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Outstanding Staff & Teams
and Young Achievers Award

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一步一步腳印

Every step counts

有心人是在做足份內事之餘，更樂意行多一步。今屆獲得傑出員工、傑出團隊及優秀青年獎的20多名同事和七支團隊，來自不同職系、部門，雖然工作性質各異，但大家都是以病人福祉為先的有心人。

有人與尋死病人一席話後，決心推行護理計劃，助病人減輕痛苦；為協助失去全身活動能力的病童上學，有人替病童特製輪椅、補習、疏導情緒；為防疫症隨時出現，有團隊時刻裝備自己以對付「惡人」，保障全民健康；新冠疫情期間，為增強接收病人能力，有團隊用四個月時間建成一間醫院。

同事背後的故事，讓我們看到有心人為病人走了多遠路，揮灑了多少汗水，一步一腳印。訪問期間，獲獎同事不約而同指在醫管局遇過很多有心人，深受他們啟發，當中包括默默耕耘的團隊成員、積極建言的同事、捐贈者、病人家屬，他們都在為病人默默付出不問回報。即使他們未曾獲獎，但在大家心目中，同是有心人，同樣值得我們表揚。

A good healthcare worker not only does his or her job – they go the extra mile and consider the interests of patients above everything else. This year, over 20 colleagues and seven teams have been honoured in the Outstanding Staff & Teams and Young Achievers Award programme. They come from a range of disciplines, departments, and jobs, but they have one thing in common: they always put the well-being of patients first.

One colleague created a supportive care programme to help alleviate the pain of patients after speaking to a patient who attempted suicide. Another has become a mentor and counsellor to help a quadriplegic child patient go to school with a special wheelchair. Other colleagues prepared well to guard against the spread of infectious diseases, whenever they strike. During the COVID-19 outbreak, one team established a hospital within four months to enhance the capability of public hospitals in overcoming the challenges of the epidemic.

The stories behind these achievements shine a light on how much effort and dedication colleagues put into their work. But the award winners invariably say they were inspired by good colleagues and the good people they worked alongside, and those people also deserve great credit. They are the team members working tirelessly behind the scenes, the wise colleagues with helpful advice to offer, the donors, and the family members of patients – all of them playing vital roles in the background with no expectation of any honour or reward. Although they are not among the list of winners in this programme, we thank them from the bottom of our hearts for their compassion and selflessness.



優異獎得獎名單
Merit Award List



評選小組
Selection Panel

同理心

EMPATHY

醫院管理局社區復康中心
Community Rehabilitation Service Support Centre, HA

基督教聯合醫院兒童及青少年皮膚科醫護團隊
UCH Paediatric & Adolescent Medicine Dermatology Health Care Team

陳藝賢醫生
Dr Chan Ngai-yin

魏碧娟
Wei Bi-juan

金琬瀨
Kam Yuen-ching

05
06
07
08
09



傑出團隊
Outstanding Team

醫院管理局社區復康中心
伊利沙伯醫院

Community Rehabilitation Service
Support Centre, Hospital Authority
Queen Elizabeth Hospital



團隊名單
Team List

The tertiary rehab centre helping patients regain the joy of family life

食飯、飲水看似日常小事，卻是殘疾和癱瘓病人的難題。醫院管理局社區復康中心成立六年，作為復康服務「重案組」，中心的跨專業團隊以高新科技助無數病人重投日常生活，全因設計和改裝工具背後理念，「我們很珍惜每一個轉介個案，求助者定有其難處。他們踏出一步，我們便應多走幾十步回應。」

中心目前接收由公立醫院轉介有特殊需要的殘疾個案，團隊分享指，臨床服務應用高新科技不常見，因此他們主動走訪不同醫院和部門介紹中心服務；團隊的工程師更會一同上門家訪，深入了解病人實際需要，「我們試過綁起雙手體會病人行動不便的難處，這樣才能測試工具的具體成效。」

他們改裝和研發的工具助病人重拾生活樂趣，其中肌肉萎縮症是常見個案，曾有年輕女生手指靈活，但雙臂無力舉高，團隊以一款機械臂助她托起雙臂，「當她終於能用手機自拍，便忍不住眼淚」；另有一位約50歲男病人多年來只能在小茶几低頭吃飯，一家人平日陪他坐在地下吃飯，「後來有了自動餵食機，他便可在桌上進食，一家人第二天更去了飲茶。」

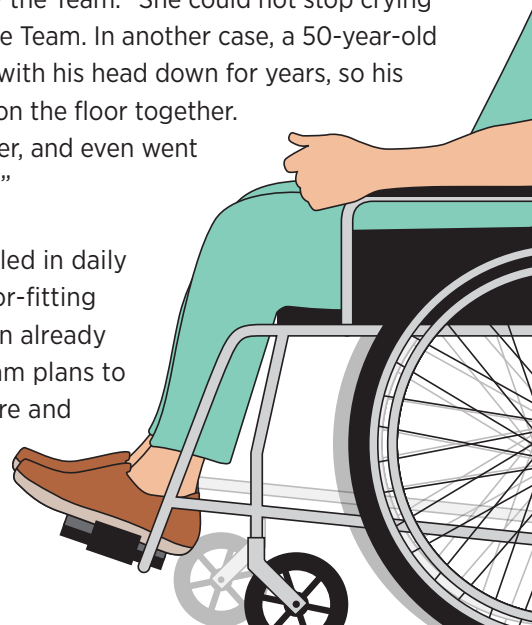
「以往，這類病人出院後仍面對各種生活障礙，但原來一部度身調校的餵食機、改裝輪椅，已能處理多年來解決不到的問題。」團隊計劃在未來普及高新科技，將較常用的輔助工具於醫院試行，令更多病人受惠。

Trivial matters such as eating and drinking are more than what disabled or paralysed patients can hope for. The Community Rehabilitation Service Support Centre (CRSSC), Hospital Authority has been established for six years as the tertiary centre of rehabilitation services. Driven by their empathy embedded in the innovative design and modification of devices, the interdisciplinary team of CRSSC helps countless patients return to their daily lives with advanced technology. "We really cherish every case referred to us. The referred patients must have their unresolved difficulties. When they take one step forward, we should take several steps in response."

CRSSC receives referrals of disabled clients with special needs from professionals in HA hospitals. Team members share that clinical applications of advanced technology were not very common in local services, so they took the initiative and visited various hospitals and departments to introduce CRSSC's services. Engineers of the Team also paid home visits to better understand patients' actual needs. "We tried to walk in the patients' shoes and experience their difficulties by tying up our hands. This is crucial to examine the effectiveness of the devices."

The devices designed and modified by the Team help bring joy back to patients' life. Muscular dystrophy is a common condition in their cases. For example, a lady could not raise her arms despite her good finger dexterity. The problem was settled with a robotic arm modified by the Team. "She could not stop crying while she could finally take selfies," says the Team. In another case, a 50-year-old man could only eat at a small coffee table with his head down for years, so his family usually have meals with him sitting on the floor together. "He was then supported with a robotic eater, and even went to yum cha with his family on the next day."

"In the past, patients like them still struggled in daily life after discharge. It turns out that a tailor-fitting dining device or a modified wheelchair can already solve these long-standing issues." The Team plans to promote advanced technology in the future and introduce trial applications of commonly used devices to hospitals, benefiting more patients.



治理病童不忘初心

Keeping the fire of passion burning when curing child patients

「從前觀塘區居民生活環境欠佳，空氣質素差，以致傳染病和皮膚病特別容易在社區傳播，我們希望照顧區內最弱小的弟兄。」團隊隊長兼基督教聯合醫院兒童及青少年科顧問醫生**陸志剛**醫生憶述他們的初心，是為了照顧飽受皮膚病困擾的病童。聯合醫院30年前，開始逐步建立全港唯一一間兒童胎記及皮膚科治療中心，接收經轉介的個案，小至25周早產嬰兒到18歲青少年都是他們的服務對象。

皮膚問題千變萬化，有些非常明顯，但有些卻是隱形殺手，隨時惡化引發併發症侵襲全身；以血管痣為例，初時只是長在嬰兒身上的小紅點，並不顯眼，父母未必立即帶他們求醫。團隊表示：「若血管痣長在眼睛、耳朵等器官附近，並越長越大，一旦受損流血並受感染，會影響器官功能，甚至使患者面臨生命危險。」中心引入先進技術，即使一個月大的嬰兒也能接受激光治療。

皮膚病不但影響小朋友外觀，更會影響心理、情緒、睡眠質素及專注力，繼而影響社交生活，令患者自卑或被孤立，形成惡性循環。該院兒童及青少年科部門運作經理**馬寶琮**姑娘說：「有些病童因容貌缺失而拒絕照鏡、有些因受欺凌而拒絕上學。我們不單處理疾病，更希望花多點時間跟患者家人溝通，讓他們學習如何照顧病童，慢慢重建病童的自信。」

由無變有，這個團隊凝聚了幾代人的心血，他們的感人故事更凝聚到社會上不同團體及人士慷慨捐助，購買更多治療儀器及安排醫護接受培訓，讓醫護和社區一同攜手協助病童及他們的家人，實踐團隊的口號：縱使困難重重，我們為你重現笑容。



團隊名單
Team List

2022
AWARD
傑出團隊
Outstanding
Team

基督教聯合醫院兒童及青少年
皮膚科醫護團隊
基督教聯合醫院
United Christian Hospital
Paediatric & Adolescent
Medicine Dermatology
Health Care Team
United Christian Hospital



The living environment and the air quality was poor in Kwun Tong, which created an enabling environment for infectious diseases and skin problems transmitted in the community. We wished to take care of the most vulnerable members in the district,” recalls the Team Leader Dr **David Luk**, Consultant of Paediatric & Adolescent Medicine Department of United Christian Hospital (UCH).

The original goal of forming the Paediatric & Adolescent Medicine Dermatology Health Care Team was taking care of child patients with skin problems. UCH established the only Birthmark Laser Treatment Centre in Hong Kong 30 years ago and receives paediatric and adolescent referral cases. Patients at the Centre range from 25-week premature babies to adolescents aged up to 18.

Skin problems can be varied. Some are very obvious, but some are invisible killers. They could be deteriorated and cause complications at any time, the whole body will be infected as well. For instance, vascular nevi are only some red dots on babies in the early stage, which are not obvious. Parents may not bring the babies for medical consultation at once. “If a vascular nevus develops near the organs like eyes or ears, when it becomes bigger, it will bleed and may be infected,” the Team members explain. “The function of the organs will be affected. It can be life-threatening and may even lead to death.” The Centre thus deployed cutting-edge technology so that babies under the age of one can also undergo laser treatment.

Skin problems do not only affect a child’s appearance. They can leave a profound psychological imprint on them, affect their emotion, sleeping quality, concentration, and even social life. Patients may have inferiority complex or have been isolated, creating a vicious cycle. **Ma Po-king**, Department Operations Manager of Paediatric & Adolescent Medicine Department says, “some young patients refuse to look in the mirror. Some refuse to go to school because they are bullied. Our Team members are therefore not only dealing with illness but interacting with patients’ family members too, letting them know how to look after their children, helping the children re-establish confidence.”

The Team was built from nothing. It is the gathering efforts of generations. Their heart-warming stories also attracted generous donations from different organisations and individuals in the community, allowing them to purchase more medical instruments and arrange professional trainings. Medical professionals join hands with the community in assisting the paediatric patients and their family members, echoing the slogan of the Team: Despite the difficulties, we will get your smile back.



醫病首重醫人

Healing a person is more than curing of a disease

醫者各有抱負，心臟科醫生**陳藝賢**年少時一度追求「做第一」：「初出茅廬難免崇尚個人發展，想自己醫術最精湛、做最厲害的手術。」多年以後，看過無數病人的**陳藝賢**腳步慢下來，對醫者使命有新一番感悟：「醫人不只醫其病徵，而是要花時間了解病人，甚至是他的家人、朋友，代入病人生活，才能找出真正的問題。」

這樣的體會並非一朝一夕得來，**陳藝賢**坦言自己在年輕時曾經歷過「危險」階段，「我們都信心爆棚，以為甚麼都懂，怎料最易忽略基本的東西，你不夠虛心便不會察覺得到，例如胃脹不適可能是藥物反應，也可能是胃癌先兆。如果你累積了足夠的經驗，經歷過投訴、責罵，或者病人和家屬真誠的感謝，便會鞭策自己做得更好。」

他銘記一位心臟科權威的名言：「把所有病人視為你的第一個病人」，並在此後診症加倍慎重，亦更關心病人的身心需要，例如有位心肌梗塞病人通波仔九個月後，又因另一條血管閉塞再次入院，他細問下發現病人一日吸一包煙，「通波仔再厲害也不能根治他的問題，而是要勸服病人戒煙。」

陳藝賢亦積極推廣病人健康教育，「門診看症時間有限，病人如何接收健康資訊？因此社區教育尤其重要。」他會繼續推動心臟復康，以減低心臟病人的復發率和死亡率。

Every doctor has their own aspirations. When Dr **Chan Ngai-yin** was young, he wanted to be ‘number one’. “I inevitably yearned for personal development in my younger days. I wanted to possess the most exquisite medical skills and perform the most advanced procedure,” says the cardiologist. After many years of consulting countless patients, however, he slows down and finds a new comprehension in the missions of being a doctor. “To heal a person is more than treating their symptoms or curing of their diseases. It is about taking our time to understand our patients, even their families and friends. Only when we walk in the patients’ shoes can find out the core problem.”

His understanding comes with many tough lessons when he was young. That was the most ‘dangerous’ stage of being a doctor, “we were over-confident and saw ourselves as know-it-all. You would overlook the basics if you are not humble enough,” Dr Chan explains. “For example, stomachache could be an adverse drug reaction, or a signal of stomach cancer. Only after you have gained enough experience, overcome setbacks like complaints and reprimands, or received sincere gratitude from patients and their family members, you will be motivated to do better.”

He stores up a quote from an authoritative figure in cardiology in his heart, ‘Treat every patient as your first.’ Bearing this quote in mind, Dr Chan is more cautious in every consultation. He also pays more attention to the physical and mental needs of patients. For example, there was a patient who had suffered from myocardial infarction. Nine months after undergoing a percutaneous coronary intervention (PCI), he was admitted to the hospital again due to another clogged blood vessel. Then he found that the patient was still smoking one pack of cigarettes a day. “No matter how effective the PCI was, it could not tackle the problem at its roots. What should have been done is to persuade the patient to quit smoking.”

Dr Chan also actively promotes health education for patients. “Consultation time is limited in clinics. How can the patients receive adequate health information? Hence, community health education is of crucial

importance.” Dr Chan will continue to promote cardiac rehabilitation to minimise the risk of recurrence and mortality rate of cardiac patients.



2022
AWARD
傑出員工
Outstanding Staff

陳藝賢醫生
瑪嘉烈醫院 / 北大嶼山醫院部門主管 / 顧問醫生（內科及老人科）
Dr Chan Ngai-yin
Chief of Service / Consultant (Medicine & Geriatrics),
Princess Margaret Hospital / North Lantau Hospital

2014年修讀病人服務助理證書後，**魏碧娟**在東華醫院內科病房擔任病人服務助理至今。「這份工作最重要是將心比心。」她回想剛入職時就像一張白紙，甚麼都不懂，是當年指導她的師父用身教，教她如何善待病人及與同事合作。「要明白患病已經令人很煎熬，何況是患長期病的長者，他們的心情更不好過。有時他們會用粗言穢語喝罵人，但我會像哄孩子一樣和他們聊天，令他們冷靜下來。病人慢慢就知道這是出於關心，脾氣也溫順很多，萬試萬靈。」

第五波疫情爆發時，醫院特別探訪安排進一步收緊，部分院友有一段時間未能與家人見面。「有病人哭訴被家人遺棄，特別是患有認知障礙的長者誤以為被送到老人院舍而失落。我會走到床邊告訴他們：『家人不會扔下你的，現在外邊有病毒，沒辦法探訪。』即使要解釋很多遍，我也要讓他們知道不曾被遺棄。」後來醫院部分病房改為接收新冠病人，碧娟堅定走到前線抗疫，穿上保護衣照顧確診患者，又協助安排電話或視像探訪安撫院友情緒。

碧娟現時亦參與培訓新入職病人服務助理，讓他們盡快熟悉病房運作。她理解新同事初時面對輪班及繁重工作，心理壓力較大，尤其是初次處理及運送遺體。「我第一次處理遺體時也感害怕，但要提醒自己護理是很有意思的工作。我會教新同事想像病人沒有離世，只是睡著了，總之保持做善事的心，就能克服心理關口。我也會先為他們示範整個流程。」

由於走過同樣的路，碰過相似的難關，碧娟更能明白新同事的難處，願意多溝通了解他們的需要，將這些年學到的傾囊相授。

將心比心 Walking in others' shoes and battling negative energy

Wei Bi-juan has been working as a Patient Care Assistant in the Department of Medicine at Tung Wah Hospital since she qualified eight years ago. "The key to this job is to have an empathetic heart-to-heart attitude," she recalls when she first arrived at the hospital feeling 'like a blank sheet of paper', her mentor taught her how to treat patients and work with colleagues. "Being sick is painful, not to mention the elderly people with chronic illnesses, which makes their emotion even worse," Bi-juan reflects. "Sometimes they use abusive language, but in those cases I talk to them like children and calm them down. After time, they understand we care about them and they become much more peaceful. This works every time."

When the fifth wave of the epidemic swept Hong Kong, hospital special visiting arrangement was further tightened and some patients were unable to meet with their families for a period of time. "Some patients cried about being abandoned by their families, especially those with dementia who mistakenly thought they had been sent to an elderly home and became depressed," she explains. "I would go to their bedsides and tell them, 'your family would never abandon you, but there's a virus out there, so they can't visit'. Even if I had to explain it to them many times, I wanted them to know they had not been abandoned." Later, when some wards were converted to receive COVID-19 patients, Bi-juan found herself on the frontline of the battle against the epidemic, putting on personal protective equipment to care for patients and helping them to arrange phone or video call with their family members.

Bi-juan now also takes part in the training of new patient care assistants so that they can become effective as quickly as possible. She understands that new employees sometimes feel stressed and anxious because of their long shifts and heavy workload, particularly when they have to deal with the collection and transportation of patients who have passed away.



傑出員工
Outstanding Staff

魏碧娟
東華醫院
二級病人服務助理（內科）
Wei Bi-juan
Patient Care Assistant II
(Medicine), Tung Wah Hospital

"I was also scared when I first had to handle bodies, but I would always remind myself that healthcare is a very meaningful job. I tell the newcomers to imagine that the patient is not dead but just asleep. As long as they have the heart to do good deeds, they can overcome the psychological barriers. I also demonstrate the whole process to them first." Bi-juan has walked the same road as her new colleagues and encountered the same challenges. This gives her a unique ability to gently guide them on their journey, understanding their needs and passing on her invaluable knowledge gained through years of dedicated care.

是護理也是護心

Healing body and soul

「我」覺得自己是個幸運的人，因我享受工作帶給我的樂趣。」對**金琬滯**來說，泌尿外科護士不僅是一份工作，更是她畢生興趣所在。她陪伴病人走過治療的旅程，從術前諮詢、手術、出院、覆診甚至善終服務，她都視病人如朋友，一生並肩同行，「病人能夠在我的照顧下獲得良好進展，以及得到病人及家屬對我的信任，就是我工作上源源不絕的動力，令我走得更遠！」

癌症及阻塞性腎病患者需進行經皮腎造口術（PCN），但術後容易出現導管移位、堵塞和感染等與導管相關的併發症，甚至要入院。金姑娘分享最難忘的經歷：約三年前，有一名因PCN移位而入院的癌症女病人，因失眠而抑鬱焦慮，甚至在病房企圖自殺，幸被護士即時制止，「一個人有多痛苦，才會做出這種決定？她跟我說，要等我回到病房才能安心睡覺，我感受到她對我完全信任。但當她因PCN受苦時，我卻無能為力，因此我下定決心要幫助這班病人。」

此事促使她策劃及推行「經皮腎造口術護理計劃」，與多個部門合作，引入引流固定敷料以降低阻塞和移位的風險、加強PCN護理培訓和制定指引，並設立PCN護理護士診所處理緊急個案，減低急症室負荷。計劃推出後，因PCN併發症導致的非預期入院個案減少了三成。金姑娘感激各部門願意「多行一步」作出改變，由心而發幫助病人。

金姑娘身為兩孩之母，坦言曾想過做全職媽媽，「但我實在不願意離開我的病人，不是每個人都能找到自己喜歡又能實現自我價值的工作，因此決意留下來。」她的熱忱促使她不斷進步，繼續將心比心，擇善固執。

"I think I am a lucky person that I enjoy doing my work!" Being a urology nurse, to **Kam Yuen-ching**, is not only a job but also a life-long interest. She spends her time walking through the journey together with the patients, from pre-operative counseling, operations, discharge, follow-ups and even end-of-life care. Many of the patients are her 'friends' with lifelong follow-up in her clinic. "When a patient is making a good progress under my care, and my patients and their families have trust in me, it gives me never-ending motivation to go far and beyond!"

Yuen-ching explains that patients who required Percutaneous Nephrostomy (PCN) due to cancer or obstructive uropathy often suffer from catheter related complications such as catheter dislodgment, blockage, and infection, and thus unplanned admissions are common. She shares her most unforgettable experience which happened around three years ago: a female cancer patient who admitted for PCN dislodgement, was depressive and anxious that she suffered from insomnia, and even tried to attempt suicide in the ward. Luckily, she was stopped by a nurse immediately. "I was thinking how much pain she had which made her come up with this idea?" says Yuen-ching, "she told me that she could only sleep when I was back to ward. I realised that she has every trust in me, however, I also felt powerless to help when I saw her suffering because of PCN. From that moment, I decided to do something for this group of patients."

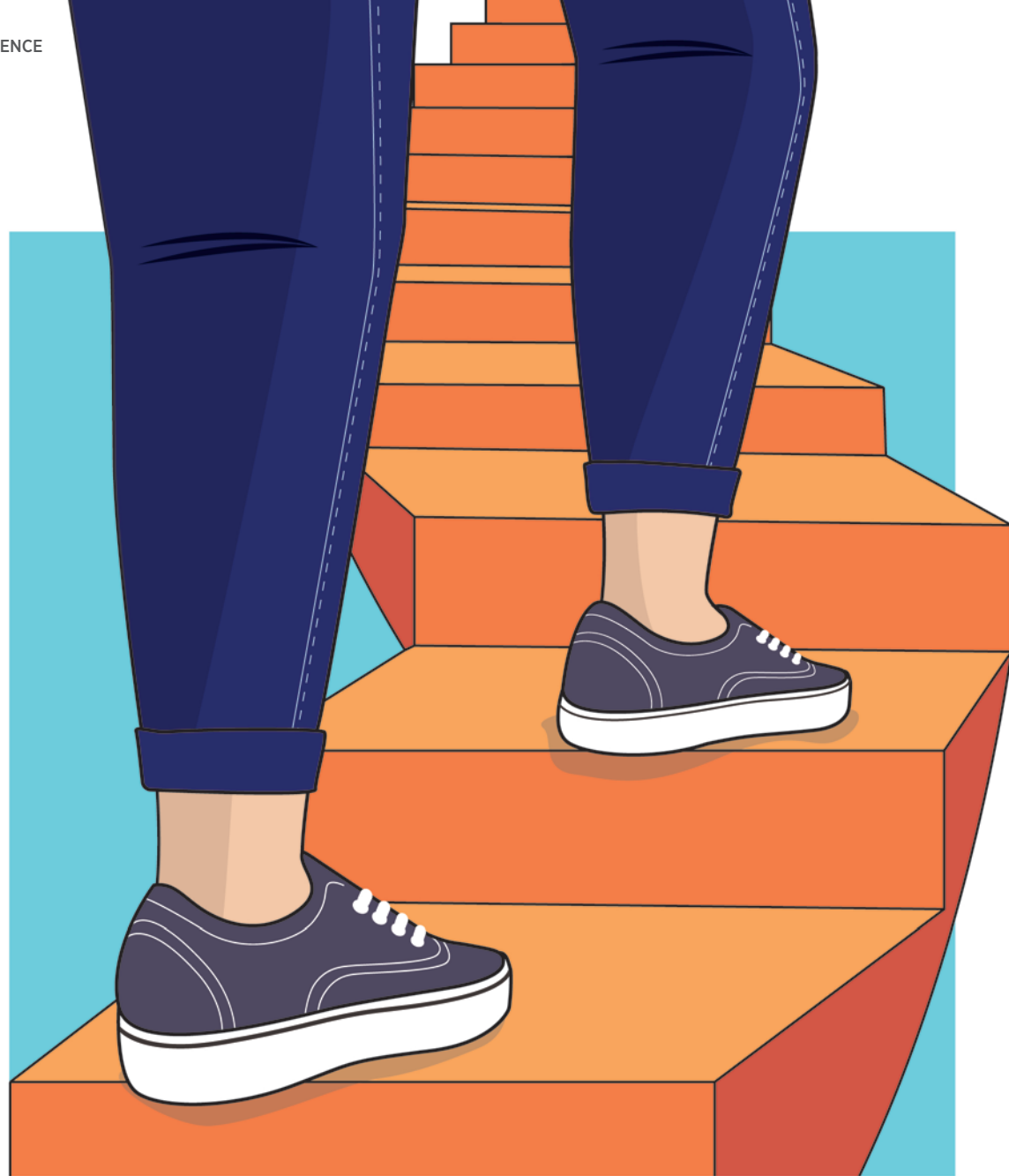
This incident motivated her to launch the PCN Care Bundle. This is a successful multi-disciplinary programme which includes the introduction of drain-fixation dressings to reduce the risk of blockage and dislodgement, as well as PCN care training and drawing up guidelines. A PCN care nurse clinic was also established to manage PCN patients with emergency conditions, reducing the burden of Accident & Emergency department. After the release of the programme, the unplanned admissions due to PCN complications was reduced by 30%. "I am very grateful that everyone is willing to take an extra step forward to make changes and support the patients wholeheartedly."

As a mum of two, Yuen-ching confesses that she had once wanted to become a full-time mother. "Eventually, I realised that I don't want to let go of my patients. Not everyone can find a job that he/she loves and fulfils self-value. Therefore, I decided to stay here." Her passion pushes her to keep improving and remain persistent for good causes.



傑出員工
Outstanding Staff

金琬滯
伊利沙伯醫院資深護師（泌尿外科護士診所）
Kam Yuen-ching
Advanced Practice Nurse (Surgery/Urology Nurse Clinic), Queen Elizabeth Hospital



恆心

PERSISTENCE

醫院管理局傳染病中心
HA Infectious Disease Centre

黃麗清
Isadora Wong Lai-ching

黎明康
Alex Lai Ming-hong

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「見慣『惡人』就不會再怕」 "There is nothing to fear if you have enough experience."

2009年豬流感在香港爆發，當時剛成立兩年的醫院管理局傳染病中心團隊，原以為這已是最難忘「疫」，但當10年後遇到威力更強的新冠肺炎，才發現沒有最難忘，只有更難忘！令他們欣慰的是，同事萬眾一心對抗疫情，亦慶幸他們無時無刻裝備自己，當遇上疫情，心態都準備就緒，「見慣惡人（病毒）就不會再怕。」

中心在沙士後成立，團隊表示，當年大家都以為沙士是唯一一次的大型傳染病，誰知後來還有禽流感、豬流感、中東呼吸綜合症、伊波拉病毒懷疑個案等，所以要隨時作好準備。由於中心人手有限，新冠疫情期間需借助外援，其中與兒科的化學作用讓他們感到十分滿意，「同事的互動增加，將雙方技能結合，沒有局限自己。」

要迎戰傳染病這個「惡人」，不能忽視訊息傳播。部分新冠確診兒童康復後患上「兒童多系統發炎綜合症」，傳染病中心在二月中聯絡海外專家及全港公立醫院兒科部門商討解決方法，會議短片在網絡世界廣泛流傳，讓本地和周邊地區的醫生了解此病診斷和治療方案。他們亦在國際醫學期刊刊出多篇研究文章。

對付傳染病是一場持久戰，團隊坦言傳承至為重要，「如果同事將來有更好發展，能繼續以有心人態度服務香港市民，這是我們所樂見的。」

When the swine flu outbreak swept Hong Kong in 2009, the team at the Hospital Authority Infection Disease Centre (IDC) – set up just two years earlier – thought it was facing one of its greatest single challenges. However, an even more momentous challenge came a decade later as COVID-19 ravaged the world in 2020. Fortunately, with their experience of past crises, Team members worked together to face the impact of the epidemic. Well-equipped, united, and mentally prepared, their attitude was, “there is nothing to fear if you have enough experience.”

The IDC was set up in the aftermath of SARS which many people at the time thought was a unique, once-in-a-lifetime outbreak. But SARS was followed by outbreaks of avian flu, swine flu, MERS, as well as suspected Ebola Virus Infection, leaving the IDC Team understanding it was crucial to always be prepared.

Assistance was sought by the IDC to shore up its limited manpower during the COVID-19, and Team members found colleagues from the Department of Paediatrics integrated seamlessly and worked alongside them effectively to confront the outbreak. A Team member of the IDC Team explains, “the interaction between colleagues from different departments was outstanding, and the mix of skills enabled us all to better care for our patients.”

Sharing new information is critical when battling a new infectious disease. During the COVID-19 outbreak, for instance, some paediatric patients suffered from Multisystem Inflammatory Syndrome in Children (MIS-C) after recovering from the virus. The IDC lined up overseas experts to discuss the situation with the paediatric departments of every public hospital in Hong Kong, and a video of the virtual meeting widely shared online, achieved the purpose of sharing of clinical knowledge to local and overseas doctors. They also published many scientific papers in international medical journals.

Dealing with infectious diseases is a never-ending battle, and IDC Team members regard it is of fundamental importance to pass on not only vital information but also an irrepressible fighting spirit to Team members. “Even if a colleague moves on and takes up a new role outside the IDC, we feel happy so long as they continue to serve Hong Kong people with their heart and spirit,” the Team members say.



傑出團隊
Outstanding Team

醫院管理局傳染病中心
瑪嘉烈醫院
Hospital Authority
Infectious Disease Centre
Princess Margaret Hospital



團隊名單
Team List





謝謝你一直都在 Thank you for being here



傑出員工
Outstanding Staff

黃麗清
大口環根德公爵夫人兒童醫院 / 東華三院
馮堯敬醫院 / 麥理浩復康院護理總經理
Isadora Wong Lai-ching
General Manager (Nursing)
The Duchess of Kent Children's Hospital at
Sandy Bay / TWGHs Fung Yiu King Hospital /
MacLehose Medical Rehabilitation Centre

黃麗清剛退休，離開工作了40多年的大口環根德公爵夫人兒童醫院，她提起醫院牆上藍天白雲圖案的由來。「這裏本來是一面白牆，坐在對面的同事說西斜時反光刺眼，我就請師傅髹上藍色，再添上幾朵白雲，解決同事的訴求之餘亦為環境添上生氣。回望過去，我的工作就是逐步擊破問題與疑難，大家遇到問題都會找『黃姑娘』，我也抱著傾聽孩子聲音的心情，一一細聽。」

一切源於多年來與小朋友打交道的經驗，黃姑娘1979年以註冊護士身分首次踏足這所專責照顧患結核病、脊柱彎曲病兒童的醫院。「病童大多都要留院三個月至半年，大家的關係就像一家人。」她還擔當病童的補習老師，「我們都盼望他們可以由醫院的紅十字會學校考入香港紅十字會甘迺迪中心學習，補習自然少不了，就像『湊大』自己孩子一樣。」

曾有一位失去全身活動能力的病童，只能利用臉部肌肉以機械器材打字及學習。「我們的團隊為他準備特製輪椅、24小時連接呼吸機，讓他去上學。考試前他會血壓急升，護士們一般都會協助鎮靜情緒、餵藥、補習。後來他在公開大學（現稱香港都會大學）完成遙距金融系課程，現在還會炒股票！」這個護士兼任補習老師的傳統在院內傳承至今。

由於病童免疫力特別弱，感染控制在院內不可或缺，黃姑娘1988年起修讀多個感染控制課程。「沙士時我已擬好隔離、轉院流程等應急計劃；2007年副流感爆發，我建議訂立入院篩查，因為不少病童用呼吸機維生。」

黃姑娘閒時做義工，最近更協助籌備社區疫苗接種中心，利用寶貴的經驗幫助有需要的人，人生下半場正在上演。

Isadora Wong Lai-ching has just retired from The Duchess of Kent Children's Hospital at Sandy Bay (DKCH), where she has worked for more than 40 years. She talks about the origin of the blue sky with white cloud pattern on the hospital wall. "Originally, it was a white wall, but colleagues sitting opposite complained the reflection irritated their eyes. So, I asked the renovation worker to paint the wall to solve colleagues' problem and make it more energetic. When I look back, I realise that my job was to solve problems and tackle difficulties step by step. When encountering any problems, people would ask 'Ms Wong' for help. I would listen to them like what I did to the children in the past."

Everything can be traced back to the time Isadora spent with paediatric patients. She left her footprint in DKCH for the first time as a registered nurse in 1979, which was designated for providing treatment for children with tuberculosis and scoliosis. "Most paediatric patients stayed in the hospital for three to six months. We were just like a family." She also tutored kids. "Children were studying in the Red Cross School in the hospital. We hoped they could transfer to the Hong Kong Red Cross John F. Kennedy Centre, so tutoring was necessary. It was like 'raising up' our own children."

There was once a patient with quadriplegic, who could only type and learn with his facial muscles through mechanical equipment. "Our team prepared a special wheelchair and a 24-hour connected ventilator for him to go to school. His blood pressure accelerated sharply before exams, so nurses would assist him to calm down, give him medicine and tutor him. Later on he completed the distance learning programme in Finance at the Open University of Hong Kong (now known as Hong Kong Metropolitan University). He even learnt how to speculate in stocks as well!" The nurse taking a concurrent role as tutor has become a tradition to date.

As the immunity of paediatric patients is especially weak, infection control is a main concern. Isadora has taken many infection control courses since 1988. "I have drafted emergency plans on isolation and patient transfer during SARS. During the outbreak of parainfluenza in 2007, I suggested implementing admission screening as many patients required a ventilator to sustain their lives."

Isadora spends her spare time volunteering. Recently, she also assists in the preparation of Community Vaccination Centre, contributing her experiences in helping those in need. Her second life is just unfolding.

持續學習 支援前線

Keep learning to
contribute as
much as possible



「雖然我們不是醫護人員，但仍希望盡力支援醫管局同事，令他們工作更暢順，最終服務病人和大眾。」**黎明康**說。

黎明康加入醫管局超過27年，其間參與醫管局的不同服務和計劃，例如於1994年在青山醫院人力資源部任職檔案文員，之後透過參加醫管局資源增值計劃，及修讀電腦課程，轉任當時新設的資訊科技部。他深信每個崗位都有其價值，本著後勤工作最終也可幫到病人，黎明康持之以恆學習新知識，成為團隊中不可或缺的一份子。

黎明康2015年加入總辦事處質素及安全部任職二級文員，支援外科及神經外科兩個專科統籌委員會的工作。黎明康笑言，初期熟習整個架構和工作性質已花了不少時間，但每次學習到的新技能，都讓他裝備好自己迎接下一項挑戰。而為了方便預備統計報告，他努力學習使用資訊系統和軟件，擴闊他的工作知識。由他管理的記錄存檔系統，可隨時檢索資料，他亦樂意與同事分享經驗。

黎明康以「業精於勤，不斷學習」作為座右銘，亦受《計較，是貧窮的開始》一書啟發，明白凡事不可斤斤計較。在他眼中，醫管局也有很多有心人。疫情期間，他與總辦事處和醫院同事協助包裝過萬份檢測包，儘管時間緊迫，大家向著服務社區這個共同目標前進，令他覺得很感動，也讓他體會到眾志成城的力量，能帶領團隊走得更遠。



“Although I am not a healthcare professional, I dedicate myself to providing wholehearted support to my teammates across HA with an aim to serve patients and members of the public ultimately,” says **Alex Lai Ming-hong**.



Alex has been serving in HA for more than 27 years. Throughout the years, he has participated in various services and initiatives of HA. He was a filing clerk in the Human Resources Department of Castle Peak Hospital in 1994. Later, he took part in an enhanced productivity programme and studied a computer course for being deployed to the newly established Information Technology Department.

In a successful team, every single position is important. Understanding that what he does in the background ultimately helps patients, Alex is consistently picking up new skills and knowledge to make him an invaluable member of the team.

Alex has been working as a Clerk II of Quality and Safety Division in HAHO since 2015. Alex plays an important role in supporting the Coordinating Committees (COC) of two specialties, namely Surgery and Neurosurgery. It took a while for Alex to get familiar with the structure of COCs and the nature of clerical work, but each learning equipped him well for the next challenge. In order to facilitate the preparation of statistic reports, he worked hard to learn how to use information system and software, which significantly broadened his job knowledge. He has also maintained a very good record keeping system for timely retrieval of archived information. His IT expertise has been proven an asset, and he is willing to share his skills and experience with his colleagues.

Alex lives up to his motto 'diligence as always, learning as usual', and the selfless spirit inspired by the book *Over-Bargaining Is the Beginning to Be Poor* (《計較，是貧窮的開始》). In an ad-hoc event of packing over 10,000 sets of test kits during the epidemic, Alex appreciated being involved to work together with both HAHO and hospital colleagues towards a single vision of contributing to the community. Despite the short time limit, the power of unity could bring the team to a further mile, he reflects.



傑出員工
Outstanding Staff

黎明康
醫管局總辦事處二級文員
(質素及標準)
Alex Lai Ming-hong
Clerk II (Quality & Standards),
Hospital Authority Head Office





疫境先鋒
The Pandemic Warriors

港島西醫院聯網新冠疫苗社區接種防疫團隊
HKWC COVID-19 Vaccination Team for CVC

蔡惠榮
Ginny Choi Wai-wing

何曉輝醫生
Dr Ho Hiu-fai

任廣銳醫生
Dr Yam Kwong-yui

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傑出團隊
Outstanding Team

疫境先鋒
北大嶼山醫院
The Pandemic Warriors
North Lantau Hospital



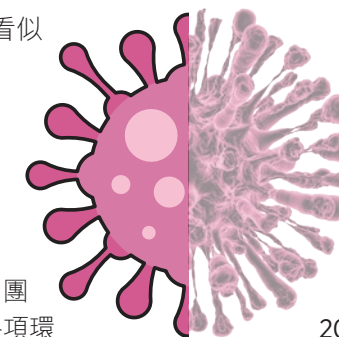
團隊名單
Team List

用四個月建成一間醫院看似天方夜譚，但北大嶼山醫院香港感染控制中心（HKICC）團隊憑著膽大心細，成功完成了這項「不可能的任務」。

自2021年9月接到通知後，團隊便爭分奪秒處理工程的各項環節，讓醫院盡早落成啟用。「這是一個不許延遲的任務，因為遲一日完成籌備工作，便遲一日開始救治病人。我們在一星期內敲定設計，破格採用『組裝合成』建築法加快安裝過程，縮短籌備時間。」團隊亦要克服物流和供應鏈受阻問題，四出搶購醫療及實驗室儀器。

雖然求快心切，但團隊沒有因此而粗疏處理。「正因時間緊迫，更要細心籌劃，才能趕上進度。我們在開院前只有約五星期時間收拾病房及進行最後的查收工作，還要確認人手分工、治療方案、病人分流等細節。幸好有很多來自不同醫院的同事自願加入幫忙，互相支援，才能順利完成。」

HKICC正式啟用當天便遇上新冠肺炎群組爆發，入院人數急增，要即時加開病房。其後遇上第五波疫情，團隊迅速調整服務和運作安排。「HKICC本來主要接收臨床情況較為穩定的16至65歲病人，第五波疫情則多了很多病童，我們即時張羅兒科物資及召集有相關背景的同事幫忙，短時間內開設兒科病房。後來長者病人增多，我們又開設老人科病房，並提供復康服務，助康復長者提升身體機能。」團隊未來會繼續觀察疫情發展，靈活應對下一波挑戰。



It might sound nigh impossible to have a hospital built in four months, yet the North Lantau Hospital Hong Kong Infection Control Centre (HKICC) Team had this 'mission impossible' successfully completed with a bold but cautious attitude.

In order to have the hospital completed as soon as possible, the Team began their race against the clock to handle various aspects of the project when they were first notified in September 2021. "This is a mission which allows no delay. If the preparation

work was to delay by one day, treatment and care to patients would be delayed as well. Therefore, we confirmed the building design in one week and adopted the unconventional Modular Integrated Construction technology to speed up the installation and compress the preparation time." Meanwhile, the

Team had to deal with the disrupted logistics and supply chain issues and secured the medical and laboratory equipment needed for HKICC.

Making the impossible possible

成就不可能的任務

While the Team was really eager for an early completion, they did not handle any aspect of the project in a rash or careless manner. "Given the tight schedule, the only way to catch up with the progress was by planning even more carefully. The Team just had about five weeks of time to prepare wards and conduct the final checking prior to the launch of the hospital. At the same time, we would also need to finalise the details of the manpower plan, treatment plan, triage of patients, etc. Luckily we have so many colleagues from various hospitals who were willing to join us, offering great support and help which all contributed to the smooth completion of the project."

On the opening day of HKICC, there was a local cluster outbreak causing an influx of patients which required opening of more wards than planned. Later with the emergence of the fifth wave of COVID-19, the Team promptly adjusted the services and operation arrangements. "HKICC was originally designed to receive patients aged 16 to 65 in clinically stable conditions. However, many child patients were admitted amid the fifth wave and we had to collect supplies and equipment needed and call for support from colleagues with relevant expertise and experience to set up paediatric wards in a short period of time. Later, in view of the increasing number of elderly patients, we opened new geriatric wards and began to provide rehabilitation services, aiming to help recovered elderly patients to improve their functional capacity." Looking ahead, the Team will continue to monitor the epidemic development and cope with the next wave of COVID-19 in a flexible manner.

社區疫苗接種中心 「示範單位」

時間回帶至2021年1月，當時新冠疫苗即將供港，港島西醫院聯網接到一個重大任務——在一個多月內，由零開始，率先於中山紀念公園體育館設立社區疫苗接種中心。

時間緊迫，要有條不紊地完成籌備工作，團隊認為「細心」乃箇中關鍵。「我們曾多次實地視察，不論是各個區域的布置、場地指示、排隊安排，甚至是資訊區的電視擺放位置都經過仔細考量。我們亦為整個接種流程訂立清晰的步驟和指示，每日一早一晚設有簡報會和檢討會，適時發放最新資訊並按實際情況調整運作，確保團隊內溝通清晰，減少出錯。」

正正因為每一環節都小心處理，團隊面對任何事件也能臨危不亂。團隊表示：「曾有人打針後突然抽搐跌倒地上，但因事前曾進行演習，同事很快便為病人急救並送入醫療室，過後情況已無大礙。」而面對其他突發事件諸如局部天花倒塌或是火警系統誤鳴，團隊也能靈活應變。

由於場館佔地甚廣，考慮到傷殘人士和長者的需要，團隊特別預留地方，方便他們不用走遠路；醫護人員亦會帶有個別需要人士到醫療室作簡單評估，有需要時便就地打針。「雖然任務艱鉅，但當收到市民的感謝和讚賞，甚至鼓勵身邊人來我們中心打針，便是對我們工作最大肯定。」中山紀念公園體育館社區疫苗接種中心更成為其他疫苗接種中心的「示範單位」，反映同事的努力沒有白費。

The role model of Community Vaccination Centres

Dated back to January 2021 when the COVID-19 vaccines were about to be delivered to Hong Kong, a mission was given to the Hong Kong West Cluster – to set up the Community Vaccination Centre (CVC) from scratch at the Sun Yat Sen Memorial Park Sports Centre in about a month.

Given the pressing schedule, in order to have the preparation work completed systematically, the Team believes that handling every single matter with utmost discretion is the key to success. “We have conducted multiple site visits and planned every detail very carefully, including but not limited to the set-up of different zones, the wayfinding signage at the venue, queuing arrangement, and even the placement of the television in the information zone. We have also drawn up clear workflow and guidelines for the entire vaccination process and hold briefing and debriefing sessions before and after work on a daily basis. This is to allow timely release of the latest information and quick adjustment of operation according to the actual situation, and also ensure effective communication among colleagues and minimise errors,” a member of the Team says.

Since every detail was handled carefully, the Team was unfazed when unexpected incidents arose. “There was once a person who suddenly had a seizure and fell to the ground after vaccination for which we have conducted drills before. Hence first aid treatment was performed immediately and the patient was sent to the sick bay right away. The patient was treated and recovered shortly afterwards,” the Team member says. When facing other emergencies such as partial ceiling collapse and false fire alarms going off, the Team also overcome the challenges with high flexibility.

Considering the sizable venue of the CVC and the needs of persons with disabilities and the elderly, cubicles were specially reserved for their convenience. For citizens with medical needs, staff would take them to the sick bay for basic assessments. When necessary, vaccination would be taken place at the sick bay. “It was an arduous task. Nonetheless, we have received many thank you and appreciation messages from the public, and some people even recommended our centre to the others. This is definitely a recognition of our work.” The CVC at Sun Yat Sen Memorial Park Sports Centre was considered to be a role model for other CVCs, proving that colleagues’ efforts were acclaimed.



傑出團隊 Outstanding Team

港島西醫院聯網新冠疫苗社區接種防疫團隊
港島西醫院聯網
HKWC COVID-19 Vaccination Team for CVC
Hong Kong West Cluster



團隊名單
Team List



術前揸 Fit 人 The boss of pre-operative surgery



Cancer treatment and surgery must be a race against time. “If you could do it in one minute, do not wait until the last minute,” says **Ginny Choi Wai-wing**, who understands the importance of an early treatment to a patient. Hence, she promoted the Enhanced

Recovery After Surgery (ERAS) services, which was initiated by Tseung Kwan O Hospital, with other medical professionals. ERAS was piloted for colorectal cancer patients, with an aim of strengthening the endurance of patients and speeding up their recovery by formulating ‘prehabilitation’ exercise programmes. After its implementation, the median of length of stay has been shortened by four days. In view of the good results, the programme has been extended to obstetric & gynaecological and orthopaedic & trauma surgeries.



傑出員工 Outstanding Staff

蔡惠榮
將軍澳醫院一級物理治療師
(物理治療部)
Ginny Choi Wai-wing
Physiotherapist I
(Physiotherapy),
Tseung Kwan O Hospital

治療癌症及做手術必須與時間競賽，「這一分鐘能辦到的事，不要等下一分鐘才去做。」**蔡惠榮** (Ginny) 深明盡早治療對病人至關重要，因此與一眾醫護人員推動由將軍澳醫院開創的「促進術後康復綜合方案」(ERAS)。ERAS於大腸癌病人試行，提早為病人制定復健計劃，增強體能，加速術後痊癒。ERAS推行後，病人留院中位數縮短四天。因成效良好，現已推展至矯形及創傷科及婦科手術。

病人以前要在手術前一日入院接受評估，若發現狀況不佳，便要取消手術。ERAS以跨團隊合作，在術前為病人評估身體狀況、心肺功能、營養等，了解他們是否適合做手術，再進行針對性治理。Ginny說：「病人的體能、背景、興趣，甚至家居環境各有不同，我們根據他們的個別情況，度身訂造心肺功能和肌肉鍛鍊運動。簡單的家居運動如步行、用水樽負重也能達到訓練效果，讓病人以最佳狀態進行手術。」她和團隊又會盡量安排病人在一天內接受評估、覆診、見麻醉師，免卻舟車勞頓之苦。

Ginny和她的團隊又為病人訂立指引，提供相應治療，以減少出現術後併發症，更將運動計劃標準化及設計提示卡，提醒病人於術後當天開始做運動，加上麻醉及手術技巧的進步，大部分病人於術後翌日已能在物理治療師的協助下離床活動。以往病人手術後要八至九天才能出院，現時只需四至五天。Ginny說，病人術後重新出發的毅力讓她最感動：「我遇過一名中年病人在切腸手術後出現併發症，他慢慢由臥床到脫離呼吸機，然後離床站立，過程不容易，他也沒有放棄，我們更是不敢怠慢，堅持與他們同行。」

Patients used to receive pre-operative assessment one day before surgery, leaving them facing the prospect of having their operations cancelled at the eleventh hour if they were found to be unfit or unsuitable for the procedure. ERAS is a multidisciplinary cooperation. Patients are given a pre-operative assessment on aspects including their health conditions, cardiorespiratory endurance and nutrition to evaluate their suitability for surgery, and an appropriate treatment will follow. “The backgrounds, interests and living environments of patients are so different, so we have to design exercise programmes that match their individual situation. Individual strategies on cardiorespiratory endurance and muscle building are then devised for each patient. Simple home exercises including walking and water bottle workout are able to achieve their objectives, ensuring they go into the operating theatre in the best possible physical condition,” explains Ginny. She and the team will also arrange assessment, follow-up medical and anaesthetist appointments conducted as far as possible in a single day to avoid travel fatigue.

Ginny and her team have also devised Physiotherapy Management Guideline for patients, providing corresponding treatment to reduce complications after surgery. She has also standardised the exercise regime and designed an exercise reminder card for post-operative patients to do exercise. In addition to the improvement on anaesthesia and surgical skills, most patients could leave the bed under the assistance of physiotherapists on the next day of surgery. In the past, patients would stay in hospital for eight to nine days following surgery, but now they leave in just four to five days. Ginny says what touched her the most is the strong will of patients. “I have met a middle-aged patient who had complications arising from an enterotomy procedure. He was bedridden and gradually extubated, then he could finally stand up. It was uneasy for him. But he would never, ever give up. We dared not neglect but walk together with our patients persistently,” she reflects.

時代巨變下的急症「守門人」

A gatekeeper in the frontline of emergency healthcare

急症室肩負公立醫院「守門口」重任，而**何曉輝**醫生已充當伊利沙伯醫院「守門人」近30年。從帆布床滿地的那些年走到疫症新時代，他見證了急症醫學的高速發展，醫者要緊貼時代變遷，但不變的是專業為本、謹慎行事，「與其說是細心，不如說是精準，急症醫生要在短短六、七分鐘內為病人分辨病症、緩急和嚴重程度，否則影響的便不止一個病人。」

這位急症室大前輩並非「紅褲子」出身，他曾做過六年外科醫生，坦言「當時不太喜歡急症室，他們連輕症也收上病房。」有次他接收了一位報稱「痾黑屎」、被診斷為腸胃出血的年長病人，他為其探肛及照心電圖後卻發現不是腸胃出血，而是心臟病，此事令他警惕多年，「應該收去內科而非外科，急症室收錯科後果很嚴重，隨時誤導治療方向，因此基本檢查一定要做足。」

後來他因對創傷醫學感興趣而轉戰急症室，才親身體會箇中難處：當年急症室一天已有約500名病人，數目相等於伊院三分一病床，與現在不遑多讓。由於急症尚未成為專科，較少受醫生青睞，人手長期緊絀，「但忙不是藉口，有問題便需要改革。幸好不久後急症專科成立，吸引不少新血加入，大家有共同目標做好急症科，提升專業水平，亦加強與各病房之間的溝通。」

何醫生認為急症室下一個挑戰在老年醫學，「病人會隨時代改變，從前『一病人一症』，現在求診者卻大多有三高、要食10多種藥，醫者更要掌握跨專科知識。」他準備退休後仍繼續留守戰線，服務病人。

Accident & Emergency (A&E) departments are the gateways to life-saving public health services – and **Dr Ho Hiu-fai** has been a gatekeeper at Queen Elizabeth Hospital for almost three decades. He has seen the rapid development of emergency medicine from an era of canvas beds in the 1990s to the handling of the COVID-19 epidemic, and says that while doctors have changed with the times, their care and professionalism remains constant. “A&E work is more about precision than just being meticulous,” explains Dr Ho. “An emergency physician should be able to identify a patient’s illness, its urgency and severity of the condition, in just six to seven minutes, otherwise not just one but every patient will be affected.”

The A&E veteran was initially a surgeon for six years and says, “I didn’t like the A&E department at that time as it always admitted patients with mild symptoms to wards.”

He had received an elderly patient on one occasion who claimed himself having ‘black stools’ and thus diagnosed with gastrointestinal bleeding. After performing digital anal examination and electrocardiogram examination, however, Dr Ho discovered that the patient had actually suffered from a heart attack. Since then, he realised the critical importance of correct A&E diagnoses.

“The patient should have been admitted to the department of medicine instead of the department of surgery,” he reflects. “The consequences of admitting a patient from A&E to the wrong department can be serious as it might mislead the direction of treatment. Getting the basic tests done is fundamental.”

Dr Ho eventually transferred to A&E because of his interest in trauma medicine, and he quickly realised the scale of the challenges involved. At that time, the A&E department received about 500 patients a day – a third of the total number of beds in the entire hospital. As A&E has not yet become a specialty, it is less favoured by doctors and is chronically understaffed. “However, being busy is never an excuse,” he reflects. “When problems occur, the only answer is to make changes.” The creation of an A&E specialty soon attracted an influx of new medical talent. “We all share the same goal of reforming the A&E department, raising professional standards and enhancing communication with other wards and departments.”

Dr Ho believes the next challenge for the department is geriatrics. “In the old days, it was a case of ‘one patient, one disease’,” he says. “Now most patients involve three-highs and require more than 10 kinds of medication. Today’s A&E doctors need to equip themselves with multi-disciplinary knowledge.” Dr Ho plans to stay on after retirement to continue to serve patients.



傑出員工
Outstanding Staff

何曉輝醫生
伊利沙伯醫院顧問醫生（急症室）
Dr Ho Hiu-fai
Consultant (Accident & Emergency),
Queen Elizabeth Hospital

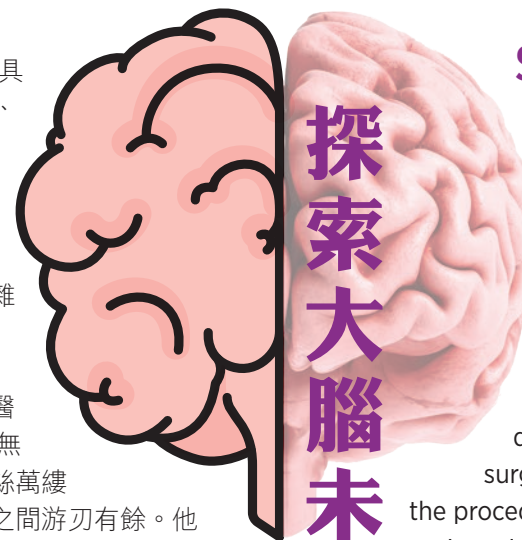
外科醫生需具備「鷹眼、獅心、淑女手」，而神經外科醫生要處理大腦這個人體結構最複雜細緻的器官，要求就更高。

任廣銳醫生行醫30多年，開過無數頭顱，於千絲萬縷的神經和血管之間游刃有餘。他認為細心謹慎並非限於做手術那一刻，「從術前開始便要從病人角度思考，小心計劃治療程序，提供各個安全方案，才能避免任何變卦。」

90年代神經外科初起步，初出茅廬的任醫生接收的病人以切除腫瘤、頭部創傷、腦出血、中風等「救命」手術為主，「這些手術較危急、耗時長，加上人手少，我們多數兩三日一call，生活圍繞著手術室和病房。」他笑言深夜頻繁當值令他練成迅速應變的能力，在「醒與不醒」之間處變不驚，「一晚有廿多個電話叫醒我，你要即時清醒、理智地做決定。」

神經外科現已由「救命」手術擴展至各種預防性及功能性腦神經手術，以改善病人生活質素，專科發展亦經歷科技巨變，「我入行時磁力共振（MRI）才剛起步，而現在術中磁力共振已在外國發展多年。」任醫生說，屯門醫院擴建手術室大樓後亦會引進術中MRI，「病人接受手術期間可即時照MRI，若有殘留腫瘤可即時切除，免受第二次手術之苦。要促成此事，實有賴一班志同道合的團隊以病人為本，爭取多時的成果。」

科技成就突破，任醫生以其最愛的經典影視作品《星空奇遇記》的金句勸勉後輩：「『勇踏前人未至之境』，外科醫生不能原地踏步，但更重要的是，你要把所有人安全地帶回來。」



探索大腦未至之境

Star Trek-loving surgeon explores final frontiers of neurosurgery

A surgeon should have ‘an eagle’s eyes, a lion’s heart and a fair lady’s hand’. The brain is the most complex and delicate organ of human body, that is why neurosurgeons even have to fulfil higher criteria. In a career spanning more than 30 years, neurosurgeon **Dr Yam Kwong-yui** has performed countless operations with great dexterity and says attention to fine detail is crucial not only in surgery but also in pre-operative work. “It is important to plan the procedure carefully and to provide a variety of safe options for patients in order to avoid any unexpected outcome,” he stresses.

When he began his career as a neurosurgeon in the 1990s, that neurosurgery was in its early stage of development, Dr Yam dealt mostly with critical life-saving procedures such as the removal of tumors and treatment of head injury, intracranial haemorrhages and stroke, etc. He was constantly on call every two or three days because of the time-consuming and labour-intensive nature of these surgeries. He recalls, “our lives revolved around the operating theatres and wards.” Frequent night shifts taught him to be alert and quick to respond at all times. “You would be woken up by more than 20 calls a night sometimes and you had to be awake and conscious to make the right decisions immediately,” he says.

Neurosurgery has since expanded from life-saving surgery to include a wide range of preventive and functional neurological procedures that improve patients’ quality of life, and the specialty has undergone significant technological changes as a result. “When I started my career, the magnetic resonance imaging (MRI) service was at an initial stage, but now, intraoperative MRI has been developed in foreign countries for many years,” explains Dr Yam, adding that intraoperative MRI will be introduced after the expansion of the Operating Theatre Block at Tuen Mun Hospital.

“Patients will be able to undergo an MRI instantly during surgery. If a residual tumour is found, it can be removed immediately, saving patients from the ordeal of a second operation,” he says. “This is the result of a team of like-minded people working together for a long time with a patient-centred approach.”

Technological breakthroughs have opened up new frontiers. Dr Yam uses a catchphrase from his favourite TV and movie series, *Star Trek*, to encourage junior colleagues to realise their pioneering potential: “To boldly go where no man has gone before.” Dr Yam adds, “but more importantly, you have to bring everyone back safely.”



傑出員工
Outstanding Staff

任廣銳醫生
屯門醫院部門主管/
顧問醫生（神經外科）

Dr Yam Kwong-yui
Chief of Service / Consultant
(Neurosurgery), Tuen Mun Hospital

上下求變 智慧不是口號

A bottom-up approach to innovative hospital services

天水圍醫院作為智慧醫院試點之一，近年相繼推行智慧手術室、智慧診所等項目，團隊形容「智慧文化」不是口號，而是上下一心共同耕耘的成果，「科技不斷進步，但我們不能盲目求新，而是由下而上求變，探尋真正便利病人和同事的貼地措施，達至雙贏。」

該院推行智慧措施以來，智慧團隊不斷壯大。團隊成員們說，最初只有幾個核心工作小組，如今已發展至11個工作小組，遍及不同部門和病房，不少同事主動要求加入，「更有同事應徵時表明一心想來智慧醫院發展，這毋疑是一份肯定。」團隊表示，不少項目構思都是來自日常工作，例如急症室經常採集病人小便樣本，平日靠護士憑肉眼分辨試紙顏色判斷結果，「大家早習慣人手操作，但有護士提出借助科技工具，令結果更準確，反映前線同事積極求變，常存好奇心，才有助智慧醫療發展。」

團隊去年底試行首間 HA Go 遙距護士診所，服務對象是糖尿病人，病人由登記、繳費、候診，到與護士視像診症，全程皆以 HA Go 手機應用程式完成，「第五波疫情時正好大派用場，病人可用 app 如期覆診，減少感染風險。遙距診所事前需花長時間籌備，但同事毫無怨言，主動試用 app，做模擬測試。眼見自己一手一腳完成的項目能讓病人受惠，自然有滿足感。」

「搞科技最重要是與不同人交流，才會持續有新構思，感謝總部和其他醫院的緊密合作和支持，智慧項目不僅服務新界西，而是令全香港病人受惠。」

As one of the pilot smart hospitals in HA, Tin Shui Wai Hospital has implemented several smart projects like Smart OT and Smart Clinic in recent years. And its embrace of cutting-edge technology and new innovation is not about slogan, but rooted firmly in practicality by concerted efforts. “Technology is continually developing, but we do not mindlessly seek out the latest innovations,” say the members of NTWC Smart Hospital Team. “Rather, we seek out change from the bottom up, to find out what really works for patients and staff on the ground. That way, we achieve a win-win result.”

Since the smart initiatives launched, the Team has expanded from a handful of core work groups to 11 separate innovation groups, involving several departments and wards. Many colleagues initiated to join the work groups. “Some of our colleagues have even indicated when they apply for a job that they want to join us because of the smart initiatives, which is a positive recognition of what we are doing,” a Team member says.

According to the Team, many of the smart initiatives ideas come from daily work. For instance, collection of urine samples from patients is common in the A&E department. Nurses generally rely on sight to distinguish the colour of the test paper to determine results. “We have long been accustomed to this manual operation, but a nurse suggested using technological equipment to give more accurate results,” the Team explains. “This shows how our frontline colleagues are always curious and willing to seek changes, which is conducive to the development of smart healthcare.”

At the end of last year, the Team piloted the first ‘HA Go’ remote nurse clinic for diabetic patients. The whole patient journey – from registration to payment to video consultation with nurses – can be done on the ‘HA Go’ mobile app, allowing patients to keep up with their appointments at lower risk of infection during the fifth wave of the epidemic. “The remote clinic took a long time to prepare,” a Team member reflects. “But our colleagues took the initiative to try the app and conduct mock tests without any complaint. They are even more motivated when they see their own projects successfully completed and helping patients.”

“Communication with different stakeholders is crucial in innovation development, allowing us to continue to come up with new ideas. The close cooperation and support from Head Office and other hospitals in these smart initiatives not only benefit the New Territories West Cluster but all patients in Hong Kong.”

新界西智慧醫院團隊
NTWC Smart Hospital Team

港島東醫院聯網泌尿外科團隊
HKEC Urology Team

徐仕途
Chui See-to

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傑出團隊
Outstanding Team

新界西智慧醫院團隊
新界西醫院聯網
NTWC Smart Hospital Team
New Territories West Cluster



團隊名單
Team List



排尿疼痛、勃起功能障礙、尿失禁……面對千百種「難言之隱」，港島東泌尿外科團隊——以耐心和堅持應對，排除萬難為病人找出最佳治療方案，「出於對病人的關心，會願意作出改變，以改善他們的生活質素，但如何踏出那一步，靠的就是好奇心，不去嘗試便不知道能否成功。」

泌尿外科團隊不時遇見這樣的掙扎：「有位正值壯年的男病人，試行拔尿喉後排尿疼痛，一度打算放棄，但他身為一家支柱，其實很不願意長期戴尿袋生活。」團隊為此努力找方法讓他適應拔尿喉後的生活，更打破常規，與門診和病房協調，讓該病人在門診逗留較長的時間接受觀察，一有不適便立即安排醫護同事跟進，終在兩星期後成功改善排尿情況。

「只要你願意多行一步，原來可改變病人的一生。插尿喉早已司空見慣，但尿喉帶來的不便往往易被忽略。」團隊在聯網推出「試行拔除導尿管（TWOC）指引」，簡化尿喉護理程序，讓各部門可為合適的病人加快拔除尿喉，「部門之間各有各忙，但大家都很願意做這件事，甚至用工餘時間開會討論每一個案例。」

團隊亦成立多個護士診所，安排初步檢查，更有效分流和持續跟進病人需要，並「各展所長」，「男護士較方便與男病人了解勃起功能障礙問題，女護士則可處理女病人尿失禁情況，更容易建立互信。」團隊說，「敢於破格和創新，不是只求最高端的手術和服務，而是對每位病人的困難想方法伸出援手，不要比病人更早放棄。」

破格源於耐心堅持

Breakthrough in patient care requires patience and perseverance

Dealing with delicate personal problems such as dysuria, erectile dysfunction, and urinary incontinence with the best solution requires patience and perseverance from members of the Hong Kong East Cluster Urology Team. “It is because you care about your patients that you are willing to make changes to improve their quality of life, but taking that step involves a degree of inquisitiveness,” explained by the Team. “You don’t know if you will succeed unless you give it a try.”

The Team often finds patients in a dilemma. In one case, a middle-aged patient suffered from dysuria wanted to give up the trial of his catheter removed due to the pains after removal. However, as the family’s breadwinner, he was reluctant to continue wearing a urinary bag. To address his concerns, the Team coordinated with the outpatient clinic and ward to allow the patient to stay in the clinic longer than usual for observation. Each time he felt unwell, the Team took follow-up action immediately, and his condition was cured within a fortnight.

“You can change a patient’s life if you are willing to go the extra mile,” members of the Team argue. “Urinary catheter insertion has been commonplace, but the inconvenience it causes is often overlooked.” The Team has established a set of Trial Wean-Off Catheter guidelines with streamlined caring procedures, allowing different departments to help suitable patients wean off catheter. “The departments are always busy, but Team members were willing to work on the guidelines and even spent their spare time discussing each case,” the Team members say.

Nurse clinics have also been set up by the Team to arrange preliminary investigations, enabling better triage and continuous follow-ups on patients’ needs, with nurses directing their efforts toward the patients they are best able to support. “For example, male patients are more comfortable talking to male nurses about erectile dysfunction, while female nurses can deal with female patients’ incontinence, making it easier for them to build mutual trust,” the Team explains.

Breakthrough is not just about deploying the most advanced surgery and services, according to the Team, but finding ways to address each individual patients’ needs and being more persevering even than the patients themselves.



傑出團隊 Outstanding Team

港島東醫院聯網泌尿外科團隊
港島東醫院聯網
HKEC Urology Team
Hong Kong East Cluster



團隊名單
Team List



走在沙士與新冠抗疫前線

A fighter in the frontline of SARS and COVID-19

在外科工作的同事予人爽快直接的印象，除此之外，還要有一點好奇心。徐仕途入行36年，他見盡奇難雜症，曾遇過一名男子因撞車送院，當時他頭部受傷，護士忙著檢查他的頭部，惟徐仕途替病人作全身檢查及清潔時，發現他的腹部異常，檢查後才知肝出血。又試過一名男子打高爾夫球暈倒，原以為中暑，但因他說話口齒不清，電腦掃描後發現中風。

「很多時我們只看表徵，未必發現病人出現其他狀況。做外科不能只看外科問題，也要顧及內科，讓病人得到適切治療。」徐仕途說。

身為部門運作經理，他說主管應嚴以律己，寬以待人，就像當年沙士他帶領同事走進收症病房時說的一句話：「我不敢保證你絕對安全，但我保證我會是最後一個離開病房。」後來他獲《時代雜誌》選為「亞洲英雄」之一。他強調以身作則，以大局為重，是故同事以「俠之大者」形容徐仕途，一如金庸筆下、小說《射鵰英雄傳》中的郭靖。

17年後，疫症重臨，他身處的外科病房主動接收新冠病人，「做得幾多得幾多，如果發現有不妥當的地方要及早出聲。」這番話源自他還是護士學生時，曾向病房一名師姐請教有甚麼地方可做得更好，對方說：「當換轉你是病人，你是否能夠接受這種護理？你就知道甚麼地方做得不夠好。」這句話讓他銘記於心，並將之傳承下去。



傑出員工 Outstanding Staff

徐仕途
威爾斯親王醫院部門運作經理（外科）
Chui See-to
Department Operations Manager,
Department of Surgery, Prince of Wales Hospital

The healthcare workers in the department of surgery are mostly candid personality with a bit curiosity. Through his 36 years of experience in the Department witnessing complex and difficult cases, **Chui See-to** has learnt that meticulous attention to detail can make a life-saving difference in patient care. On one occasion, a car crash victim was admitted with a head injury and, while giving him a medical check-up and bed bath, Chui noticed his stomach was abnormal. The patient was diagnosed with a liver hemorrhage.

Another time, a patient fainted while playing golf and was thought to have suffered from heat stroke. However, Chui noticed he could not speak clearly. The patient was referred for a CT scan which revealed he had suffered from a stroke.

“Sometimes, we only focus on the symptoms, and we may not notice the other circumstances of the patient,” Chui reflects. “We should not only look at surgical issues but also medical issues in order to provide appropriate treatment to the patient.”

As a Department Operations Manager, Chui believes supervisors should be strict with themselves and tolerant of others. He was hailed as one of the Asian Heroes by *Time* Magazine when he told colleagues in an admission ward during the SARS crisis, “I cannot guarantee you will be absolutely safe, but I guarantee I will be the last one leaving the ward.”

Chui believes in leading by example, and the importance of considering the overall situation. He has been compared by appreciative colleagues to the character Guo Jing from the *Legend of the Condor Heroes* created by Hong Kong martial arts novelist Jin Yong.

Now, 17 years after the SARS outbreak, Chui is helping tackle the COVID-19 epidemic. His surgical ward has received patients infected with the virus and he says, “I give as much support as I can. And if anything goes wrong, I speak out.”

His approach is based upon an experience when, as a nursing student, he asked a veteran nurse how he would know if things could be done better. She replied, “ask yourself this: If you were the patient, would you accept this level of nursing care? Then you will know.” Chui treasured that sage advice, took it to his heart, and has passed it to his colleagues through the years.

13 優秀青年 13 Young Achievers

如果我是 "If I were..."



動物
Animal

- 1 你會以甚麼動物形容自己？
If you were an animal, what would you be?
- 2 誰對你工作有所啟發？
Who inspires you in your work?

① 動畫電影《優秀大都會》中的兔仔警長朱迪——樂觀且意志堅定，世界很好，我相信只要努力，定能帶來更好的改變。

The rabbit Officer Judy Hopps in the animated film *Zootopia*. She is optimistic and strong-willed. I do believe the world is beautiful and it can be even better if we work hard.

② 當我還是初級醫生時，曾短暫在腎科病房工作，腎科主任黃思豪醫生是對我影響甚深的前輩。與腎病共存是腎病患者的一大挑戰，黃醫生對每位病人都呵護備至，診症時每每充滿同理心和耐性，仔細了解病況。他的熱誠感染了我，令我立志成為一個關心病人、為他們帶來希望的腎科醫生。

I have once worked in the Renal Ward when I was a junior doctor. Dr Sunny Wong Sze-ho, head of Renal Unit, has influenced and inspired me deeply as my senior. Living with chronic kidney disease has always been a major challenge for kidney disease patients. Dr Wong treats every patient with the utmost care. He shows empathy and patience, tries to understand the patient's conditions during consultation. His enthusiasm is contagious, which makes me determine to become a nephrologist with a caring heart to bring hope to patients.

陳梓醫生
Dr Chan Zi

基督教聯合醫院副顧問醫生（內科及老人科）
Associate Consultant (Medicine and Geriatrics), United Christian Hospital



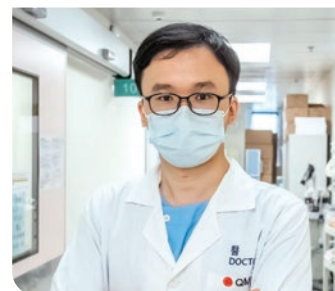
陳君裕
Max Chan Kwun-yu
北區醫院配藥員（藥劑部）
Dispenser (Pharmacy), North District Hospital

① 蝸牛——縱使前進速度慢背負重，一旦下定決心，定會向著目標前進。

A snail. I move towards my goal with determination although I may be slow and heavily loaded.

② 我的外公啟發了我很多，他對所有事情都深感興趣，我們經常一起學習維修機械，培養出對未知事物的求知欲。他時常跟我說應把學習當成興趣和習慣，並享受當中過程。和他對弈令我學懂凡事先以宏觀角度分析局勢，三思而後行，讓我保持客觀。

My grandfather inspires me a lot. He takes an interest in everything. We always repair machines together which nurtures my thirst for knowledge. He says I should turn learning into a hobby and a habit, and enjoy the process in between. He teaches me to analyse in a macro perspective when playing chess – to think before I act, and to remain objective.



譚永輝醫生
Dr Tam Anthony Raymond
瑪麗醫院副顧問醫生（內科）
Associate Consultant (Medicine), Queen Mary Hospital

① 馬——我做事講求速度，常提醒自己若有工作，應坐言起行馬上處理，否則積累起來更煩亂。

A horse. I strive for efficiency. I often remind myself that tasks should be completed as soon as possible. Otherwise, accumulation of work would lead to more chaos.

② 我的媽媽對我的工作態度影響最深。小時候聽媽媽分享工作點滴及與朋友的相處，她經常教導我要設身處地替人設想，不論成績、學歷、地位、財富如何，每個人都有值得學習的地方。耳濡目染下，我銘記團隊工作中每一位隊友的意見都有價值，集思廣益可發揮最大潛力，一起解決問題共渡難關。

My mother has influenced me the most on my work attitude. When I was a kid, I listened to her stories about her work and how to get along with friends. She often taught me to be considerate; and there must be something to learn from people regardless of their academic or social status. Nurtured by her sharings, I bear in mind that every team member's opinion is valuable. We can unleash our full potential and work things out as long as we put our heads together.



余日峯醫生
Dr Shea Yat-fung
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(內科)
Associate Consultant
(Medicine), Queen
Mary Hospital

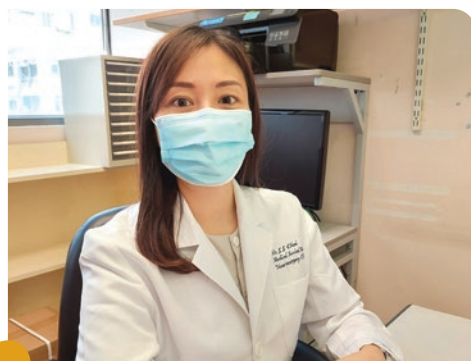
① 松樹——它代表生機盎然、堅毅、巍然屹立和積極向上的精神。

A pine tree. A symbol of vitality, perseverance, pride, and upward motivation.

② 約10年前我還是初級醫生，在瑪麗醫院老人科受訓，當時的指導醫生是時任高級醫生趙嘉俊。趙醫生提議我每逢星期四早上在記憶科門診，在旁觀察他診症。他耐心講解病例，示範不同的問症技巧，將經驗傾囊相授。那三個多月的體驗令我對老人科及認知障礙症產生莫大興趣，更選擇成為我的終身職業。

When I was a junior doctor about ten years ago, I received training in the Department of Geriatrics of Queen Mary Hospital. At that time, my mentor was the then senior doctor Dr Patrick Chiu. Dr Chiu invited me to observe his consultation sessions in the Memory Clinic every Thursday morning. He explained cases in detail and demonstrated different interview techniques. He shared his wealth of knowledge with me selflessly. After the three-month experiences, I have developed a strong interest in geriatrics and dementia, which has become my lifelong profession.

① 你會以甚麼植物形容自己？
If you were a plant, what would you be?
② 誰對你工作有所啟發？
Who inspires you in your work?



蔡珊珊
Choi Shan-shan
廣華醫院助理社會工作主任（醫務社會工作部）
Assistant Social Work Officer (Medical Social Service Department), Kwong Wah Hospital

① 向日葵——筆直站穩，一直面向太陽，給別人帶來希望，就像我帶著使命陪伴病人和家屬走過患病歷程，一起尋找曙光。

A sunflower. It stands straight and follows the sun to bring everyone hope. Like sunflower, I have a mission to accompany my patients and their families to walk through the recovery journey and look for a silver lining together.

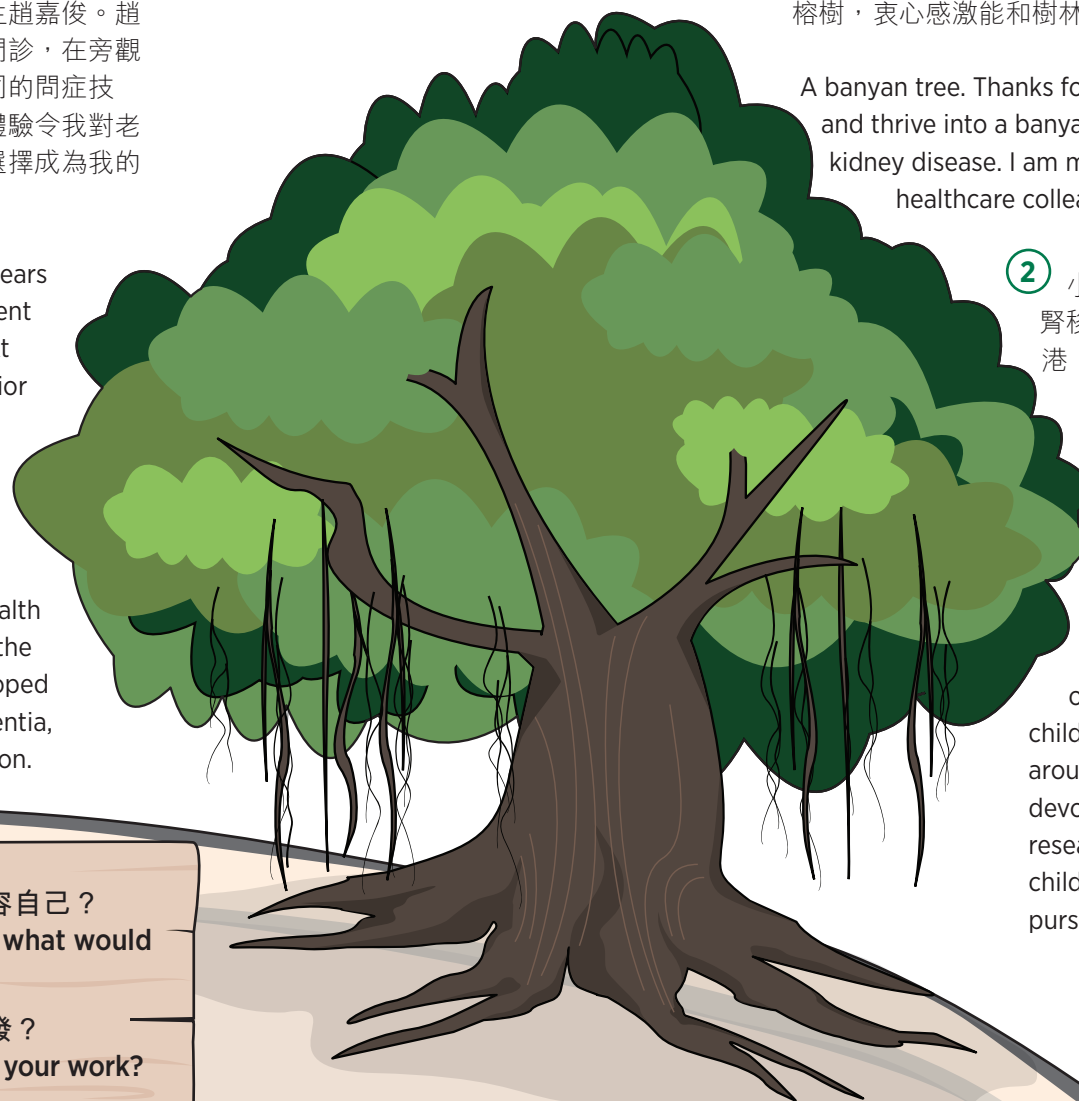


② 10多年前有一名年輕病人遇上了好醫生，醫生不但以專業知識對病人作出即時及適切治療，更定時向其家人詳細解釋病情和康復進度，持續關心他們的情緒和心理需要。他和團隊給予該病人一段充滿愛的人生旅程，這段經歷亦驅使我成為一名有心的醫務社工。

Over a decade ago, a young patient met a good doctor. The doctor not only performed appropriate and immediate treatment for the patient with his professional knowledge, but also regularly explained the medical condition and recovery progress in detail to the family, as well as constantly paid attention to their emotional and psychological needs. The patient journey was filled with love with the dedication of the doctor and his team. It drove me to become a devoted medical social worker.

① 榕樹——感謝病人和家屬的信任，令我從一棵小樹苗茁壯成長，成為守護腎兒的榕樹，衷心感激能和樹林裏許多無私奉獻、有如大樹般可靠的醫護同事並肩作戰！

A banyan tree. Thanks for the trust from my patients and their families, I persevere and thrive into a banyan tree that safeguards the well-being of children with kidney disease. I am most fortunate to team up with the brilliant trees-like healthcare colleagues in the forest who work selflessly for the kids.



② 小兒腎科「一代宗師」趙孟準教授。他開創本港兒童透析和腎移植服務，培育了以病人為本的優秀團隊。他一生服務香港、內地以至海外的腎病兒童，為他們帶來希望。他對工作和人生的熱誠，深深感動和啟發了我，令我決心投身腎科。透過研究和引入新服務，我希望讓一眾腎兒的生活重回正軌，追求夢想，度過快樂童年！

Prof Chiu Man-chun, the instrumental leader who pioneered the development of paediatric nephrology in Hong Kong. He established the paediatric dialysis and kidney transplant services and nurtured a patient-centred outstanding clinical team. He dedicated his life to serve children with kidney disease in Hong Kong, the Mainland and around the world. His enthusiasm inspired and motivated me to devote my career to paediatric nephrology. Through innovative research and introducing new service, I wish to help these sick children get their life back on the right track, so that they can pursue their dreams and have a happy childhood!



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馬師浩醫生
Dr Ma Sze-ho
威爾斯親王醫院
副顧問醫生（內科及
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of Wales Hospital

- ① 珍珠奶茶裏的珍珠——總是黑漆漆的沉在杯底不起眼，卻為整杯飲品的味道提升一個層次（雖然偶然會卡住飲管）。

The tapioca pearls in bubble tea. They are not eye-catching at all but they enhance the flavour of the drink – even though they sometimes get stuck in the straw.

- ② 除周啟明醫生和梁慧康教授外，對我最具啟發性的有心人是我太太。每次和她行山，她都不肯往山頂前進，總說「山頂風景並不是最美，一起走的每一段路才最精彩，還有山腰涼亭的豆腐花才是最美（味）。」這提醒了我即使中風病人做完手術，也有太多不可控因素，令他們康復進度未如理想，我們陪著病人一起走過的路也很重要。雖然無法承諾病人一定可以完全康復，但必定會盡全力幫助他們。

Apart from my supervisor Dr Chow Kai-ming and Professor Leung Wai-hong, my wife is the person who inspires me the most. Every time we go hiking, she refuses to climb to the top of any mountain and tells me, “it isn’t the scenery at the top that I enjoy – it’s the walk we have together and the tofu pudding we have in the kiosk halfway up.” That attitude reminds me that many uncontrollable factors can affect a patient’s progress and recovery from a stroke after we carry out surgery. It is also important to accompany the patients travelling the journey. We may not always get the result we expect or want, but we always provide all the support we can to each patient.



黃偉龍
Jacob Wong Wai-lung
屯門醫院一級行政助理
（聯網人力資源部）
Executive Assistant I (Cluster
Human Resources Department),
Tuen Mun Hospital

- ① 平安包——加入不同餡料，蒸到脹卜卜之後，能讓人飽足；也取其寓意，職安健工作旨在確保同事工作平安。

A ping on bun.
A puffy steamed ping on bun will satiate your cravings. It is also believed that the bun brings people peace, just like my duty of Occupational Safety and Health (OSH) which ensures safety of colleagues.

- ② 我師父李紹強對我的生活和事業影響深遠。他視我為徒弟般教導，用行動實踐職安健團隊的使命。例如疫情初期，他帶領團隊上門替同事做口罩面型配合測試，更在工餘時查考不同文章，教我箇中技巧及背後原理，確保前線佩戴合適防護裝備。過程中難免遇到困難，但能夠成為前線抗疫的「平安包」，我非常有成就感！

My mentor Kenny Li has a far reaching impact on my life and career. He regarded me as his student and demonstrated how to put our missions in the OSH team into actions. In the early stage of the epidemic, he led the team to every department and ward to perform fit tests for colleagues. He spent his spare time researching different articles and teaching me the techniques and principles of fit tests, ensuring the frontline staff were equipped with appropriate personal protective equipment. We do encounter difficulties, but I rejoice in the success of becoming a ping on bun on the anti-epidemic frontline!

- ① 白米——有無限的發揮空間，蒸、煮、炒、焗樣樣皆能，能令其他同伴更突出，各顯所長。

Rice. From steaming to cooking and from frying to baking, the potential of rice is limitless. The beauty of rice lies not in itself, but its ability to stay a humble side dish and allow those around it to shine and have their moments.



鄭正禧醫生
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基督教聯合醫院副顧問醫生
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Associate Consultant
(Paediatric & Adolescent Medicine), United
Christian Hospital

- ② 三年前，一名患有脊椎性肌肉萎縮症的女孩被送到兒童深切治療部，須用呼吸機、強心藥和抗生素維生。幸而她慢慢恢復過來，在準備拔喉那天寫下：「縱使我要開個洞來呼吸、只有一隻眼看這個世界，我都願意繼續生存。」她的網誌也寫著：「上天是公平的，缺陷令我更加堅強，以生命影響生命。」作為前線可以見證病人的故事，而被遺忘的一群往往最能啟發我。

Three years ago, a girl with spinal muscular atrophy was admitted to the Paediatric Intensive Care Unit. She was put on a ventilator, prescribed inotropes and antibiotics. Fortunately, she recovered gradually. On the day she was about to be extubated, she wrote, “even if I were to breathe through a tracheostomy and see the world with a single eye, I will still choose to live.” On her blog she also wrote, “God is fair. My disabilities make me stronger and give me the ability to influence others.” As a frontline doctor, I have been privileged to witness these stories as part of my daily practice – it is often that those who are forgotten inspire us the most.



林美瑩醫生
Dr Lim Mei-ying
瑪嘉烈醫院顧問醫生（腫瘤科）
Consultant (Oncology),
Princess Margaret Hospital

- ① 蓮藕——我做事不輕易放棄，有如蓮藕絲般不易折斷。

A lotus root. Like a pliable fibre that is not easy to snap, I never give up.

- ② 在我的人生中，爸爸是影響我最深的人，特別是他的自律和毅力。我就讀大學時，爸爸身體變得比以前虛弱，但依然風雨不改每天早起做運動。記得一個下著雨的冬天早上，我問爸爸：「為甚麼你能夠每天都堅持下去？」他說：「當你找到這件事的意義，就會變成推動力支持你走下去。」我在工作或人生上遇到困難時，都會想起他這番說話，提醒自己不要輕易放棄。

My father is the most influential person in my life, especially for his self-discipline and stamina. When I was studying at university, he became very weak. But he would wake up early to exercise every morning, regardless of the weather. One rainy winter morning, I asked him, “what motivates you to do it every day?” and he replied, “when you find something worthwhile, it inspires you to keep going.” Whenever there are problems in my work or life, that reminds me never to give up.

- ① 切片機——把遺體眼角膜切薄，透過微創手術植入患者眼中，令他們重見光明。

A slicer. I divide the donor corneas into slices and implant in patients' eyes via minimally invasive surgeries to help restore patients' sight.



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- ② 啟發我多年的是電影《阿甘正傳》中的主角阿甘。我和他一樣並不聰明，甚至有些缺點，但對工作充滿熱誠和堅持。我有幸能和一班志同道合的醫護、視光師和眼庫同事一起治療角膜疾病，多年來以各種治療方法、創新的移植手術來紓緩香港遺體角膜不足的情況，醫治因角膜疾病而失明的病人。

I was much inspired by the character Forrest Gump in the movie. Like Gump, I may not be smart, a little flawed even, but I have passion and commitment in my work. I am grateful that I work with many doctors, nurses, optometrists and colleagues from Eye Bank, all dedicated professionals who share the same mission as me: to adopt different modalities of treatment and innovative transplantation techniques to help alleviate the shortage of donor corneas in Hong Kong and help sufferers of corneal blindness see again.

物品 Object

1

你會以甚麼物品
形容自己？
If you were an
object, what
would you be?

2

誰對你工作有所
啟發？
Who inspires you
in your work?

- ① 粉彩——繪畫有助我在百忙之中靜思減壓，不同色彩仿似我多面體的性格，混合調色就如運用我的不同個性，應對生活各種挑戰。

A box of pastel colours. Pastel painting is my way to mediate and de-stress. The myriad colours reflect the multi-facets of my personality: the sense and sensibility. Through flexible mixing and matching of these colours or different sides of me, I can effectively deal with different challenges of everyday work and life.

- ② 我很幸運爸爸以身教，教懂我在繁重的工作中尋找樂趣和滿足感。他同為婦產科醫生，啟發我在熱心服務病人時體會快樂及意義；在遇到困難時以正向思維冷靜思考。他幫助我培養不同的興趣、擴闊視野，亦提醒我保持好奇心，讓我更了解自己，也更能理解別人。

I am fortunate to have a father, who has taught me through his own example, how I could find both fulfillment and enjoyment in a busy work life. Being an obstetrician and gynecologist himself, he has inspired me to find meaning and satisfaction through earnestly helping and caring for my patients, and to always maintain a positive and calm frame of mind when faced with challenges. He has also helped me cultivate a range of interests to broaden my horizons and has reminded me to be curious, to enable me to better understand myself and others.



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- ① 膠水——我希望能像膠水般黏合及凝聚同事，激勵大家一起向共同目標努力。

Glue. I want to hold my colleagues together, motivating them to achieve our common goals.



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- ② 學生時代遇過一位有心人前輩。曾有病人深夜要求下床站立，夜更人手薄弱，相信很多同事都未必答應，但前輩二話不說，便叫和我一起扶病人站起來。他說：「在我們看來不太合理的要求，對病人可能別具意義，你能明白久病臥床的人有多希望能腳踏實地嗎？」是前輩撒下同理心的種子，教導我只要力所能及，都盡量理解及滿足病人要求。

I was inspired by a conscientious senior colleague when I was a student nurse. A patient asked to stand up in the middle of the night. Because of the tight manpower situation on the night shift, most of my colleagues might not be able to offer help. But the senior colleague didn't hesitate to ask me to lift the patient with him and told me, "it might be an unreasonable request but it is meaningful to the patient. Now you can see how badly a bedridden patient wants to stand up." That colleague planted the seeds of empathy in me and encouraged me to understand and fulfil patients' needs in my work.