



門後的故事

Stories behind  
the door



## 編者的話

門內門外，兩種風景。醫院24小時不停運作，治病救人的大任，有賴不同崗位同事各展所長，齊心付出，才可完成。今期《封面故事》幫你推開這扇門，讓你了解門後的他們，日常如何為病人、為我們的前線醫護同事作出貢獻(頁2至6)。

潮流與微電影，醫管局製作了微電影《愛在醫管局》系列——四個醫患互動的感人故事正在HA Channel熱播(頁8)；還有籌備多時的醫管局口述歷史系列，將以專訪大Sir 鍾士元爵士憶述醫管局成立珍貴片段揭開序幕，有關消息，請看第7頁。鄧肇堅醫院急症科訓練中心肩負訓練急救專家的重任，今期的《臨床模擬訓練中心》系列將詳細介紹中心如何利用再經設計的廢車，模擬在車禍現場進行拯救，翻至第12至13頁，可看到這篇報導。

《協力》不斷更新，全新電子版已加入電郵、Facebook、Twitter、Google+、微博的分享功能，要與朋友分享我們的好文章更方便了。

炎夏已去，中秋將至，《協力》預祝各同事中秋佳節人月兩團圓。

## From the editor

Doors separate inside and outside worlds. This issue's Cover Story 'opens the doors' on the daily responsibilities of several Hospital Authority colleagues who provide some of the less familiar yet vital services that ensure our hospitals can operate 24/7, to serve the community and save lives. To learn more about HA's behind-the-scenes operations, turn to page 2.

With the rising popularity of the short film, HA has entered the world of micro-film production with *Love@HA*. Released through HA Channel, *Love@HA* is a series of four micro-films featuring the touching stories of frontline staff and their patients (see page 8). Other upcoming HA Channel releases include the long-awaited HA Oral History series, which kicks off with a fascinating interview with HA founder Sir SY Chung. Please see page 7 for more details.

In the latest installment of our series of articles on HA clinical simulation training centres (pages 12 and 13), we introduce the Accident & Emergency Training Centre at Tang Shiu Kin Hospital. The Centre specialises in training first-aid experts using 'real life' props and scenarios, including the use of wrecked cars to simulate traffic accidents.

Recent enhancements to the e-version of *HASLink* include the addition of five social media add-ons – e-mail, Facebook, Twitter, Google+ and Weibo – making it even easier to share *HASLink* articles with your friends and colleagues.

As this year's hot, wet summer draws to a close, we wish all our colleagues a very happy Mid-Autumn Festival.

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## 殮房技術員： 刀法眼界都要準

殮房總是帶點神秘，一般人敬而遠之。許多人即使在醫院做事，也未必了解當中的工作。

門後是偌大的解剖室，也是王士強的工作重地。Behind the double doors is the autopsy room, where Wong carries out his professional work.

在威爾斯親王醫院殮房工作了18年，現為殮房技術員的王士強說：「我們的工作是根據香港的有關法例，為需要查明死因的死者解剖，抽取組織化驗。」威院的殮房位處新大樓，設備先進，設計柔和而明亮，而不是想像中的陰陰沉沉。

王士強說：「為屍體解剖時，他們會按病理學醫生的指示行事。一般而言，各個器官都要抽取少許組織化驗，但亦有個別案例，加上威院也是教學醫院，有時可能要額外抽取組織，例如骨質樣本。」

要做好這份工，王士強認為最重要是做到病理部醫生的要求，「解剖時亦要快而準，小心不要破壞器官，取出樣本後放回原處並縫好。」事實上，他們的工作對醫學界舉足輕重。他笑說：「沙士病毒固然是醫生發現，我們卻是負責抽取組織化驗的人。」

十多年來，王士強一直敬業樂業，從來未想過轉行，家人也很支持他的工作。他回憶說，「女兒還是小學生的時候，問我做什麼工作，我說協助醫生解剖。女兒聽了最初很不快，但當她告訴同學爸爸的職業，同學竟大讚她爸爸犀利，

王士強手上的試管，用來儲存血液樣本。The tubes in his hands are for collecting blood samples.



He notes that the work of mortuary technicians has an importance that extends beyond determining cause of death – including contributing to medical research and our understanding of wider public health issues. Citing the example of SARS, he says: "The virus was identified by doctors, but it was people like us who collected the test samples."

Wong has never considered a different career. His family is also supportive of his choice. "When my daughter was a primary student, she asked me about my job," he says. "I told her I helped doctors to perform autopsies. This upset her at first, but when she told her classmates, they praised me and told her I must earn a lot of money! They thought I was a doctor – this certainly cheered my daughter up!"

Wong says more families now know that, in most cases, they can prevent an autopsy on their loved ones by signing a few forms and this has led to a drop in the number of autopsies carried out in more recent times.

賺很多錢！女兒便再沒不快。我想她的同學可能誤以為我是醫生。」

王士強說，由於現時不少死者家屬知道可簽紙免卻驗屍，因此解剖工作也較以往少得多。「解剖方法亦由以前Y型的英式或對門的美式，改為中間一刀切的港式，把切口盡量縮小。」

王士強樂天知命，也不怕死，但他坦言第一次落刀解剖竟忍不住嘔了，現在教新人他也不介意說出這宗「瘡」事。雖然入行的人不多，但也不無新人，最近便有年輕的90後加入。



解剖工具。  
Tools for autopsy work.

## 全賴每一份貢獻 Vital parts of the HA engine

公立醫院裡，醫護人員走在前線，為病人醫療救治。但一家醫院能安全、暢順運作，還有許多平時見不到的幕後功臣，他們每天盡忠職守，默默付出。任何崗位上缺少了一員，都會影響醫院的服務，絕對是一個都不能少。今期《協力》走訪了四位來自不同醫院和崗位的同事，包括殮房技術員、洗衣房工人、護送員及廚師，了解他們的日常工作。

For patients and their families, most of their interactions with Hospital Authority employees involve staff working on the frontlines. But the smooth and safe operation of a hospital requires many behind-the-scenes workers – individuals whose dedicated but often unnoticed efforts play a vital role in providing quality healthcare services. This issue, *HASLink* features interviews with four colleagues, namely a mortuary technician, a laundry workman, a porter and a chef, to find out more about their work.

## Bringing comfort and closure through after-life care

**The mortuary – a place that most people prefer not to think about. Even long-serving hospital staff may have little idea about what goes on in this 'mysterious' part of the building.**

Wong Sze-keung has worked in the mortuary at Prince of Wales Hospital (PWH) for 18 years. "My role as a mortuary technician involves assisting with autopsies – collecting samples and performing tests to determine cause of death," he says. Located in a new building with advanced facilities and a simple and bright design, the PWH mortuary is not the gloomy environment that one might expect.

Wong explains, "The standard practice is to take a small sample from all the organs for testing. However, in certain special cases – and given that PWH is also a teaching hospital – we may sometimes collect extra samples, such as bone specimens."

Wong says the most important part of his job is being able to respond quickly and accurately to the pathologist's instructions. "Autopsies must be conducted efficiently and with precision. We must take care not to damage the organs when collecting samples, ensure any organs that are removed for sampling are put back in the right place, and carefully sew up the incision," he explains.





## 洗得開心 穿得安心

25噸，即55,000多件衣物，  
柴灣洗衣房一天吞吐的衣物，  
足可放滿多個大貨櫃！

座落於東區尤德那打素醫院旁的柴灣洗衣房，每天為東區、廣華、將軍澳、東華東院、衛生署門診及醫管局普通科門診清洗職員及病人衣物。百多人一天分兩更，一周六天密密手工作，為的是提供乾淨、整齊的衣物給職員和病人。

在洗衣房工作十多年的張貴霞說，乾淨整齊的衣物，令職員、病人百分百安心之餘，也凸顯各職級人員的專業形象。

帶有傳染性的污衣，送來洗衣房之前，已做好消毒處理，洗衣房收到只是一般污衣。工人會先把職員和病人的衣物分開，再按顏色和衣物

所需的洗滌程式分類。不論是職員或病人的衣物，均會以臭氧或高溫處理消毒。

洗衣房近年不斷改革，由廠房、機器以至衣物的布料都逐步改良，使洗衣效率不斷提升。張貴霞說：「以前我們要把洗淨後扭成一團的床單一件件鬆開。但最新購入的一部『夾單機』可以把床單一張一張鬆開，省時省力，快捷方便。」

洗衣房經理李潔瑩也說，近年員工的工作服和病人衣物的布料都改良了：「以前制服所用的衣料，易皺難熨。現在改用混紡，穿起來

Cheung Kwai-har has worked in the laundry for over 10 years. She says that clean clothing and linens are not only vital for the comfort and health of medical staff and patients, but also reflect the professionalism of HA and its employees.

Items that may possess an infection risk undergo a special disinfection treatment before they are sent for washing. On arrival at the laundry, the clothing of staff and patients is separated, and then further divided by colour and by washing programme that will be used. All clothing and linens are disinfected using ozone or high temperatures as part of the cleaning process.

The laundry has changed a lot over the years. Cheung notes that many of the changes have improved efficiency. "We used to shake out washed bed sheets one by one by hand. Now we have machines to do this, saving a lot of time and energy."

Laundry manager Karen Lee says that each set of washing machines at the laundry can wash up to 800 items of clothing an hour. She adds that improvements in the material used to make hospital clothing have also been beneficial. "In the past, the

張貴霞服務的柴灣洗衣房日洗衣物高達55,000件。Chai Wan Laundry, where Cheung Kwai-har works, can handle up to 55,000 items of clothing a day.

不易皺，清洗後，只需使用隧道式乾衣系統吹乾處理，便能挺直免熨。」李潔瑩說，現在每機組一小時可處理多達800件工作服。

什麼東西最難洗？張貴霞認為非毛毯莫屬。「以前的毛毯又重又刮手，現在醫院用的毛毯較前柔軟得多，輕身得來又暖身。」

張貴霞很滿意洗衣房的工作：「我在這裡做得很开心，雖然我做的就只是洗衣流程裡的一個小程序，但必需把每一步做好，才會有乾淨整齊的衣物供同事與病人使用。」



掛吹  
Hanging for drying



整摺  
Folding



整疊  
Piling



整熨  
Ironing

一系列經改良的新工作服。  
A new set of work clothes for  
members of HA's professional staff.

material used for staff uniforms wrinkled very easily. Since changing to a mixed-fibre fabric, uniforms are virtually wrinkle-free after washing and no longer need to be ironed."

What has been the most difficult thing to wash? Cheung's view is that the old-style blankets were the most challenging. "The old blankets were heavy and rough. The new blankets are much softer and lighter – and much easier to wash – and they are warmer too," she says.

Even after 10 years, Cheung still enjoys her laundry work. "I'm very happy to work here. Even though I'm only a small part of the whole washing process, everyone in the laundry has an important part to play in ensuring that our colleagues and patients have clean and safe clothing."



## 踏破波鞋密密送

㗎㗎!「緊急82323運送病人從H9到B1內視，床號21，1人」

㗎㗎!「82391運送病人從R8到機位，註：床號25 LA5，1人」

她每日收到至少30個護送召喚。

她的部門每日處理過千次護送。

醫院每日都有許多病人要由甲點到乙點做檢查、照X光、接受手術.....把病人安全護送至目的地，全賴一群護送員幫手。

高寶珠是伊利沙伯醫院病人護送組的3B級運作助理，她和其他護送員一樣，每人都帶有一個call機。每天拍卡上班後就啟動call機，之後便不停收到護送指令。「還未電腦化時，主管收到病房要求護送的電話，我們便出動。每次完成工作都要返回辦公室等待下一個工作。現在有了call機，不但節省每次要先返回辦公室的路程，還可護送更多病人。」遇上非常緊急的個案，護送員五分鐘內就要到達指定地點；普通情況下，他們都要在15分鐘內抵達。

高寶珠每天走的路比常人多幾倍，曾試過一年換了兩對鞋。所以一對可靠的工作鞋特別重要。對於消除雙腳疲勞，她亦甚有心得。「把鹽水煮15分鐘用來浸手和腳，便有效消炎和消除疲勞。」

高寶珠隸屬的病人護送組現有90人，分三更為全院服務。「這裡好像一個大家庭，加上我的工作要穿梭整間醫院，各科各病房的職員我都熟悉。」伊院面積大，必須摸熟各門各路，才不至迷路和走冤枉路。「記得返工頭幾天我在R座地庫迷路，轉來轉去都找不到出路。不過不到一星期，我已無處不達了。」她說。

雖然每天面對不同的病人，高寶珠的笑容卻比以前多：「以前我甚少笑，但護送病人時我總是

高寶珠說護送員必須保持健康和精神，否則體力應付不來還會走錯路。  
Po-chu says that getting enough sleep is vital for having the energy needed to be a good porter.

用笑容來開解他們。最令我開心的，就是見到病人康復和同事讚我們隨傳隨到。」



和高寶珠拍住上的戰鞋。  
This is her running shoe.



高寶珠說，在伊院問路的人遇著她，一定幫到手。  
For anyone who needs to find their way around QEH, Po-chu is a walking, talking map.

further than is necessary. "In the first few days, I got completely confused in the basement of Block R," Po-chu laughs. "This experience made me determined to learn my way around as quickly as possible and, in less than a week, I already knew all the routes – and a few shortcuts!"

Despite its challenges, Po-chu keeps a smile on her face. "I seldom smiled in the past, but my job at HA has taught me the value of a positive attitude – it's really encouraging to the patients," she says. And what makes her most happy? "Seeing patients recover and when colleagues express their appreciation for the service provided by the porters."

## Always on the move

**Beep! "Urgent 82323 transfer patient from H9 to B1 endoscope, bed no. 21, one person"**

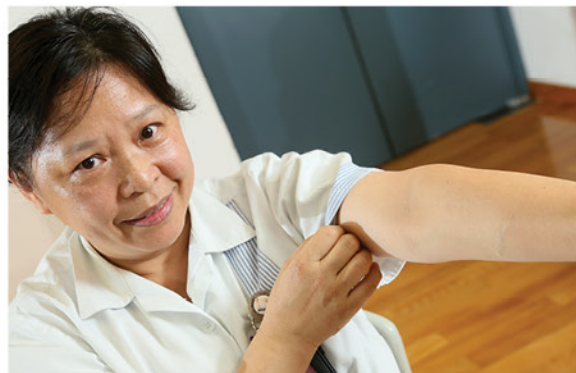
**Beep! "82391 transfer patient from R8 to RTLA. Note: bed no. 25 LA5, one person"**

**She receives at least 30 calls per day.**

At a hospital, patients needing to be safely transferred from one location to another are handled by a hospital porter.

Ko Po-chu is a 3B Operation Assistant in Queen Elizabeth Hospital's (QEH) Portering Service Unit, which collectively handles over a thousand transfer orders a day.

Like all HA porters, Po-chu always carries a pager with her when she is at work. "Before the system was computerised, porter orders would be made by phone to a central station. After we completed a transfer request we would have to come back to this station to receive our next order," says Po-chu. "Now that our orders are issued via our pagers we don't need to return to the office and we can transfer a greater number of patients." In urgent cases, the porters need to arrive at the pick-up point within five minutes. For ordinary transfers, they are required to complete the order within 15 minutes.



「手瓜」就是這樣煉成的。  
See my muscle.



一件件光鮮護士工作服出場。  
Clean and sharp nurses' work clothes are ready.



# 啖啖有營 伙頭將軍為「醫院飯」平反

「醫院飯」難食，限於父母輩年代的公立醫院服務，醫院膳食水準，大概只能如此。陳慧雯與她的伙頭團隊鑽盡法子要打破這個舊有觀念，把今天的醫院飯焗得味香可口之餘，兼夾健康、衛生。



陳慧雯1993年加入瑪嘉烈醫院營養及膳食部，現為一級醫院廚師。她對膳食的熱誠和要求多年來有增無減，每天和同事為病人炮製有營美食。

醫院飯常被聯想到難吃，陳慧雯並不苟同：「醫院給病人的膳食，首要是新鮮、衛生、健康、安全，不用味精及少用醃製食品，所以一般較街外的食品清淡。」

但要病人食得開心，還有賴他們細密的心思：「以瑪嘉烈為例，餐單每18天才會重覆，即使病人留院時間較長，也不感太單調。另外，我們還會按季節選擇合適的食材轉換餐單。」

醫院膳食有幾營？陳慧雯說現有餐單參考醫管局電腦系統內餐單庫，每個食譜都有清楚列明烹調及份量指引和營養價值分析，她可輕易從中選擇合適的菜式設定餐單。

醫院每天製作約3,000份餐，餐單有不同的質類（例如：正餐、碎餐、糊餐等）及餐類（素食餐、清真餐、通粉、麵等）的選擇，迎合不同病人需要。陳慧雯解釋：「也有因應個別病人病況而設的特別餐，電腦系統會自動篩選適合的餐單，例如糖尿病人的早餐會自動篩選為淡麥皮，保證病人得到適合的餐單。」

為減少勞損，陳慧雯編更時會安排每個同事每日擔當不同工作崗位。  
To help prevent overuse injuries, Vivian rotates everyone's work station on a daily basis.



量度6盎司和8盎司的器具。  
Measuring spoons for 6oz and 8oz.



每天下午4:30，職員便忙於分配全院病人的晚餐。  
By 4:30pm every day, PMH staff are busy serving dinner to all the patients.



這部大型的洗菜機每日為全院病人準備清潔衛生的菜。  
This huge vegetable-washing machine helps ensure patients enjoy vegetables that are safe and clean.

## Delivering the taste of health

**Hospital food hasn't traditionally enjoyed the best of reputations. However, Vivian Chen is on a mission to change negative perceptions of inpatient cuisine. As Hospital Chef I at Princess Margaret Hospital (PMH), she and her team are working to produce meals that are not only healthy, but also delicious and well presented.**

Vivian, joined PMH's Dietetics and Catering Department in 1993. Her passion for high standards of catering has continued to develop since joining the hospital's kitchen, and it is this that drives her to create appetising meals that also meet a wide range of nutritional and dietary needs.

Referring to the public's poor image of hospital food, Vivian offers her perspective. "Patient meals must be fresh, healthy and safe, and there are patient dietary requirements to consider," she explains. "We don't add a lot of salt, fat and other unhealthy flavour enhancers that are often used at restaurants and dishes can taste different – but that doesn't mean they can't taste good."

陳慧雯每天必須試味，這盤熱辣辣的白汁紅椒雞柳很開胃，「合格！」  
Vivian always taste-tests the kitchen's food before it is served. The freshly cooked chicken with red peppers and white sauce is delicious: "Pass!"



PMH provides about three thousand patient meals a day. In addition to medically related nutritional and dietary requirements, Vivian's team must also cater for individual preferences – such as vegetarian and halal meals – and employ different preparation techniques, including providing minced and pureed dishes.

"When we prepare special meals for individual cases, the computer system will automatically select a suitable meal based on dietary needs and preferences," she explains. "For example, diabetic patients' breakfast will automatically be flagged to receive unsweetened oats."



## 口述HA歷史 大Sir先響頭炮

「叫佢(楊永強)唔好拍拖.....搞掂醫管局至結婚啦。」  
「人均壽命世界上第一、二名，係醫療好囉，我能夠96歲都要多謝醫生。」

大Sir鍾士元爵士當年被委以重任，以古稀之齡擔任開荒牛，成就今天的醫院管理局。今年已96高齡的大Sir再允邀憶述HA的成立點滴，為香港的醫療發展史留下珍貴紀錄。

HA Channel正密鑼緊鼓籌備醫管局口述歷史系列，走訪歷任醫管局主席和行政總裁，由他們道出醫局的人和事。為這系列打響頭炮的，是醫管局的開荒牛鍾士元爵士。大Sir 80年代已退休，但仍一手一腳為成立醫管局張羅，原來是逼上醫山！在訪問中，他憶述如何軟硬兼施拆解種種阻力、擺平各方利益，還笑談任命楊永強醫生做首任行政總裁的秘密。

以大Sir訪問為頭炮的醫管局口述歷史系列於8月首播，稍後便會陸續推出醫管局不同發展階段主腦人的訪問。請密切留意各集的推出日期。

## 歡迎新醫生同事

每年7月都是醫生生力軍加入醫管局的時候，當中有剛完成大學醫科課程加入醫管局當實習醫生的同學，也有邁進專科培訓階段的專科受訓醫生。

醫管局在6月期間為準實習醫生安排了連串導向活動，由行政總裁梁栢賢醫生在總部演講廳揭開序幕，新同事除了有機會聽取資深前輩和同學分享經驗之外，還參加模擬訓練及高級心臟生命支援術課程等，為未來工作做好準備。

另外，年初亦曾舉行專科介紹會，邀請各專科中央統籌委員會主席及成員，給準專科受訓醫生介紹各專科的特色及發展，透過直接對話和溝通，幫助專科受訓醫生選科。醫管局歡迎新同事加入，希望他們一同協助紓緩人手短缺的問題。醫管局明白現況，對在艱難時刻仍然謹守崗位，為廣大市民服務的同事，尤表至誠的謝意。

## 'HA Oral History' series kicks off with founder Sir SY Chung

"I told him (EK Yeoh) not to date...  
Don't get married before the HA was settled down."  
"Life expectancy here is now number one or two in the world because of the well-developed medical system. I should thank doctors for my old age of 96."

In looking back at the roots of the Hospital Authority, founder Sir Sze-yuen Chung plays a starring role. Despite officially retiring two decades earlier, his vision and tireless efforts were instrumental in the successful establishment of HA, and his key values continue to contribute to the organisation's international reputation for high standards of medical care today.



醫生流失率在過去兩年雖有輕微改善，醫管局仍會繼續努力改善醫生工作環境，措施包括加強招聘人手、改善晉升機會、發放額外酬金、聘請兼職醫生及有限度註冊的非本地醫生、豁免懷孕後期通宵駐院當值、改善考試安排及加強抽血服務和文職人員支援等。醫管局會致力優化措施，提高士氣，使到無論是新或舊的醫生同事們都能有更佳的工作環境。

## HA welcomes new doctors to the fold

Every July, the Hospital Authority welcomes a new group of intern and resident trainee doctors to its family of professionals.

In June, HA held a series of orientation activities for the pre-interns, which began with a welcome speech from Chief Executive Dr PY Leung. In addition to attending various lectures and seminars given by experienced doctors and co-workers, the pre-interns also took part in specially arranged simulation training and an Advanced Cardiac Life Support course.



HA Channel is working on 'HA Oral History' – a new series on the evolution of medical care in Hong Kong that includes interviews with previous HA Chairmen and Chief Executives.

The first installment features the insights and recollections of Sir SY – now 96 years old – who provides a fascinating behind-the-scenes look at the planning and birth of HA. He recalls the many challenges and how these were resolved with a combination of hard and soft skills as well as good stakeholder engagement. He even discloses his reasons for appointing Dr Yeoh Eng-kiong as HA's first Chief Executive.

The "HA Oral History" starting with Sir SY's interview has premiered in August. Other episodes featuring different HA development periods through interviews with the heads at those times will be released later this year. Release dates for future episodes will be announced soon – be sure to stay tuned!

Professional development events organised for existing interns includes a career talk at which the chairmen and members of different specialty Coordinating Committees introduced their respective specialties to help attendees make more informed choices when plotting out their future careers.

While welcoming its new doctors to the fold, HA acknowledges that manpower shortages still exist. HA management is fully aware of the challenges this is creating and wishes to extend its deepest gratitude to doctors and all staff for their dedication and contributions to serving the public despite the current staffing difficulties.

Steps to improve working conditions for doctors have led to a slight decline in the attrition rate over the past two years and HA remains firmly committed to further alleviating the pressure and incentivising its staff. Ongoing initiatives include active recruitment of full-time and part-time local doctors as well as non-local doctors under limited registration, enhancement of promotion prospects, recognition of top performers through the honorarium scheme, exemption of pregnant doctors from overnight call duty, standardisation of examination arrangements, and better phlebotomist services and clerical support.



# HA微電影 熱播醫患情

醫管局新製作微電影《愛在醫管局》系列正在醫管局頻道熱播。四條短片分別取名三個家庭、功課、以笑止痛、漫長的戰爭，襯上「創造曙光」的悠揚樂曲，向你道來助產士、物理治療師、抽血員及兒科醫生與病人間的真實故事，同時凸顯醫管局「以人為先、專業為本、敬業樂業、群策群力」的核心價值。

立即登上[video.ha.org.hk](http://video.ha.org.hk)或醫管局的YouTube專頁 [www.youtube.com/HospitalAuthorityHK](http://www.youtube.com/HospitalAuthorityHK)欣賞前線同事的感人故事。📺

[www.youtube.com/HospitalAuthorityHK](http://www.youtube.com/HospitalAuthorityHK)

# 更多專科服務 輪候時間 網上發放

醫管局進一步加強網上公布專科輪候時間服務，由今年7月31日起，加入婦科新症輪候時間。早前已公布的耳鼻喉科及非急需手術項目中的白內障手術輪候時間，亦同時在網上更新。

醫管局總行政經理(質素及標準)邱家駿醫生說，「希望發放更多專科門診輪候時間，加強醫管局的透明度和整體問責，同時方便病人考慮治療計劃和作出選擇。」

邱醫生說，局方已設立中央協調機制，配對跨網轉介，讓輪候時間較長的聯網內的病人可選擇到輪候時間較短的聯網求診。耳鼻喉科的配對已在九龍東醫院聯網及九龍中醫院聯網試行；今年4月起，新界東聯網威爾斯親王醫院合適的婦科病人，包括例行個案或需要接受陰道鏡檢查及低生育評估，亦可選擇到港島東的東區尤德夫人那打素醫院就診。

邱醫生表示，長遠而言，醫管局會透過年度工作計劃，適當分配資源，緩解部份專科輪候時間在個別聯網有較大差異的情況。📺

## HA showcases ‘Love@HA’ short film series

The Hospital Authority has produced four short films featuring the real-life stories of frontline staff and their patients. Released via the Authority's HA Channel and its public YouTube page, the ‘Love@HA’ series highlights how employees embody HA's core values of ‘People-centred Care, Professional Service, Committed Staff and Teamwork’ by following a midwife, a physiotherapist, a phlebotomist and a paediatrics doctor respectively as they carry out their day-to-day duties and responsibilities.

To experience these touching personal stories, visit [video.ha.org.hk](http://video.ha.org.hk) or go to HA's YouTube page at [www.youtube.com/HospitalAuthorityHK](http://www.youtube.com/HospitalAuthorityHK). 📺



## HA releases more specialty waiting times online

The Hospital Authority has further enhanced its reporting of specialty waiting times on the HA website by adding information for Gynaecology specialist outpatient clinics (SOPCs) effective 31 July 2013. The waiting time for first appointments at Ear, Nose and Throat (ENT) SOPCs and for elective cataract surgery have also been updated.

HA Chief Manager (Quality and Standards) Dr Alexander Chiu says: "It is hoped that expanding the release of information on waiting times will help enhance transparency in waiting time management and maintain public accountability and confidence in HA. In addition, this also helps facilitate members of the public in considering their treatment plan and choices."

Dr Chiu also said that a centrally coordinated mechanism has been established to pair up clusters for certain specialties to enable appropriate patients in a cluster of long waiting time be offered with an option to wait in a short one. This arrangement is currently being piloted in the ENT specialty between Kowloon East and Kowloon Central Clusters. In addition, starting from April this year, suitable gynaecology patients at Prince of Wales Hospital in the New Territories East Cluster who are triaged as routine category, or those referred for colposcopy or sub-fertility assessment can be seen at Pamela Youde Nethersole Eastern Hospital in the Hong Kong East Cluster.

In the longer term, Dr Chiu says that HA will address the current disparities by allocating appropriate resources through the annual planning exercise. 📺



市民可瀏覽[www.ha.org.hk](http://www.ha.org.hk)，在「服務指引」欄目下的「專科門診」及「非急需手術」版面，了解各醫院各專科的最新輪候時間。For all the latest information on waiting times for different hospitals and specialties, visit the HA website at [www.ha.org.hk](http://www.ha.org.hk) and consult the ‘Specialist Outpatient Clinics’ and ‘Elective Surgery’ sections of the ‘Service Guides’ menu.

# 十大「愛家物語」揭盅

心繫醫·家·人活動揭幕後，先拔頭籌的是7月推出的「愛家物語」選舉，由同事投票選出最喜愛的正向行為或說話，也就是營造正向工作間的重要元素。結果顯示尊重和溝通是同事最認同的兩個重要元素。

活動由7月3至16日舉行，共收到逾5,700位同事的投票。中獎名單已於7月底在內聯網公布。獲選的十個最喜歡正向行為及說話是：

- 各有喜好互尊重，接納不同重包容
- 對話溝通要留神，顧人感受唔hurt人
- 試吓幫人諗多步，同行合作無難度
- 代入處境易諒解，將心比己顯關懷
- 各有觀點唔緊要，放低成見傾得掂
- 態度友善人人Like，保持禮貌至得體
- 平心靜氣聽一聽，對話容易變咗friend
- 工作安排斟清楚，工作easy無甩拖
- 同事做得出色，適時讚佢咪吝嗇
- 聽吓同事需要乜，諗吓幫手做D乜

# 「防感染 護民康」 巡迴展

醫院管理局的「防感染 護民康」展覽，已巡迴至第五站，現正在瑪麗醫院展出。

巡迴展於6月29日啟航，目的是向各區市民介紹醫管局過去多年來於感染控制方面的工作，同時藉此向守護市民健康的同事們致以衷心謝意。展覽會先後到達七個領匯商場和七間公立醫院，展期直至10月中。📺

這些最為同事喜愛的正向行為及說話日後將會繼續在研討會、工作坊及心繫醫·家·人貼士包曝光。而相關活動將陸續推出。各同事請密切留意，繼續踴躍參與。📺

## Vote reveals HA top 10 positive workplace behaviours

Respect for different views and communications are two essential elements that help create a positive workplace, according to HA staff. Organised as part of the We are HA Family campaign, the Let's Vote for “Our Ways” activity invited HA colleagues to express their views on behaviours that best build a harmonious working environment.

Balloting was held from 3 to 16 July, with over 5,700 votes cast. All participants were automatically entered in a prize draw, with the lucky winners announced on the staff intranet at the end of July.

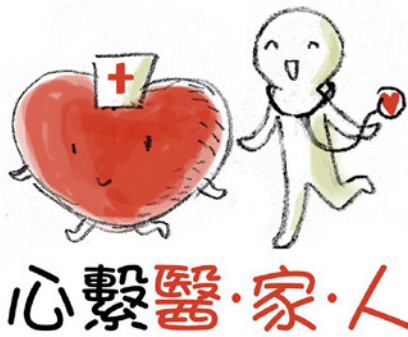
## Exhibition on tour to enhance infection control awareness

The HA's roving exhibition on infection control awareness has arrived at its fifth stop – Queen Mary Hospital.

Launched on June 29, the exhibition aims to highlight the development of infection control measures in public hospitals over the years, and pay tribute to the efforts of healthcare staff to protect the public's health. It will visit seven of The Link's shopping malls and seven public hospitals by mid-October. 📺



測試市民防感染意識的遊戲，吸引市民參與。Passers-by try their hands at the games to test their understanding of infection control awareness.



HA Family Top 10 Positive Behaviours and Dialogues:

- Respect different values, embrace different views
- Communicate with care and empathy
- Be considerate, to cooperate
- Put yourself in others' shoes
- Discuss and compromise to make a difference
- Be kind and polite, that's what we like
- Be patient in conversation, be friends in organisation
- Communicate better, achieve higher
- Be generous with your appreciation
- Give a helping hand, a good team will stand

These top 10 “Our Ways” will be incorporated into training materials for future seminars and workshops as well as the We are HA Family tips kit. Other fun staff engagement activities will be rolled out over various channels as the We are HA Family campaign continues. 📺



屯門醫院展場設攤位向市民派發小冊子。Booth at Tuen Mun Hospital for distributing leaflets.

日期 Date	地點 Venue
24/8 – 30/8	瑪麗醫院 Queen Mary Hospital
31/8 – 6/9	何文田廣場 Homantin Plaza
7/9 – 13/9	伊利沙伯醫院 Queen Elizabeth Hospital
14/9 – 20/9	馬鞍山恆安商場 Heng On Commercial Centre
21/9 – 27/9	威爾斯親王醫院 Prince of Wales Hospital
28/9 – 4/10	藍田啟田商場 Kai Tin Shopping Centre
5/10 – 11/10	基督教聯合醫院 United Christian Hospital



## 《協力》新電子版 逐篇分享話咁易

為方便讀者分享《協力》的精采故事，《協力》已加入電郵、Facebook、Twitter、Google+及微博五個不同平台的社交媒體。連同在醫管局內聯網及外聯網的PDF版及HTML版，《協力》已融入你的周圍。要看和分享《協力》內容，幾時都咁方便！💖

## New online functionality makes *HASLink* easier to share

To make it easier for you to share *HASLink* articles with your colleagues and friends, our online version – *eHASLink* – now includes five social media add-ons: e-mail, Facebook, Twitter, Google+ and Weibo. Along with our PDF and HTML versions, this additional functionality offers you more flexibility and choice as to how you read and enjoy *HASLink*'s interesting articles and features. Visit *HASLink* on HA's internet and intranet sites and start the sharing fun! 💖



## 七聯網迎接 局長到訪

食物及衛生局局長高永文醫生及副局長陳肇始教授，在7月至9月期間探訪醫管局各個聯網。早前已到訪天水圍社區健康中心、小欖醫院、青山醫院、屯門醫院、伊利沙伯醫院、九龍醫院、瑪麗醫院、葛量洪醫院、東區尤德夫人那打素醫院、東華東院、瑪嘉烈醫院、仁濟醫院、基督教聯合醫院、靈實醫院，並繼續往其他醫院探訪。他們參觀病房及各項設施，了解醫院最新情況之餘，更與醫院員工傾談，員工代表亦藉此向局長反映人手短缺等問題。💖

## Clusters welcome visits by Secretary for Food and Health

The Secretary for Food and Health, Dr Ko Wing-man, and Under Secretary for Food and Health, Prof Sophia Chan, have been visiting the HA's clusters from July to September.

They have been to the Tin Shui Wai Community Health Centre, Siu Lam Hospital, Castle Peak Hospital, Tuen Mun Hospital, Queen Elizabeth Hospital, Kowloon Hospital, Queen Mary Hospital, Grantham Hospital, Pamela Youde Nethersole Eastern Hospital, Tung Wah Eastern Hospital, Princess Margaret Hospital, Yan Chai Hospital, United Christian Hospital and Haven of Hope Hospital, and they will continue their visit to other hospitals.

During their visits, Dr Ko and Prof Chan called at various wards and facilities to find out more about their recent developments and talk with their staff. Our colleagues took the opportunity to chat with the visitors and express their views about the manpower shortage. 💖



小欖醫院  
Siu Lam Hospital



葛量洪醫院  
Grantham Hospital



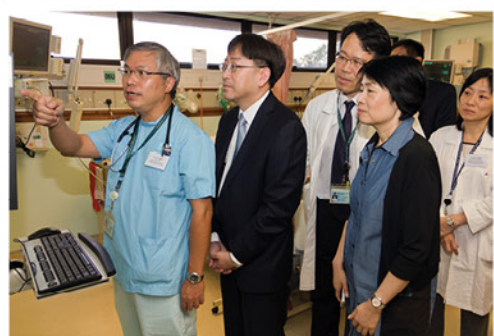
九龍醫院  
Kowloon Hospital



天水圍社區健康中心  
Tin Shui Wai Community Health Centre



瑪麗醫院  
Queen Mary Hospital



瑪嘉烈醫院  
Princess Margaret Hospital



屯門醫院  
Tuen Mun Hospital



伊利沙伯醫院  
Queen Elizabeth Hospital



## HA 八卦掌門人

A veteran tittle-tattler of HA happenings

## 蘇利民撐靚遮、撐HA

前行政總裁蘇利民8月重臨香江，到醫管局與同事聚舊，所謂「貴人出門招風雨」，當日正值三號強風信號，狂風大雨，同事特別送贈一把街外無得賣的限量版「HA靚遮」俾佢留念。

HA Channel籌備醫管局口述歷史短片系列，進行得如火如荼，尚欠這位已返老家嘅前行政總裁訪問，難得佢親臨醫管局，點可以放過黃金機會？梗係即刻補番個專訪，由佢細說任內趣事。

蘇利民對HA嘅醫護人員讚不絕口：「同澳洲比，我會話澳洲嘅樓宇好啲，啲房大啲……但講到效率，醫管局超班100倍，質素仲一樣咁好。」態度認真，絕非講笑，同事想聽返佢原汁原味的讚美，請密切留意快將推出嘅口述歷史系列。

佢仲話：「我辦公室有個“香港角”，放晒香港嘅紀念品，呢把HA遮係又一珍藏！」雖然好多老外話室內開遮唔吉利，但留港幾年嘅蘇利民百無禁忌，打開欣賞無有怕，為靚遮做生招牌。💖

## Solomon stirs up a storm

Former Hospital Authority Chief Executive Shane Solomon blew into town in mid-August – bringing a typhoon with him and lending weight to the Chinese saying that heavy rain often accompanies important people on their travels! Luckily, HA colleagues were on hand to provide appropriate shelter in the shape of a limited edition HA umbrella.



HA Channel, the Authority's in-house video service, is currently working on an 'HA Oral History' series, which features interviews with past and present HA helmsmen. With Solomon now based in his native Australia, series producers were eager to capitalise on this golden opportunity to speak with him about his memories and defining moments during his time with HA.

Solomon was particularly effusive in his praise for HA's staff and efficiency. "In comparing Australian

public healthcare to that in Hong Kong, I'd say Australia's built infrastructure and in-patient facilities are better. But as far as efficiency goes, Hospital Authority beats Australia a hundred times." For more of Solomon's thoughts and opinions about HA, be sure to catch the HA Oral History series, which will be released soon.

Solomon also revealed that his office in Australia has a 'Hong Kong corner' filled with memorabilia from his time here – his new HA umbrella will make a fine addition to the collection.

While many Western people fear that opening an umbrella inside will lead to bad luck, Solomon clearly has no such qualms. Upon receiving the memento, he immediately unfurled it to appreciate its design and even gave an impromptu demonstration of its use – much to the amusement of all present! If HA is ever in need of a promoter, the former CE should certainly be its first port of call!

Helen Ho

## 歡送李心平教授

港大醫學院長李心平教授於今年7月榮休，同時卸任醫管局大會成員。在任其間，李教授曾擔任教學醫院委員會、醫療服務發展委員會、公眾投訴委員會，以及瑪麗醫院及贊育醫院管治委員會成員，為醫管局的發展出謀獻策。醫管局大會於6月27日舉行午宴餞別李教授，感謝他過去五年對醫管局和醫學教育界的貢獻。💖



## HA Board bids farewell to Professor Lee Sum-ping

Dean of the Li Ka Shing Faculty of Medicine Professor Lee Sum-ping retired from his deanship and the Hospital Authority Board in July. During his time as an HA Board member, Professor Lee served on the Teaching Hospitals Committee, the Medical Services Development Committee, the Public Complaints Committee and the Queen Mary Hospital & Tsan Yuk Hospital Governing Committee. The HA Board held a farewell lunch for Professor Lee on 27 June, at which he was thanked for providing wise counsel to HA over the past five years and for his valuable contributions to medical education. 💖



李心平教授（前排右四）與醫管局大會成員。  
Professor Lee Sum-ping (fourth from right, first row) and HA Board members.



## 「臨床模擬訓練中心」系列之四

## 急救先鋒訓練場

當生死懸於一線間，及時而有效的急救最是關鍵。

急救進行的地方，很多時就是意外的現場：可能是繁忙的馬路上、可能是熊熊火警的現場、也可以是山澗中、又或是在救護車上。在各種不可預測的環境下，醫護人員必須先裝備自己，熟練各種急救知識和技能，才能在緊急情況下處變不驚，專業地拯救傷者。

成立於1994年的鄧肇堅醫院急症科訓練中心主要為醫管局醫護人員提供各類急症科及兒科急救訓練。另外，中心亦與外間機構，例如教育局、康文署等合作，設計特定的急救訓練。中心現時提供的課程種類多達57個，由於實用有效，去年修讀的學員合共有9,166人。



左起：中心的主管簡培基醫生和課程醫學顧問溫光安醫生均是資深的急症科醫生，與運作經理（急症室及特別事務）林啟昌合力發展中心。  
From left: Centre Director Dr Kan Pui-gay and Medical Advisor Dr Wan Kuang-an, who are senior specialists in emergency medicine, work closely with the Department Operations Manager Mr Harris Lam on the Centre's development.

適切的檢查、處理及恢復傷者的心肺循環功能是急救時重要的一環。中心多個課程獲香港勞工處、美國心臟協會、美國兒科學院、美國邁亞密大學及美國急症醫學院認可，而鄧肇堅醫院急症科訓練中心也是國際創傷生命支援術的香港分部。

急症科訓練中心總監簡培基醫生說：「中心每年的學員人數平均有10%的增長，故此，九個月前，我們已著手籌備在醫院的地庫擴建，其中包括一由退役救護車改裝而成的模擬救護車場景。」鄧肇堅醫院急症科訓練座落於醫院的三樓，佔地逾11,000平方呎。但在服務需求不斷增加下，有需要作出相應擴展。

負責運作統籌的部門運作經理林啟昌解釋：

「在真正的救護車上進行訓練無疑是最真實，但用作教學卻不甚適宜，因此中心決定安裝一個救護車的內籠和外殼，好讓學員在最真實的模擬場景下受訓。」

中心醫學顧問溫光安醫生表示：「雖然模擬訓練時需要用上電腦控制的先進模擬人，但最重要的，還是模擬情景有多逼真、導師的教授方法，以及學員完成模擬病例後導師帶領學員進行的分析和反思。」

中心特設廢車改裝而成的模擬車禍場景，訓練各同事如何在車上護理傷者。  
A wrecked car was adapted and placed in the Centre to provide a simulated traffic accident for colleagues to practice how to provide medical care to the injured inside a car.



搶救車禍傷者訓練。  
Training how to rescue the injured from a traffic accident.

溫醫生說，外國視分析解說（Debriefing）為專業學問，早已有特定的研究和指引，解說亦視為整個模擬訓練的極重要部份。但不是每個導師都有良好的解說技巧，因此中心有特別為導師而設的解說訓練。「解說過程強調保密。導師要有技巧地引導學員反思自己的表現，找尋強項或可改良之處，協助學員達到最大得益。導師不會直指學員做錯，而是詢問學員如果再做一次，你會怎樣做？通常學員開始時都會較被動，但適應了這學習方法後便會變得主動，越做越好。」

中心網址：[www.ha.org.hk/aetc](http://www.ha.org.hk/aetc)

## Clinical Simulation Training Centre Series – Part 4

## Professional training for rescuers

**Timely and effective first aid is crucial when a life is at stake.**

**First aid often takes place on-site where an incident has just happened. It can be on a busy road, at a fire, beside a hill stream, or in an ambulance. Medical staff must equip themselves and be completely familiar with knowledge and skills about different forms of first aid before they can calmly and professionally rescue the injured in various emergency and unpredictable environments.**



模擬產房急救訓練。  
Emergency care training at a simulated obstetric ward.

Founded in 1994, the Accident & Emergency Training Centre (AETC) at Tang Shiu Kin Hospital focuses on providing a wide range of emergency medical training and paediatric first-aid training. It also tailor-makes courses for other organisations, such as the Education Bureau and Leisure and Cultural Services Department. The centre currently provides up to 57 different types of training, and it had a total of 9,166 students last year.

Reviving cardiopulmonary functions is one of the crucial subjects for the AETC. Many of its courses are accredited by the Labour Department, the American Heart Association, the American Academy of Pediatrics, the University of Miami and the American College of Emergency Physicians. The Centre is also the Hong Kong Chapter of International Trauma Life Support.



嬰兒和早產嬰的急救訓練器材。  
Training equipment for neonate and premature baby resuscitation.

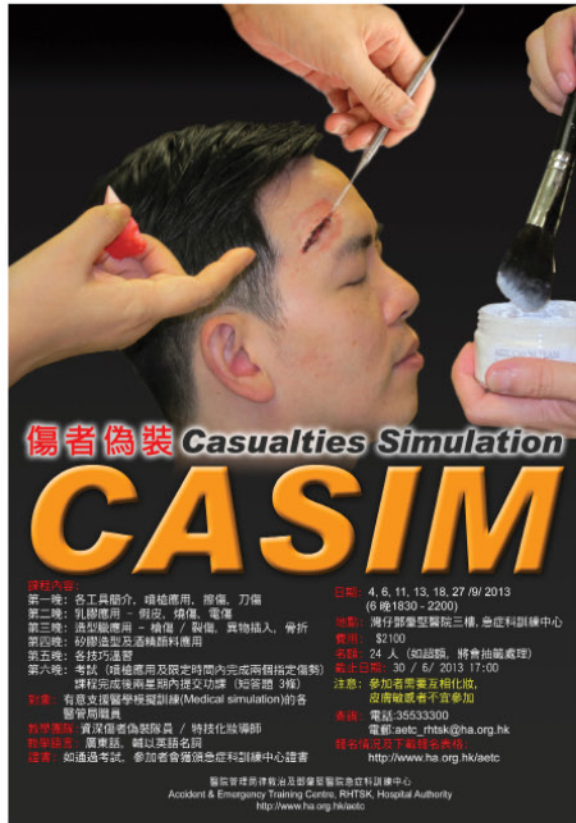
The AETC currently covers an area of over 11,000 square feet on the 3/F of Tang Shiu Kin Hospital. Increasing demand for its services means that more space is needed. As its Director, Dr Kan Pui-gay, says, "The number of students at the AETC has increased by an average of 10% every year. We therefore made plans to extend its premises into the basement of the building nine months ago. One feature we will incorporate is an ambulance for simulation training."

The Department Operations Manager (A&E and Special Duty), Mr Harris Lam, explains, "Training in a real ambulance is of course the closest thing to the actual situation. But an ambulance isn't a suitable location for teaching. So we have decided to adapt the interior and exterior of a real one to allow students to train in a setting that is as realistic as possible."

Medical Advisor Dr Wan Kuang-an adds, "Although an advanced simulator connected with a computer system is needed for simulation training, the most important thing is still how realistic the simulation is, the instructors' teaching methods, and the debriefing carried out after simulation training."

Dr Wan says that debriefing is regarded as a professional skill overseas, with established research and guidelines. It's seen as a very important part of simulation training. However, not every instructor has good debriefing skills. The Centre has therefore designed a debriefing course for instructors.

"The debriefing process stresses confidentiality. The instructor will skilfully lead students in reviewing their own performance and find out their strengths and areas for further improvement. The instructor



中心提供的傷者偽裝訓練，模擬的傷口幾可亂真！  
The centre also provides professional casualty simulation training.



在導師（左）引導下，參加者在模擬訓練後作分析解說。  
An instructor (left) leads participants to carry out debriefing after simulation training.



中心亦提供許多兒科急救課程。  
The centre also provides various paediatric emergency care courses.

won't directly point out what the students did wrong. Instead, he or she will ask them what they would do differently if they could repeat the procedure. Students are normally rather passive at the beginning, but they become more active and improve when they are familiar with this learning culture."

Website: [www.ha.org.hk/aetc](http://www.ha.org.hk/aetc)



模擬傷口和血包。  
Simulated injuries and blood.



## 頒發長期服務獎 感謝同事貢獻

800位同事於6月18日獲醫管局頒發長期服務獎。

頒獎禮在九龍灣國際展貿中心舉行。服務30年的九龍中醫院聯網總監熊志添醫生，與服務40的瑪麗醫院成人深切治療部部門運作經理蕭碧儀，代表同事上台分享感受，台下同事與親友亦細說多年來在醫管局工作的苦與樂。《協力》還訪問了其中兩位服務30年的同事。

### 孫嘉俊 一廣華醫院救護員

“我從事救護車服務已30年，可說見證公立醫院救護車的變遷。醫管局成立後，我們主要負責非緊急救護服務，緊急服務則由消防署負責。還記得我工作的廣華醫院初時只得一部『全能』救護車，現在則有十部非緊急救護車。當年那部『全能』車已退役，而我和幾位僅存的醫院救護員退休後，這個職系也將成為歷史。我喜歡這份工作，因它給我一個穩定的環境。”



廣華醫院已退役的救護車及車上裝備。  
The retired Kwong Wah Hospital ambulance and its full equipment.

### 莊立村醫生 — 將軍澳醫院外科部門主管

“我先後服務過瑪麗、伊利沙伯、將軍澳等醫院；粗略估計30年來我完成的各類外科手術約有10,000項。與以前的公立醫院比較，最大分別是今天的公立醫院環境改善了，醫院裡除了再無滿佈的帆布床，現在的醫護人員工時也減少了。我當年考取了專科資格後，外面不時有人向我招手，但我仍選擇留在公營醫院，因為不希望和病人之間以金錢掛帥，後來我又負責培育新人，這給我更大的滿足感。”

梁栢賢醫生與長期服務同事合照共享別具意義的喜悅。  
Dr PY Leung posing with colleagues to share the enjoyment on this special day.

獎項 Awards	獲獎人數 Number of Recipients
20年（醫管局） 20 years (HA)	83
30年（公務員） 30 years (Civil Servants)	166
30年（醫管局） 30 years (HA)	502
40年（醫管局） 40 years (HA)	49
合共 Total	800



廣華醫院救護員孫嘉俊  
Ambulanceman Suen Ka-chun



莊立村醫生（右二）與同事攝於2000年將軍澳醫院外科部開幕。  
Dr Chong Lap-chun (second from right) and his colleagues in 2000 upon the opening of the surgical department at Tseung Kwan O Hospital.

## Awards celebrate contributions of long-serving colleagues

The Hospital Authority recently honoured the commitment and contributions of long-term members of staff at its 20th Long-service Awards Ceremony, which was held on 18 June at the Kowloonbay International Trade & Exhibition Centre. 800 awardees with at least 20 years of service were thanked for their continuing passion in caring for the Hong Kong community.

Dr Hung Chi-tim, Cluster Chief Executive of Kowloon Central Cluster, and Anita Siu Pik-ye, COO of the Adult Intensive Care Unit at Queen Mary Hospital, represented long-serving employees at the event by sharing some of the triumphs and challenges they had experienced during their time at HA. HASLink also interviewed two colleagues who have been serving HA for 30 years.

### Suen Ka-chun – Ambulanceman, Kwong Wah Hospital

“I have been part of the ambulance service for 30 years, during which time I have witnessed many changes. After HA was set up, responsibility for the public emergency ambulance service was transferred to the Fire Services Department. So now HA operates a non-emergency ambulance service. Back before this change, I was working at Kwong Wah Hospital and we only had one ‘full-service’ ambulance – now it has about 10 non-emergency ambulances. The ‘full-service’ ambulance has been retired, and when I and the few other remaining ambulancemen all retire, this post will also become part of history. I like my job as it has provided me with a satisfying and stable living.”

### Dr Chong Lap-chun – Chief of Service (Surgery), Tseung Kwan O Hospital

“I have served at many HA hospitals – including Queen Mary, Queen Elizabeth and Tseung Kwan O – over the past 30 years. During that time, I have completed about 10,000 surgeries of various kinds. The biggest difference between the past and the present is that the working environment has improved a lot. The hospitals are no longer full of camp beds and the working hours of medical staff have been reduced. After attaining my specialist qualification, I had many opportunities to move into the private sector. I decided to remain in the public sector because I didn’t want to have a dollar sign between me and my patients. As my career developed, I was made responsible for training freshmen medical students, which was an enormously satisfying experience.”



## 東區醫院「融情廿載」賀壽

東區尤德夫人那打素醫院20歲了！院慶以「融」為主題，以社區關懷為本，達至醫社共融的目標。

雖然10月15日才是該院生日，但20周年慶典開幕禮已於7月12日率先舉行，為一連串慶祝活動揭開序幕。除了得到同事的支持外，籌委會亦特別邀請了東區尤德夫人那打素醫院醫院管治委員會成員、雅麗氏何妙齡那打素慈善基金會董事局主席及成員出席。

開幕典禮節目包羅萬有，來自不同界別之表演單位包括港九街坊婦女會丁毓珠幼稚園學生舞蹈表演、該院服務使用者的「舞動鬆一ZONE」，還有醫院樂隊組合「藥樂會」(PMC) 壓軸，將現場的熱鬧氣氛推至高峰，而PMC更為20周年院慶創作了一首「融情廿載」，於當日首次獻唱，不單旋律優美、悅耳動人，歌詞更別具意思。



小小年紀的幼稚園生跳舞一點也不賴。  
These little kindergarten kids can already dance amazingly well!



## PYNEH celebrates 20th anniversary in harmony

Pamela Youde Nethersole Eastern Hospital (PYNEH) is almost 20 years old. The Chinese character *Rong* (meaning harmony) is the theme of its anniversary celebrations. This signifies the hospital's main mission of caring for the community, while also bringing the hospital and community together harmoniously.

Although PYNEH opened on 15 October 1993, its 20th birthday celebrations kicked off with a ceremony held on 12 July. The event was well supported by the colleagues, and its Organising Committee also invited Chairmen and members of the Hospital Governing Committee and those of the Alice Ho Miu Ling Nethersole Charity Foundation to attend.

There were a number of special performances during the event, including a dance by kids of the Hong Kong & Kowloon Kaifong Women's Association Ting Yuk Chee Kindergarten and a demonstration of relaxation exercises by users of the hospital's services. What's more, the hospital's band, the Pharmacy Music Club, sang a song they had composed especially for the occasion. Its beautiful melody and meaningful lyrics further raised the atmosphere.



左起：主禮嘉賓醫院管治委員會成員朱耀明牧師、東區尤德夫人那打素醫院醫院行政總監劉楚釗醫生及雅麗氏何妙齡那打素慈善基金會董事局主席蘇以葆主教。

From left: Guests of honour include member of PYNEH's Hospital Governing Committee, Rev Chu Yiu-ming, Hospital Chief Executive of PYNEH, Dr Lau Chor-chiu and Board Chairman of Alice Ho Miu Ling Nethersole Charity Foundation, Rt Rev Dr Thomas Soo Yee-Po.



醫院樂隊組合「藥樂會」獻唱院慶主題歌「融情廿載」。  
The hospital's band, the Pharmacy Music Club (PMC), performs the anniversary theme song they had created.

## 90後與老病友生命共鳴

30個中學生遇上30個長期病患長者會有什麼故事？屯門醫院最近出版的《生命共鳴—長者的生命智庫》文集會給你一點啟示。

去年11月開始，屯門醫院挑選和訓練了聯網內30多名中學生，並讓他們與30多名長期病患長者配對。學生經過半年約100次探訪這些長者後撰寫文章，其中32篇收錄在這本文集內。

文章既展現長幼共融，亦表揚長者積極面對長期病患的能力及智慧。計劃雖已結束，部份學生仍主動探訪與其配對的老友記！

## Elderly patients inspire teenagers

What sort of stories will come out when 30 secondary students meet 30 elderly people with chronic illness? A book just published by Tuen Mun Hospital may give you the answers.

Since last November, the hospital has selected and trained more than 30 local secondary students, and paired them with 30 elderly people with chronic illness. After a total of about 100 visits over half a year, the students wrote about their experiences, and 32 of their essays were selected for inclusion in the book.

The articles show how harmoniously the young and the old get along, and how the elderly stay positive and fight their illness. Even though the programme has now ended, some of the students remain in touch with their aged friends.



## 新任「掌櫃」錢湘芷 以不變應萬變

現任總辦事處財務部總行政經理(財務諮詢及成本會計)錢湘芷將於9月1日起接替服務醫管局20多年後榮休的謝秀玲，出任財務總監一職。

錢湘芷於2004年加入醫管局，擁有豐富的公營機構財務管理經驗。她認為醫管局的工作關乎生命，意義重大。提到與謝秀玲共事多年，錢湘芷說自己獲益良多：「最記得是她常說不要怕蝕底，要常持謙卑的心，重視團隊合作。」錢感激謝為財務部建立了良好的機制和穩固的根基，她說：「財務部最寶貴的，就是有一群優秀和專業的同事。大家合作無間，工作的氛圍愉快、融洽，做起事來也就事半功倍。」所以她認為上任後的首要工作，是把財務部這優良傳統發揚光大，進一步鞏固根基。她還希望能以不變應萬變，順利過渡。

錢湘芷表示，隨著市民對醫療服務的需求和要求日益提高，政府、市民、傳媒對醫管局的期望亦相應不斷上升，加上人口老化、醫療科技發展和成本增加，這些都是醫管局要面對的挑戰。「醫管局是香港最大的公營醫療服務機構，佔政府的公共醫療總開支超過九成。如何維持有效的財務管治及機制，衡工量值，善用公帑，財務部在這方面擔當重要角色。我們必須與各部門緊密合作，使其他部門的同事都了解他們在資源運用上的權責，令市民對我們醫管局的財務監管有信心。」

雖然工作繁重，錢湘芷十分重視家庭生活，她會充份利用工餘時間與家人相處，跟一對子女談天說地，共享天倫。閒暇時，她還會彈奏古箏娛人娛己。悠揚的古樂，奏出了精明能幹的女會計師在繁忙工作以外享受閒適生活的另一面。📍



### New Director (Finance) Clara Chin: Building on solid foundation

Ms Clara Chin Sheung-chi, current Chief Manager (Financial Advisory Service & Costing) of Head Office Finance Division, will take up the role of Director (Finance) on 1 September 2013 when Ms Nancy Tse Sau-ling retires after more than 20 years of service in the HA.

Prior to joining the HA in 2004, Clara has gained extensive experience in financial management within the public sector. Given the value that healthcare adds in terms of saving lives, she considered the sense of mission for working in the HA much stronger to her. When asked about the years of working together with Nancy, Clara said it was a definite merit as she has really learned a lot from her.

“Nancy always reminded us that we should not worry about losing out and going an extra mile, always learn with a humble heart and ensure there is good teamwork.” Clara is particularly grateful to Nancy for setting such a solid foundation within the Division where effective mechanisms were built to facilitate process and ensure financial governance. She said, “The most valuable asset in the Finance Division is our spirit of professionalism and excellent teamwork. These are instrumental for providing seamless service together happily.”

It is without doubt that her first and foremost priority is to leverage on the Division’s solid foundation and fortify this good tradition collaboratively with team mates for a smooth transition to her new role.

An aging population, advancement in medical technologies and escalating costs alongside rising expectations from the community, the government and the media are the key challenges faced by HA. “As the largest public healthcare provider in Hong Kong, the HA accounts for over 90% of the Government’s total spending on healthcare. To gain the community’s trust in our financial prudence, it is imperative for us to maintain good financial governance, ensure value for money, and spend public funds properly.”

“The Finance Division plays a vital function here, but more importantly we need to collaborate with other management and clinician colleagues so that they also understand their roles when using public resources.”

Although her workload is heavy, Clara is keen to achieve work-life balance. After work, she enjoys chatting and quality time with her daughter and son. As an aficionado of guzheng, Clara plays the instrument for her own enjoyment as well as entertainment of others. The beauty and tranquility of this traditional music unveils the soft side of our shrewd accountant outside of her hectic work schedule.📍

財務部同事也有輕鬆一面，錢湘芷與現任財務總監謝秀玲(左三及四)亦樂在其中。Finance Department’s colleagues show their playful side. Clara and current Director (Finance) Nancy (third and fourth from left) also enjoy the fun with them.

## 遺愛 · 十年

這幾天，F2 病房裡住進了一個命途多舛的老人。早些年，他自己患了兩次癌症，都咬著牙撐過來，竟都痊癒了。然後廿來歲的兒子卻突然罹患惡疾，藥石無靈，捱不了幾年就走了。白頭人送黑頭人，自是痛不欲生。自此，終日疑神疑鬼，四肢百骸無一舒泰。不是胸口悶，就是頭腦痛。該做的檢驗都做了，就是查不出個所以然來。連他自己都認為，自己的身體其實是沒有大礙的。只是心結，太難解。

對於這一類病人，聽他好好的說一席話，往往比任何藥物或者治療來得有效。今早沒有手術要做，作為主診醫生，我終於有時間坐下來，聽聽他的前塵往事。

那是十年前的一個早上。當年他那命苦的兒子，還在與病魔搏鬥，因為病情轉差，被送進了屯門醫院的深切治療部。因為沙士開始肆虐，當時病房的探訪限制非常嚴格。憂心忡忡的老人惟有在病房門外，苦苦守候。他倚在走廊窗邊，回想孩子從呱呱墮地，到現在一表人材。現在醫生卻要他這做父親的「做好心理準備」。他看著窗外無色的風景，腦海熱時一片空白。

這時，一個年輕的女醫生路過，看見了他。「伯伯，你沒事吧？」女醫生大概是憑著經驗，看出他的神情有點不妥。

「哦，沒事。」老人說。淚水卻早已把他出賣。就這樣，在這後來被稱為地獄的屯門醫院的走廊裡，一老一少，一冷一熱，兩顆心交會了。

女醫生用心聆聽老人的故事，也用自己的故事開解他。原來，她是一位內科醫生，一年前，丈夫不幸因血癌過世了。醫生以過來人的身份，用自己一路走來的辛酸安慰著徬徨無助的老人。那天，她告訴他，不用怕。他聽著聽著，事情突然好像就真的沒那麼可怕了。

「我真的好感激這位路過的醫生。」老人頓首說道：「她是個好醫生，是個好人。到現在我還記得她的名字呢。她叫謝婉雯。」

聽到這裡，我胸口一熱，望著老人，震憾得半晌說不出話來。沒有機會與她在屯門醫院共事，我是生不逢時。從沒想過，她的遺愛人間，竟可延綿至此，惠及於我。

「那年我兒子死的時候，我都沒哭。」他似乎沒有發現我的錯愕，繼續自說自話：「看電視知道謝醫生走了，我可哭慘了。哈哈。」

「唉。這麼好的女孩子，怎麼主（老人是位基督徒）就要她死了呢。」他見我還是反應不來，便接著說下去：「怎麼不是收我返家呢，反正我孩子都死了。哈哈。」他老淚縱橫的又打了

## 1分鐘自由講 Minute Talk

個哈哈，彷彿謝婉雯離開以後，天底下就沒有人明白他了。

霎時間，我想起了黃家駒，便對老人說：「我不是教徒，不過有時我隱約覺得，這些偉大而早逝的人，其實不是人，他們是天使。他們或許自己都不知道，不過其實他們是肩負了某種使命來到這個世界的。或許是為了傳達某種福音，或許是為了拯救某個靈魂，或許是為了激勵某個垂死的城市。使命完成了，他們就回去原來的地方。我不知道那是個怎樣的地方。不過，有黃家駒和謝婉雯的地方，應該是個美麗的地方吧。伯伯，或許你生了個天使兒子，自己還不知道呢。」

「醫生，你人真好。」老人終於真的笑了。

不，我不夠好。我們都還不夠好。我們得再加把勁。終有一天，要讓這位純粹路過的謝醫生，在天堂也為我們驕傲地微笑。

We are her legacy. We are Tuen Mun medical.📍

文：屯門醫院內科及老人科  
黃任匡醫生

圖：伊利沙伯醫院疼痛科資深護師林智穎

## 誰是下年度 傑出員工及團隊？

哪位表現出色的同事或團隊你希望表揚？2014年度傑出員工及團隊獎現正接受提名。提名於2013年10月25日截止，請火速行動，提名你的心水員工及團隊。

傑出員工及團隊獎旨在表揚及獎勵以優秀表現達成醫管局願景、使命及核心價值的醫管局同事。評選團會根據候選人或團隊在以人為先，專業為本，敬業樂業，群策群力多方面的貢獻來甄選。

提名表格可向各醫院人力資源部或醫管局總辦事處人力資源部中央人力資源組索取，亦可於醫管局內聯網 [http://ha.home/outstandingaward/chi\\_nominationform.html](http://ha.home/outstandingaward/chi_nominationform.html) 下載。📍

## Who will be the next outstanding staff members and teams?

Do you know of any excellent individual colleagues or teams whose contributions deserve to be recognised? The Outstanding Staff and Teams Award 2014 is now open for nominations. Don't miss the nomination deadline on 25 October 2013.

The award aims to honour and reward staff members for their outstanding performance in helping to realise the vision, mission and values of the HA. Nominees will be assessed for their achievements in the following areas: People-centred Care, Professional Services, Committed Staff and Teamwork.

Nomination forms are available from human resources departments or the HA intranet: [http://ha.home/outstandingaward/eng\\_nominationform.html](http://ha.home/outstandingaward/eng_nominationform.html) 📍





合作社網上店開張  
著數方便一籬籬

想買醫管局職員合作社的最搶手、至抵買貨品，現在只需動動手指便可。

職員合作社網上商店將於9月底登場，讓你隨時隨地都可上網購物。付款可選擇用醫管局渣打聯營信用卡或貨到付現金。購物滿800元（禮券及秒殺貨品除外）即可享免費送貨到你的工作間；醫管局的大部份工作地點都可享送貨服務，送貨時間為一般辦公時間。

網上店更特別推出限時限量的超值筍貨。還等什麼？立即登入網站搵著數！  
[www.ha-co-op-shop.com.hk](http://www.ha-co-op-shop.com.hk) 📱

HA e-Co-Op shop  
opens soon!

The HA Co-op shop's hottest offers, bargains, discounts and promotions will be at your fingertips very shortly.

The HA Staff e-Co-Op Shop will be officially launched by the end of September. From then on, you'll be able to shop at any time and in any place with Internet access. Enjoy a wonderful online shopping experience with free delivery services to your workplace for purchases over HK\$800 (excluding coupon offers and "Last Minute Bid" products). You can pay by your HA Affinity Standard Chartered Bank Credit Card, or cash on delivery, which will be made to most workplaces during normal office hours.

Limited quantities of some designated products will go on sale at attractive discounts within a short time frame as "Last Minute Bid" offers. Check it out now at [www.ha-co-op-shop.com.hk](http://www.ha-co-op-shop.com.hk). 📱



伊院「粽粽關懷」老友記笑逐顏開

伊利沙伯醫院營養師以「耍」家知識，調配低油、低糖、低鹽糉子食譜，並由一眾同事齊齊炮製靚粽，與長者共享節日喜慶。

「粽粽關懷」是伊利沙伯醫院慶祝50周年的特別活動。他們聯同社會福利署、油尖旺及九龍城民政事務處和其他團體，組成逾百人的義工隊，帶同600多隻愛心糉及其他心意禮品，探訪區內38間老人院，向「老友記」送上關懷。📱



伊院一眾同事與醫院行政總監熊志添醫生(中)齊齊包粽。QEH's CE Dr Hung Chi-tim (centre) joins his colleagues to wrap rice dumplings together.



在義工同事的努力下，愛心糉子快速完成。All volunteers work hard to produce the rice dumplings.

Wrapped with love

Queen Elizabeth Hospital's (QEH) dieticians have created a healthy, low-sugar, salt and fat rice dumpling recipe, which its staff gathered to produce for the elderly to celebrate the Dragon Boat Festival.

Caring for the Elderly with Rice Dumplings was one of the hospital's 50th anniversary activities. A volunteer group with more than 100 members from QEH, the Social Welfare Department, Yau Tsim Mong District Office, Kowloon City District Office and other organisations cheered up the old folk when they delivered over 600 rice dumplings and other hand-made gifts to 38 elderly homes in the districts. 📱



糉子形狀各異，但包在其中的，都是義工一份愛心。Regardless of the different shapes, all the rice dumpling reflect the kind heart of each volunteer.



高效病人溝通－新知・攻略

“怎樣能有效處理麻辣病人？”  
“如何應對病人家屬的情緒？”  
“有沒有跟病人及其家屬建立夥伴關係的錦囊？”

醫管局總部培訓及發展組將於10月份推出全新的「高效病人溝通－新知・攻略」，協助學員提升日常與病人應對技巧，並培養正面溝通態度。

課程為期半天，內容包括與病人有效溝通的步驟，言語和身體語言的溝通宜忌及應對棘手處境小貼士。工作坊播放模擬個案短片外，更會邀請資深醫護同事分享實戰經驗，掌握與病人及病人家屬溝通致勝之道。

課程的對象包括0-5年經驗的駐院醫生、登記護士、註冊護士、二級物理治療師、二級職業治療師、配藥員或同等級別。今年10至12月將會舉行14班半天課程，名額560個。歡迎您參加! 📱



Better Patient Communication Workshop  
for frontline professional staff

“How to deal with challenging patients effectively?”  
“How to manage the emotions of patients’ relatives?”  
“Any tips on building rapport and partnership with patients and their relatives?”

“Better Patient Communication Workshop”, the new programme organised by the Hospital Authority Head Office Training & Development team, will be launched in October for participants to strengthen communication skills and foster a positive attitude in patient communication.

This half-day workshop covers a step-by-step guide to inpatient interaction, do's and don'ts in verbal and non-verbal communication, as well as tips to deal with difficult situations. In addition to the use of scenario-based videos in the workshop, experienced clinical practitioners will be invited to share winning tips and real-life experience on effective communication with patients and their relatives.

The programme is targeted for Resident, EN/RN/PTII/OTII/Dispensers or equivalent with 0-5 years' experience in post. A total of 14 half-day classes will be run from October to December for 560 clinical staff. You are welcome to join in! 📱

醫局App設計  
HA Buddy勝出

醫院管理局早前以健康生活、員工溝通和公眾資訊為題舉辦Mobile App設計比賽，得到同事踴躍參與。經過多輪遴選後，冠軍人馬已誕生，是來自醫管局秘書處的林志凌及資訊科技服務處的李子彤。他們的得獎作品HA Buddy是一個醫管局同事專用的手機即時通訊平台，除可接收公司的最新訊息外，還讓同事毋須交換手機號碼即能互通短訊和建立群組，更有團購功能方便發起和組織集體訂購，盡享各種員工優惠。得獎者將協助項目團隊及外判承辦商把HA Buddy發展成真正的智能手機App，到時同事溝通就更方便。

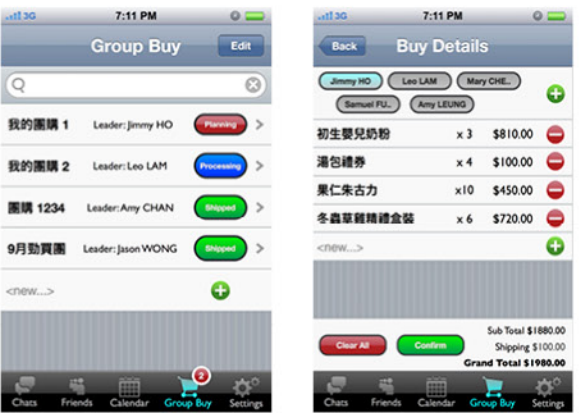
是次設計比賽頒獎禮將於9月的員工大會上舉行。📱

HA Buddy wins app design  
contest

The HA Mobile App Challenge competition – which had healthy life, staff communication and public engagement as its themes – received an excellent response. After two selection rounds, a team formed by Leo Lam from the Board & Support Department and Jimmy Ho from the Information Technology Services Department was named as the winner.

Their app, HA Buddy, is an instant messenger platform that our colleagues can use via their smart phones. Besides receiving the latest HA news, they can send messages to each other and create chat groups without disclosing their mobile phone numbers. The app can also help them to participate in group buying and enjoy staff special offers. The winners will join the project team and external vendor who will develop the new app, which will make communication between colleagues even more convenient.

The award will be presented during the September CE's Staff Forum. 📱





# 這個暑假不一樣：愛心澎湃

每年暑假，各聯網都為學生策動不同的暑期義工計劃，讓學生助人之餘，更學到不少醫療相關知識，過一個充實而不一樣的暑假。

## What a different summer holiday!

Our clusters organise various volunteer programmes for students every summer. These activities provide rich opportunities for the participants to learn more about healthcare services. To benefit from the experience even more, they are assigned to help out in frontline or back-office work at different hospitals.



九龍中聯網為2012-2013年度及2013-2014年度學生義工舉行結業及開展禮，讓新舊義工互相交流他們的收穫和期望。  
KCC held a combined graduation ceremony for its 2012-2013 student volunteers and a launch ceremony for 2013-2014. The event allowed its new and old volunteers to exchange experiences and expectations.



九龍西聯網為119位學生提供為期七星期的實習，讓他們協助前線或後勤職務，體驗醫院工作和運作。  
The KWC Summer Student Attachment Programme provided 119 students with seven weeks of internship. This enabled them to increase their knowledge about healthcare services as they assisted with frontline or back-office support work.



港島西醫院聯網為學生健康大使編排連續五星期的密集式訓練和任務，包括工作坊、義工服務及畢業報告分享，絕對是熱誠、毅力、鬥志的大考驗。  
HKWC provided its volunteers with intensive training over a five-week period. This encompassed workshops and various volunteer services. The students received graduation reports that assessed their passion, patience and morale.



新界東聯網在450名申請義工訓練及服務的同學中選出170名接受訓練。他們其後獲安排不同任務，包括向病人做問卷調查及探望癌病兒童等。  
NTEC's summer volunteer programme selected 170 students from among 450 applicants. The volunteers were assigned varied tasks, including conducting patient satisfaction surveys and playing with child cancer patients.

新界西聯網的陽光天使－學生暑期義工服務計劃安排學生參觀急症室及急救訓練，結業禮上學生都很雀躍。  
NTWC's Sunshine Angels - Student Summer Volunteer Service Programme arranged visits to A&E wards and first aid training for students. They jumped with joy during the graduation ceremony.



九龍東聯網的聯合醫院安排近200位學生到基督教聯合醫院及靈實醫院各病房及部門工作，增加他們對醫療服務的認識。  
KEC's United Christian Hospital (UCH) arranged for about 200 students to work in a number of wards and departments at UCH and Haven of Hope Hospital.



港島東聯網的暑期學生義工服務計劃，67位學生獲安排為醫院提供輔助工作，包括大堂及門診接待及護送工作，檔案部處理文職工作等。  
The 67 recruits for the HKEC summer student volunteer programme were assigned to do various types of support work in hospitals, including reception, transfer and filing tasks.