HAS 協力 Link

11 2014

醫療資訊科技 全程守護

IT stands by you

編者的話

拯救生命，除了有賴專業醫護人員外，完善的醫療資訊系統亦愈來愈重要。《協力》跟著病人走一趟，從入院至出院，帶你體驗醫療資訊科技如何協助護理病人。看今期封面故事（頁2至7），可了解多一點這群IT人的工作。

治病救人是醫護人員的天職，每當遇上突發事故，我們的前線同事總能緊守崗位，以救人為己任，甚至將生死置於度外。早前北區醫院發生疑犯搶警槍案，該院急症室護士長臨危不亂，奮勇加入降伏疑犯。翻至頁10至11，細閱她及幾位同事英勇救人的故事，一同向這群醫護英雄喝采！

時已立冬，天氣轉涼，香港亦開始踏入流感高峰期。無論長幼，最好接受注射防流感疫苗，既保護自己，也保護身邊人，「打者 愛也」（頁17）。

From the editor

While it won't ever replace the compassion and skills of a medical team, information technology (IT) is playing an ever important role in modern healthcare systems. In the cover story (pages 2 to 7), we follow one patient's journey from hospital admission to discharge to highlight some of the many ways in which IT is assisting to improve patient care.

Our frontline colleagues regularly go above and beyond the call of duty in caring for the public – in some cases, even going so far as to risk their own lives. Such was a recent case at North District Hospital when a nursing officer, despite the extreme peril, helped to subdue a suspect who was attempting to snatch a police firearm. This act of courage and selflessness, along with those of several other HA heroes, are highlighted on pages 10 and 11. If you spot any of these brave colleagues, be sure to give them a salute and a hearty round of applause!

Winter chills are on the way and, with them, the peak of the influenza season. Members of the public, particularly those in vulnerable groups such as elderly people and children, are advised to have a flu shot to protect themselves and others from infection. Members of HA staff can turn to page 17 to learn more about HA's free vaccination programme.

強力後盾 24小時守護
# IT – our silent partner in improving patient care

現代生活離不開資訊科技，醫療服務亦然。醫院管理局成立之始，已成立一支資訊科技團隊，自行研發各個臨床所需的醫療系統，讓醫護能快而準診症、提高工作效率、促進公立醫院間的資訊交流，而這也是醫管局重要的資訊科技策略之一。

隨著公立醫院服務需求不斷增加，醫療資訊科技的應用亦益形重要。今期的封面故事將與你一窺醫管局的資訊科技團隊如何在背後支援整個醫療服務系統運作。

Information technology is playing an increasingly important role in all aspects of our lives – including healthcare. Since its inception, the Hospital Authority has set up its IT team to help improve public medical services by developing tech-based solutions to meet various clinical needs.

HASLink highlights some of the many ways in which technology is supporting HA in its mission to ensure people in Hong Kong enjoy the highest standards of medical diagnosis, treatment and care.
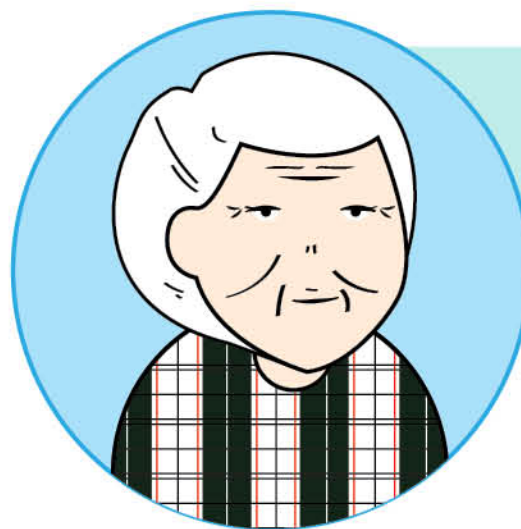
IT點樣幫到張婆婆
How IT helps with patient Cheung

我們透過一位病人張婆婆被送至急症室入院留醫至出院的過程，看看資訊科技如何在背後守護病人的生命。

We begin our journey with a patient – Madam Cheung – from HA Accident & Emergency Department to admission as in-patient to see how IT intersects with the journey during the treatment process until after her discharge.

急症登記話咁快
Quick registration for A&E

80歲的張婆婆在街上突然暈倒，旁人替她召救護車，將她送進公立醫院急症室。抵院後，張婆婆已清醒，醫院同事隨即根據她出示的身份證為她在**綜合病人管理系統**為其登記。由於張婆婆一直以來都在公立醫院的專科門診覆診，同事迅即在系統找到她的紀錄，核對資料後，便為她辦理登記手續，醫護人員亦能夠在**臨床醫療管理系統**內查閱張婆婆的病歷紀錄。

Eighty-year-old Cheung is brought into an Accident & Emergency Department after fainting in the street. With Cheung's identity card, staff enter her information into the **Integrated Patient Administration System** for registration. The system finds that Cheung is already a patient of a specialist outpatient clinic, enabling A&E colleagues to expedite the registration procedure and check her medical records through the **Clinical Management System (CMS)**.

「綜合病人管理系統」每年處理全港逾370萬人人次的登記。
The 'Integrated Patient Administration System' handles over 3.7 million patient registrations attendance every year.

查閱病歷零難度
Medical records only clicks away

臨床醫療管理系統是全球少數由醫療機構同事自行研發的電子病歷管理系統，醫護人員只需幾個簡單步驟，就可按權限登入系統了解病人在公立醫院的醫療紀錄、藥物紀錄、化驗報告、放射診斷紀錄、以及部分電子影像，如X光片、電腦斷層掃描等。

The **Clinical Management System** (CMS) is an electronic medical records management system. It was developed by HA's in-house IT team, enabling the system to be tailored to the Authority's specific requirements and needs. After completing a simple log-in procedure, authorised healthcare workers can quickly access a wide range of patient medical records, such as their prescribed drugs history, laboratory reports, diagnostic radiology reports, and some of the digital images of X-rays and computed tomography scans etc.

「臨床醫療管理系統」既能顧及病人私隱，又能協助醫護同事更準確地掌握病人相關資料，向病者解說病情，提供適切臨床治療。
The CMS can ensure patient privacy while assisting colleagues to obtain accurate information that will help explain key medical details to patients and determine the most appropriate clinical treatments.

檢驗資料印標籤
Labels with medical information

經醫生初步診斷，張婆婆有骨折情況，須即時入院，及進行抽血、照X光的程序。急症室同事透過**臨床指令系統**選擇所需化驗的內容後，系統自動將有關要求轉至相關部門，同事得以盡快準備。此系統亦已整合各專科所需，方便不同專科獲授權的同事取得統一資料，亦免卻病人因不同專科的要求而要做重複的檢驗。

Physician's assesment reveals that Cheung has suffered a fracture that requires in-patient care. The admission process begins with A&E staff using the **Generic Clinical Request System** to place an order for various tests. The system helps organise investigations that is common to and accessible by authorised colleagues from various specialties, and can also provide checking to avoid duplication of tests.

急症室同事透過「臨床指令系統」為張婆婆安排抽血化驗、並將相關資料印標籤，方便同事抽血前核對病人及化驗項目資料。
A&E clinicians use the "Generic Clinical Request System" to make laboratory investigation request, then staff can verify information of patient and have the request printed on labels before conducting blood taking for Cheung.

無片影像快而妥
Filmless reading in seconds

在病房內，同事為張婆婆戴上有其身份證號碼的二維條碼手帶，以便在住院期間作身份認證，並透過電腦的病房管理功能，將張婆婆編排至六號病床。護士為她進行入院評估，將評估數據及資料記錄到臨床醫療管理系統內的「病人評估表格」。填好的表格會儲存於病人的電子病歷紀錄供以後網上參考或列印。其後，主診醫生在病房的工作站，透過醫管局數碼圖像計劃的無片化技術細閱張婆婆的X光片。

Ward colleague helps Cheung to wear the 2D barcode wristband with her HKID which facilitate verification of her identity throughout her hospital stay. And nurses use the ward management function to assign Cheung to ward bed number six. A ward nurse then assesses Cheung and records her findings in the CMS' Patient Assessment Form. The completed assessment form is saved as part of Cheung's **Electronic Patient Record** for future online reference or print out. Later that day, the attending doctor views Cheung's X-ray results via the ward's workstation with the help of **Filmless Technology**.

系統助開藥配藥派藥
System helps with drug dispensing

住院期間，醫生透過全新的住院病人藥物輸入系統，為張婆婆處方藥物，一改以往手寫藥單再傳真副本至藥房的做法。藥劑師透過系統取得藥單，最後由護士核對藥物與張婆婆手帶資料是否吻合，才將藥派給她，確保病人安全。

The doctor uses the **In-patient Medication Order Entry System** to prescribe medications for Cheung. The prescription order is then sent to pharmacy directly via electronic means, that improves the procedure based on faxing handwritten prescriptions. When administering medication to Cheung, nurses will scan the barcodes on drug labels and on Cheung's wristband to confirm identity and enhance patient safety on drug use.

護士派藥時，會用無線掃瞄器核對藥物標籤上的二維條碼和病人手帶的條碼，確保開藥、配藥和吃藥都正確無誤。
During drug administration hour, the nurse scans the barcodes on drug labels and the barcode on the patient's wristband to confirm that she is receiving her medication as prescribed.

電話跟進剛出院高危長者病人
Follow-up calls to high risk elderly patient upon discharge

一周後，張婆婆已無大礙，可出院回家休息，但須覆診。同事透過專科門診預約系統為她安排覆診日期。同時，張婆婆的電子病歷根據系統內的「老人入院風險控制方案」評分，被辨識為再入院風險較高的長者，系統會自動把張婆婆的個案轉送到鄧肇堅醫院的「護訊鈴」服務中心，由護士以電話跟進及支援，提供家中護理及藥物處理等建議，並適時轉介至其他護理支援服務。

A week later, Cheung is discharged from the hospital but requires a follow-up consultation. Staff use the **Out-patient Appointment System** to schedule for her a follow-up appointment. At the same time, according to Cheung's electronic medical record, she is identified by the Hospital Admission Risk Reduction Program for the Elderly (HARRPE) score as having high risk of hospital re-admission. Cheung's information will be sent automatically and electronically for phone follow-up by nurses from the Patient Support Call Centre based at Tang Shiu Kin Hospital. Nurses will assess Cheung's health conditions over the phone and provide health and medication advice as well as referral to appropriate community support services.

社區健康電話支援服務已建立兩項專屬服務，其一為設立於鄧肇堅醫院的「護訊鈴」服務中心，為長者病人及慢性疾病患者（例如糖尿病患者）提供支援。另一項為設立於葵涌醫院的「精神健康專線」服務，為精神病康復者及其家屬提供精神健康電話支援。
Two dedicated facilities are established under the Community Health Call Centre – one is the Patient Support Call Centre set up in Tang Shiu Kin Hospital for elderly and chronically ill patients (e.g. patients with diabetes mellitus). Another is the Mental Health Direct in the Kwai Chung Hospital for patients with mental illness and their caregivers.

拓新服務 惠及病人
Hi-tech developments make life easier for patients

資訊科技日新月異，醫管局亦積極與時並進，開發新的手機程式和系統方便市民。

With IT playing an increasingly important role in diagnostic and treatment services, the Hospital Authority is also making good use of new technology to develop mobile applications and e-systems to enhance patient's services.

「e藥通」助你善用時間
TouchMed app frees patients from extended pharmacy waits

較繁忙的急症醫院藥房或藥劑部平均每日處理逾1,000張處方，因此病人在繁忙時間取藥，等候需時較長。為讓市民能善用等候的時間先處理其他事務，醫管局在6月推出全新手機應用程式「e藥通」。市民可用手機免費下載程式，選擇相應的藥房或藥劑部，及輸入取藥的籌號。當藥物配妥時，手機便自動發出提示訊息，亦可隨時查詢實時取藥狀況，而無須於藥房或藥劑部等候。現時全港約30間公立醫院的藥房或藥劑部，均可應用此程式。

市民下載「e藥通」程式後，便可善用等候的時間。
With the 'TouchMed' app, patients can make good use of their waiting time.

配藥宗數
Dispensing transactions

約 **6,490** 萬宗/每年
Approx. 64.9m / per annum

Typically in HA acute hospitals, the pharmacy handles more than 1,000 prescriptions a day. This high demand for services means that patients who collect their medicines during peak hours may be faced with a long waiting time. However, with the development of a new mobile app, individuals can manage their time with greater flexibility while waiting for their medicines. Launched last June, the HA's free download 'TouchMed' app for smartphones has an easy-to-use interface that simply requires patients to select the appropriate pharmacy and input their ticket number. The app will then automatically send an alert to the patients' smartphones once their medicines are ready for collection. Patients may also check the real-time collection status of prescription without having to be present in the pharmacy waiting area. 'TouchMed' has been launched in about 30 HA hospital pharmacies in Hong Kong.

推新平台 病歷跟人走
e-records platform brings public and private healthcare providers closer

為了建立一個電子平台可儲存病人在公、私營診所或醫院的病歷，以改善公私營醫療系統的服務，政府在2009年牽頭，推行「電子健康紀錄互通系統」，並由醫管局作技術代理，開發系統所需的數據標準和基礎設施。

在取得病人同意後，公、私營的醫護提供者可閱覽和互通病人的病歷報告。獲授權的醫護人員，可於網上取覽全面的病歷紀錄，從而提升治療病人的質素和效率。此系統可減少重複檢查和治療，確保醫護臨床工作質素，亦有助改善疾病監測和公眾衛生監察。

要建立這個綜合的互通平台，除要處理當中涉及的技術問題外，還要確保系統有足夠的保安措施，保障個人私隱，以及令系統日後有足夠空間，儲存大量且不斷增長的病人紀錄和健康資料。

電子健康紀錄互通系統
2015 年啟用
eHRSS to roll out

The vision to have a centralised platform for sharing patient records between the public and private healthcare sectors in Hong Kong and the need to improve the service gap have led to the Government's development of Electronic Health Record Sharing System (eHRSS) since 2009. Being the technical agency, the Hospital Authority is committed to developing the necessary data standards and infrastructure for the eHR Programme.

The eHRSS will allow public and private healthcare providers to view and share patients' medical records with their consent. The system will advance the quality and efficiency of patient care by providing healthcare professionals with authorised online access to comprehensive medical histories. It will reduce the needs of duplicated tests or treatments, enable quality assured clinical practice as well as improvement in disease surveillance and monitoring of public health.

Besides the usual technical challenges, the main missions in establishing this comprehensive platform is to ensure that security measures for this robust system are in place to protect data privacy. Another challenge is building sufficient expansion capacity as the volume of patient data and medical records stored is expected to grow significantly in the future.

兩中心隨時候命 應付同事急Call
IT centre staff work 24/7 to keep systems fit and healthy

在醫院，除了醫護同事要輪班，部分資訊科技同事亦需要。正如全年無休的「資訊科技熱線中心」和「基建操作中心」，前者幫同事解決基本電腦疑難，或轉介至相關部門跟進；後者專責處理電腦故障的嚴重事故，主力監控伺服器的運作，確保醫管局的服務不會因突發事件而受到影響。

Just like the medical team, the Hospital Authority's IT professionals work in shifts to provide an around-the-clock service every day of the year. Two IT support centres are responsible for keeping HA's IT systems in good shape.

「資訊科技熱線中心」中心於2001年成立，現坐落於東區尤德夫人那打素醫院A座四樓，25人的團隊分三更制。中心負責人兼系統經理陳敏思說，「中心每月接聽逾11,000個查詢電話，三分一主要是前線醫護同事發現臨床醫療系統的應用出現問題，其餘則包括忘記各系統的登入密碼和硬件有故障等。」

Set up in 2001, the Call Centre at Pamela Youde Nethersole Eastern Hospital has about 25 people working three shifts daily. Freda Chan, Systems Manager, is in charge of the Call Centre. "We deal with more than 11,000 calls each month. Around one third is from frontline staff reporting application issues relating to clinical medicine systems. The rest involve issues such as password recovery and hard disk failures."

當大家酣睡之際，「資訊科技熱線中心」同事仍用「摩打手」接聽夜更同事的來電，迅速解決疑難。
Another busy night at the Call Centre with IT colleagues working to solve technical problems for night-shift staff.

除了跟進查詢電話外，他們還會幫助程式員監控程式的應用情況。同事如遇上IT問題，可致電2515 2653，或填妥內聯網 callcentre.home 的「Service Desk」表格，列明遇到問題，中心同事會即時跟進。

與「資訊科技熱線中心」為鄰，位於九樓的「基建操作中心」，每日有34人肩負重任，中心負責人兼系統分析主任余展鴻說，他們24小時緊密監控逾千部的伺服器和安裝在各醫院逾八千部的網絡儀器，確保其穩定性和可靠性，讓前線醫護人員或後勤支援同事能分秒正常地操作電腦，適時取得最新資訊，保持最佳工作狀態。

The Call Centre also monitors the use of software on hospital systems. Freda advises colleagues who need IT assistance to call the help desk on 2515 2653 or file an online 'Service Desk' request via the intranet (callcentre.home) for a prompt response.

David Yu, System Analyst who is leading the Infrastructure Operations Centre (IOC), says to ensure the smooth operations of the hospital's IT systems, his team keeps a round-the-clock monitoring service and takes immediate actions to rectify any service disruption. The dedicated supporting staff in IOC oversee the healthiness of more than 1,000 servers and 8,000 network equipment in HA which are instrumental to HA's healthcare services.

「基建操作中心」同事接到通知後，即時跟進，確保無縫同事工作。
All alerts received by colleagues at the Infrastructure Operations Centre are treated as urgent and handled immediately.

嚴密保安冷知識
Stringent IT security measures help

醫管局服務病人，亦有責任保障病人私隱，及避免同事因無心之失而洩漏須守密的資料，因此設有嚴密及強力的資訊保安系統，防止駭客入侵，但最重要還是要靠同事自我提醒，才能遠離洩漏的陷阱。

USB 加密保私隱
- 同事不應將病人個人資料於集影印、掃瞄和傳真於一身的影印機掃瞄後，直接儲於俗稱手指的USB內。
- 若工作所需，同事必須將USB加密，才可儲存病人個人資料。一旦遺失USB，須即時向管理層報告。

設「緩衝區」防駭客
- 醫管局的網絡設有「緩衝區」，如防火牆、入侵預防系統、防毒及過濾垃圾郵件等軟件的檢驗，駭客自然無以逞惡。

Protecting patient data privacy is Hospital Authority's commitment and is also each colleague's responsibility. HA has established a robust framework of security measures to safeguard patient data from being inappropriately disclosed or misused, either through careless mistakes or due to external threats such as virus or hacker attacks. The broad range of measures include various IT security controls as well as colleagues' good privacy protection practices in the workplace and our online social network.

USBs encryption for privacy protection
- HA's privacy protection policy prohibits colleagues from exporting scanned data directly to an unencrypted USB flash drive from an all-in-one printer. No confidential patient data should be downloaded to removable storage devices such as USB flash drive.
- Colleagues are only permitted to store patient information through desktop on encrypted USB flash drives if there is absolute need. The loss of such drive must be immediately reported to hospital management.

Demilitarised zone to deter hacker
- HA's IT network includes a 'demilitarised zone', which contain security devices such as firewalls, intrusion prevention systems, anti-virus and anti-spam programmes amied to protect HA's system from external network attacks.

Numbers !
tell vital role of IT team
IT同事創下的數字

化驗樣本檢驗要求
LABORATORY REQUESTS
Approx. **23.4m** per annum
約 2,340 萬宗 / 每年

堵截垃圾電郵
SPAM MESSAGES BLOCKED
Approx. **1.7m** per month
約 170 萬封 / 每月

臨床醫療管理系統使用次數
Clinical Management System transactions
Approx. **5.1m** per day
約510萬次 / 每日

Radiology Examination Transactions
Approx. **4.5m** per annum
放射檢驗要求 約450萬宗 / 每年

綜合病人管理系統 / 專科門診預約系統登記數目
Integrated Patient Administration System / Out-patient Appointment System transactions
Approx. **0.8m** per day 約80萬宗 / 每日

Financial transactions
Approx. **152.9m** per annum
財務事項 約1,529億宗 / 每年

人事及薪俸事項
HUMAN RESOURCES/ PAYROLL TRANSACTIONS
Approx. **6.6m** per annum
約660萬宗 / 每年

Intranet messages
Approx. **24.6m** per month
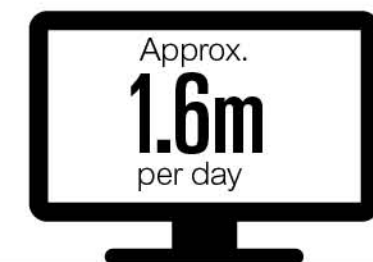傳送內聯網訊息 約 2,460 萬條 / 每月

採購（包括藥物和非藥物）宗數 約 2,020 萬宗 / 每年
Procurement transactions (includes drugs and non-drugs)
Approx. **20.2m** per annum

Virus / Attacks
Approx. **0.44m** per month
堵截病毒及駭客攻擊 約44萬次 / 每月

Electronic Patient Record (ePR) transactions
Approx. **1.6m** per day
病人電子病歷紀錄查閱次數 約160萬次 / 每日

八成病人滿意醫護治理
Thumbs up from patients for in-hospital healthcare worker care

Hospital-based
Patient Experience and
Satisfaction Survey 2013
個別醫院病人經驗及醫務滿意度調查報告

醫院管理局在2013年10月18日至12月5日進行首個「個別醫院病人經驗及服務滿意度調查」，以電話訪問了七間急症室醫院的出院病人，包括瑪嘉烈、威爾斯親王、東區尤德夫人那打素、伊利沙伯、瑪麗、屯門和聯合醫院的3,566名出院病人，評估病人住院經驗和滿意度。
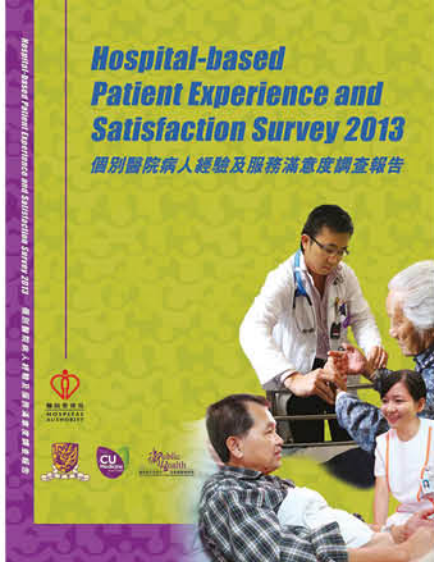
結果顯示，超過八成受訪者認為醫護人員的護理和照顧屬「非常好/好」，整體住院體驗有92%評為六分及以上（10分為滿分）、86%評為七分及以上。

不過，受訪者覺得仍有多個範疇有待改善，包括：增加家人或照顧者與醫生交談的機會、醫護人員就病人情況與病人討論/安撫病人、提供藥物副作用資料等。報告詳情請瀏覽醫管局網頁www.ha.org.hk內「新聞中心」的「特別報告」一欄。

The Hospital Authority conducted its first hospital-based 'Patient Experience and Satisfaction Survey' in 2013. The survey involved telephone interviews with 3,566 discharged patients from seven acute hospitals (Princess Margaret Hospital, Prince of Wales Hospital, Pamela Youde Nethersole Eastern Hospital, Queen Elizabeth Hospital, Queen Mary Hospital, Tuen Mun Hospital and United Christian Hospital) between 18 October to 5 December 2013.

Key findings of the survey include that more than 80% of patients rated the care they received from hospital staff as either excellent or good, and that, on a scale of 1 to 10, 92% of respondents rated their overall in-patient experience as six or above, with 86% giving a rating of seven or above.

Areas in which patients wished to see some improvement such as increased opportunities for family members or carers to speak with the patient's doctor; healthcare workers were able to discuss and / or comfort patients as regards their condition; provision of information on the possible side effects of medication.

A full report of the survey results is available online at HA homepage www.ha.org.hk under 'Special Reports' section in Corporate News.

創新意念 揚威亞洲 Smart ideas win HA recognition at AHMA

醫院管理局在今年的「亞洲醫院管理大獎」中，有四項與病人福祉和理順工作流程有關的計劃獲獎。一年一度的「亞洲醫院管理大獎」為亞洲醫界盛事，今年共有12個國家、82間醫院提交約300項計劃，爭取45個獎項。

Four Hospital Authority programmes related to patient well-being and streamlining work processes received recognition at this year's Asian Hospital Management Awards. Widely regarded as among the most prestigious medical awards in the region, the event recorded over 300 entries from 82 hospitals across 12 countries vying for 45 awards.

得獎醫院 Recipient	組別 Category	計劃內容 Programme Description
伊利沙伯醫院 (金獎) Queen Elizabeth Hospital (Gold Award)	內部顧客服務改善 Service Improvement for Internal Customers	設立「特快專線」減省採購時間 - 運用精益管理於醫院採購服務 Establishment of 'Express Lane' to reduce procurement lead time – Adoption of LEAN management in hospital procurement services 九龍中聯網物料採購及供應部同事，借用超市快快收銀櫃的概念，透過重整人手及委任專責採購員，處理聯網醫院合約的貨品（如醫療消耗品和傢具）的採購訂單。結果，合約貨品採購時間由10.73天大減至1.48天；五萬元以下非合約貨品採購時間亦由30.37天大幅降至5.79天。 Taking inspiration from express cashier counters in supermarkets, Kowloon Central Cluster reallocated related manpower and established a structure of designated buyers to handle procurement requests for contract items such as consumable medical products and furnitures. These changes cut the average lead times for procurement from 10.73 days to just 1.48 days for contract items, and from 30.37 days to 5.79 days for non-contract items with a value of less than HK$50,000.
醫院管理局 (傑出獎) Hospital Authority (Excellence Award)	創新的醫院管理及管治法 Innovations in Hospital Management and Governance	醫院管理局護士診所認證計劃的管理及其架構 Governance and Framework of the Accreditation of Nurse Clinics in Hong Kong Hospital Authority 總辦事處護理服務部在2006年統一護士診所的標準，並制定一套管理架構。透過每年的認證計劃，不僅能有效管理不同專科的護士診所，亦能確保診所提供的質素及標準。至今，已獲認證的護士診所共有152間。 The Nursing Services Department at HA Head Office implemented a standardised governance framework for all HA Nurses Clinics since 2006. By means of an annual accreditation process, the service quality and standard provided by the nurse clinics could be assured. Besides, the heterogeneity that previously existed across HA clusters were significantly reduced. Up to date, there are 152 nurses clinics being accredited.
東區尤德夫人那打素醫院 (傑出獎) Pamela Youde Nethersole Eastern Hospital (Excellence Award)	臨床服務改善計劃 Clinical Service Improvement	多管齊下 - 預防呼吸機引起肺炎 (深切治療部) Prevention of Ventilator Associated Pneumonia (VAP) in the Intensive Care Unit (ICU) - A multi- pronged strategic approach 該深切治療部在2012年開始，推行「重症加強護理病房 - 預防呼吸機相關肺炎」質量改善計劃。該計劃包括改用聚氨酯氣囊，有效阻止病人唾液滲漏肺部而引起的肺炎，和加強護士人員對呼吸機護理流程的培訓。結果，呼吸機相關肺炎的發生率，由25次（以1000日接駁呼吸機為基準）控制至少於10次的國際標準。 In 2012, the ICU at PYNEH initiated a quality improvement programme with the primary aim of preventing cases of VAP in critical care areas. The programme includes using polyurethane cuffed endotracheal tubes to prevent patients' saliva from leaking into the lung which may cause pneumonia, and strengthening the training of nurses with respect to ventilator care processes. The programme has led to a reduction in VAP cases from 25 / 1000 ventilator-days to a level similar to the international standard of fewer than 10 / 1000 ventilator-days.
瑪嘉烈醫院 (傑出獎) Princess Margaret Hospital (Excellence Award)	創新醫療服務資訊科技 Innovations in Healthcare IT	住院病人藥物輸入系統 In-patient Medication Order Entry (IPMOE) project 由瑪嘉烈醫院醫生、護士和藥劑師，聯同總辦事處的資訊科技及醫療信息部和總藥劑師辦事處團隊，一起研發的系統。醫生透過新系統為病人處方藥物，改變以往手寫藥單得真給藥劑師的做法。令藥劑師能更準確核對用藥和劑量，提升藥物安全。護士在派藥時，亦會先掃描藥物標籤上的二維條碼和病人手帶的條碼，是否吻合，保障病人安全。 Doctors, nurses and pharmacists from Princess Margaret Hospital, with the team of Information Technology and Health Informatics Division and Chief Pharmacist's Office at Head Office, developed a closed-loop system with medication decision support. The use of barcode medication administration support enhances patient safety and operational efficiency. With the new IPMOE system, doctors prescribe drugs to in-patients through the system, and pharmacists verify the appropriateness and accuracy of new drug orders instead of manual data input of faxed handwritten drug orders. This new workflow helps to enhance medication safety. During drug administration round on wards, nurses scan the 2D barcode on drug labels and the barcode on patient's wristband to help verify the accuracy of drugs and patient identity respectively before actual administration of drugs.

「健康資訊天地」變身　互動中掌握健康竅門
Living forest offers interactive learning experience for visitors to Health InfoWorld

位於醫院管理局大樓地下的「健康資訊天地」是病人賦能及社區協作的一個匯聚點，自1999年成立以來，累積到訪人次逾50萬。中心於去年開始大規模翻新，早前以全新面目示人。

新設計以「健康與知識的森林圖書館」為題，用樹木年輪代表循環不息的生命，配合枝幹交錯的形態和互相貫穿的樹影影像，訪客猶如置身森林圖書館，感受知識與健康資訊的豐盛。

中心開放時間為周一至周五：
上午十時至下午六時；周六須預約，周日及公眾假期休息。查詢可致電2300 6513或電郵至hahealthinfoworld@ha.org.hk。

The Health InfoWorld (HIW) located on the ground floor of the Hospital Authority Building has recently reopened following a major refurbishment that began last year. Serving as a platform and focal point for patient empowerment and community engagement, HIW has recorded more than 500,000 visits since its establishment in 1999.

The new look HIW adopts the concept of 'Living Forest Library for Knowledge and Health', which represents the abundance of knowledge and health information as in a forest library. The décor of HIW is characterised by layers of tree rings, with interlacing branches and foliage to reflect the design concept of life and growth.

HIW is open Monday to Friday from 10 am to 6 pm and by appointment on Saturdays. The centre is closed on Sundays and public holidays. Further information is available via enquiry line at 2300 6513 or e-mail to hahealthinfoworld@ha.org.hk.

▲ 訪客可於智能長廊量度血壓。
Visitors can check their blood pressure at Smart Patient Gallery of HIW.

新中心加入了不少互動的元素，展區各有特色：
Each zone has its own unique features and interactive elements:

智能卡登記站
Smart Card Registration
訪客可輸入簡單個人資料登記智能卡，以瀏覽資訊站。區內有量度體重指數的設施。
Visitors can input simple data and use a personalised Smart Card at the disease kiosks. Body mass index (BMI) measurement machine is available here.

人體透視
Organs & Diseases
透過投影技術配合真人原大的模型，讓訪客探索人體器官系統的奧秘。
Projection and life-size models provide visitors with a detailed view of various organ systems and how they operate.

資訊站
Disease Kiosks
介紹慢性疾病、癌症、精神問題等徵兆及自我管理的方法。
Share information about the signs and symptoms of major chronic diseases, cancers and mental illnesses, along with tips on self-care management.

思覺園地
Mental Wellness
簡介常見精神問題的資訊，如失眠、抑鬱和思覺失調等。
Highlights information on common mental health problems, such as insomnia, depression and early psychosis.

醫、食、住、行
Activity Zone
提供實用資料及病人日常須注意的事項，如求診與入院須知、家中用藥知識和均衡飲食等；亦設有飲食習慣的遊戲和健康單車，供訪客試試。
Offers practical tips and information on topics such as preparing for hospital consultations and admissions, home medications and balanced diets. A game about eating habits and a health bike are available for visitors to learn more about diet and exercises.

活動網Fun
Play Zone
訪客透過虛擬遊戲或活動舒四肢，以取得健康訊息。
Home to virtual reality games where visitors may enjoy health tips while exercising their arms and legs.

智友長廊
Smart Patient Gallery
訪客可瀏覽智友站，並獲得關於病人互助組織、病人教育工作坊及講座、社區資源等資料。
Provides access to Smart Patient Website, information on patient groups and upcoming empowerment workshops, seminars and community support activities.

救人大過天 真英雄義行
Selfless action all part of the service for HA heroes

救急扶危是醫護人員的天職，在危難關頭，甚至置自己生死於度外，北區醫院幾位醫護和九龍東非緊急救護運送服務隊員的經歷，就是最佳的印證！

A mark of true heroism is taking selfless action to help others in times of crisis or when facing personal danger. Here we highlight some recent examples of the courage and commitment demonstrated by Hospital Authority (HA) heroes.

撞車齊受傷 醫生忍痛助危殆病人維生
Doctor overcomes injuries to assist ICU patient in ambulance crash

北區醫院深切治療部醫生鄭允信留院期間，每日要做物理治療，學習走路。
Dr Justin Vincent Cheng, Resident of the Intensive Care Unit at North District Hospital, had to practice walking with crutches when he was hospitalised.

10月中，一輛載着危殆病人和醫護人員的救護車，在前往威爾斯親王醫院途中突然失控，與一輛運送汽水的貨車相撞。救護車上載有北區醫院深切治療部三名醫護人員和一名危殆病人，撞車令一名醫生和兩名護士受傷，但他們均忍受身體痛楚，堅守照顧車上的危殆病人，待另一輛救護車到步接走病人後，才跟進自己的傷勢。

事件中受傷的是北區醫院深切治療部醫生鄭允信，他說，「撞車時，我整個人被撞至倒地，眼鏡飛脫，腰骨又被硬物撞擊，而病人所用的維生儀器則全被損毀，那時我腦中只想到病人危在旦夕，自己一定要撐下去救病人，故惟有強忍身體痛楚，和同事一起在車上用手壓式甦醒器，繼續協助病人呼吸。」

鄭醫生因傷須留院接受治療，現正在家休養。另外兩名護士黃美恩和方錦琼慶幸只受輕傷。

In mid-October an ambulance bringing a critically ill intensive care patient from the Intensive Care Unit (ICU) at North District Hospital (NDH) to Prince of Wales Hospital (PWH) clashed with a delivery truck. The doctor and two nurses travelling with the patient were all injured in the crash, but continued to make the patient's safety their top priority. They closely monitored the patient's condition and ensured the patient was safely transferred to another ambulance before tending to their own injuries.

Dr Justin Vincent Cheng, Resident of the ICU at NDH, recalls the incident. "I was thrown from my seat when the two vehicles collided. My glasses flew off and I hit my back. I immediately checked the patient and found that the machines providing life-support assistance were damaged. Knowing that my patient was in grave danger, I had to ignore the pain and continued to help the patient breathe with my colleagues using a manual resuscitator," he says.

Dr Cheng had to be hospitalised and is now recovering at home while the two nurses, Wong Mei-yan and Fong Kam-king were treated for minor injuries.

北區醫院護士長江淑娟（左）協助制服疑犯時被扯脫的肩章和鉗，須留在現場作證物。部門運作經理鄧惠芳翌日即補發一對肩章和鉗給她。
Sandy Kong (left), Nursing Officer in the Accident & Emergency Department at North District Hospital, was given a new shoulder badge and forceps from Tang Wai-fong, Department Operations Manager, as her old ones were kept for police investigation.

護士長臨危不亂助制服疑犯
Nursing Officer risks life in gunman arrest

9月中，一名疑為非法入境者的疑犯在北區醫院急症室診症後，突然強搶警員配槍，急症室護士長江淑娟無懼個人安危，立即衝前協助警方制服疑犯。

「我看見疑犯將一名警員壓在地上，企圖搶走其配槍，我立即上前幫忙。就在此刻，聽到有人連開六槍。當時我完全沒想過什麼危險，只顧救人，後來其他同事都來幫忙，我才跑回護士站打999。」江淑娟回憶道，她很感謝總部臨床心理服務同事在當日下午立即派員為該急症室同事提供心理支援。

事件中，病人服務助理張福群在協助制服疑犯時被子彈碎片擦傷左腳腳踝，現時聽到「砰砰聲」仍心有餘悸。雖然如此，她從沒想過離職，「當時我只是想，若疑犯成功搶槍，後果將不堪設想，我只是盡自己所能去阻止悲劇發生。」

In last September, a suspected illegal immigrant in police custody was treated at the North District Hospital's (NDH) emergency room and tried to take the police officer's gun.

Sandy Kong, Nursing Officer in the Accident & Emergency Department of NDH, responded immediately to calls for assistance to subdue the suspect.

"I saw that the suspect had the officer pinned to the floor, trying to take his gun. I rushed over to help. Moments later, I heard six shots ring out at close range. I didn't think about personal safety – I just wanted to help," she recalls. "I only went back to the nurses station to call 999 when other colleagues had come over to assist." Sandy thanked the Head Office for arranging counsellors to speak to her colleagues at the A&E immediately after the incident.

Patient Care Assistant Cheung Fook-kwan sustained an ankle injury from gunshot shrapnel during the incident. Even so, she felt no regret about her act. "I just knew it would be unthinkable if the suspect managed to take the gun. I was just trying hard to help prevent a tragedy."

北區醫院病人服務助理張福群（右）的小女兒，正替她按摩受傷位置，舒緩痛楚。
Cheung Fook-kwan, Patient Care Assistant at North District Hospital, receives loving care from her young daughter.

九龍東NEATS隊員 見義勇為救途人
Non-emergency team performed impromptu rescues

九龍東非緊急救護運送服務隊的其中一支小隊，早前由旺角返回聯合醫院途中，遇見老翁被貨車撞至不省人事，立即衝下車救人，為老伯戴上氧氣罩，直到救護車抵達，送走老伯後才離去。

同屬九龍東非緊急救護運送服務的另一支小隊的同事同日亦在將軍澳遇上一名途人暈倒，他們立即下車救人。同事見義勇為，確實抵讚！

九龍東醫院聯網總監徐德義醫生（左三）親自表揚同事：（左起）運送病人助理區榮基、林榮超、鄭嘉明和運送病人服務員陳貴眉，以及剛於當日休假前未露面的梁偉健。
Dr Chui Tak-yi, Cluster Chief Executive of Kowloon East Cluster (third from left), praises NEATS patient transfer assistants (from left to right) Au Wing-kei, Lam Wing-chiu and Cheng Ka-ming, and patient transfer attendants Chan Kun-mei and Leung Wai-kin (who was on leave when taking this picture), on their public-spirited attitude about assisting those in need.

A Non-emergency Ambulance Transfer Service (NEATS) team at Kowloon East Cluster (KEC) were on their way back to United Christian Hospital when they came across a man being hit in a traffic accident. They immediately gave help to the unconscious man, placed an oxygen mask on him and saw him off to another ambulance before they left.

On the same day, another team of KEC NEATS colleagues in Tseung Kwan O also assisted a pedestrian who had collapsed.

Double thumbs-up for the KEC NEATS squad for always being ready to spring into action!

病人家屬 海外登報謝醫護
HA doctors receive trans-Pacific thanks

今年8月，仁濟醫院內科副顧問醫生江志明和事發時於瑪嘉烈醫院接受專科培訓的明愛醫院內科醫生曾卓恒，最近為因心臟問題被緊急送入院的鄭伯伯進行手術。其他醫護同事亦悉心跟進病人手術後的情況。鄭伯伯在加拿大的女兒於當地的《明報》刊登感謝信，感謝醫管局同事盡力救人。

Dr Kong Chi-ming, Associate Consultant of Department of Medicine at Yan Chai Hospital and Dr Tsang Cheuk-hang, Resident of Department of Medicine at Caritas Medical Centre, who was on specialist training at Princess Margaret Hospital, successfully carried out an emergency surgery on Mr Cheng in August. Medical teams at both hospitals also provided post-surgery care to assist Mr Cheng's recovery.

Mr Cheng's daughter who lives in Canada placed an announcement in the Canadian edition of Ming Pao to express her family's gratitude to HA frontline staff.

- 感謝信 -

Hospital Authority   Sept. 1, 2014

Dear Dr. John Leong Chi-Yan (Chairman of Hospital Authority),

I am writing this letter to express my deepest gratitude to the staff of Yan Chai Hospital and Princess Margaret Hospital for saving my father, cheung yu Cheng's life.

In the morning of August 17th 2014 my father was rushed to Yan Chai hospital with severe heart pain. At that time, I was in Canada and unable to go to Hong Kong right away. Over the phone, I sincerely requested Dr. Kong, Chi Ming (Doctor of Yan Chai Hospital) to take care him.

Dr. Kong, Chi Ming (Doctor of Yan Chai Hospital) and Dr. Tsung, Cheuk hang (Doctor of Princess Margaret Hospital) took charge of the dire situation, and immediately started to conduct emergency life-saving procedures. My father is now on his way to recovery, thanks to your hospitals, Dr. Tsang (Doctor of Princess Margaret Hospital), Dr. Kong (Doctor of Yan Chai Hospital), your staff, post-surgery care and guidance.

Hospital Authority, words will never fully express our gratitude, your staff's medical skills are admirable, and your hospitals sincere concern for your patients deeply touched our hearts. Our entire family will be eternally gratefully to your hospitals!

Thank you!

With much fondness,

Lisa Cheng
Daughter of Cheung Yu Cheng,
Canada

醫院支援少數族裔 同享共融社會
HA service initiatives support Hong Kong's ethnic minority population

香港是個中西匯聚的城市，七百多萬人中，有來自地球另一端的少數族裔。為方便這群他鄉人使用公共醫療服務，醫管局為他們提供多項支援。

Hong Kong is a multicultural city with many different nationalities, cultures and religions represented among its seven million citizens. In line with its mission to provide high-quality, patient-centred care, the Hospital Authority has implemented a number of initiatives to better serve Hong Kong's ethnic minorities.

傳譯服務

溝通是重要的一環，公立醫院提供19種可供預約的語言傳譯服務，包括烏爾都語、旁遮普語、尼泊爾語，及他加祿語等。同事會視乎病人需要安排傳譯服務。在2013 / 2014年度，醫院用了大約6,000次傳譯服務。

醫管局亦妥備了18種少數族裔語言版本的回應提示卡及疾病資料單張，供前線同事向少數族裔人士簡介一些常見疾病資料及治療程序，以及收費、急症室分流制度等的服務細節。

資訊網頁

醫管局的「智友站」亦設有供少數族裔人士使用的連結，可連繫至衛生防護中心網頁，方便他們取得基本衛生資訊。同時，醫管局亦籌備在網頁加入少數族裔用語的基本資料，以便他們隨時查閱。

膳食方面

醫院會為回教徒提供清真食品、為佛教徒提供素食。

遺體處理

醫院尊重不同宗教種族的殯葬戒忌，在有需要時會應家人特別要求，盡快安排將遺體移送出醫院進行殮葬，令遺體毋需停留在殮房的冷藏庫。

Interpretation service

With advance booking, HA hospitals can provide interpretation service in 19 languages – including Urdu, Punjabi, Nepalese and Tagalog – to facilitate communication between patients and medical staff. The extent and nature of the service will depend on the specific needs of the patient. The number of cases of interpretation service performed in financial year of 2013/14 reaches 6,000 cases.

Frontline staff also have access to response cue cards and information sheets translated in 18 languages. These materials include information

on common diseases and treatments, fees and charges, and details of the Accident & Emergency triage system etc.

Online access

HA's Smart Patient website provide links for ethnic minorities to the Centre for Health Protection website where they can get basic health information in their languages. HA is also working to post some basic information which will be of use to the ethnic minorities on its website.

Meals

Hospitals can provide halal food to Muslim patients and vegetarian food to Buddhist patients.

Handling of mortal remains

HA hospitals respect the funeral practices of different religions and ethnic groups. On special request from the family members of a deceased patient, appropriate arrangements can be made – for example, the body of the deceased can be transported out of the hospital as soon as possible for funeral arrangements without any stay in the hospital's mortuary cold chambers.
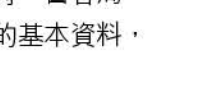
「加料」年曆 方便預約
Customised calendar for booking appointments

屯門醫院早於2004年已跨聯網推行「少數族裔醫護優化計劃」。計劃負責人、屯院兒童及青少年科高級醫生潘建雄說，新界西聯網特別編製了一款年曆，當中記下印度、尼泊爾和巴基斯坦的重要節日，讓同事避免在重要的日子（如齋戒月）安排病人進行非必要的檢查和手術，以減低他們缺席而浪費資源。

醫院亦透過網頁和壁報板分享與少數族裔病患相處的貼士，以免觸犯不同宗教信仰人士的忌諱。青山醫院的病房天花板，更貼有指示方向的指南針，供回教徒敬拜之用。在博愛醫院，更有輕便的提示卡，協助與患者溝通。

that the team has designed a special calendar that shows the dates of key religious and cultural festivals for Indian, Nepalese and Pakistani. Hospital staff can refer to the calendar to avoid scheduling consultations or surgeries during special periods (for example, Ramadan) whenever possible, to accommodate the needs of patients, improve attendance rates and make best use of resources.

Tips and advice on matters such as appropriate physical contact with patients are shared on the hospital's website and Ethnic Minority Corner with staff members to reduce the risk of causing cultural or religious offence.

At Castle Peak Hospital, wards are equipped with compasses to enable Muslim patients to find the right direction to pray. At Pok Oi Hospital, handy cue cards are available to aid patient identification and emergency communication.

Tuen Mun Hospital launched the 'Care Optimisation for Minor Ethnicity – COME Project' in 2004. It evolved into a cluster-wide network called COME Concept. Dr Poon Kin-hung, Senior Medical Officer, Department of Paediatrics and Adolescent Medicine and Project leader, explains

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HA 八卦掌門人
A veteran tittle-tattler of HA happenings

得意襟針 熱賣中

兩款襟針送禮自用皆宜，分別售（左）\$3.2和\$3.5。
Two new HA pins, priced at HK\$3.2 (left) and \$3.5 each, are the latest attractive items in HA's range of souvenirs.

New pins go like hot cakes

Following the successful launch of the Hospital Authority umbrella, necktie and scarf over the past year, the Corporate Communication Department at Head Office has added two attractive pins to its range of HA souvenirs.

The first pin combines the elements of 'People' and 'Heart', conveying a sense of passion and dedication. The second pin was the people's choice in a staff vote, receiving support from 2,811 colleagues. Its warm and welcoming 'Happy Bear' design represents HA's vision, mission and values.

Both pins are now on sale in the HA Staff Co-op Shop. Online bulk purchase by departments is available. Please contact Ms Chan of the Corporate Communication Department on 2300 6395 for details. To make sure you don't get 'stuck' without one, hurry along and purchase yours today!

總辦事處機構傳訊部繼早前推出過雨傘、領呔、絲巾等紀念品外，近期再有新猷，推出兩款襟針。一款以醫院管理局標誌為主；另一款就鬼馬啲，係開心到飛起嘅「歡欣小熊」。嘩，呢隻飛熊唔簡單架，佢唔單止體現醫管局「願景、使命、核心價值」，仲係早前經過全民投票，以2,811票當選。咁鬼得意，快啲去職員合作社買返個啦；部門亦可透過網上訂購，如有查詢，請聯絡機構傳訊部陳小姐2300 6395。

梁智仁跑步 發電

一派學者風範嘅梁智仁教授講學、管理固然了得，原來仲識「發電」。早前，佢喺HA同中電合辦嘅節約能源活動揭幕禮上，親身試用「發電踏步機」，跑咗30秒，跑到臉紅耳熱，不過都只係貢獻咗約千分之一度電。雖然一蚊電費都慳唔到，但總算為地球出過一點綿力！

呢個活動之後仲先後去咗七個醫院聯網，同樣反應熱烈，夾埋超過16,300人次親身玩過部「發電踏步機」，又或者聽過傳授家居節能小貼士嘅講座。總之，大家齊齊慳電節能，唔單止荷包慳到錢，仲有助環保。

Leong demonstrates 'electrifying' abilities

Hospital Authority Chairman Professor John Leong is well-established as a first-class scholar and excellent manager, but now he has also demonstrated a clear ability to generate real electricity as a leader. At the opening ceremony for the 'Energy-saving Promotion Programme 2014', a joint initiative between HA and China Light and Power Hong Kong, our Chairman took a turn on the 'step generator' – an exercise machine that uses 'people power' to produce energy. Clocking in at around 1/1000 mWh, Professor Leong's 30-second burst fell just short of that needed to generate the equivalent of less than one dollar in power savings – but every little helps!

Following the opening ceremony, the Programme travelled to various hospitals across all seven HA clusters, recording an impressive total attendance of over 16,300 colleagues, many of whom chose to participate in the specially scheduled talks on saving energy or follow in the footsteps of Professor Leong by taking a turn on the step generator.

Let's all continue to put our best foot forward to reduce energy consumption to save natural and financial resources and help protect our environment.

張毅翔醫生 從揸手術刀到按滑鼠
Dr NT Cheung marries medical training with IT expertise

醫生與資訊科技，看似風馬牛不相及，但於今年9月才上任為資訊科技及醫療信息主管的張毅翔醫生，卻將兩者完美結合。

張醫生加入醫院管理局已21年。他在澳洲攻讀醫科，但在大學一年級時，已感個人興趣和能力，較傾向電腦，所以畢業後並沒有執起手術刀，反而開展撰寫醫療軟件程式的事業，助前線醫護人員更快、更準確地診症，以另一個方式來救人。他正是參與開發醫管局第一代臨床醫療管理系統的靈魂人物。

他深信，自己的學術背景有助拉近醫護人員與資訊科技團隊的距離，因為他明白醫生關注的問題，可以設計一套融合或協助醫生工作的醫療軟件和電腦系統。

他已定下三大任務，包括研究將臨床醫療管理系統的主要功能應用於平板電腦，讓醫護人員在病房任何地方也能迅速查閱及紀錄病人最新情況；全面推行放射影像無片化，如將電腦掃描數碼影像，收錄於病人在臨床醫療管理系統的病歷內；將「住院病人藥物輸入系統」推行至全港醫院，造福病人。

Many people might assume that a medical degree would be of little use for a career in information technology, but Dr Cheung Ngai-tseung, who took over as the Hospital Authority's Head of Information Technology and Health Informatics in September

新任資訊科技及醫療信息主管張毅翔醫生，閒時愛打高爾夫球。
HA's Head of Information Technology and Health Informatics Dr Cheung Ngai-tseung loves playing golf.

this year, is a proof that the combination of two very different fields can sometimes be a perfect marriage.

Dr Cheung, who has been with HA for 21 years, received his medical degree from the University of Sydney. Following his graduation, Dr Cheung swapped a scalpel for a mouse and keyboard to embark on a career writing medical software. While choosing to step away from the medical frontlines, he is still contributing to saving lives by providing other healthcare workers with valuable technical tools that improve efficiency and accuracy. His achievements to date include being the mastermind in developing first-generation Clinical Management System (CMS), an IT infrastructure for HA hospitals.

Dr Cheung says his background gives him the ability to bridge the gap that can exist between medical professionals and the IT team.

In taking up his new position, Dr Cheung has set himself three initial goals: move key CMS functions onto iPads, so that doctors can check or update patient records easily and efficiently during consultations and ward rounds; achieve the full implementation of filmless imaging across the HA network; and roll out the In-patient Medication Order Entry System (IPMOE) at all HA hospitals for the benefit and convenience of patients.

明愛「一姐」謝文華醫生 加強地區醫療服務
Dr Doris Tse: building on firm foundations

謝文華醫生在明愛醫院工作了29年，但她不諱言，今年9月才上任明愛醫院行政總監初期，心情有點戰戰兢兢。「猶幸過往在前線的經驗讓我很快便適應下來。」謝醫生說，「我深明同事、病人及其家屬都各有關注，因此做每項決策前，都會多從他們的角度考量，希望每一方面都得到照顧。」

謝醫生是一名內科醫生，並取得重症醫學及紓緩醫學的專科醫生資格，過往一直積極在中央及聯網層面，推動及統籌紓緩治療及臨終護理服務。她是醫管局醫學倫理委員會副主席；同時擔任統籌聯網的內科 / 老人科、深切治療、紓緩治療、急症護理和兒科服務。

她說，隨著深水埗區人口增長和結構改變，明愛醫院未來面對的挑戰不再單單是長者醫療的需求上升，還因地區內新增了不少年輕家庭，而需考慮加強年輕人和兒童急症的服務。她相信，剛完成重建的新懷仰樓有助醫院增加進行日間手術節數、拓展跨部門專科門診和紓緩治療，以及提供一站式復康服務。

放下忙碌的工作回家，謝醫生即變成「貓癡」。她說：「我從三歲起開始養貓，從小就視貓為玩伴，睡覺、上街、做功課也與貓『黏』在一起，

還記得我第一隻貓去世時，用了最珍貴的書包給牠陪葬。」她平時亦愛焗蛋糕、炒兩味，或製作小手作，送贈摯友。

新任明愛醫院行政總監謝文華醫生視貓如親。圖為她與「密友」，英國短毛貓芝麻的合照。
Hospital Chief Executive at Caritas Medical Centre, Dr Doris Tse is 'crazy about cats'. She poses with Sesame, her beloved British Shorthair cat.

Despite having worked at Caritas Medical Centre (CMC) for 29 years, recently appointed CMC Hospital Chief Executive Dr Doris Tse openly admits feeling jittery on taking up her role in September this year. "My time as a frontline medical professional has been invaluable in my transition," says Dr Tse. "I understand the concerns and perspectives of frontline colleagues as well as of patients and their families, and the potential consequences of my decisions in practical terms for those working at the sharp end of HA's everyday operations."

A physician by background, Dr Tse is a specialist in critical care and palliative medicine. She is actively involved in coordinating and promulgating palliative care services at both cluster and corporate levels. She serves as the vice-chair of the HA Clinical Ethics Committee, and acts as the clinical coordinator at cluster level for medical stream covering medicine and geriatrics, intensive care, palliative care, paediatrics, accident and emergency care.

Dr Tse notes that with the population growth and demographic changes currently underway in Sham Shui Po, community-based health care will have a broader role to play in future as the medical needs of the young

adults and paediatric age groups may surge while the challenge of elderly population remains. She considers that the newly commissioned Wai Ming block in CMC will be a good platform to facilitate future expansion of their services such as day surgery, interdisciplinary outpatient clinics, palliative care and one-stop rehabilitation services.

Outside the pressures and responsibilities of her job, Dr Tse is, in her own words, 'crazy about cats'. "I got my first cat home when I was only three years old, and it quickly became my playmate and a trusted friend. She hung out with me when I did my homework and even slept by my side. When she finally passed away, I used my most valued school bag to bury her." In addition to her love of cats, Dr Tse also enjoys baking, cooking and crafting small gifts for her two-legged friends!

中西醫協作 三院行先導計劃
A step forward for Chinese medicine development with HA pilot scheme

醫院管理局最近推出中西醫協作先導計劃，透過與三方協作的中醫教研中心合作，為合適的患者提供適切的中西醫協作治療，並就中醫住院服務的發展汲取經驗。

計劃首階段在三間公立醫院試行，服務對象包括東華醫院的中風病人，屯門醫院正接受舒緩治療的癌症病人，以及東區尤德夫人那打素醫院的急性下腰痛病人。主診西醫會邀請適合的住院病人參與計劃，病人可自願參與及退出計劃。

先導計劃以西醫為主導。西醫會與中醫師一起巡房，西醫為病人作常規治療，中醫師則會根據臨床方案及臨床判斷，經與西醫討論後提供中醫治療，有關的診治均會記錄在病人的病歷記錄表中。

In phase I implementation, in-patients suffering from stroke at Tung Wah Hospital, cancer patients requiring palliative care at Tuen Mun Hospital and patients with acute low back pain at Pamela Youde Nethersole Eastern Hospital will be invited by doctors to take part in the wholly voluntary scheme where participants have the option for withdrawal at any time.

Led by HA doctors, the patient consultations under the programme involve both Western and Chinese medical practitioners. Participating patient will receive routine conventional treatment from HA doctor while CM practitioner from CMCTRs will supplement treatment in accordance with established clinical protocol and assessment after discussion with the HA doctor. Progress on the treatment will be documented in the participant's medical record.

病人除須繳付一般的公立醫院服務收費外，亦須向中醫教研中心繳付每日港幣200元的中醫服務費。病人出院後在計劃跟進期內，每次接受中醫門診治療亦須向中醫教研中心支付港幣120元。綜援受助人士可獲豁免計劃內之住院及門診的中醫治療費用。

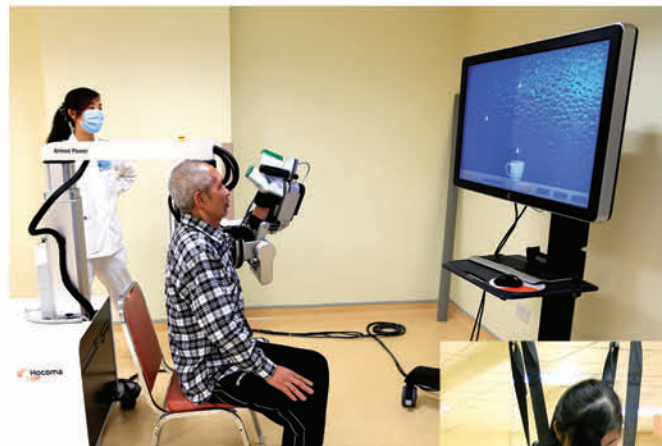先導計劃會於明年對首階段的成效進行中期檢討，第二階段會在沙田醫院、威爾斯親王醫院、瑪嘉烈醫院及廣華醫院試行。

In collaboration with the tripartite Chinese Medicine Centres for Training and Research (CMCTRs), the Hospital Authority has recently launched the Integrated Chinese-Western Medicine (ICWM) Pilot Programme at three hospitals in an effort to benefit eligible patients with appropriate ICWM treatments, while gathering experiences for the development of Chinese Medicine (CM) in-patient service.

In addition to the fees charged for HA's hospital services, the participating patient is required to pay HK$200 daily to the CMCTR for CM services. Discharged patient under the programme has to pay HK$120 per visit to the CMCTR if follow-up consultation at CMCTRs is required. Under the programme, charges for both in-patients and out-patients who are on Comprehensive Social Security Assistance will be waived.

There will be an interim review next year on the first phase of the pilot programme. For phase II, the programme will be rolled out at Shatin Hospital, Prince of Wales Hospital, Princess Margaret Hospital and Kwong Wah Hospital.

跨部門復康治療 加速中風病人痊癒
Integrated rehabilitation therapy at PMH accelerates recovery of neurological patients

瑪嘉烈醫院早前獲賽馬會資助，成立腦神經綜合復康中心。中心位處該院主座大樓地下，面積一萬平方呎，配有先進的復康器材，更集合50多名物理治療師和職業治療師及支援同事，處理各住院及急症病人，並由復康醫生統籌物理治療師、職業治療師和言語治療師，為中風、腦部或神經系統受損的病人，提供嶄新的跨部門復康治療。

中心今年3月起已率先為有需要進行物理治療和職業治療的住院病人進行治療，5月更開始跨部門協作，提供「偏癱肩痛治療」和「中風後痙攣康復治療」服務。

中心負責人、物理治療部部門經理梁思恩和職業治療部部門經理鄭慧慈稱：「中心就如一個平台，讓兩邊的同事能同時從多角度去評估及跟進中風病人，令病人在首半年的治療黃金期間得到最適切的治療，有別於過往『各有各做』或因此延長了病人康復進度的情況。」她們都認為，這個中心的服務方便了病人，因為他們可在同一個地方接受到不同的治療，省卻舟車勞頓及多次的排期。

中心增設了一些先進復康器材，如供職業治療用的機械上肢訓練（上），和物理治療使用的機械步姿訓練。
Robotic upper limb training (above) for occupational therapy and robotic gait training for physiotherapy are two of the treatments that incorporate use of the state-of-the art rehabilitative technology available at the new centre.

Funded by the Hong Kong Jockey Club, the recently established integrated neurological rehabilitation centre at Princess Margaret Hospital is located on the ground floor of the main building. Covering about 10,000 square feet, the centre is home to a team of 50 physiotherapists and occupational therapists. In addition to providing service to the acute in-patients, the team, under the coordination and leadership of a rehabilitation specialist and joined by the speech therapist, provide integrated rehabilitation to patients suffering from after-effects of strokes, brain injuries and a wide range of neurological diseases.

The centre has been providing physiotherapy and occupational therapy services to in-patients since March, with the rolling out of integrated neurological rehabilitation services – such as the hemiplegic painful shoulder and post-stroke spasticity programmes commencing two months later in May.

Centre co-heads Candy Leung, Department Manager of the Physiotherapy Department, and Stella Cheng, Department Manager of the Occupational Therapy Department, explain that the centre "enables physiotherapists and occupational therapists to provide coordinated, simultaneous treatment to patients. This facilitates a more efficient treatment process and reduces recovery times when compared with the previous practice of rehabilitation specialists providing their services separately and with very little cross-consultation". The pair also note that providing different types of treatment at one location can help cut travel times for patients and reduce the need for separate additional follow-up appointments.

止血帶機響鬧提拆帶
Nurse invented Tournimate to reduce tourniquet risks

止血帶機
Tournimate

止血帶
Tourniquet

屯門醫院同事對細部又易用的「止血帶機」讚不絕口！
The 'Tournimate' is easy to use and much appreciated by colleagues at Tuen Mun Hospital.

創意加細心，造就小發明，減低醫療事故的發生。

屯門醫院內科及老人科（急症）註冊護士劉世谷（左圖），在兩年前自製「止血帶機」，提醒同事在抽血及插入靜脈導管後，一定要為病人拆除止血帶，「若止血帶一直箍在病人身上數小時，是非常危險的，因會令病人手臂血管長時間受壓，導致血液不流暢，出現手腫、肌肉壞死情況，嚴重者要切除部分肢體。」他說。

「止血帶機」是一部集計時及響鬧功能的小盒，小盒上有指定位置可插入止血帶。由醫護人員在小盒上取出止血帶的一刻開始計時，若五分鐘後仍未將止血帶放回小盒上的特定位置及沒有按靜音鍵，小盒就會自動發出聲響來提醒同事。目前，屯門醫院內科及老人科共有10部，供內部病房使用。醫管局亦已聯絡電子產品開發商，正就「止血帶機」的概念作大量生產，可望日後能應用於各公立醫院和診所。

劉世谷對電子學甚有研究，每部原創「止血帶機」的設計和裝嵌都由他親手製造。他說：「這部機的最大考慮，是設計要簡單和耐用，故小盒只有一個按鈕，用作靜音；另因不想浪費人手日日充電，故選用可用上數年的筆芯電，以便同事可自行更換。」

mute button within five minutes, a continuous alarm will sound and can only be stopped by reattaching the tourniquet to the box. There are currently 10 tourniquets in use across part of Medicine & Geriatrics wards at TMH. Meanwhile, HA has contacted manufacturers to explore the possibilities of the mass production of 'Tournimate', in the hope that it can apply to all public hospitals and clinics in the future.

Raymond used his familiarity with electronics to design and build these highly effective original devices. "My main concerns when designing the unit was that it had to be portable, easy to use and durable," Raymond explains. "Based on these criteria, I decided that the unit only needed one button and one fixed time setting. I chose to power it using AA battery as these are readily available and easy to replace, and a single battery is estimated to last for several years."

Raymond's invention proves that with observation, smart thinking and a dash of ingenuity, we can all come up with creative ways to assist our colleagues and enhance care for patients.

A registered nurse at Tuen Mun Hospital (TMH) has used his creative skills to design a small device that helps to significantly reduce the risks associated with tourniquet use.

Around two years ago, Raymond Lau (photo to the left), a registered nurse of Medicine & Geriatrics (Acute) at TMH, built what is now known as a 'Tournimate' to help remind frontline staff to remove tourniquets from patients' arms after taking their blood. "A tourniquet, if applied, will restrict or prevent the flow of blood into the arm. Leaving it in place for too long may cause a patient's hand to swell, tissue damage or, in extreme cases, tissue necrosis," he says.

The Tournimate is a compact box with a timer and alarm function. The tourniquet is removed from the box for use on the patient. If the tourniquet is not reinserted into a designated position in the box or not presses the

聯合同事好快搬屋了！
UCH colleagues prepare to move 'house'

聯合醫院為配合興建新日間醫護大樓的擴建工程，過去兩年積極籌備前期工作，如將該院及將軍澳醫院的露天停車場，改建為兩座臨時建築物，以供同事未來幾年作為臨時辦公室之用。

兩座臨時建築物的裝修工程已進入最後階段，預計受影響的行政部、人事部、醫療部門辦公室及後勤支援的同事，可陸續在今年底開始搬遷工作，到明年上半年完成後，便會開始拆卸四座龐大建築及興建地庫。雖說只是臨時辦公室，但內裡的設施絕不馬虎，畢竟同事要在這個臨時辦公室工作六至七年呢！

Administrative, human resources, clinical department offices and other supporting staff at United Christian Hospital (UCH) will soon be settling into a new 'working home' as a key element of preparatory work in the development of a new Ambulatory Block at the hospital nears completion.

The construction of two temporary offices on car park sites at UCH and Tseung Kwan O Hospital will soon be ready, with colleagues who currently occupy four old buildings at UCH scheduled to move across in phases beginning at the end of the year and running into the first half of 2015. The temporary facility offers a comprehensive range of amenities, reflecting the fact that staff may be based there for as long as six or seven years.

Following the relocation of all affected departments, the old buildings at UCH will be demolished and construction work will begin on the Ambulatory Block.

聯合醫院停車場變身為臨時辦公室，內裡裝修及設施絕不馬虎。
The car park at UCH is now the site of a fully equipped temporary office facility.

多元化精神健康教育活動
Community-wide initiatives encourage positive mindset towards mental health

葵涌醫院帶領院友及照顧者遊覽新生農場製作T恤，提升社區共融意識。
Kwai Chung Hospital organised a visit to New Life Farm for a T-shirt designing event as part of a series of HA activities to improve public understanding of mental health and strengthen relationships between patients and their families.

七大聯網一群精神科的愛心群英，除日常照顧患者之餘，也為院友及家屬舉辦康復及共融活動，令患者早日踏上康復之路，以及提升社區共融意識。

• 港島東去年以「精神健康、老友共融」為題舉辦連串活動，在年底閉幕禮，由一班義工帶領老人精神科日間院友齊唱、齊演和齊看太極show，並推出《護老者的開心徑II》小冊子，提供有用資訊。

• 港島西在去年底至今年初舉辦「愛心天使行動」，透過培訓愛心天使，增進院友及其照護者的自信和支援技巧，鼓勵互相支援。

• 九龍東舉辦了「愛同行」壁畫製作活動，由日間院友參與創作壁畫，並和照顧者、義工及醫護人員，一同繪畫壁畫，提供抒發心情的平台。

• 九龍中到學校舉行互動講座，透過話劇、活動、問答等，向逾千位師生提供精神健康小知識，亦讓精神科服務使用者透過協助籌辦活動，加強融入社會。

• 九龍西舉辦「家、添、情2013生命的讚頌」生態旅遊活動，帶領院友及照顧者到濕地公園及新生農場製作T恤，溫馨洋溢。

• 新界東舉辦「溫馨家庭照相館」活動，64位患者及其家人一起參與，加強凝聚家庭成員在康復路上的支援。

• 新界西與日本航空聯手合辦「家多一點點」活動，包括月餅製作、繪畫、參觀等，讓精神科服務使用者、照顧者及家人感受家庭和社區的包容和愛心。

A series of activities to promote greater public understanding of mental health issues and support the recovery and social reintegration of patients who have grappled with psychiatric and psychological conditions were held across the seven Hospital Authority clusters during the 2013/14 financial year.

• Hong Kong East Cluster organised a series of programmes under 'Caring HK : Better Mental Health, Support the Carers of Elderly'. At the closing ceremony and sharing forum, a group of volunteers led elderly psychiatric day patients in a singalong and a performance that included a tai-chi demonstration. The cluster also produced a booklet, 'Carers Happy Trails II', which contains useful information on caring for individuals dealing with mental health issues.

• Hong Kong West Cluster organised the 'We Care and Being Cared' volunteer training programme for the love angels. The programme aimed to strengthen the confidence of patients and the skills of their caregivers by providing an additional opportunity for the two groups to interact and offer mutual encouragement and support.

• Kowloon East Cluster organised the 'Love and Togetherness ' creative wall project. Provided with a 'blank canvas' in the form of a wall, day patients were encouraged to creatively express their feelings, thoughts and emotions.

• With the participation of over a thousand teachers and students from a secondary school in the area and mental health service users, Kowloon Central Cluster's programme brought the local community together in a spirit of greater acceptance of and respect for people suffering from mental health difficulties.

• In Kowloon West Cluster, a family friendly eco-tourism day was arranged for patients and their caregivers, which included a visit to Hong Kong Wetland Park and New Life Farm for a T-shirt designing activity.

• A 'Photo-taking Day for Patients and their Families' in New Territories East Cluster helped reinforce the caring bonds between 64 patients and their loved ones by bringing them together in a cozy home studio setting.

• New Territories West Cluster organised the programme ' Family - we are' together with Japan Airlines that offered activities such as moon-cake-making sessions and art classes and visits to patients, carers and their family members to enhance their positive family relationships and bonds with society.

「出手」抗流感
Staff encouraged to take a flu shot

打者愛也，打的是季節性流感疫苗。

流行性感冒高峰期又降臨，為保自己和身邊人免受病菌侵襲，同事記得善用醫管局現正提供的免費防疫注射服務。

流感引起的併發症可引致死亡。打一針，不但增強自己免疫力，亦有效減低交叉傳染的機會。所有同事，包括合約、兼職及臨時員工，均可聯絡八間員工診所作安排注射時間。

保護自己、愛護他人，記得鼓勵身邊的人一齊「出手」，打針抗流感。

醫管局行政總裁梁栢賢早前在九龍醫院接受流感疫苗注射。
HA Chief Executive PY Leung received his flu vaccine at Kowloon Hospital.

Winter is on its way. While the cooler weather offers relief from the summer heat, it also marks the start of the peak influenza season. To minimise the chances of a flu virus ruining your health, you are invited to make use of the Hospital Authority's annual flu vaccination programme for staff.

Having the shot will not only help protect you from the flu virus and its potentially serious complications, but will also lower the risk of influenza spreading among your family members, colleagues and patients. HA encourages all staff to take part in the programme to demonstrate a united front against the spread of influenza and set a good example to members of the public who may greatly benefit from having the vaccination.

All HA employees – including part time, contract and temporary staff – can arrange to have a flu shot by ringing one of HA's eight staff clinics for an appointment.

拒做大嘥鬼 廚餘變肥料
Food waste helps 'feed' gardens as part of HA's green initiatives

推行環保，醫院管理局一直不遺餘力。醫管局去年簽署政府領行的「惜食約章」，以行動支持減少浪費食物、減少廚餘，成效顯著，早前更獲主辦單位邀請，與外界分享經驗。

醫管局的惜食措施包括在11間醫院使用「廚餘機」，將廚餘分解為肥料作耕種之用，或轉化為液體排放，減少對環境的污染及堆田區的壓力；另外，有六間醫院安排收集廚餘以循環再造成有機柴油或肥料。單在去年，收集及處理的廚餘約1,200公噸；又推行「星期一無肉計劃」及在部分醫院推行低碳餐單等。

在減少碳排放方面，不少公立醫院歷年來均獲頒「香港環保卓越計劃」的減碳證書，令醫管局繼續蟬聯全港首三名減碳最多的機構。醫管局即將在21間醫院更換92部新型無油式製冷機，預計可減少約7,000噸碳排放，而每年更可因此節省1,300萬元電費！

廚餘變成有機肥料。
Patient meal waste becomes a valuable source of 'nutrition' for gardens and green areas thanks to HA's food-composting initiatives.

As part of its efforts to continuously improve its environmental performance, the Hospital Authority last year signed the Hong Kong Government-initiated Food Wise Charter, under which organisations pledge to reduce food waste. The Authority has already implemented several highly successful initiatives as a Charter member and was invited to share these experiences earlier this year.

One notable step was the introduction of food waste composters in patient kitchens in 11 hospitals, which convert food waste into organic fertiliser and environmentally friendly sewerage discharge, with the added benefit of reducing pressure on landfill sites. Food waste is also collected from six hospitals for off-site recycling into biodiesel or fertlisers. An estimated 1,200 tonnes of food waste was treated or collected for recycling last year. Other initiatives include implementing 'Meatless Monday' and 'Low-carbon meals' options for patients in some hospitals.

Besides, a number of HA institutions have been awarded 'Carbon Less Certificates' at the Hong Kong Awards for Environmental Excellence in recent years and HA has again become one of the three best performing organisations in 2013. Future plans include the installation of 92 centralised oil-free, air-cooled chiller systems in 21 hospitals, which is expected to reduce carbon emissions by around 7,000 tonnes and save about HK$13 million in annual electricity costs.

工餘種瓜菜 齊享耕種樂
Staff enjoy cultivate greener living practices with patients

潮流興綠色生活，不少醫院近年也利用天台空間打造一片綠色天地。靈實醫院昔日位處調景嶺荒原，故早於1957年，同事和院友已合力開墾田地，種植蔬菜和飼養家禽，成果足可自給自足。重建後，院方將主座大樓旁的半個籃球場改建為「健康農場」，並舉辦不同的種植活動，如種生菜、茄子、節瓜、西洋蘆瓜、粟米、豆角和蛇瓜等。

屯門醫院社區服務中心亦利用鄰近的露天位置，開闢空中農圃，在護理人員、義工和30多名兒童及青少年病友合力打理下，油麥菜、生菜和檸檬草等均已茁壯成長，部分收成更可讓病友及義工帶回家品嚐。

With interest in more sustainable living continuing to grow in Hong Kong, many hospitals have developed 'green' areas within their grounds. For Haven of Hope Hospital (HHH) in Tiu Keng Leng, however, this latest trend reflects principles that it has been practicing for decades. Since 1957, staff and patients have worked together to cultivate vegetables and raise poultry in the hospital grounds, producing harvests that made the hospital close to self-sufficient. The half basketball court next to the main building has been repurposed and now operates as a 'Healthy Farm'. Lettuce, aubergine, hairy gourd, marrow, corn, string beans and snake gourd are some of the crop plants.

靈實醫院不時舉辦種植和低碳烹飪比賽。圖為在去年的冬瓜種植比賽，最終由代表3B病房的組別以7.7公斤冬瓜（左三）奪冠。
HHH holds planting and low-carbon cooking competitions. Photo shows a white gourd growing competition last year, Ward 3B's 7.7 kg white gourd (third from left) take the champion's crown.

HHH is not the only HA hospital engaged in 'productive planting'. The Community Services Centre at Tuen Mun Hospital has established a 'Community Built Garden' that, thanks to the hard work of healthcare workers, volunteers and about 30 adolescent patients, is full of lettuce, lemongrass and other crop plants. Patients and volunteers are able to share in the harvest and enjoy the fruits – or perhaps, in this case, the vegetables – of their labours!

屯門醫院社區服務中心舉行有機耕種的基本知識工作坊，參加者喜見成果。
The Community Services Centre at Tuen Mun Hospital runs workshops to share basic organic farming knowledge and skills. Participants show their harvest.

1 分鐘自由講
Minute Talk

不「逐」之客

剛接過同事的更，馬上展開值夜班的一天。我如常先「檢閱」每一位病人，當走到亞雲的病床前，一名職工跟我說：「他仍未走！從你當完早更下班，一直到現在。」瞬間後才我意會到，所說的是今早我當更時，在亞雲窗邊發現的那隻飛蛾。

亞雲是泰國人，年輕時被家人強逼下嫁一個酗酒的賭徒。每當亞雲丈夫輸錢，喝得爛醉，總是找她來出氣。亞雲受不了他的虐打，決心另尋新天。機緣下，她來到香港，嫁了給一位老實的點心師傅。

可是世事弄人。婚後不久，亞雲中了風，入住沙田慈氏護養院。最初，她只是行動不便，需要輪椅代步，丈夫每星期都會帶很多美味的食物來院舍探望她。後來她再多次中風，進食也不能了，須長期插上導管給餵食，更要入住護理病房。這些年來，她丈夫的探望從不間斷。

每次到訪，亞雲的丈夫總是靜靜的站在她床邊，深情的看著她。偶爾跟他談起亞雲的近況，他總是面帶微笑；每當我到電話請他為亞雲買胃喉導管或日用品，他都會在24小時內迅速完成，絕對是最合作的家屬。

有一次，我發覺好一段日子未見亞雲丈夫前來探訪，從她的鄰友得知，她丈夫近日發現患上嚴重糖尿病，卻諱疾忌醫。亞雲平日喜歡模仿別人說話，所以我教她對丈夫說：「老公，有病要看醫生呀！」。果然，在她丈夫的一次探訪中，她絲毫不差地把我教的話說出來，丈夫臉上立即展露柔情。我亦不忘對他說：「你是亞雲活著的支柱，不能因怕看醫生而放棄治療。你越長壽，亞雲就越幸福。」我想，他是明白的。

日子如常的過，幾星期前，同事告訴我，亞雲需要家人代買胃喉導管，我便致電他的丈夫。豈料電話遲遲未有人接聽，在數天的假期完結後，就在復工的第一天，我驚悉亞雲的丈夫因十二指腸出血，在家失救而死。

傳聞死者眷掛凡間的親人，會化作一隻昆蟲，為的就是多留一會、多看一眼。正因如此，堅守在亞雲身邊的飛蛾成為了我心中「不可驅逐之客」。

文：崔毅
沙田慈氏護養院展能部護士

員工造影 更快更便
Staff Radi Program – fast and convenient

為使同事在醫管局醫院以外有其他診斷造影服務選擇，醫管局由2014年12月1日開始推行「員工造影計劃」。

凡享有醫療福利的醫管局現職員工，包括常額、合約及臨時的全職或兼職人員，或屬公務員聘用條款或按補助機構條款受聘的醫管局現職員工，經醫管局醫生診症後作出轉介，就可自行聯絡指定的私營機構（見表），進行電腦斷層掃描、磁力共振掃描及乳房造影服務，費用由同事和醫管局共同分擔，但計劃並不包括作普查用途、或高風險及複雜性質的診斷造影服務。

詳情可瀏覽網頁 http://hr.home 或致電 2300 7508查詢。

To provide eligible HA staff with an option to access Computed Tomography (CT), Magnetic Resonance Imaging (MRI) and Breast Imaging (BI) services offered by designated private service providers, the Hospital Authority will implement a pilot 'Staff Radi Program' starting from 1 December 2014.

All serving HA employees on permanent, contract, temporary full or part-time employment terms with medical benefit entitlement, HA staff on civil service terms or subvented staff working in HA with referral from HA doctors are eligible to join this programme under a co-payment arrangement. They can contact the designated private-sector providers direct (see table) for CT, MRI or BI services. Diagnostic imaging services for screening purposes and those of a high risk or complicated nature are NOT included under the programme.

For more details, please visit http://hr.home or call the Staff Radi Program Administration Office at 2300 7508.

員工造影計劃
Staff Radi Program

診斷造影類別 Diagnostic imaging service	私營機構 Private service provider
電腦斷層掃描 Computed tomography	播道醫院 Evangel Hospital
	卓智醫學掃描診斷中心 iRad Medical Diagnostic Centre
	卓健診斷及放射中心 Quality HealthCare Diagnostic and Imaging Centre
	聖保祿醫院 St Paul's Hospital
磁力共振掃描 Magnetic resonance imaging	香港體檢及醫學診斷中心 Hong Kong Health Check & Medical Diagnostic Centre
	卓智醫學掃描診斷中心 iRad Medical Diagnostic Centre
	卓健診斷及放射中心 Quality HealthCare Diagnostic and Imaging Centre
	聖保祿醫院 St Paul's Hospital
乳房造影 Breast imaging	宏康醫學診斷中心 Central Medical Diagnostic Centre
	播道醫院 Evangel Hospital
	健拍醫學造影中心 Impact Medical Imaging Centre
	卓健診斷及放射中心 Quality HealthCare Diagnostic and Imaging Centre

換更操

減痛症 過你好招

Pre-duty stretching keeps you fit for duty

工作繁忙，前線同事不時做到肩緊膊痛！瑪麗醫院早前在員工健康週力推「換更操」，鼓勵護士和支援同事在交更時，齊齊舒展筋骨。鬆一鬆，有助預防肌肉筋骨勞損，又能提高工作效率和培養團隊精神。八招「換更操」均由該院物理治療師針對同事所需，精心設計，並已率先於精神科病房推行，每個動作做四次，每次維持十秒。各位同事，不妨學一招半式傍身。

The physical demands of many frontline jobs can lead to sore muscles for some colleagues. The recent 'Staff Health Week' at Queen Mary Hospital included the promotion of a pre-duty stretching exercise for nurses and supporting staff. Designed by physiotherapists and first implemented at psychiatric ward, the exercises are aimed at helping staff physically prepared for their shift.

Four times for each move and hold 10 seconds each time – we encourage you to give the exercises a try!

1.

頭側兩方、防頸痛： 頭側左邊，雙肩保持平衡，左手向旁拉至感覺右頸側拉緊，有助紓緩兩邊頸膊肌肉。

Tilt your head to the left. Bring your ear close to your shoulder and stretch the muscles on right side of the neck. Switch side and repeat.

2.

挺胸伸展、姿勢好： 雙手置於背後，伸直及互握，然後向上提舉至感覺前胸拉緊，可紓展頸椎、胸椎肌肉。

With a stable, neutral stance, hold hand at the back and raise arm straight to stretch your chest. This helps relax muscle around the cervical and thoracic areas of the torso.

3.

上下拉手、無難度： 雙手伸直，先做手腕屈肌（圖上），左手指向上，掌心向外，右手將左手掌向後拉，至感覺左前臂下肌拉緊，左右交換；然後做手腕伸肌，左手指向下，手背向外，右手將左手掌向後拉，至感覺左前臂上肌拉緊，左右交換。可拉鬆前臂繃緊的肌肉。

Hold on to your palm with the opposite hand, bend your wrists up to stretch out your forearm muscles (above). Again, do the same act by bending your wrists down to stretch out your forearm muscles. Switch arms and repeat.

4.

提手拉肩、好易做： 右手置於頭後，手肘屈曲，左手將右手肘拉向下，可拉鬆三頭肌。

Bend one arm behind your head and shoulders. Use the opposite hand to apply light pressure to the elbow until a stretch is felt in the triceps (back muscles) of the upper arm. Switch arms and repeat.

5.

伸展後肩、有著數： 右手置於左肩，肘與肩齊，左手將右手肘拉向左肩，至感覺肩胛肌肉拉緊，可紓展肩後肌肉。

Draw one arm across your body using your other arm to stretch your posterior capsule of shoulder. Perform stretch on both arms.

6.

雙手撐腰、精神好： 雙手撐腰站立，上身盡量向後彎，有助預防腰間痛楚。

Place your hands on either side of the small of your back and gently extend your back. The exercise help to prevent back pain.

7.

前後紮馬、痛症無： 前後腳站，前腳彎曲，後腳蹬直，慢慢將臀部向前移動，保持腰背挺直，注意後腳不要離地，腳尖向前，紓緩繃緊的小腿肌肉。

Step forward with one leg and, keeping both feet on the floor with your toes facing forward, gently bend the knee of the front leg until a stretch is felt in the calf (lower back muscles) of the back leg. Switch legs and repeat. This can help reduce muscular aches in the lower legs.

8.

常拉腳筋、健康保： 左腳曲膝，右腳伸直至大腿後肌有拉緊感覺，令大腿肌肉放鬆及紓緩雙膝蓋痛。

Step forward slightly with one leg. Rest on the heel of the front leg, bend the knee of the back leg until a stretch is felt in the hamstrings (upper back muscles) of the front leg. Switch legs and repeat.