，做義工開心之餘，又可將自己經驗與病友分享。

“Work another day, feel happy another day,” 96-year-old “Nanny” Lee (second from right) has been doing voluntary work for 17 years. Mr Cheng (third from right) is 93, still gives up to 1,000 hours of voluntary service every year. Artiste volunteer Law Lan (right) is overjoyed that she can share her experience with patients.

Volunteers have long been our closest partners in delivering services in public hospitals. More than 18,000 volunteers have offered unpaid services at the Hospital Authority in the past two decades. In 2011 alone, they contributed about half a million man-hours, equivalent to around 58 years!

To recognise their support, the HA organised the “Thank the Volunteers Day” as a finale event to mark its 20th anniversary. Around 2,700 volunteers from seven hospital clusters and Head Office, attended the event on 19 May at Queen Elizabeth Stadium.

The programme included musical performances by colleagues from different hospitals, guest singers and a magic show. Some volunteers also shared their experiences, among whom were a 96-year-old and a 93-year-old who have been volunteers for 17 years, a family with two generations of volunteers, and an artiste who takes time out to do voluntary work. The ambiance was warm and cheerful.

To view the touching moments, please click:

Intranet: <http://havideo.home/HAVOD/Video.aspx?vid=293>

Internet: http://www.ha.org.hk/gallery/ha_gallery_video_inside.asp?File_ID=381&lang=tc

▼一份一份的心意卡，滿盛着義工對病友的關懷與祝福。
Cards designed by volunteers reflect great love for patients.



《醫路——生命是美》

《醫路——生命是美》剛於六月出版，記載醫管局與六萬位員工一起走過二十年的足跡。這本書結集了六十位前線醫護人員的分享，同時訪問了醫管局歷屆主席及行政總裁，細訴每個重要的歷史時刻。書中的真實故事，有笑有淚，如說服患有貧血及行動不便的七十歲英籍老伯進行物理治療、達成末期骨癌病人偉仔與偶像張國榮會面的心願等，見證醫護人員對病人的無私奉獻，幫助病者及家屬跨過難關！分享更多醫管局二十周年活動詳情，請瀏覽 <http://www3.ha.org.hk/HA20/tc/activity07.htm>。♥

Life is Beautiful—Our Way is fresh from the oven. The book is a commemorative volume of HA's 20th anniversary, describing the work of the HA and 60,000 colleagues in the past two decades. It opens with interviews with former HA chairmen and chief executives, who recall remarkable moments over 20 years. Contributed by 60 frontline colleagues, the book is a collection of real-life stories, such as persuading a 70-year-old British patient to undergo physiotherapy, and arranging an end-stage cancer patient to meet his idol pop singer Leslie Cheung. Professionalism and dedication of colleagues in caring for patients and their families is well chanted through the book. Browse online for details about HA 20th anniversary: <http://www3.ha.org.hk/HA20/en/activity.htm> ♥

“Life is Beautiful—Our Way”



《我們的故事》 “Caring Stories”

對父子曾是水火，他們如何冰釋前嫌，令原來固執、自暴自棄、拒絕進食的爸爸重新振作，加快康復？矯形外科醫生不但治癒工傷的巴士司機，更治好他的「心」，助他發揮鬥志，重投社會。

新界東醫院聯網的「關顧故壇」，將十七位同事在2011年分享的醫患故事，輯錄成《我們的故事——關顧故壇文集六》，讓讀者感受護士、醫生和專職醫療同事與病人相處的點滴。

「關顧故壇」已舉辦了七屆，故事都輯錄成書，有的叫人感動，有的使人鼓舞。一如馮康醫生在序言中所說：「『關顧故壇』沒有口號，沒有掛滿醫院的旗海……卻講出了我們的核心價值。」♥



How did a father and a son overcome their past misunderstandings to repair their relationship; helping the father move on from self-abandonment and depression, bringing him back on the path to recovery? An orthopedist not only cured a bus driver from work injury, but also strengthened his heart and soul, to help him get back into society.

15 stories of patients and healthcare workers are compiled into “Caring Stories of NTEC Caring Forum – 6”, inviting readers to experience glimpses of daily life at the hospital.

The 7th NTEC Caring Forum shares and documents many stories, both touching and delighting. As Dr Fung Hong said in the foreword, “There are no slogans, nor flag campaigns for the Forum... it demonstrates our core values in plain language.” ♥

長期服務同事獲表揚

Plaudits to long-serving employees



人生有多少個四十年？這群醫管局忠實擁躉可告訴你在這裡工作的種種樂趣。
How many 40-year spans do we have in life? These "die hard" fans of the HA can tell you what fun it is to work here.

六百多位同事於六月十五日獲頒醫管局長期服務獎。得獎人數為歷年之冠，反映越來越多同事願意將服務醫管局變成終身事業。今年的頒獎禮亦因得獎同事眾多而首次移師香港會議展覽中心舉行。

得獎同事與親友、上司和同事，一起分享得獎喜悅。場內笑聲、笑臉處處見。其中三位獲獎同事更在台上分享多年來在醫管局工作的喜樂。有同事感謝家人長期支持全力投身工作，在台上親吻到來祝賀的太太，場面溫馨感人；也有同事以「精彩、刺激」形容多年的工作生涯。

多年來秉承「矜憫為懷」的精神，照顧病人的身體外，更關顧病人的心理。最難忘是讀家屬的感謝信，往往令我開心至不能入睡！
"I don't just care for the physical needs of patients, but also for their psychological needs. My most unforgettable memories come from the thank you letters from patients' families. When I read those letters, I feel so moved that I even can't sleep at night!"

林愛蘭 Irene Lam

雅麗氏何妙齡那打素醫院 / 大埔醫院護理總經理
General Manager (Nursing Services) of Alice Ho Miu Ling Nethersole Hospital / Tai Po Hospital



40 years

我花在工作上的時間比在家庭的多，非常感激太太多年來的諒解及對家庭無微不至的照顧。
"I have spent more time at work than with my family. I am very grateful to my wife for her understanding."

張偉麟醫生 Dr Cheung Wai-lun
總監(聯網服務)
Director (Cluster Services)



30 years

More than 600 staff members were honoured for long service with the Hospital Authority on 15 June. This year's record-breaking number of Long Service Award recipients showed that more and more of our colleagues have taken up healthcare work as their life-long career. Due to the large number of recipients, the 2012 HA Long Service Awards Presentation Ceremony was held at the Hong Kong Convention and Exhibition Centre – the first time ever outside HA premises.

Laughters and tears filled the venue as recipients shared their joy and happiness with family members and colleagues. Three of them were invited to share their feelings about working in the HA over the past decades. One of them kissed his wife on the stage while expressing his deepest gratitude to family members for their long-term support, another described his career at the HA as "amazing and motivational".

如傳媒般爭相拍攝，對象就是台上的同事和親人。
Families and colleagues playing paparazzi, trying to get the best shots of their heroes and heroines.



得獎者與親友分享喜悅。
Recipients shared their joy with beloved family members and friends.



能參與兩次的醫療改革，實在是非常難得的經歷。我希望能成為醫療改革者，繼續為公營醫療服務作出貢獻。

"I am so fortunate to be involved in two healthcare reforms. It was an amazing experience. I want to remain a medical reformer and continue to contribute to public healthcare services."

馮康醫生 Dr Fung Hong

新界東醫院聯網總監 / 威爾斯親王醫院行政總監
New Territories East Cluster Chief Executive / Hospital Chief Executive of Prince of Wales Hospital



30 years

今年獲頒30年及40年長期服務獎人數 Number of 30 Years and 40 Years Long Service Award recipients in 2012

獎項 Awards	獲獎人數 Number of Recipients
30 年(公務員) 30 years (Civil Servants)	183
30 年(醫管局員工) 30 years (HA Staff)	430
40 年(醫管局員工) 40 years (HA Staff)	42
合共 TOTAL	655

醫護專業普通話 Healthcare Putonghua

網上任你學 at your fingertips



Speaking Putonghua is catching on.

In recent years, we have abundant chances to speak Putonghua, be it at the hospital frontline, back office, at meetings or seminars. To meet growing needs, the HA has launched an online programme of "Healthcare Putonghua" since last December. The programme is hugely popular among colleagues.

Divided into three levels, the programme provides staff with lessons on phonetics, daily expressions and usage for the healthcare profession, with user-friendly features such as instant mouse-over voice output, definition, search, and self-assessment function. You can set up your own learning pace and practise Putonghua wherever and whenever you like.

You are just one click away from a practical e-programme. What are you waiting for? Please log on to:

<http://elc.home/eLearningProgram.asp?org=100&prog=A1468> (intranet) or

<http://www6.ha.org.hk/eLearningProgram.asp?org=100&prog=A1468> (internet) 📶

潮流興講普通話，bo po mo fo你又識幾多？

前線同事近年愈來愈多機會遇到講普通話的病人，後勤同事有時亦需在會議或研討會上以普通話溝通。因應這些需要，醫管局自去年十二月推出普通話網上學習課程，不少人已講得頭頭是道。

課程分為三個級別，由基礎拼音、日常會話、以至專業用語，式式俱備。學習材料豐富，包括讀音、解釋、簡易搜尋，還可做網上測驗，你可按個人程度自訂學習速度，反覆練習。

請即展開愉快實用的學習旅程！登入：

<http://elc.home/eLearningProgram.asp?org=100&prog=A1468> (內聯網)或

<http://www6.ha.org.hk/eLearningProgram.asp?org=100&prog=A1468> (互聯網)。📶

上報初期病徵 不需身份證號碼 No more HKID on SESAS



為保障私隱和方便同事，「職員初期病徵預警系統」經改良後，主管除能為組員直接報告初期病徵外，為非組員報告時，已不再需要輸入身份證號碼，只需職員號碼便可。

非醫管局職員若未能提供職員號碼，可留空「職員號碼」一欄，系統會自動產生一個參考號碼，以作紀錄。📶



職員號碼可在職員證的STARS標籤和薪俸結算書上找到。

Employee Number can be found on the STARS label on the Staff Card and the Salary Statement.

After the enhancement of Staff Early Sickness Alert System (SESAS), apart from reporting sickness directly for colleagues under "My Team", supervisors are no longer required to enter HKID for colleagues not on the list of "My Team". Only Employee Number is used for identification.

For non-HA staff who do not have an Employee Number, the Employee Number field can be left blank and the system will generate a reference number for record purpose. 📶

SESAS網址：<http://sesas.home>



醫管局唱家班 HA's got talent

太極樂隊精彩演出為歌唱比賽再掀高潮。
The band Tai Chi adds fantasy to the show.



醫管局臥虎藏龍，唱家班更人才濟濟。今年醫管局歌唱比賽的三位獎牌得主：李家灝醫生（獨唱組）、邱家賢和黃志遠（合唱組），於五月十九日的「同行有您」義工感謝日活動（詳見第10頁）與中樂團夾band，演唱醫管局二十周年誌慶主題歌「創造曙光」，向在座2,700多位義工朋友致謝。

回顧於三月二十五日舉行的歌唱比賽，三位歌王歌后的誕生一點也不簡單。他們要從十四名獨唱參賽者和七個合唱組別中突圍而出，更須通過評判的嚴格評審。當日，除了各聯網的參賽者演繹中英文金曲、流行曲、粵曲外，更有太極樂隊擔任表演嘉賓，即席以木結他伴奏，唱出往日情懷。

別讓你的歌藝埋沒在卡拉OK或浴室裏！一年轉眼就過，來年的歌唱比賽希望有你的參與。💖

Apart from renowned healthcare professionalism, HA also has shining talents in the music department! At HA's "Thank the Volunteers" event (story on P.10) on 19 May, the winners of 2012 Singing Contest, Dr Lee Kar-ho (solo), Yau Kar-yin and Wong Chi-yuen (group), collaborated with HA's Chinese orchestra to give a stunning performance of the HA 20th anniversary theme song "The Dawn", expressing heartfelt thanks to 2,700 volunteers who attended the event.

It was no easy way for the trio to be crowned champions at the Singing Contest on 25 March. They had to stand out from 14 individual contestants and 7 groups to get the final approval from the judge. Other than pop songs, oldies and Chinese operas performed by the contestants, local band Tai Chi wrapped up a wonderful evening with live show.

Unleash your singing talent! Don't let it shine only at karaoke or be washed down the shower drain! We hope to see you at the HA Singing Contest next year. 💖



資深音樂人方樹樑(右)為比賽擔任評判。

Veteran music producer Kenneth Fong (right) is the judge of the singing contest.



三位獎牌得主：李家灝醫生(獨唱組)、邱家賢和黃志遠(合唱組)

Dr Lee Kar-ho (solo), Yau Kar-yin and Wong Chi-yuen (group) won the laurels at the contest.

睇中醫，有優惠

Staff discount for new Chinese medicine clinic

位於何文田愛民邨的東華三院 - 香港浸會大學中醫教研中心已投入服務，醫管局員工可獲九折優惠。

它是醫管局資助的第十六間中醫診所，也是東華三院轄下的第六間中醫教研中心。中心提供各種專科服務，包括腎科、婦科、皮膚科、消化系統科等；另設針灸和推拿治療，更有設備完善的中藥房，提供中草藥和中藥濃縮顆粒沖劑。

要了解醫管局旗下中醫服務，請瀏覽：

http://ha.home/staff/content/coupon/Chinese_Medicine/Chinese%20Medicine/2012/Aall_locations.pdf 💖

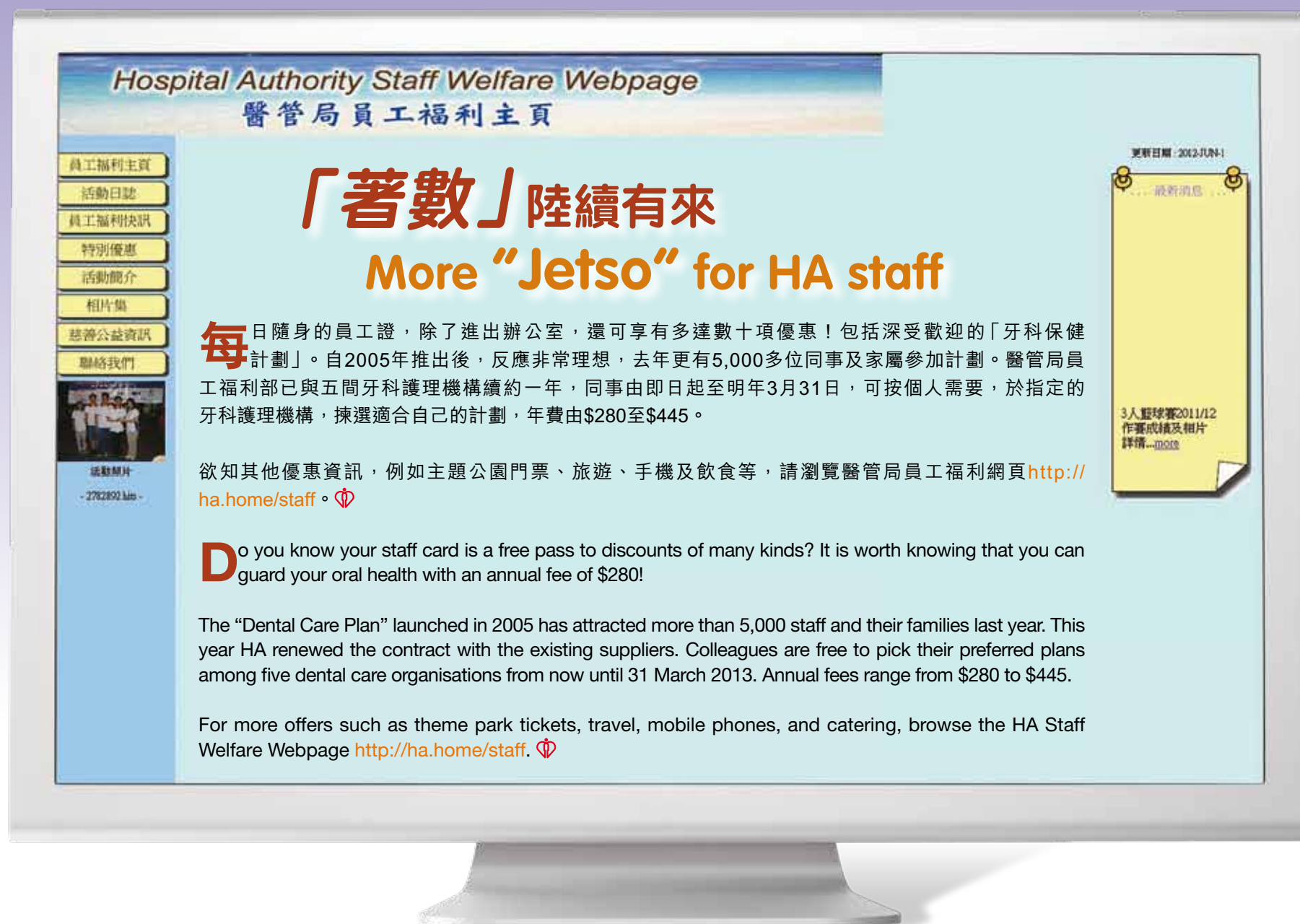


The Tung Wah Group of Hospitals – Hong Kong Baptist University Chinese Medicine Centre for Training and Research in Homantin is now in service. HA employees are entitled to a 10% discount.

It is the 16th Chinese medicine clinic funded by HA and the sixth training and research centre of Tung Wah Group of Hospitals. The Centre offers specialised medical services in Nephrology, Gynecology, Dermatology, Gastroenterology, etc. It also provides acupuncture therapy and Naprapathy. Besides, there is a built-in pharmacy, fully equipped with Chinese medicines in herbal and powdered form.

Please check out more on the HA Chinese medicine services:

http://ha.home/staff/content/coupon/Chinese_Medicine/Chinese%20Medicine/2012/Aall_locations.pdf 💖



輕輕鬆鬆 Chilling out

是鴨子？還是鴛鴦？不同演繹，視乎你從哪個角度出發! ♥

Ducks? Or mandarin ducks? All depends how you look at it! ♥



彩色繽紛的花草，是辦公室減壓的良方妙藥。♥

Good prescription to release pressure. ♥



感謝您的意見

致力提高質素

Your opinions, our drive!

《協力》於2011年十二月至2012年一月進行問卷調查，共收回428份有效問卷（包括網上和印刷版）。同事提出很多寶貴意見，《協力》編輯組在此多謝大家的意見和支持。

在內容方面，最受同事歡迎的欄目是「員工天地」。「專題」和「焦點報導」也有不錯的評價，「服務文化」和「廿載醫護情」則最少同事閱讀。經編輯委員會討論後，我們將集思廣益，在「員工天地」提供更多福利、優惠和培訓資訊。

有同事建議，多報導各職系的工作花絮、病人康復事例、精神病支援、醫院掌故等專題，甚至開設退休同事專欄等，我們都認為有趣可行。

在設計方面，有提議縮小印刷版，以便攜帶，我們會細心研究。

有讀者要求減少印刷量，甚至終止印刷版。可是，調查也反映大部份讀者喜歡閱讀印刷版，而且印刷版能方便在工作時沒有個人電腦的同事，我們暫時會繼續。另一方面，為了環保和節省資源，我們將與各聯網代表商議，積極研究減少印刷數量。

我們已把調查報告結果於五、六月向各職員協商委員會匯報，收集了很多寶貴意見，包括增加出版期數、改良網上版、發展手機程式和聽眾版、減少印刷量、多提供渠道讓同事反映意見等。編委會將仔細研究，力求令《協力》精益求精。

428 responses were collected from the HASLink readership survey conducted from December 2011 to January 2012. The HASLink editorial team appreciates your valuable comments.

In terms of content, "Staff Corner" is the most popular, while "Feature" and "Spotlights" also receive many positive ratings. On the other hand, "VMV" and "HA 20th Anniversary" have the least reads. The Editorial Board decided to report more on welfare, discounts and training news in "Staff Corner" in future.

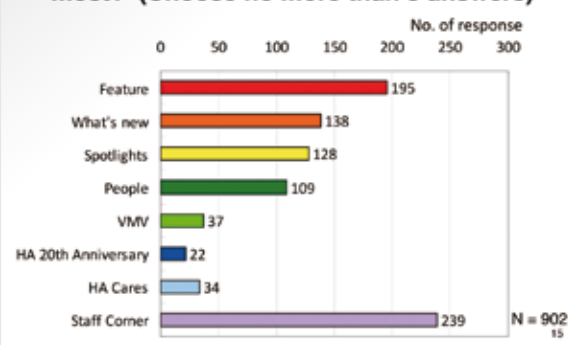
Colleagues also prefer more side-stories of different staff groups, recoveries of patients, reports of mental health support, history of hospitals, and adding a column for retired staff, which we find interesting and feasible.

On the other hand, many suggested reducing the size of the newsletter. A smaller paper makes it easier to carry. We will look into this idea.

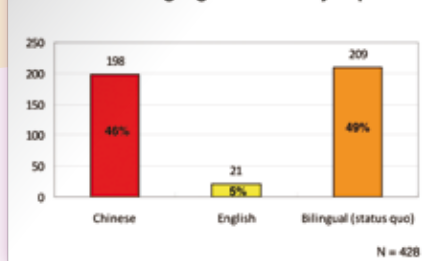
There are also voices urging us to reduce or stop the printed version altogether. However, results also indicate that many readers prefer the paper version. Considering many colleagues do not have a personal computer at the workplace, we shall continue the paper version. To save cost and environment, we will explore with cluster representatives to lessen print copies.

We have reported our findings to various Staff Group Consultative Committees in May and June and collected useful opinions, e.g. increase frequency, improve online version, develop mobile app and listening version, reduce print copies, more feedback channels, just to name a few. The Editorial Board will study all suggestions in detail in order to make HASLink an effective bridge of communication among colleagues in HA.

Q3. Which section do you enjoy reading most? (Choose no more than 3 answers)



Q5. Which language version do you prefer?



Q6. Which version of HASLink do you read?

