



編者的話

多年來，醫院按服務的不同需要，各有不同的「工作服」。發展至今，各式各樣的工作服款式原來超過半百！為進一步提升醫護同事的專業形象，醫管局最近首次為四個專業職系的前線醫護人員統一工作服。今期的封面故事(2至7頁)，率先帶大家一睹新工作服的真面目，並聽聽未來用家對新工作服的心聲。

在每年的流感高峰期，病人數目大增，前線醫護同事忙上加忙。今年因流感來得早，eFlu系統亦較往年更早啟動。這個專責監察流感的電子系統究竟如何蒐集數據、通報疫情、紀錄病人狀況和分析數據，協助醫護人員對抗流感？這期的專題故事(10至11頁)為你詳細解構。

在乍暖還寒的日子，要祛病強身，多運動是個好方法。翻至第8至9頁，看看HA人在醫管局新春長跑中，如何既強身又與親朋共聚同歡。

From the editor

The Hospital Authority's institutions have developed independently their own staff working clothes which had a wide variety of designs and colours. Up to now more than 50 different styles can be found across the HA network. To further enhance the professional image of HA colleagues, the Authority has launched its first set of standardised working clothes for four main groups of frontline healthcare professionals. Curious to learn more about the fashionable features and functional design of the new clothes? Check out our coverage on pages 2 to 7.

The annual upsurge in influenza has hit Hong Kong early and hard this year, keeping frontline colleagues busy around the clock. As the feature story that starts on page 10 explains, HA's homegrown 'eFlu' system serves a vital function in making it easier to collect, report and analyse cases of serious influenza, allowing for more effective management of the yearly epidemic.

Regular exercise is one of the best ways to protect your long-term health. HA's annual New Year Run helps promote this principle while raising funds to support worthy causes. Turn to page 8 for highlights of this year's event.

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New working clothes prove functional and fashionable
醒目工作服 醫護新形象



PMS2915C、PMS2715C、PMS270C、PMS2945C – 這不是藥物編號，也不是甚麼密碼，而是四款不同崗位醫護人員工作服所用顏色：粉藍、紫藍、淺紫、深藍的色版號碼。這四款工作服，也是醫院管理局成立近25年來，首次為統一醫護人員工作服而做的設計。未來的日子，公立醫院的前線醫生、護士、專職醫療人員及藥劑部同事，將會陸續換上這些醒目的工作服。

PMS2915C, PMS2715C, PMS270C, PMS2945C – pharmaceutical product references? No. Labelling for DNA sequences? Nice try, but guess again.

Far from being some mysterious medical nomenclature, these codes are in fact the pantone numbers of the four colours – light blue, indigo blue, purple and royal blue - used in the new range of working clothes for Hospital Authority frontline healthcare professionals. Planned to be phased in over the next few years, the new clothing is the first set of standardised workwear that HA has designed for its various healthcare professionals since the Authority's inception in 1990.

形象鮮明 容易認
Standing out from the crowd

為方便病人、訪客，以及同事輕易分辨不同職系的醫護人員，港島西聯網總經理（護理）／瑪麗醫院／贊育醫院總經理（護理）李麗賢聯同總部業務支援及發展處的同事，與來自醫生、護士、專職醫療及藥劑部四個職系的代表組成工作小組，在2013年10月開始，進行多次的商討、諮詢及再商討後，終在去年10月，得到機構傳訊委員會同意四個專業醫護人員的工作服設計圖樣，四款專屬的工作服亦終於面世。

「很巧合，四個專業都酷愛藍色系列，最後我們就敲定了粉藍、紫藍、淺紫及深藍這四個色，分別隸屬醫生、護士、專職醫療人員及藥劑部。」李麗賢認為，統一各醫院同一職系醫護人員的工作服，有助提升醫管局醫護人員的形象，以及令市民及同事感到方便；此外，亦有利日後大批訂製以減低成本。」



To help patients, visitors and even HA colleagues more easily identify a person's job type by sight alone, Irene Lee, Cluster General Manager (Nursing) for the Hong Kong West Cluster and General Manager (Nursing) at Queen Mary Hospital and Tsan Yuk Hospital, has joined hands with colleagues from Head Office's Business Support Services Department and representatives of doctors, nurses, allied health workers and pharmacy to form a working group with the daunting task of achieving the standardisation of workwear for these four types of medical professionals across HA.

A series of discussions and consultations that began in October 2013 eventually led to an endorsement by the Corporate Communication Committee on the design and colours of the work attire in last October for each of the four represented groups of staff.

"All four groups happened to favour blue," says Irene. "Armed with this information, we chose to produce the new working clothes in light blue, indigo blue, purple and royal blue for doctors, nurses, allied health professionals and pharmacy staff respectively." Irene adds, "In addition to ensuring that visitors and patients can more easily identify frontline colleagues, standardising the colour and design of working clothes will enhance HA's corporate image and enable mass procurement that will reduce long-term clothing production costs."

Working clothes for doctors
醫生工作服



無領
No collar

粉藍色
Light blue

兩個袋
Two pockets

前幅 4 : 6 比例開
4 : 6 flap opening
In the front

用家心聲

為我們示範醫生工作服的基督教聯合醫院 鄭葆賢醫生當急症室駐院醫生四年，坦言對工作服不太揀擇。

「我幾鍾意粉藍色，令人著起來好精神。新工作服穿起來亦好舒服，這點很重要，因為我們要輪更及在醫院候命，穿上工作服的時間很長。」

「以前穿過一種工作服前襟兩幅是9與1之比，結果只有一個大袋，不很夠用。新工作服有兩個袋，可以裝筆同手提電話，方便工作聯絡。」

Dr Kwong Po Yin, Resident Doctor of Accident & Emergency Department at United Christian Hospital, shows us the new working clothes for doctors. She says she is not particularly fussy about her working clothes.

"I like the light blue very much as it is an 'invigorating' colour. The clothes are very comfortable, which is an important consideration given the long hours we often need to work. The clothes have also been designed with function in mind. Other working clothes I have worn in the past fastened in the front using a large flap opening in the '9 to 1' position. This only allowed for a single pocket that couldn't even accommodate essential items such as my pens and phone."

Working clothes for nurses 護士工作服



小企領
Stand collar

紫藍色
Indigo blue

主要為暗鈕
Hidden buttons

前幅 3:7 比例開
3:7 flap opening
In the front

用家心聲

為我們示範護士工作服的伊利沙伯醫院手術室註冊護士卜凱鈴入職註冊護士只有年半，她不諱言，個人懶扣鈕，所以平時自己的衫鍾意少些鈕，最好是「過頭笠」。

「我明白醫院工作服一定要符合感染控制要求，所以不介意工作服要扣鈕。新工作服用咗暗鈕加明鈕的設計，實用又美觀。」

「新工作服的布料質地幾好，穿得好舒服。我亦鍾意有『護士』兩個字印在襟前，凸顯我們的專業地位。」

Showing us the new working clothes for nurses is Registered Nurse Puk Hoi Ling Pallas at Operating Theatre of Queen Elizabeth Hospital. She has been with HA for about 18 months. If asked to choose her own clothes, she says she would opt for clothing that has few or no buttons as it makes changing in and out of the clothes easier and faster.

"I fully understand the need for working clothes to meet infection control guidelines and so I don't mind buttoning up for my job. That said, it's nice that the new design has some of the buttons hidden as it gives the clothes a 'cleaner' look. The fabric is very comfortable to wear. One other nice aesthetic touch is the fact that our tops have 'Nurse' printed on the front. It will allow us to be easily identified and help to reinforce our professionalism."

新工作服幾時面世？ When will the new clothes be issued?

四款工作服的設計圖樣亮相後，下一步就會為新衫擬定裁剪及生產規格。業務支援及發展處高級行政經理(業務支援及發展)雷沛然說，他們會積極配合，為擬定裁剪及生產規格提供技術支援及專家意見。不過，由於從設計樣本，收集用家意見，至妥定生產規格及品質控制，仍會有多方面的調校及修改，新工作服的設計還需經過一段後續的工作，以確保符合用家需求及將來大量生產的質素。若各聯網醫院經檢討評估後，認為需要更換工作服，亦確定所需新衫的數量，新工作服期望可以在2016/17年度開始分階段面世。

Following this sneak peek in this issue of *HASLink*, the new working clothes will be subject to further scrutiny by designated members of staff to ensure the final production designs meet the specific needs of the groups of individuals who will wear them. Antony Lui, Senior Manager (Business Support Services), says his team will provide expert advice and technical support. As finalising the specifications and consolidating comments and order requests from individual clusters and hospitals take time, it is expected that the new working clothes will start to be seen in HA hospitals and institutions in the year of 2016/17 by phases.



工作服 ≠ 制服 Working clothes, NOT uniform

李麗賢強調，今次統一的是工作服，不是制服，各職系的制服仍然繼續保留。今次亦只是為醫生、護士、專職醫療人員及藥劑部做工作服。醫護同事及支援人員如非進入一些特定範圍工作，可以繼續穿著制服。

Irene stresses that the exercise was only designed to standardise working clothes for doctors, nurses, allied health staff and pharmacy staff, and that uniforms remain unchanged. Healthcare workers and supporting staff can continue to wear their uniforms as needed if they are not going into designated high-risk areas.

幾時、邊處 要著工作服？ When and where to wear working clothes?

- 隔離病房
- 深切治療部
- 急症室
- 各醫院亦可按有關部門工作方便，決定是否需要工作服。

- Isolation areas
- Intensive care units
- Accident and Emergency Department
- Individual hospitals can use their discretion to decide on if working clothes are needed to carry out work responsibilities.

用家心聲

為我們示範專職醫療工作服的新界東醫院聯網營養師丁浩恩在公立醫院擔任營養師已超過十年，由於以往他穿的工作服也是紫色，所以很接受新工作服這種紫色。

「統一以四種顏色的工作服分開不同職系的醫護人員，加上工作服襟前印上我們所屬的專業，對病人同市民方便好多。」

「新衫的質地夠通爽，穿起來很舒適，設計亦好有心思，譬如在『專職醫療』字樣下加一條小圈環，方便我們掛上各自的名牌，很好。」

Working clothes for Allied Health staff 專職醫療工作服



小企領
Stand collar

淺紫色
Purple

襟前有小圈環
ID loop

前幅 3:7 比例開
3:7 flap opening
In the front

Dietitian Terry Ting of New Territories East Cluster helps show us the new working clothes for Allied health staff. He has been working in public hospitals for over 10 years and has always had purple working clothes, meaning that design rather than colour is where he will see a significant change.

"The new clothes feel very comfortable and allow for ease of movement. I like the small loop under the words 'Allied Health' printed on the front as it provides somewhere secure to attach my staff card. It's a very thoughtful design touch. The standardisation of working clothes for different healthcare professionals will greatly assist patients and members of the public."

Working clothes for Pharmacy staff 藥劑部工作服

圓領
Round collar

深藍色
Royal blue

襟前有一袋
A chest pocket

前幅 4:6 比例開
4:6 flap opening
In the front

用家心聲

九龍醫院藥劑部的實習藥劑師曾曉彤穿上了新的藥劑部工作服。曾曉彤雖然仍在實習階段，對這款全新的藥劑部工作服，也說出了她的讚與彈。

「新工作服的藍色雖然看來略為深了些，但肯定醒目過之前我們穿的袍。我喜歡開圓領，不過襟前的袋就細了點，因為平時我會用這個袋來放筆和較剪，如果穿了新工作服，可能我要改下習慣了。」

What Tsang Hiu Tung Sarah of Kowloon Hospital wearing is the new working clothes for Pharmacy staff. A pharmacy intern, Sarah is keen to offer her views on the new working clothes.

“The royal blue colour is a bit intense for me, but the clothes look a lot smarter than the gowns we now need to wear. The round collar is good, but the pocket on the chest seems a bit small. I like to keep a pen and a pair of scissors immediately to hand and I might need to store one of these items in another pocket if I wear these working clothes in the future.”

揀設計的竅妙 Picking the right designs

李麗賢說，在決定工作服的式樣時，他們有多方面的考量。首先，布料不能太薄，以免被「看透」。護士及專職人員的工作服選用了少許的企領設計，確保俯身照顧病人時不會走光。另外，衫身只有少許修腰，方便工作時身體擺動。雖是穿來工作，外觀絕不馬虎，例如開襟位左右兩幅有採用3:7或4:6的比例，大部份的鈕採用暗鈕，令整件衫看起來相當醒神。

Irene says the working group assessed a number of key criteria before coming to their final decisions on the new designs. The first requirement was that the fabric had to be comfortable to wear but not so thin or transparent as to be 'see-through'. Working clothes for nurses and allied health staff had to include a collar that will preserve the wearer's modesty when they bend over to take care of patients. A near straight-cut design will allow the wearer greater freedom of movement. On top of these more functional considerations, the working party were also keen to ensure the working clothes will look smart and contemporary. With this in mind, all the new designs have adopted a '3 to 7' or '4 to 6' front opening that gives a clean and professional finish.



不同崗位有幾多衫？ A colour palette of confusion

新工作服 New working clothes



現時工作服 Current working clothes



走進不同的醫院，市民看到醫護人員穿著的工作服，可謂形形色色。顏色與設計固然五花八門，而同一款衫有時又穿在不同職系的醫護人員身上。例如醫生和配藥員同樣都穿白袍，而穿綠色工作服的，有時可以是麻醉科醫生，有時又會是支援員工。總之林林總總，令人眼花撩亂，亦叫人難以分辨。

「醫院管理局轄下有42間公立醫院和醫療機構，47間專科門診及73間普通科門診，醫護人員穿的工作服，目前有近60款。」港島西聯網總經理(護理)/瑪麗醫院/贊育醫院總經理(護理) 李麗賢說。

她解釋說：「各間醫院有本身的歷史沿革和各自的工作需要，因此發展出不同的工作服。以瑪麗醫院為例，最初只有新生嬰兒房、初生嬰兒深切治療部及兒童深切治療病房的護士有工作服，後來成人深切治療部也有了。2003年沙士後，瑪麗的醫生也做了工作服。其後就越來越多職系採用工作服，但也沒有一個統一的規格和使用的準則，譬如當年新生嬰兒房護士用的工作服，我們現在還用著，不過就改由牛奶房的工人穿著。」

At present, visitors to HA may find it tricky to tell different types of healthcare workers apart. In addition to the huge variety of colours and designs, staff with different jobs and of different grades will often wear the same type of working clothes. For example, both doctors and dispensers will sometimes wear white gowns, while an individual in green gown could be an anaesthesiologist or a member of supporting staff.

“There are 42 hospitals and institutions, 47 Specialist Out-patient Clinics and 73 General Out-patient Clinics managed by HA. Across these various institutions, it is possible to find examples of around 60 different sets of working clothes,” says Irene Lee, Cluster General Manager (Nursing) for Hong Kong West Cluster and General Manager (Nursing) at Queen Mary Hospital and Tsan Yuk Hospital. “There is currently no standardisation in colour or style, making it virtually impossible to identify a person's job or rank from their clothing alone.”

“The issue has historical roots, with different hospitals and healthcare institutions developing working clothes in isolation from each other and based on their specific preferences and needs,” Irene continues. “In the early days of Queen Mary Hospital (QMH), only nurses in the newborns ward, Neonatal Intensive Care and Paediatric Intensive Care wards wore working clothes. Over time, Adult Intensive Care ward also came up with its own working clothes design. After the outbreak of SARS in 2003, doctors at QMH were issued with working clothes and other units also began to independently develop workwear for staff.”

The potential confusion caused by the lack of standardisation within and across different hospitals has been compounded by a liberal approach to one department or job function picking up on a clothing design previously used elsewhere. At QMH, for example, the workwear formerly worn by nurses on the newborns ward is now used by workers in the hospital's milk kitchen.

反斗奇兵 玩轉羊年新春跑

Run for New Year prosperity

「反斗奇裝」個人獎得主
「正能量超人」出沒，請注意！
Here comes the Best Costume individual winner The Superman!



「反斗奇裝」團體獎得主「修女也瘋狂」團隊即興唱歌起舞。
The Best Costume team winner Crazy Nun plays impromptu singing and dancing.

羊年伊始，近三千位同事與家人3月1日齊齊在醫院管理局新春長跑中競逐，為新春打響頭炮。今年除了角逐獎項的跑手，一班身著「反斗奇裝」的創意奇兵一路上亦使出渾身解數，落力表演，娛樂眾人。

除了11公里、6.5公里及3公里實戰跑步獎，大會今年更特別由投票選出「反斗奇裝」個人與團體獎，最後由瑪麗醫院的「正能量超人」與來自沙田慈氏護養院的「修女也瘋狂」團隊以維肖維妙的打扮和演出，成為票王。他們隨後抽出為他們投上寶貴一票的幸運伯樂，伯樂同樣有獎。

超人同瘋狂修女們，還有其他朋友，包括鋼鐵俠、美少女戰士、黑白俏佳貓女郎等來自不同星球的英雄聯盟，齊齊出動，玩轉賽點沙田河畔，吸引路人駐足喝彩。

伊利沙伯醫院的印第安三人行。
We are the Indians from Queen Elizabeth Hospital.



葵涌醫院的肌肉男成功吸引眼球。
Mr Muscle from Kwai Chung Hospital attracts eyeball.

跑手固然拼盡角逐，爭取做出最佳時間；家人亦從旁落力打氣，城門河畔，當日盡是一片歡笑。有為人父母的同事還推著嬰兒車沿途觀看，好讓仔仔因因一同感受熱烈氣氛。

醫管局每年一度的新春長跑都是同事一家大小歡聚的好機會，今年大會設置了多款傳統小食攤檔，包括龍鬚糖、雞蛋仔等，還請來小丑同魔術師表演，生鬼的表演，不時引來小孩捧腹大笑。

新春長跑亦同時是一項慈善籌款活動，今年得到同事大力支持，一共籌得逾92萬元善款，用作支援長期病患的活動。

Held in Shatin on 1 March, this year's Hospital Authority New Year Run saw around 3,000 HA colleagues and their family members come together in a spirit of friendly competition and fun. Other participants chose to forego the standard athletic uniform of running top and shorts for more 'unusual' race-day clothing to vie for victory in the Best Costume competition. Watch out! There came the superman and crazy nuns.

An entertaining performance by 'Positive Energy Superman' from Queen Mary Hospital proved a winning strategy in the individual costume competition, while the team crown was taken by a group of Crazy Nuns from Cheshire Home, Shatin!

In addition to the superman and crazy nuns, iron man, Sailormoon and fairlay cats from different planets joined the race in riverside of Shatin district, attracting applause from a lot of passers-by.

With 11km, 6.5km and 3km routes, the day offered something for runners of all abilities, each one of whom received enthusiastic support from the spectating crowd. Some colleagues took 'family participation' to the next level by running with a baby stroller for some two-generational fun.

Non-runners and post-race athletes were able to indulge in traditional desserts such as dragon bread candy and egg puffs, while clowns and magicians generated laughter and amusement among all the children – and most of the adults!

The day proved to be a great success for fundraising, with more than HK\$920,000 raised to develop activities for patients dealing with chronic illnesses.

醫院管理局新春長跑 HA New Year Run 2015

11km
年度最佳時間
Annual Best Time



男子組
Male Groups
伍世華
Ng Sai Wah Felix
伊利沙伯醫院
QEH

42'20"



女子組
Female Groups
韓希志
Hon Hei Chi
瑪嘉烈醫院
PMH

48'10"

6.5km
年度最佳時間
Annual Best Time



男子組
Male Groups
何卓修
Ho Cheuk Sau
基督教聯合醫院
UCH

24'52"



女子組
Female Groups
熊書揚
Hung Karen
Shee Yueng
青山醫院
CPH

26'42"



今年新春長跑成功為醫管局慈善基金籌得\$920,000。Some \$920,000 raised for HA Charitable Foundation during the race.



明愛醫院的俏佳貓
How about the fairlay cats from Caritas Medical Centre?



鋼鐵俠、美少女戰士？來自葛量洪醫院的英雄齊聚新春長跑。
Iron man, Sailormoon – The New Year Run takes on heroes from Grantham Hospital to join the race.



等等，屯門醫院呢隊有幾多位跑手？二位定三位？
Wait! How many runners in this team from Tuen Mun Hospital? Two or three?

e-Flu電子平台 監察流感爆發

今年的流感高峰期，比以往來得更早更急，自今年1月初開始，到公院急症室求診的市民明顯增加。在高峰期，曾有數日求診超過7,000人次，比非高峰時期每日約5,800人次高出20%以上。部分醫院內科病房的使用率更高達130%。前線同事做到馬不停蹄，eFlu系統亦早早啟動。

「e-Flu」是醫院管理局特別為通報流感而開發的電子通報平台，透過參照世界衛生組織、美國疾病控制與預防中心、英國及澳洲等系統，收集嚴重流感病例及死亡的數據，從而制定應對措施及調配人手。

系統幾時啟動？

醫管局與衛生防護中心緊密合作監察流感。當衛生防護中心的化驗室發現，呼吸道樣本中流感的陽性比例高於一成，又或者一星期內發現多於100個確診流感的樣本，e-Flu系統便會啟動收集數據。

公立醫院的急症室用量及內科病床使用率每年冬末春初都會特別高，醫管局稱這段時期為冬季流感服務高峰期。不過，要預測每年的流感高峰期何時開始，醫院管理局總感染控制主任曾艾壯醫生認為有一定難度。他解釋說：「有難度是因為環境、天氣、溫度及人流等因素，都會影響病毒的活躍程度。」

eFlu系統有幾好

有了eFlu系統，前線醫護同事可以更快呈報個案，系統將收集到的數據迅速整理，感染控制人員便可透過不斷呈報的疫情資訊，及時發出最新的感染控制指引。系統亦可將數據供前線醫護人員、總部的感染防控組，以及政府的衛生防護中心共同分享，以便及時作出協調，應對疫情。

eFlu系統除可處理病人的基本資料外，亦可處理多項臨床數據，例如病徵、化驗結果及治療藥物，以至病人的外遊及接觸紀錄等的流行病學資料。準確快捷的臨床數據，有助讓病人得到適切的治療。

eFlu系統其實取經於2003年由醫管局自行研發通報沙士疫情的eSARS系統，並自2005年11月開始使用。高級醫療信息經理唐綺霞醫生說，當時醫管局為更有效率地將病人資料、化驗測試結果，以及臨床數據等同時通報衛生署及大學科研人員，醫管局遂研發出了eFlu系統，而同期面世的還有傳染病通報系統NDORS。

現時，因流感而啟動的電子通報系統，除eFlu外，還有eH7。唐醫生說，有需要時更可隨時加入eEVD（伊波拉病毒病）、eMERS（中東呼吸系統綜合症（俗稱新沙士））等的電子通報系統。



eFlu: monitoring influenza for better management and control

The annual surge of influenza hit Hong Kong early and hard this year, keeping frontline colleagues busy around the clock. Beginning in early January, the number of people visiting Hospital Authority Accident & Emergency (A&E) Departments has significantly shot up. The total number of A&E first attendance per day has reached over 7,000 on several occasions – around 20% higher than the daily average of 5,800 during non-surge periods. In addition, the medical in-patient bed occupancy rate in some hospitals has reached 130%.

The severity of this year's influenza season has also resulted in the eFlu system – an electronic platform developed by HA for the reporting of serious influenza cases – being activated earlier than usual. Developed with reference to systems operated by the World Health Organization, the Center for Disease Control and Prevention in the United States and relevant organisations in the United Kingdom and Australia, eFlu provides a means of recording and collating data on influenza and related deaths with the aim of formulating appropriate contingency measures and efficiently deploying manpower.

What triggers the eFlu system?

HA works closely with the Department of Health's Centre for Health Protection (CHP) in monitoring influenza-related illness. If the CHP records either a rise of over 10% in the number of respiratory specimens that test positive for the influenza virus, or more than 100 new influenza cases within one week, the eFlu system will be activated.

Occupancy rates for A&E rooms and medical in-patient beds in public hospitals usually increase dramatically during late-winter/early-spring each year, a period referred to by HA as the 'winter surge'. However, accurately forecasting the expected onset of this period in any given year is a task fraught with challenges. "There are a number of factors which can affect the severity and spread of the influenza virus, including environmental conditions, weather patterns, humidity and flows of people in public areas," says Dr Dominic Tsang, HA's Chief Infection Control Officer.

Benefits of the eFlu system

The eFlu system provides a timely and convenient way to frontline healthcare workers to report the influenza infection cases. Its ability to develop near real-time situation reports on the spread and severity of an outbreak and to perform a quick analysis allows infection control personnel to enhance infection control guidelines in a timely manner. The eFlu system, which

▲ 前線醫生利用eFlu系統呈報病人的病情。Doctors reporting patient's information through the eFlu system.

enables the rapid sharing of patient demographic data and other clinical information among frontline staff and infection control management teams in HA head office and at the CHP, enhances disease outbreak management.

In addition to patient demographic data, the system can process a wide range of other data, including patient symptoms, laboratory results and medications, as well as epidemiological information such as travel and contact history. The eFlu system helps ensure that patients enjoy prompt and appropriate treatment.

The eFlu system was built on the foundation of the eSARS system and was launched in November 2005. Dr Anna Tong, Senior Health Informatician (PH & IS), explains that the eFlu system allows for real-time access and sharing of the latest data on influenza between HA, relevant government departments and academics in the universities. The Notifiable Disease and Outbreak Reporting System (NDORS) was also developed at about the same time.

Another electronic platform, eH7, operates alongside the eFlu system to track influenza cases in Hong Kong. Dr Tong says that other modules – for example, eEVD or eMERS – could be added to HA's existing monitoring system in the future if required.

梁教授、PY 新正頭到醫院探班 Prof Leong and PY bring festive joy to busy colleagues

新春期間，醫管局主席梁智仁教授與行政總裁梁栢賢兵分兩路，前往醫院探訪前線醫護同事，感謝他們在節日假期仍緊守崗位照顧病患，同時了解流感高峰期對同事的工作壓力及人手安排。

他們於年初四及年初五分別去了明愛醫院與仁濟醫院急診室，以及瑪嘉烈醫院與東區尤德夫人那打素醫院急症室，為醫護同事親手送上餅食賀年，並祝福大家新年進步。

Hospital Authority Chairman Professor John Leong and Chief Executive P Y Leung visited four hospitals – Caritas Medical Centre, Yan Chai Hospital, Princess Margaret Hospital and Pamela Youde Nethersole Eastern Hospital – during the Chinese New Year period, to offer their sincere thanks to frontline colleagues who missed out on festive times with their families and friends to meet the high demand for healthcare services during the winter season. While delivering festive gifts and blessings to colleagues, the pair took the opportunity to ask staff about current workload pressures and how manpower deployment could be more effectively handled.



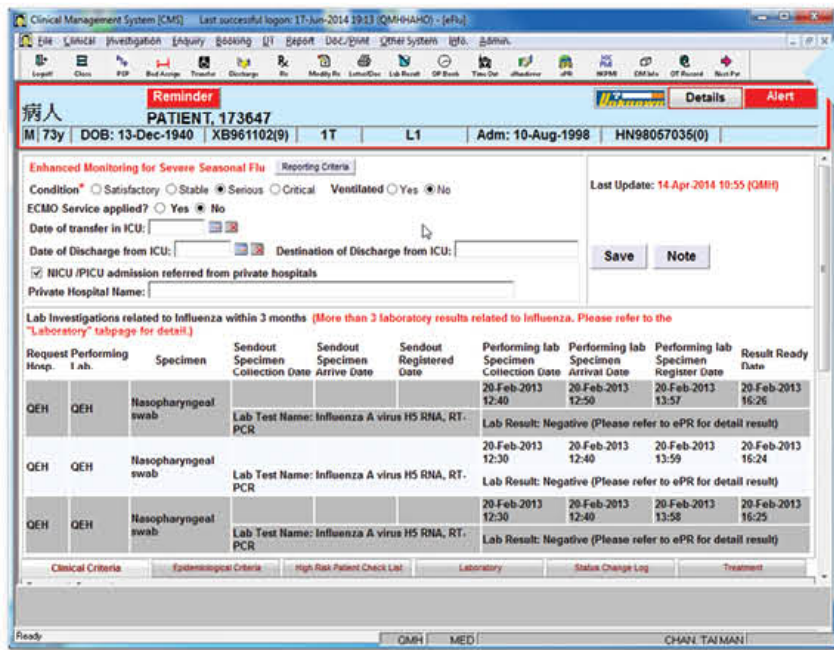
▲ 梁智仁教授(右二)向明愛醫院急症室的前線同事了解工作情況。Professor John Leong (second from right) talks with frontline staff of A&E Department at Caritas Medical Centre.



▲ 梁智仁教授(左)向明愛醫院同事道謝。Professor John Leong (left) expresses his heartfelt appreciation to colleagues at Caritas Medical Centre for their dedication.



▲ 梁栢賢聽取東區尤德夫人那打素醫院急症室同事介紹病房的工作情況。Frontline staff of A&E Department at Pamela Youde Nethersole Eastern Hospital briefed PY on their work.



eFlu知多點 More on eFlu

- 約有5,000人(包括醫管局醫生、醫院及總部感染控制小組及衛生防護中心相關人員)使用系統。
- 醫管局所有醫院及診所，以及總部辦事處均設有eFlu系統。
- 經化驗確診感染流感的嚴重個案，均會經醫管局醫院或診所呈報。
- About 5,000 people currently using the system, including all HA doctors, HA infection control teams and the Centre for Health Protection.
- All HA hospitals and clinics, as well as HA Head Office can access the eFlu system.
- All severe influenza cases confirmed by laboratory will be reported by HA hospitals and clinics via the system.

▲ 透過eFlu系統，可即時看到病人的化驗結果、進入深切治療部的時間，以及是否需用人工肺等資料。The system shows here the laboratory results, the date of transfer to ICU and whether ECMO service is needed for the patient.



醫管局新春團拜 感謝社會支持 Spring gathering offers best wishes and hearty thanks

「喜氣洋洋賀新春，你我攜手護民康」，醫院管理局三月二日於總部舉行新春團拜，食物及衛生局局長高永文醫生、醫管局主席梁智仁教授及行政總裁梁栢賢醫生為團拜主禮，一同揭開迎接羊年的新春對聯，並祝賀各人身體健康、萬事如意。

當日逾六百位嘉賓蒞臨，濟濟一堂。梁教授及高醫生在致辭時，特別向一直盡心盡力服務病人的同事，以及支持香港公營醫療服務的市民表示感謝。

大會精心準備了各種遊戲，包括「羊羊得意」祝福貼紙板、「新春扭扭樂」波波造型、「畫出姿彩」現場速描以及「即拍即有」影相等，大受來賓歡迎。

“We are helping people stay healthy for a joyful New Year!”

Secretary for Food and Health Dr Ko Wing-man joined Hospital Authority Chairman Professor John Leong and HA Chief Executive Dr P Y Leung at HA's Spring



▲ 高永文醫生在貼紙板上寫上祝福語：「流感遠離，身體健康」。
Dr Ko Wing-man adds his wishes to the specially constructed New Year message wall.

▲ 梁智仁教授、高永文醫生及梁栢賢醫生舉杯祝酒。
Professor John Leong, Dr Ko Wing-man and Dr P Y Leung raise a New Year toast to guests.



▲ 梁智仁教授特別多謝在流感高峰期間堅守前線的醫護同事。
Professor John Leong delivers special thanks to colleagues for their efforts in working to safeguard the health of the local community in the peak influenza season.

Gathering held on 2 March to unveil a pair of inspiring Spring Festival couplets that wished the people of Hong Kong good health and a happy life in the year ahead.

Professor Leong and Dr Ko also took the opportunity to pay tribute to HA colleagues for their dedication to providing quality healthcare services and to members of local community who support Hong Kong's public healthcare system.

The occasion was graced by more than 600 guests who were also invited to participate in a variety of activities, including festive-themed games and adding a personal auspicious message to a special 'New Year wishes' wall. Quick-draw caricaturists and model balloon artists were also on hand to entertain and amuse attendees.



▲ 梁教授(右)在電台節目中分享自己克服困難的心得。
Professor Leong (right) shares his visions on problem solving on the air.

by paying attention to current affairs and thinking outside the box. He also suggested that young people should work on developing good leadership skills, as this will enable them to have the foresight and vision needed to identify new possibilities and take full advantage of exciting opportunities for change and personal growth.

To learn more about Professor Leong's inspiring remarks, you may go to: <http://www.hsmc.edu.hk/index.php/hk/media1/thang>.

Professor Leong encouraged students to seek education and inspiration in a variety of ways, including

聯網出招減排碳 Clusters prove they are keen to be green

愛護地球人人有責。醫院管理局各醫院聯網積極出招，力求減少碳排放、節省食物及物料，並循環利用資源。

九龍東醫院聯網參加了地球之友的減碳行動，通過統一規劃及安排來往醫院及總部等的交通路線，減少額外交通路程。該聯網亦鼓勵同事乘搭職員穿梭巴士來往九龍東三間醫院，減少自行駕車，同時以將軍澳醫院作為收集九龍東標本的集中點，再將標本運往距離較遠的醫院，以縮短運送路程。措施實施三個月後，行車距離縮短了近三成，而汽車的耗油量則減少接近兩成半。

新界西聯網在惜食和利用廚餘方面落足功夫。他們於食堂及公眾地方張貼「惜飲惜食」宣傳海報，又在餐廳提供低碳食物選擇；亦定期檢查廚餘產生情況，並透過環保公司將廚餘收集，轉化為肥料。

新界東聯網在紙張及衣物循環利用方面亦取得顯著成效。在2013年4月至2014年3月期間，回收數量比對上一年分別增加約26%及29%。另外，聯網亦通過小冊子宣傳回收充電池、光碟及月餅罐等，為地球環保多走一步。



▲ 新界東聯網統籌「利是封回收重用大行動」Environmental initiatives by NTEC including a cluster-wide campaign to encourage the recycling of laisee envelopes after Chinese New Year.

While its primary objective is to protect the health of Hong Kong citizens, the Hospital Authority is also committed to safeguarding the well-being of the environment. To meet this objective, HA clusters have been actively engaging in various initiatives to cut carbon emissions, reduce food waste, save precious resources and promote recycling.

Participation in the 'Take a Brake' Low Carbon Action programme organised by Friends of the Earth has seen Kowloon East Cluster (KEC) devise and promote travel routes that minimise distances between key destinations such as HA Head Office and KEC hospitals. All staff are encouraged to use the suggested routes or take the KEC intra-cluster shuttle bus service



instead of driving their own vehicles. To further cut the mileage it clocks up, KEC has designated Tseung Kwan O hospital as a 'hub' for collecting all KEC specimens that need to be sent farther away. Just three months after implementing its travel and transport initiatives, the cluster had recorded a 30% reduction in the total number of kilometres driven and a 25% decrease in fuel used.

New Territories West Cluster (NTWC) hospitals have put considerable emphasis on cutting food waste. Posters offering food-saving tips have been put up in public areas, food waste is being sent to recycling firms for conversion into fertiliser and some NTWC canteens now even offer meals that have a low-carbon footprint. The cluster also regularly reviews its food management strategy with the aim of improving its environmental performance.

New Territories East Cluster (NTEC) has implemented a variety of staff awareness initiatives – including providing information on how to recycle a variety of materials – to achieve encouraging increases in paper and clothes recycling rates, which were up 26% and 29% respectively year on year in March 2014. They also promote recycling battery, compact discs and mooncake box through different kinds of pamphlets.



▲ 九龍東醫院聯網設有職員穿梭巴士服務，集中接載同事到聯網其他醫院工作。Intra-cluster shuttle bus service for staff travel between hospitals in KEC.

勤力潔手 你我有責 Washing away the risks of spreading disease

如何潔手才能有效去除惡菌，避免做「幕後黑手」呢？威爾斯親王醫院剛剛獲頒「2015亞太區手部衛生卓越獎」，新界東醫院聯網感染控制組顧問護師趙楚珊與大家分享他們的經驗。

她說，威院除了嚴格跟從世界衛生組織的潔手指引外，還經常到病房教育及審核醫護人員潔手的情況，找出同事們容易鬆懈的步驟並即時跟進及改善。



▲ 醫院在病床邊放置了酒精搓手液，方便醫護同事接觸病人前後清潔雙手。
Alcohol-based handrubs are available next to all ward beds so that staff can clean their hands before and after touching patients.

威院內多處可見潔手指引，宣傳海報及廣播，以提醒工作人員、病人及訪客保持手部清潔的重要；亦定期在工作坊上傳授潔手心得及正確技巧，藉以提升整體潔手成效。不懈的努力使威院從亞太區最終入圍的四間醫院中脫穎而出，贏得殊榮。

趙楚珊又提醒大家，現時的酒精搓手液已加入潤膚成份，可減低醫護人員因勤潔手造成的手部皮膚乾燥；大家亦可隨身攜帶護手霜，在洗手後使用，有助保護皮膚。

Washing your hands is an easy-yet-effective way to minimise the spread of contagious diseases. Prince of Wales Hospital (PWH), winner of the 2015 Asia Pacific Hand Hygiene Excellence Award, shares some tips for reminding healthcare workers to always keep their hands clean.

Gloria Chiu, Nurse Consultant (Infection Control) at New Territories East Cluster, says PWH's success is due to its stringent auditing of good hand hygiene practices. The hospital carries out frequent spot checks among ward and other frontline staff. Should any instances of poor hand hygiene be discovered, the individuals involved will be issued with clear guidance on to how to improve.



▲ 感染控制組向評審團介紹威院推動手部衛生的工作。
Infection Control Team briefs panel members on hand hygiene initiatives in PWH.

Hand hygiene manuals and promotional posters are prominently placed throughout PWH to remind staff, patients and visitors of the importance of keeping one's hands clean. Hand hygiene practical tips are shared at various staff workshops. These and other initiatives explain why PWH outperformed its peers this year – washing away the competitors to take the hand hygiene crown.

Finally, for those concerned that frequent hand cleaning will result in dry skin, take a tip from a hand-washing pro. Gloria says she is never without a proper moisturiser!



梁智仁電台自爆 曾經考試「肥佬」 Not all plain sailing for HA helmsman

醫管局主席梁智仁教授出身醫學世家，更是國際知名嘅骨科專家，不過原來佢從醫之路唔係一帆風順。

早前梁教授接受邀請，喺恒生管理學院同新城合辦的電台節目中講人生經歷，佢話嘅港大讀醫時，曾經試過生物化學科「肥佬」，成為佢人生嘅首次挫折，好彩努力之下，後來補考及格。佢話，其實人生遇上困難好正常，關鍵在於是否識得正面應對。

梁教授喺節目中鼓勵學生，唔好只係死讀書，應該學習靈活處事，多些了解世界事情，用多角度去思考。佢仲話，做領袖最緊要有先見同視野，早一步睇到改變現狀的機會。梁教授自爆瘀事鼓勵學生，真係值得一聽。想聽足本錄音，請到 <http://www.hsmc.edu.hk/index.php/hk/media1/thang>。

Hospital Authority Chairman Professor John Leong's heritage of a 'medical family' and as an internationally renowned orthopedics expert himself, might lead many to assume that he has sailed along the river of his chosen career on smooth waters. But while he has clearly achieved great success, he admits to having encountered a few challenging waves along the way.

Invited to talk in a recent radio programme about how a positive outlook can help young people overcome personal challenges, Professor Leong explained that his first major setback came while studying at the Faculty of Medicine at The University of Hong Kong when he failed a biochemistry exam. Although the experience knocked his confidence, he adopted a 'can-do' attitude and studied hard to later retake the test and pass. The radio programme was jointly arranged by MetrolInfo and Hang Seng Management College.

Professor Leong encouraged students to seek education and inspiration in a variety of ways, including



職員緊急事故心理服務「一條龍」支援 CIPS Centres provide one-stop service to staff

▲ 心靈綠洲工作坊上的熱烈討論。
Oasis workshops provide a forum for frank discussion and debate.

前線醫護同事平時面對不同突發的事故，例如醫療事故、同事離世或重傷、工作間暴力事故等，他們可能產生各種壓力反應，影響日常運作。

醫院管理局一向重視職員的心理健康，過去十年除了在各醫院成立「緊急事故支援組」為同事提供朋輩的心理支援外，更於2014年在四個聯網（港島西、九龍中、新界東及新界西）成立「職員緊急事故心理服務中心」及「外展職員診所（心理服務）」，餘下三個聯網亦將於今年內開展同類服務。

醫管局總部臨床心理服務（心靈綠洲）高級臨床心理學家羅淑兒博士說：「為提升及強化此服務，總部臨床心理服務與各聯網攜手成立『職員緊急事故心理服務中心』，並提供專業支援及培訓，協調總部、聯網及各醫院的緊急事故心理支援服務，為員工提供一條龍式的服務；而外展職員診所（心理服務）可為聯網同事提供深入的心理輔導。」她解釋說，由於在各醫院「緊急事故支援組」服務的同事都是義工，成立「職員緊急事故心理服務中心」的全職社工同事可協助支援組的運作及加強各聯網的職員心理支援服務。

除了在事故後尋求有關的支援服務，羅博士鼓勵同事積極參加「職員緊急事故心理服務中心」籌辦的各種心理支援工作坊、成長小組，提升個人的抗逆力，即使面對人生種種挑戰也能應付自如。

同事欲了解服務詳情，可瀏覽：
http://www3.ha.org.hk/oasis/b5_index.html。📌

From time to time, frontline healthcare staff face upsetting incidents and stressful experiences, such as medical malpractice suits, angry and sometimes violent patients, and the risk of exposure to deadly illnesses are just some of the issues, which could negatively affect colleagues' psychological health.



▲ 「職員緊急事故心理服務中心」經理（左至右）林惠源（九龍中）、尹蕙儀（新界西）、王家敏（港島西）及鄭小萍（新界東）為聯網提供心理支援服務。Managers of CIPS Centres (left to right), Paul Lam (KCC), Anny Wun (NTWC), Carmen Wong (HKWC) and Emily Cheng (NTEC) are providing psychological services to staff in their clusters.

During the past decade, HA has established Critical Incident Support Teams (CIST) in individual hospitals to provide psychological support for colleagues. The development of Critical Incident Psychological Services (CIPS) Centres and outreach services represents a further step in offering staff appropriate emotional support and ensuring they have the tools to develop greater inner strength. Having already set up CIPS Centres in Hong Kong West, Kowloon Central, New Territories East and New Territories West clusters, HA will establish a centre in each of the three remaining clusters by the end of this year.

"To enhance critical incident psychological services for HA staff, Corporate Clinical Psychology Services (Oasis-Centre for Personal Growth & Crisis Intervention) has worked closely with the managements to establish CIPS Centres and provide their staff and volunteers with professional support and training," says Dr Rosalie Kwong-Lo, Senior Clinical Psychologist at Corporate Clinical Psychology Services / Oasis - Centre for Personal Growth & Crisis Intervention. "The initiative aims to use a 'stepped-care model' to offer one-stop critical incident psychological services on top of HA's outreach services that also provide in-depth psychology consultations for staff in clusters."

Dr Lo explains that members of staff who offer support in a hospital's CIST are volunteers and, as such, are not able to provide a full-time service. The CIPS Centres enable full-time professional management of staff psychology services across different clusters.

In addition to encouraging staff to make use of psychological support services following a traumatic or difficult experience, Dr Lo suggests colleagues to participate in the psychology seminars and group discussions that are periodically hosted by CIPS Centres as these often provide practical advice on emotional coping strategies and the ways to manage psychological pressures.

To find more on the services, please check:
http://www3.ha.org.hk/oasis/b5_index.html. 📌

伊院門診學堂 教病人祛病強身 'ACC College' promotes patient empowerment for enhanced health management

伊利沙伯醫院的專科醫生、專科護士、營養師及社工，利用公餘及周末開設「門診學堂」，為病人、準媽媽及其家屬提供多種健康教育講座及示範，幫助他們了解自身狀況，盡力減輕病況，至而重拾健康或掌握自我照顧及照顧嬰兒的方法。

學堂設置於伊院日間醫療中心。課堂上，病友可以學習到有關糖尿病、母乳餵哺或腫瘤科等的健康知識。例如鼻咽癌的病人通過進食濕軟食物及勤做頸頸運動，可以減少電療後的副作用，加速復原；選用適合糖尿病患者的食譜，以便降低血糖；至於準父母，亦可透過課堂理論、實習及活潑的遊戲，學習餵哺母乳，適應新父母的角色。

伊院的門診學堂早於2012年已開始，至今已舉辦五個不同的課程，共超過110人參與。課堂內容不斷更新。完成課程後學員還可獲發畢業證書及參加畢業典禮，印證個人在健康路上的努力。📌

Despite heavy workloads, a number of specialist doctors and nurses, dietitians and social workers at Queen Elizabeth Hospital have been contributing their precious personal time to provide various courses, seminars and demonstrations to patients and mothers-to-be and their family members with the aim of educating individuals and empowering them to better manage their own health and to take care of newborns.

This initiative has been dubbed 'ACC College' due to the fact that it is run using classrooms located in the hospital's Ambulatory Care Centre (ACC). Participating patients and mothers-to-be and their family members can benefit from advice and information on subjects as varied as diabetes, breastfeeding or oncology. Parents-to-be learn how to breastfeed and better adopt their new identities through theories, practices and games.



▲ 準媽媽學習用分娩球做運動，以減少產前緊張。Mother-to-be learns how to use birthing ball to reduce prenatal tension.

Other courses offer diabetes-friendly cooking advice and dietary protocols for reducing the side effects of chemo-radiotherapy treatment and accelerating post-cancer recovery.

Since opening in 2012, ACC College has admitted over 110 'students' in five different courses. New courses are regularly added. Participants who complete attendance requirements will be awarded a certificate and a graduation ceremony will be held to celebrate the efforts of individuals taking proactive steps to manage their health. 📌

捐贈眼睛組織 遺愛人間 To help eye donees

雖然香港社會近年對器官捐贈的認同已大大提升，但期望獲捐贈器官的人遠多於捐贈者。以眼角膜為例，現時香港每年輪候眼角膜移植的人數約有500人，輪候時間長達2至3年，而在海外醫院，患者通常不用等待或最長等待半年時間即可接受移植。



▲ 工作人員細心評估捐贈的眼組織。Technician carefully performs tissue assessment.

「在家人受著錐心痛楚的時候，我們卻要爭分奪秒去勸服他們捐出死者的眼角膜，讓失明的人重見光明，這絕對是一份笑與淚交織的工作。」醫管局眼庫經理王雪文說。她和同事們多年來致力鼓勵死者的家人讓死者捐出眼角膜遺愛人間，讓備受疾病折磨的病人重見光明。

王雪文表示，醫管局眼庫專責全港眼部組織的收集、摘取、評估、分配等工作，多年來一直積極宣揚眼睛捐贈，至今已募集超過5,000片的眼組織。眼庫轄下設有三個眼睛捐贈中心，分別位於威爾斯親王醫院、屯門醫院及伊利沙伯醫院。📌

王雪文相信溫柔的心和清醒的頭腦是做好勸捐工作的關鍵。Catherine believes a clear mind and a warm heart are essences of organ donation services.



While recognition of the importance of organ donation has increased in recent years, demand continues to significantly outweigh supply. With around 500 people annually in need of cornea replacements, waiting times can be as long as two to three years, compared to immediate availability and or up to six-month waiting time for such services overseas.

"It's a challenge to balance our deep sense of sympathy for grieving families with the need to broach the subject of organ donation – particularly as time is of the essence in most cases. My work brings tears, but it also brings joy and helps deliver new hope to visually impaired patients," says Eye Bank manager Catherine Wong. Catherine and a group of Eye Donation Coordinators are on a mission to help as many patients as possible move from darkness

into light by making the best possible use of corneas available through donations.

Catherine explains that The Hospital Authority Lions Eye Bank is responsible for the collection, assessment and distribution of corneas and related tissue for transplant work and the promotion of the need for people to become donors after they pass away. More than 5,000 corneas and related tissues have been donated in Hong Kong. Three donor centres – one each at Prince of Wales Hospital, Tuen Mun Hospital and Queen Elizabeth Hospital – currently operate under the Eye Bank. 📌

眼角膜捐贈，需要大家的支持。如有個案轉介或資料查詢，可致電：For further information on eye donation, colleagues are invited to contact:

劉家寶
Jessie Lau
at PWVH
(24小時熱線)(24-hour hotline)

2632 3350 /
7472 7000

陸楚君
Amanda Luk
at QEH
(24小時熱線)(24-hour hotline)

2259 9059 /
7472 7722

觀塘普通科門診 不了情

All change for long-serving Kwun Tong GOPC

服務居民半個世紀的觀塘賽馬會普通科門診診所最近喬遷至協和街新址，新名稱為觀塘社區健康中心。

中心按政府「基層醫療發展策略」設計，是全港首間位於市區的社區健康中心，提供基層醫療護理服務、慢性疾病管理計劃，及其他跨專業團隊的服務，另外亦有戒煙輔導服務及病人自強計劃，以全面照顧區內居民的不同醫療需要。💡

Kwun Tong Jockey Club Health Centre General Outpatient Clinic (GOPC), which has helped safeguard the health of district residents for half a century, has been relocated to new premises in Hip Wo Street and renamed Kwun Tong Community Health Centre.

The Centre is the first urban community health centre in Hong Kong to be established in accordance with the primary care development strategy initiated by the Government. In addition to providing primary healthcare, chronic disease management and multi-disciplinary team services, the Centre is an active participant in the Hospital Authority's smoking counselling and cessation programme and patient empowerment programme. 💡

心繫社區 為長者送暖 Heartfelt gestures warm the elderly in cold months

醫院管理局各聯網的同事經常以不同方式，為長者送出溫暖的服務。瑪嘉烈醫院和九龍西聯網透過有「為」院舍計劃，協助長者發揮所能，感受生命意義及生活樂趣。早前60多位醫護義工，到訪葵青、荃灣區近70間安老院舍，評估院舍提供活動的現況，並協助院舍為長者設計合適的活動。

威爾斯親王醫院的義工同事在接受過專業培訓後，上門為長者的健康及家居安全作簡單評估，並為長者送上保暖衣物和「福袋」，內有義工親手烹調的熱湯、蘿蔔糕、麥皮、芥花籽油等健康食物。由去年12月開始至今年3月，他們探訪了100多位由社區外展服務轉介的獨居或缺乏家人支援的離院長者，為他們提供情緒支援及基本健康檢查。

透過送暖行動，威院確認有效減低長者因低溫症而入住的機會，而定期致電跟進長者身體狀況，亦有效減低長者因慢性疾病發作而入住的機會。💡

高級醫生謝志偉醫生說：「之前的診所太舊了，我們最怕打八號風球及黑雨，因為診所逢雨季都水浸。一浸，就連保險絲都燒了。」

Senior doctor Dr Tse Chi Wai says the old clinic had some drawbacks and limitations. "Black rainstorms and typhoons were a nightmare for us, because the clinic would often be flooded during heavy rains, leading to problems such as blown electrical fuses."



Workman Leung Wun Hung was based at the old building for 11 years. "My colleagues and I and nearby residents took many photos of the old clinic before it moved to its new location."

資深護師邵月娟難忘市民「排街症」輪籌的經歷：「很多人

在排隊攞籌過程中相互嘘寒問暖，閒話家常間亦建立了鄰舍友誼。」

Advanced Practice Nurse Agnes Shiu Yuet Kuen recalls the days when patients needed to queue up at the GOPC for appointment tickets. "People built many lasting friendships in those lines".



新中心的候診處更寬敞明亮，新設的電子輪候顯示系統方便病人善用輪候時間。The waiting hall at the new Centre is even brighter and more spacious. With the newly installed Electronic Queue Display System, patients can make good use of their waiting time.



九龍西聯網同事鼓勵長者練習書法，陶冶性情之餘，亦鍛鍊手部及腦筋靈活。KWC staff volunteers encourage elderly individuals to practice calligraphy as an effective way to keep mentally and physically active.



溫馨的擁抱，威院同事義工為長者帶來心靈支援。A warm hug from a PWH colleague provides greatly appreciated emotional support.

assessments, the PWH volunteers also delivered gifts such as warm clothing and food to the elderly.

The volunteers also offer advice on keeping warm in the cold weather, with the aim of reducing the risk of elderly people needing to be hospitalised with hypothermia. Other health risks related to chronic illnesses are managed via post-visit follow-up telephone calls. 💡



「探知館」獲國際表揚 ‘Learn by doing’ OSH training earns international recognition

前線支援服務的同事是否都認識醫院內的危險標誌？醫療廢物如用過的針筒、尿袋該怎樣處置？運送血液樣本及化驗品有什麼包裝要求？搬運重物時，該如何避免受傷？

伊利沙伯醫院的「探知館」通過主動參與、團隊合作、遊戲以及實況學習環境模式，加強同事對「職安健」及「感染控制」知識的認知。教室內為學員布置了逼真的場面，用從萬聖節禮品店買來的仿真肢體及員工自發製作的假尿袋及

染血紗布等做道具，讓學員在玩樂、競賽中開心而牢固地掌握知識。

探知館最近獲澳洲醫療服務標準委員會質素改善大獎2014 - 非醫療服務組別的高度表揚，肯定了該館在教導前線支援同事在處理醫院危害物品、樣本洩漏、環境衛生、廢物分類等工作上的出色表現。由2013年3月至去年7月，該院支援服務部已有超過350名的同事，包括清潔員、運送員、司機及病人服務助理等完成了訓練。💡

完成「探知館」訓練後，前線同事對醫療物品管理的認識大大提高。Frontline supporting staff demonstrate enhanced clinical product management skills after completing the OSH Interactive Competence Training at QEH.

If you are a member of frontline supporting staff, do you understand the various hazardous substance warning labels used in hospitals? Do you know how to appropriately deal with clinical waste such as used syringes and urine bags? What are the established codes of practice for packing blood specimens and laboratory samples for transportation? And how can you minimise your risk of injury when picking up and carrying heavy loads?

Launched in March 2013, the Occupational Safety and Health Interactive Competence Training offered at Queen Elisabeth Hospital (QEH) provides answers to these questions and more. The training uses a 'play-and-see' approach that requires participants to complete different tasks using specially prepared props – including fake limbs from Halloween shops and self-made medical dressings – in simulated real-life hospital settings. This interactive-style learning ensures participants gain a good understanding of Occupational Safety and Health (OSH) and infection control practices.

In recognition of its outstanding contribution to educating frontline supporting staff, the training course has received a Highly Commended Project (International) award in the Non-Clinical Service Delivery category from the Australian Council on Healthcare Standards 2014.

As of July 2014, over 350 members of staff from the Supporting Services Department – including cleaners, porters, drivers and patient care assistants – had completed the training. 💡

專家交流嚴重創傷管理 Management of major bleeding key to reducing mortality rate among trauma patients

「失血過多」一直是嚴重創傷者死亡的主要潛在因素，為增加醫護同事處理嚴重創傷的出血控制方案及應對經驗，醫院管理局及九龍西醫院聯網早前在瑪嘉烈醫院舉辦了「嚴重創傷救治策略」研討會，吸引了各聯網合共200多位醫護同事參與，與來自歐美、中國內地、東南亞的專家互相切磋。

研討會上，專家們互相交流了嶄新的創傷治療及「控制大量出血」的策略，同時探討香港嚴重事故及傷亡系統管理，並分享多項出現大量傷亡的事件，包括2013年4月波士頓馬拉松連環爆炸的應變處理，以及西班牙、新加坡和中國杭州遭逢嚴重事故的應變管理及嚴重創傷系統。當中更論及院前急救、如何決定終止搶救，以及何時作胸腹手術止血與影像放射診斷和介入治療等。有關經驗有助提高處理嚴重創傷的水平及大量失血傷者的生存機會，參與研討會的同事均感獲益良多。💡

Over 200 delegates from various Hospital Authority institutions attended the 'Stop the Bleeding Now: Strategies of Controlling Bleeding for Major Trauma in 21st Century conference that was recently held at Princess Margaret Hospital. Organised by HA and Kowloon West Cluster (KWC), the event offered attendees the opportunity to hear local and overseas experts share opinions, advice and information on best practices and the latest innovations in controlling bleeding, which is the major potentially treatable cause of death among trauma patients.

The conference included insightful briefings on topics such as emergency trauma management following the 2013 Boston Marathon bombing incident, and trauma systems and multi-casualty incident management in Spain, Singapore and the city of Hangzhou in mainland China.



董秀英醫生代表醫管局接受哈佛醫學院 Dr Reza Askari (右一)致送的紀念品。Dr Nancy Tung, representing Hospital Authority, receives a souvenir from Harvard Medical School's Dr Reza Askari (first from right).

Other areas of focus included advice on controlling bleeding in pre-hospital and in-transit situations, making decisions as to when to terminate a resuscitation attempt, and the use of interventional radiology to control bleeding in major trauma cases.

With specialist speakers from around the world, the conference proved to be an excellent source of inspiration for participants, who were able to draw on a diverse range of experience and expertise to gain further knowledge and develop new ideas for dealing with cases of severe bleeding and improving the survival rate of major trauma patients in Hong Kong. 💡

和鮮花一齊康復 Rehab with hidden garden

走過九龍醫院行人天橋時，定會看到這個叫你眼前一亮的地方：九龍醫院康復科的園圃。除了讓路人賞心悅目之外，這個細小的花園還肩負著重要的使命——為護養病房的院友及家屬帶來心靈的陽光。

園裡種了各色花草及小量農作物。這些小植物的選擇及擺放其實頗有考究，要解釋其中因由，自然要問問這個園圃的創作者：九龍醫院康復科病房經理黃異鈺。黃姑娘早在幾年前已經萌發籌建園藝治療設施的念頭，後來報讀園藝治療基礎班，經過不斷學習園藝知識，加上朋友、同事熱心相助，終於在去年12月中建立了康復園圃。

「我們根據五感刺激的園藝治療概念佈置園圃。鮮艷的花朵在視覺上給院友溫暖的感覺；他們可以嗅到香草類植物的芬芳。觸摸含羞草，則可從觸覺上感受大自然的美妙，而昆蟲小鳥的聲音，可從聽覺上舒緩院友的情緒。我們還將收穫得的薄荷葉讓院友帶回泡茶，這是味覺享受。」



▲ 院友婆婆專程下樓給植物澆水。
Patient watering the plant.

黃姑娘說，「之前有個行動不便的院友不能自己觸摸香草，而當患者的媽媽撫摸完香草後將手放到他鼻子前，這位院友聞到香味後立即笑了。這是他住院以來最燦爛的笑容。」黃姑娘說，園圃成立的主要目的是鼓勵長期病患者多些到戶外活動，心情愉快有利於復康。



A tiny green oasis tucked beside a footbridge at Kowloon Hospital is providing patients and their family members with the chance to enjoy some natural tranquility. But, as its founder explains, the Rehab Oasis has therapeutic as well as relaxation objectives.

Kowloon Hospital Rehab Department Ward Manager Wong Yee Tin says she had the idea for a garden-focused therapy facility several years ago. In order to make her vision a reality, she spent time studying horticulture and landscape planning. Besides, support and assistance from friends and colleagues gave her the courage and confidence to spearhead the development of the Rehab Oasis, which opened in December last year.

The layout and choice of plants are based on therapeutic and practical considerations. "We started with the concept of five-sense stimulation," Ms Wong says. "Patients can enjoy the cheerful vista of colourful flowers and inhale the soothing scents of a variety of herbs. Plants such as mimosa offer a pleasing tactile experience and the chirping sound of the birds add to the feeling of relaxation. Visitors to the garden can also enjoy a cup of fresh mint tea in wards which is made with mint leaves harvested from the garden," she adds.

Ms Wong recalls one heartwarming case involving a mobility impaired patient. "He couldn't touch the herbs, but when he smelt their fragrance on his mother's hand, he broke into a wide smile. It was the brightest smile in a long time."

Ms Wong says the primary aim of the garden is to encourage patients dealing with chronic illnesses to participate in outdoor activities and experience the rehabilitative powers of the natural environment.



▲ 院友辛勤播種後收穫的蕃茄。
Tomato harvest after seeding.



天橋旁的走廊
令人心曠神怡。
This tiny oasis is
pleasing to the eye.

樂活黃金人生

我從事老人精神科工作多年，面對的病人全都是長者。他們很多都抱持中國的孝道觀念，相信老來從子，以為「安享晚年」就等於不用工作，跟子女同住和弄孫為樂，從來沒想過退休後會獨居，或要建立個人興趣及社交網絡，所以並無退休的計劃。

有不少長者因被迫退休，在家庭及社會的角色均出現轉變，既要離開熟悉的工作崗位，又要道別共事多年的同事，加上一下子沒有收入，要過着「有退休、卻沒有保障」的生活，甚至要依賴他人或積蓄為生，徬徨及孤獨感油然而生，這種心情並不是年輕一輩所能理解的！

有長者在退休後一星期，已出現嚴重的失眠。他慨嘆：「每天醒來都很害怕，生活好悶，無目標，時間好難捱，好孤獨……」

由早出晚歸的生活變成無所事事，不少長者都覺得，退休猶如剝奪了他們的生活。

另一位長者告訴我，他退休後才發現，與家人有著嚴重的代溝和溝通問題，尤其跟太太，每天相對但交談少於十句說話，自覺並非家庭的一分子。

類似的個案其實還有很多，我們工作忙碌，容易忽略了身邊的長者。我時刻提醒家中有退休長者的家屬，多理解他們退休後的感受，多支持他們投入新生活，多認同他們對社會的貢獻，令長者的自我價值感得以提升，這有助他們適應退休生活。我亦鼓勵年輕一輩也要為若干年後的自己，作好退休打算。

李金枝
青山醫院精神科資深護師

1分鐘自由講 Minute Talk



醫管局嶄新活動迎新人 Online platform offers educational fun for new recruits



▲ 卡通版員工迎新網，煥然一新。
The brand-new staff orientation website featured with cartoon characters.

為方便新入職同事更快融入醫管局大家庭，人力資源部最近推出嶄新的迎新活動，通過活潑的多媒體平台幫助新同事在玩樂中了解新工作環境及機構文化。

今年4月，人力資源部將會全面推出「機構資料及文化錄像」、「員工迎新網」及「新員工迎新網上課程」三項新內容，屆時新同事將可從五分鐘的短片中了解醫管局歷史及使命，各員工組別，以及醫管局對社會的貢獻等。「員工

迎新網」則以卡通、漫畫形式為同事提供各種員工資訊，例如員工福利、聯絡電話、各種條例以及與少數族裔溝通的技巧。

在迎新課堂之外，新同事還可以隨時進入「新員工迎新網上課程」。該課程以講故事的形式讓員工選擇感興趣的話題自主學習。

While Hospital Authority colleagues are a friendly bunch, getting to grips with an unfamiliar organisational culture and working environment can be a daunting prospect for new staff. To help ease the transition from fresh face to full member of the family, HA's Human Resources Division has developed a series of fun multimedia activities designed to provide new recruits with a good understanding of HA's operating principles and organisational philosophy.

To be launched in April, the series includes an Orientation for New Staff e-learning platform, a staff orientation website and a Corporate Information & Culture video. The five-minute video will give an overview of HA as an organisation, including its vision, mission and values; its staff groups; and its contributions to society. The orientation website will



▲ 短片介紹機構文化。
Highlight of the corporate information and culture video



▲ 醫管局新鮮人 - 蜜語 勿語
HA Do-do Don't-do Guide Video

provide useful information on matters such as staff welfare and benefits entitlements, essential contacts, working guidelines and ordinances, and tips to enhance communication with patients of ethnic minorities. The e-learning platform offers a channel for engaging in flexible self-directed study according to individual interests and needs.

坐言起行齊捐血

Show your passion for life by giving blood

常說救人一命，勝造七級浮屠，向需要輸血來維持生命的人送贈自己的血液，當是最難能可貴的捐贈。

醫管局將在4月1日開始，展開為期一年的員工捐血大行動，同時設立比賽獎項，鼓勵更多同事透過捐血展現對社區的關懷。由今年4月1日至明年3月31日期間，同事無論在醫院捐血日，或到輸血服務中心轄下的八間固定捐血站捐血，都可計入所屬醫院的成績，參與角逐「最佳捐血成績醫院」及「最佳捐血成績醫院聯網」獎項。

同事捐血更有特別版紀念品，首次登場的是精美襟章。在輸血服務中心協助下，各聯網的醫院會於上述年度內按實際情況舉辦一至三次捐血日，同事在年度內捐第二及第三次血，將會再獲贈專為HA人特別設計的不同紀念品，詳情稍後公布。

立即挑戰自己，踴躍捐血，將三份特別的紀念品全部帶走！📌

‘Better to save one life than to build a seven-storey pagoda’. The spirit of this well-known Chinese saying is reflected in the actions of those who choose to give the most precious of gifts – the gift of life – by donating blood to help patients in need.

On 1 April this year, the Hospital Authority will launch a year-long initiative to encourage more colleagues to demonstrate their care for the community by giving blood. The Staff Blood Donation Campaign 2015/16 includes an element of friendly competition, with colleagues who participate – either as part of a hospital’s blood drive or at any of the eight dedicated donor centres under the Blood Transfusion Service – helping to support their hospital and cluster as they vie to win ‘Best-performing Hospital’ and ‘Best-performing Cluster’ awards. Details will be announced later.

A custom-designed commemorative pin available exclusively to HA staff will be given to every participant following his or her first blood donation during the campaign period. Assisted by the Blood Transfusion Service, all HA hospitals will organise one to three blood donation days during the campaign year, depending on the logistical capabilities of each institution. Those individuals who give blood two or three times between 1 April 2015 and 31 March 2016 will be entitled to claim further exquisitely designed souvenirs. *HASLink* encourages you to step up to the challenge and collect all three special rewards! 📌

為何要捐血?

Why donate blood?

- 血液沒有代用品，但每天都有人或因長期病患或意外需動手術而需要新鮮血液。加上人口增加及老化，預計香港的血液需求量不斷增長，去年需收集逾24.7萬袋血液，估計今年需要不少於25.5萬袋血。
- 市民每次捐贈的一包血可救治至少三個病人。
- There is no substitute for blood, but every day there are patients suffering from chronic diseases or undergoing surgery who will require blood products or transfusions which are often life-saving treatments. With its growing population and ageing demographic profile, Hong Kong's need for blood is on the rise. It is estimated that a collection of at least 255,000 units of blood will be needed this year, while the collection of last year totaled 247,000 units.
- A single donation can help at least three patients.

我可以捐血嗎?

Can I give blood?

只要你健康良好，體重超過41千克（即90磅或以上），年齡介乎16至60歲就可捐血（恆常捐血者符合特定條件可捐至70歲）。捐血過程一般約為10分鐘。

If you are in good health, weigh more than 41 kg (90 lbs), and are aged between 16 and 60, you can give blood (regular donors who meet certain conditions can donate up to 70 years old). The donation process only takes about 10 minutes.



同事在捐血大行動中首次捐血就可獲到的可愛襟章。 Lovely pin for HA staff at his/her first blood donation during the HA Staff Blood Donation Campaign.

輸血服務隊今年6月 - 9月到訪的主要醫院

Blood drives at hospitals (June - September 2015)

首輪到訪日期 First-round Visit Date	聯網 Cluster	醫院及捐血地點 Hospital and venue	時間 Time
1/6/2015 (Mon) 星期一	總部 HQ	醫院管理局總部 > 醫院管理局大樓閣樓 Hospital Authority Head Office > Theatre Foyer, M/F	10:00am - 5:00pm
8/6/2015 (Mon) 星期一	新界東 NTEC	雅麗氏何妙齡那打素醫院 > C座2字樓員工餐廳 Alice Ho Miu Ling Nethersole Hospital > Staff Canteen, 2/F, Block C	10:00am - 5:00pm
11/6/2015 (Thu) 星期四	新界東 NTEC	北區醫院 > 1樓演講室 North District Hospital > Auditorium, 1/F	10:00am - 5:00pm
23/6/2015 (Tue) 星期二	九龍中 KCC	伊利沙伯醫院 > D座地下大堂 Queen Elizabeth Hospital > Lobby, G/F, Block D	10:00am - 5:00pm
26/6/2015 (Fri) 星期五	九龍東 KEC	基督教聯合醫院 > S座2樓多媒體會議室 United Christian Hospital > Multimedia Conference Room, 2/F, Block S	10:00am - 6:00pm
29/6/2015 (Mon) 星期一	港島東 HKEC	東區尤德夫人那打素醫院 > 主座大樓3樓職員休息室 Pamela Youde Nethersole Eastern Hospital > Staff Common Room, 3/F, Main Block	10:00am - 6:00pm
3/7/2015 (Fri) 星期五	新界西 NTWC	博愛醫院 > 1樓康樂室 Pok Oi Hospital > Recreation Centre, 1/F	10:00am - 4:00pm
22/7/2015 (Wed) 星期三	新界東 NTEC	威爾斯親王醫院 > 職員宿舍A座2樓員工休息室 Prince of Wales Hospital > Staff Common Room, 2/F, Block A, Staff Quarters	10:00am - 5:30pm
3/8/2015 (Mon) 星期一	九龍西 KWC	瑪嘉烈醫院 > G座8樓醫院禮堂 Princess Margaret Hospital > Hall, 8/F	10:00am - 6:00pm
18/8/2015 (Tue) 星期二	新界西 NTWC	屯門醫院 > 主座大樓2樓職員康樂室 Tuen Mun Hospital > Staff Recreation Room, 2/F	10:00am - 5:00pm
11/9/2015 (Fri) 星期五	港島西 HKWC	瑪麗醫院 > K座2樓醫生休息室 Queen Mary Hospital > K2 Dr Common Room, 2/F	10:00am - 5:30pm
15/9/2015 (Tue) 星期二	新界西 NTWC	青山醫院 > 地下禮堂 Castle Peak Hospital > Hall, G/F	10:00am - 5:00pm