

編者的話

同事近日忙於準備應付兩場仗，一是即將來臨的冬季流感，二是寨卡病毒，今期《協力》將報導大家的備戰狀況。我們對內對外已經做好準備，不過，大家緊記打仗前要有強健體魄，所以，10月中記得與同事一起注射季節性流感疫苗，一於愛人愛己，打針做起。

一直深受同事歡迎的「1分鐘自由講」（頁19），今期轉載了醫管局內聯網（<http://ha.home>）「動人故事・HA」的其中一篇文章《我和我的父親》。作者憶述與父親的生活點滴，感情細膩，把父親當日的教誨，轉化為做人處世之道，是一篇值得分享的好文章！

From the editor

Over the past several months, colleagues have been engaged in two major operations. The first is preparation for upcoming winter influenza surge and the second is protection of Hong Kong from Zika virus.

This issue of *HASLink* takes a multi-angled look at the internal and external actions the Hospital Authority is taking to ensure victory on both fronts. One simple way that individuals can contribute is to protect themselves and others from viral infection and stay 'battle-ready' for fighting contagious disease by getting a seasonal influenza vaccination in mid-October.

Our popular '1-Minute Talk' column on page 19 features an article that was originally published in the 'HA True Stories' section of the HA intranet (<http://ha.home>). In 'Father and Me', the author recalls her memories of spending time with her father and how following his advice has helped form her attitude towards life. It's a heartwarming story that we hope you will share with your friends and colleagues.

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天氣轉涼，意味著冬季流感高峰期將來臨。要預防流感，注射季節性流感疫苗是其中一個方法。醫管局前線同事日常接觸眾多病人，更應主動接種流感疫苗，保護自己和身邊人的健康。

醫院為方便前線同事注射季節性流感疫苗，各出奇謀，推出一系列便利打針措施，希望大家將打針變成一種習慣、一種態度，甚至是一種文化。

為了做好冬季流感預防措施，醫管局今年10月19日開始為同事注射流感疫苗，其轄下公立醫院及普通科門診診所亦將於11月3日開始分階段為合資格人士注射。負責統籌醫管局防疫注射各項安排的區結成醫生，自己每年都打流感針，他鼓勵前線同事從自身做起，主動接種流感疫苗，保護自己健康，才能更好地服務病人。

「醫管局同事一直願意為幫助病人行多一步，打流感針與洗手、捐血一樣，都可以成為一種助己助人的文化。」區醫生坦言，只要同事多為他人著想，增加對流感疫苗的認識，再慢慢調整心態，便有望形成「打針文化」。

區醫生強調，打針是個人決定，不是一紙命令，若能理順各項配套，便可更便利同事。他表示，醫管局正在研究以員工證取代身份證，用作打流感針的身份核實，簡化流程。



The seasonal influenza vaccination programme will begin on 19 October for HA staff and on 3 November for eligible members of the public.

Dr Derrick Au, Director (Quality & Safety) at HA, is in charge of HA's influenza vaccination programmes. "Our colleagues always walk extra miles in serving patients. Getting a flu jab is the same as maintaining good hand hygiene and giving blood to protect and help those around us," he says. He believes education is a crucial element in making annual flu vaccinations a part of the culture at HA.

However, Dr Au emphasises that getting vaccinated is a personal decision and not a mandatory requirement. For HA staff who decide to get a jab, he explains that the Authority will "streamline the process of vaccination." One possibility under consideration is to allow colleagues to use staff cards, rather than Hong Kong ID card, as personal identification for the time of vaccination.

「總有一針係左近！」 Flu jabs on your doorstep

為了方便同事打針，各大聯網醫院緊貼同事需求，推出多項便捷措施。瑪麗醫院感染控制組今年提前於7月展開注射流感疫苗的宣傳。該院感染控制主任鄭智聰醫生帶著團隊在病房同事交更的時間，與同事面對面交流，即場解答同事的疑慮。今年該院更會直接在病房為同事注射疫苗。

屯門醫院則採用「打針從入職做起」的策略，於新同事接受入職身體檢查時便開始宣傳感染控制措施。該院感染控制組高級護士長簡振開介紹，該組同事會在新護士做口罩測試時，以「沙士」實例講解感染控制，包括注射流感疫苗的重要性。

基督教聯合醫院今年則會通過電子化為同事提供打針便利。電子診斷組部門運作經理譚永生說，該院同事於10月17日時起可登入全新流感針網上預約系統，以病房為單位，上網登記打針時間，稍後「流動打針隊」會依時到病房為同事注射。另外，該院亦會特別派出「流動打針車」到啟德九龍灣國際展覽中心，為資訊科技及醫療信息部同事接種疫苗。



鄭智聰醫生在兩個月內走訪了58個臨床病房及單位，向同事宣傳打針知識。
Dr Vincent Cheng visited 58 wards and units in past two months to promote flu jab.

At Queen Mary Hospital (QMH), Infection Control Officer Dr Vincent Cheng began visiting colleagues working on the wards back in July to start answering their questions on flu vaccination. Frontline colleagues could receive flu shots at their wards to avoid them finding time to visit a staff clinic.

Tuen Mun Hospital (TMH) has been promoting the benefits of getting vaccinated to new staff at employee physical examination. New colleagues are educated on the importance of infection control using stories about the 2003 SARS outbreak, says Kan Chun-hoi, Senior Nursing Officer at TMH's Infection Control Unit.

On 17 October, United Christian Hospital (UCH) will launch an online staff vaccination booking system, says Tam Wing-sang, Department Operations Manager of the hospital's Electro Diagnostic Unit. Colleagues working in the same ward could receive flu shots by a mobile vaccination team visiting the ward. A mobile vaccination team will be also assigned to serve staff in HA's Information Technology and Health Informatics Division at Kowloonbay International Trade & Exhibition Centre.

聯網打針 各施各法 Titbits to promote flu jab

除了上述醫院推出的打針新「蹺」，其他醫院亦有特別的點子，鼓勵同事一齊打針。

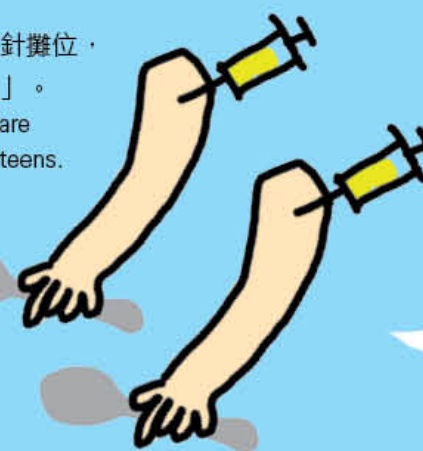
Initiatives and incentives to encourage staff to get a seasonal flu shot include:



打完針有熱飲供應。
Hot drinks are served.



員工餐廳外設置打針攤位，方便同事「拈一針」。
Vaccination stations are set up near staff canteens.



設置排名榜，以醫院部門為單位，定期列出最積極打針部門。
Some hospitals established a league table to show the number of people got vaccinated in each department. The most active department will be commended for the caring attitude of its staff.



接種流感疫苗的每位同事均獲彩色針筒螢光筆紀念品。
Colleagues who get vaccinated will receive a colourful highlighter as souvenir.

打完流感針就會立即大病一場？

現時香港註冊的只有滅活流感疫苗。滅活流感疫苗內含有已死亡的病毒，不會引致流感，十分安全。接種後，除了接種處可能會出現痛楚、紅腫外，一般並無其他副作用。部分人士在接種後六至12小時內可能出現發燒、肌肉和關節疼痛，以及疲倦等症狀，這些症狀通常會在兩天內減退。

Will individuals fall ill immediately after being vaccinated?

The inactivated seasonal influenza vaccine, which contains a dead form of the virus, is the only influenza vaccine that is currently registered in Hong Kong. It is very safe and does not cause influenza. It is usually well tolerated although recipients may occasionally experience soreness, redness or swelling around the injection site. A small number of recipients may also experience mild fever, muscle and joint pain, and tiredness that begins six to 12 hours after vaccination and may last for up to two days.

打流感針會引致吉巴氏綜合症？

吉巴氏綜合症是一種罕見的神經系統疾病，會引致癱瘓和呼吸困難。不過數據顯示，因打流感針而引發吉巴氏綜合症的風險約為一百萬分之一，遠低於因感染流感而引發吉巴氏綜合症的風險。（*The Lancet Infectious Diseases*. 2013 Sep;13(9):769-76）

Does receiving a seasonal influenza vaccination pose the risk of Guillain-Barré Syndrome (GBS)?

GBS is a rare neurological disorder that causes paralysis and respiratory difficulties. To date, clinical research studies indicate that the probability of experiencing GBS as a result of a seasonal influenza vaccination is around one in one million, which is lower than influenza infection associated GBS. (*The Lancet Infectious Diseases*. 2013 Sep;13(9):769-76)

打針迷思 Piercing influenza vaccination myths

為何打完流感針，仍會生病？

流感病毒分甲、乙、丙三型。流感疫苗只可以有效預防甲型和乙型流感病毒，並不能預防丙型流感病毒和其他呼吸道疾病。所以同事即使接種了流感疫苗，都注意個人衛生和休息。

Why do some individuals still catch flu after being vaccinated?

Influenza viruses are classified as type A, B or C. The vaccine can only protect vaccinated individuals from type A and type B viruses, meaning that they are still susceptible to the type C virus and other types of respiratory diseases. Maintaining good personal hygiene and getting adequate rest will help you guard against infection.

若世界衛生組織預測錯誤當年的流感病毒，製造出來的疫苗就無效？

世衛決定流感疫苗種類並非靠「估」，而是經過一系列科學實踐。回顧過去10年，世衛準確預測了約80%的季節性流感病毒。流感疫苗包含三至四種成份，分別對抗不同病毒。10年以來，世衛即使當年沒有「全中」四種病毒，亦預測中至少一種，因此製造出的疫苗仍至少具25%保護力。

Will the vaccine be ineffective if the World Health Organization (WHO) has incorrectly predicted which strains of seasonal influenza virus will be most prevalent this year?

The WHO runs a series of scientific tests and simulations before determining which strains of influenza virus are likely to be most prevalent in the year ahead. Over the past decade, the WHO has had an accuracy rate of 80%. The vaccines contain three (trivalent) or four (quadrivalent) virus-fighting agents. With the WHO having correctly predicted at least one type of influenza virus every year, the annual historical efficacy rate of the vaccines has been at least 25%.

醫管局引進的流感疫苗是否有質素保障？

流感疫苗共有三種針，分別針對6至35個月兒童、36個月以上的人士及服用薄血丸或有出血問題的人士。三種疫苗分別由美國、法國及德國的註冊製造商生產，質素有保障。

Is seasonal influenza vaccines introduced by HA in good quality?

HA uses three types of vaccination: one for children aged from 6-35 months, one for adults and children who are aged 36 months and above, and one for individuals who take blood thinning medication or have bleeding-related disorders. The vaccines are made by certified US, French and German manufacturers with established track records of producing high-quality vaccines and pharmaceuticals.

為增強抵抗力，除多做運動外，接種季節性流感疫苗亦是預防流感的最有效方法。惟部分同事對打針有所疑惑，《協力》請來醫管局總感染控制主任曾艾壯醫生為同事逐一拆解疑惑。
In addition to taking regular physical exercise, receiving a seasonal influenza vaccination is a good way to strengthen your immune system. The prospect of an injection, however, can drive some of us to question whether vaccination is really effective or necessary. Fortunately, Dr Dominic Tsang, Chief Infection Control Officer of the Hospital Authority, is on hand to address some commonly voiced queries and concerns.

誰不適宜接種流感疫苗？

對曾經接種流感疫苗或其他疫苗成份有過敏反應的人士，不宜接種流感疫苗。確診或懷疑對雞蛋有嚴重過敏反應的人士，應先由過敏學/免疫學專科醫生評估，並因應臨床需要，由該科專科醫生接種疫苗。出血症患者或服用抗凝血劑的人士，應諮詢醫生。如接種當日因病發燒，應延遲至病愈後才接種，不要讓身體同時接受「兩場戰役」。

Are there any medical reasons to avoid being vaccinated against seasonal influenza?

People who have previously had an allergic reaction to an inactive influenza vaccine or other vaccine components should not receive inactive seasonal influenza vaccinations. Individuals who have been diagnosed with or are suspected to have a severe egg allergy should consult an allergist/immunologist for evaluation before getting vaccinated. Individuals who have bleeding-related disorders or are taking anticoagulants should consult their doctor for advice. If an individual is suffering from a fever on the day of vaccination, they should reschedule their appointment once they are fully recovered.

接種流感疫苗的最佳時機？

接種疫苗後，身體通常需兩個星期產生抗體來預防流感病毒。因為香港流感高峰期在1月至3月出現，故注射的最佳時間在每年的10月中至12月期間。

When is the best time to receive seasonal influenza vaccination?

The antibodies that provide protection against influenza virus infection take about two weeks to develop after an individual has been vaccinated. As the winter influenza surge usually hits Hong Kong between January and March, individuals are advised to get vaccinated sometime between mid-October and December.

每年都需要接種流感疫苗嗎？

是的。滅活流感疫苗含有已死亡的病毒，其疫苗效力會隨著時間減弱，所以須每年打，持續增強抗體。另外，流感病毒會不斷轉變，及時和持續接種流感疫苗，才能更有效保護自己及身邊人的健康。

Is it necessary to get vaccinated against seasonal influenza every year?

Yes. The immunity provided by an inactive seasonal influenza vaccine will decrease over time and individuals should therefore get vaccinated every year. In addition, the most prevalent seasonal influenza strains may change from year to year, so timely and consistent vaccination is a key factor to ensuring effective protection.

孕婦可以打流感針嗎？

世界衛生組織認為孕婦接種滅活流感疫苗是安全的，所以孕婦接種滅活流感疫苗能預防染上流感，保護自己及胎兒。孕婦如有疑問，可向婦產科醫生查詢。

Can pregnant women receive the seasonal influenza vaccination?

The WHO considers the inactive seasonal influenza vaccine to be safe for pregnant women, and the vaccination has shown benefits for mothers-to-be and their unborn children. Pregnant women should consult their obstetrician or gynaecologist for more specific guidance and advice.



關於流感疫苗， 你可能不知道的事

Less-known stories behind a jab



世衛開會
世界衛生組織通常會在每年1月至2月開會，決定北半球疫苗成份。

World Health Organization (WHO) annual meeting
At the beginning of the year, the WHO hosts a meeting to discuss the composition of the northern hemisphere seasonal influenza vaccine for the next peak flu season.

世衛如何預測季節性流感病毒？

世衛散佈全球的合作中心，包括位於香港衛生防護中心、美國亞特蘭大、英國倫敦、中國北京以及澳洲墨爾本的中心，定期向世衛匯報當地爆發的流感類別。世衛匯聚數據，最終預測當季流感病毒種類，從而製造相關疫苗。

How does WHO predict which types of seasonal influenza virus will be most prevalent?

The WHO has a worldwide network of 'collaborating centres' in locations such as Hong Kong (Centre for Health Protection), Atlanta, London, Melbourne and Beijing that provide regular reports to the WHO on local influenza outbreaks. The WHO aggregates and analyses this data to generate its 'forecast' for the upcoming flu season and devise an appropriate vaccine formula.

衛生署開會

衛生署制定執行細節，如所需疫苗的數量、針筒數目及打針時間表等。

Meeting at the Department of Health (DH), Hong Kong

The DH formulates the operational details of the upcoming Government Vaccination Programme (GVP), including identifying how many vaccines and syringes will be required and the timetable for rolling out the GVP.

疫苗運輸

藥廠開始逐批運送疫苗。

Vaccine transportation

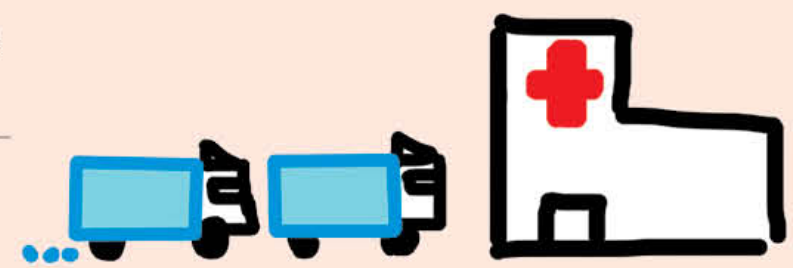
Transport of the vaccines to distributors begins in phases.

疫苗抵港

疫苗運抵香港的分銷商，暫時存倉。稍後由分銷商直接將疫苗送至各間公立醫院。

Vaccines arrive

The vaccines reach distributors in Hong Kong. Distributors start to deliver the vaccines to public hospitals.



OCT
10月

NOV
11月

DEC
12月

2017年

SEP
9月

AUG
8月

JUL
7月

JUN
6月

MAY
5月

APR
4月

MAR
3月

FEB
2月

2016年

JAN
1月

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三價疫苗和四價疫苗之別？

醫管局使用的滅活流感疫苗分為三價和四價。三價疫苗預期可以預防大多數的流感個案，而四價疫苗則可能提供對抗乙型流感的額外保護。一般人會通過肌肉注射四價疫苗，而服用薄血藥的人士則會通過皮下注射三價疫苗。

What are differences between trivalent and quadrivalent vaccines?

Both trivalent and quadrivalent inactive influenza vaccines are used by HA. The trivalent influenza vaccine is effective in guarding against the large bulk of the influenza risk in Hong Kong. The quadrivalent influenza vaccine offers additional protection against type B influenza. In general, the quadrivalent influenza vaccine is administered through intramuscular injection. Individuals who are taking blood thinning medication will receive the trivalent influenza vaccine through subcutaneous injection.

如何製造流感疫苗？

培養流感疫苗有多種方法。其中一種是藥廠接到從世衛實驗室送來的病毒株後，將病毒株種在測試病毒的雞蛋內，在最適合病毒繁殖條件下培養數星期，再分離蛋白與病毒，將病毒用化合物殺滅，然後將病毒外殼分離，成為可以接種到人體的抗原 (antigen)。藥廠然後會進行臨床試驗，確保疫苗可安全應用於人體。

How are the vaccines produced?

The vaccines can be produced in various ways, including through egg-based cultures. Vaccine manufacturers inject vaccine viruses provided by the WHO into fertilised hen's eggs, which are then incubated for several weeks under in a closely controlled environment. Following the incubation process, a fluid containing the virus is harvested from the eggs. For flu vaccines, the influenza viruses in the fluid are killed and the virus antigen is purified. The final stages of the manufacturing process focus on further purification and testing.

醫院如何存放疫苗？

各聯網醫院會將流感疫苗與其他疫苗分開放置，又貼上顯眼標籤，以免混淆。流感疫苗需存放於2-8℃之間，以免失效。

How are the vaccines stored in hospitals?

Seasonal influenza vaccines are placed away from other vaccines and clearly labeled to avoid confusion. Influenza vaccines should be stored at between 2 and 8 degrees Celsius.



醫護打針是否屬強制性措施？

醫管局鼓勵同事接種季節性流感疫苗，保護自己及身邊人健康，但打針並非強制措施。在美國個別州份，如費城、伊利諾伊、馬里蘭等，醫護必須注射流感疫苗；若醫護有特殊情況不能注射，則須於整個流感高峰期佩戴口罩。

Is receiving a seasonal influenza vaccination mandatory for HA staff?

Although HA encourages colleagues to get vaccinated to protect themselves and the people around them, it is not compulsory. In other places such as the US states of Philadelphia, Illinois and Maryland, healthcare workers are required to have seasonal influenza vaccines or wear surgical masks during the entire flu surge season if there are valid reasons why they cannot be vaccinated.

打針快而準 局長都讚手勢好

Flu vaccination with comfort for SFH

基督教聯合醫院普通科門診病房經理余燕桃，曾經兩度為食物及衛生局局長高永文醫生注射季節性流感疫苗，連局長也大讚她手勢好。余姑娘擁有多年打針經驗，心得是「入針、出針要快，注射疫苗時卻要慢。」

她每次打針前，會先告訴對方「會有少少痛」，給他們一個心理準備，然後閒話家常，分散他們注意力，最後少不了一個親切的笑容和舒適的環境，有助打針人士放鬆心情。當面對較難處理個案，如嬰兒或不合作人士，就要記得「快而準」秘訣，需要時找多一個人協助。

她說，「我們每日在病房出出入入，稍一不留神就會被感染，打季節性流感疫苗可以保護自己，避免中招，自己身體健康，也可減少傳染疾病給家人、朋友及病人，打針絕對是愛家人愛自己的表現！」



▲ 病房經理余燕桃（右）打針手勢一流，高局長都讚好！
Dr Ko Wing-man, Secretary for Food and Health, commends Ward Manager Yee Yin-to (right) for her injection skills.

Yee Yin-to, Ward Manager of the General Outpatient Clinic at United Christian Hospital, who has twice helped Secretary for Food and Health Dr Ko Wing-man to get a jab. With her experience in administering seasonal influenza vaccination, Yee's advice for colleagues is to "ensure that the needle is inserted and removed quickly, but inject vaccine slowly".

Before injection, Yee will tell the recipient that "there will be a little pain" to ensure they are psychologically prepared. Once she begins the process, she will chat with them and offer them a warm smile to help them relax. Her motto in carrying out her work is "fast and accurate", particularly when dealing with infants and uncooperative persons. Call for assistance if necessary, she said.

"Frontline healthcare workers working in the wards, have high risks of being exposed to all types of infectious diseases, including influenza. Getting a seasonal flu vaccination will help reduce the risk of infection. It's a way for us to protect ourselves and avoid our family members, friends and patients from becoming infected. In this respect, getting a flu jab is a good way to show how much we care," says Yee.

貼心小意念 病人讚好

Creativity and compassion enrich patient experience

醫護人員以心待病人，有前線同事發揮集體智慧，憑著一塊白板和一粒鈕扣，將小意念變成以人為本的服務，照顧病患，提升他們的生活質素。

Frontline colleagues across the Hospital Authority are pooling their collective wisdom and collaborating in creative ways to enhance patient-centred care.

「心意板」的魔力

今年5月開始，白普理寧養中心醫護同事為末期病人帶來「心意板」，鼓勵病人寫上他們最喜愛的人、物、事，放在床邊，令家人及醫護更了解病人。

過百塊「心意板」忽然變成了家人、醫護及義工的明燈，譬如家人會跟陳婆婆講述其最喜愛的劇集劇情、護士知道王伯伯遲起床的習慣、義工來訪會帶來李婆婆至愛的椰子糖。

「有些公公婆婆本來不喜歡講話，但當他們動手做『心意板』時心情卻開朗起來，成功打開話匣子。」護理部病房經理岑冰迺說。有位婆婆平時寡言，卻在板上寫下心聲：最想見的人是兒子。同事隨即聯絡兒子來探病，又為母子合照，貼在「心意板」留念，婆婆自此常常笑臉迎人。



我覺得「心意板」是……

家屬

孫仔在「心意板」上加上自己的手工，向外婆表達愛，這是生命教育。

院牧

病人離去時，一件病人留下的物品，可幫助家人度過哀傷期。

臨床心理學家

家人在板上寫下祝福並摺紙心，病人逐一拆開紙心時，會感受到家人的愛。

義工

這是一個幸福打氣站，我們和病人多了不同的聊天話題。

Magic profile board

'My Profile Board' initiated in Bradbury Hospice since May this year encourages terminally ill patients to create picture boards that reflect their hobbies and interests. Produced with the assistance of HA colleagues and volunteers, these colourful personalised displays not only provide a creative outlet for expression, but also help family members and HA staff interact with patients in a meaningful way and better understand their needs.

Over 100 wish boards provide smart tips in taking care of patients. For example, Auntie Chan's family keep her updated on the latest developments in her favourite television series; ward nurses let Uncle Wong sleep late in the mornings; and volunteers are rewarded with a smile from Auntie Lee by bringing her coconut candies.

"Many of our elderly patients are reluctant to express themselves, but they have really begun to open up through their participation in the 'My Profile Board' project," says Bradbury Hospice Ward Manager Eliza Shum. One particularly touching example was an elderly patient who used her board to express a deeply held wish to see her son. With this information, ward staff arranged a meeting for mother and son and took photos of the pair for the patient to add to her board as a bedside reminder of the happy event.

"My Profile Board" is...

Family member

A grandson expresses his love for Grandma by adding his handicrafts to her board which is also life education.

Hospital chaplain

Wish boards provide comforting memories for family members of patients who have passed away.

Clinical psychologist

Hand-made items and loving messages from family members bring cheer and warm feelings to patients.

Volunteers

The boards serve as 'happiness refuel stations' and help build closer connections with patients.



舒適衣褲抵讚

另外，九龍醫院的年長病人日漸增多，其中不乏患骨質疏鬆、長期臥床和攣縮的長者，因此復康病房的同事設計了一款「萬用衣」和「適體褲」給他們。新的衣褲裁剪較寬鬆，利用側面鈕扣設計，讓病人輕鬆穿上，避免出現骨折情況，同時可保護病人私隱和方便護理。



衣褲經過多次改良，最終採用可耐高溫的鈕扣，洗滌不易變形。After several iterations, the new pyjamas feature heat-resistant buttons, which will stand up well against repeated use and washing.

Smart pyjamas, good fit!

Over in Kowloon Hospital, colleagues in the Department of Rehabilitation have designed special easy-fit pyjamas for elderly bedridden patients who suffer from osteoporosis or contracture. The pyjamas hang loosely while still protect patient modesty and a smart buttoning method allows the garments to be put on from the side rather than traditional 'over-the-head' and 'feet-first' methods. These design features help reduce the risk of fractures for patients and protect their privacy. Also, it makes dressing easier for nurses and care assistants.

兩院掌舵人談大計

Hospital heads share visions of the future

醫管局致力實現十年醫院發展藍圖，其中包括興建新醫院及擴展現有醫療服務。今期《協力》訪問了將投入服務的香港兒童醫院和天水圍醫院掌舵人：李子良醫生和楊諦岡醫生，二人分享如何以恆心和創見孕育新醫院。

As the Hospital Authority continues with construction projects and the expansion of existing clinical services under its 10-year plan for public healthcare development, HASLink spoke with Hong Kong Children's Hospital (HKCH) Hospital Chief Executive (HCE) Dr Lee Tsz-leung and Tin Shui Wai Hospital (TSWH) HCE Dr Deacons Yeung Tai-kong about their visions for these two new institutions.



李子良「三心」迎挑戰

Dr Lee's 'three attitudes' to overcoming challenges

作為兩個兒子的父親，李子良醫生分享育兒心得：子女幼稚園時應給予多些家長指導，小學時期開始給孩子一些自主，中學時父母便應從指導退至輔助的角色。A father of two sons, Dr Lee shares the example of being willing to modify one's parenting techniques over time. Such techniques shift from an instruction-centred model in kindergarten years that gradually allow more freedom during primary school years to a more guidance-based model as children reach middle school age.

天水圍醫院將於2017年初開幕，一直參與統籌工作的楊諦岡醫生已於8月初出任該院行政總監。楊醫生身兼博愛醫院行政總監，會策劃兩間醫院運作，互相配合，幫助聯網整體服務發展。

他說，天水圍醫院初期會分階段提供急症室服務，兼顧發展日間醫療服務、手術中心及復康服務，盡量避免與博愛醫院和屯門醫院服務重疊，確保為新界西居民提供全面的醫療服務。

本身為放射科醫生的楊醫生亦曾在總辦事處工作10年，其間參與醫務訴訟、醫生工作改革、評估聯網服務表現、財務策劃，以及瑪麗醫院重建等工作。他曾透過分析數據，發現醫院病房的面積太細會影響運作成本，從而提議舊醫院藉重建擴闊病房面積，提高服務效率。此項發現亦在國際會議上獲得認可。

The new Tin Shui Wai hospital (TSWH) will commence service in early 2017. In addition to his post of the Hospital Chief Executive (HCE) of Pok Oi Hospital (POH), Dr Deacons Yeung has all along taken a leading role in the commissioning of the TSWH. He was appointed as the HCE of TSWH in August this year, and is working on the integration of operations between TSWH and POH to support service development of the cluster.

Dr Yeung says TSWH will initially focus on delivering the Accident & Emergency service by phases, while developing ambulatory care, day surgery and rehabilitation services as well. He emphasised that it is crucial to minimise unnecessary duplication of services among cluster hospitals so to provide high quality healthcare for residents in the New Territories West region.

Dr Yeung, a radiologist by profession, had worked on several major projects at Hospital Authority Head Office for almost one decade, covering issues as diverse as legal services, work reform for doctors, cluster performance and financial planning as well as the redevelopment of Queen Mary Hospital (QMH). Based on the combined analysis of different sets of management data, he found that the existing small ward design in old hospital building had adversely affected operating cost. He proposed that old hospital buildings should increase the size of ward optimally during redevelopment. This important finding was also recognised in international conferences.



楊諦岡重規劃 善用聯網資源

Dr Yeung: Building success through good planning

楊諦岡醫生早年遊覽美國大峽谷，看見經歷億年磨練的岩石層，覺醒到人在未來挑戰的浩瀚中，要常存謙卑的心。Dr Yeung says that witnessing the living history of millions of years represented in the layers of rock formation at the Grand Canyon National Park in the USA reminds one to always stay humble amid future challenges.

做好準備 提防寨卡 Be prepared Prevent Zika virus



▲ 醫管局已在公立醫院加強滅蚊措施，例如於渠口施放蚊油，消除潛在蚊子滋生的地點。
HA has enhanced mosquito control including applying larvicidal oil to surface water channels.



▲ 一旦在社區爆發大量個案，醫管局七個聯網化驗室已準備就緒，提供檢測寨卡病毒的核酸測試，預料每日化驗量可增加至700個。
HA laboratories are ready to provide RT-PCR Zika test to cope with sudden outbreak with a large number of cases in the community. The maximum capacity is 700 tests per day.

為應付寨卡病毒對本港的威脅，醫院管理局會密切監察鄰近地區的情況，必要時會召開內部傳染病及緊急應變中央委員會會議，商討對策。

醫院管理局質素及安全總監區結成醫生說，寨卡病毒有別於其他傳染病，爆發模式並非循序漸進，有可能一下子在社區爆發大量個案，所以當本港出現第一宗本地個案，就會由現時「戒備」級別升至「嚴重」；若多區爆發，就會再提升至最高的「緊急」級別，屆時須進行社區或家居隔離。

同時，醫管局亦加強前線服務支援。例如，若化驗病毒需求增加，醫管局七個聯網化驗室提供檢測寨卡病毒的核酸測試，預計每間化驗所每日最多可提供100個樣本檢測。屬於高危一族的孕婦，婦產科醫生可安排即使沒有病徵，但有接觸史的孕婦，進行抗體測試。對內則會加強公立醫院滅蚊，包括噴灑滅蚊噴霧、施放蚊油、清除積水，有需要時會加密次數。

寨卡病毒感染是一種由寨卡病毒引起的蚊媒傳染病，傳播途徑包括受感染的伊蚊叮咬、母嬰傳播、性接觸和輸血。病徵包括皮疹、發燒、結膜炎、肌肉或關節疼痛。目前沒有治療及預防寨卡病毒感染的藥物或疫苗，主要是靠支援性治療。📌

To cope with the threat of Zika virus, Hospital Authority will closely monitor the status of nearby countries and convene ad hoc Central Committee on Infectious Disease and Emergency Responses (CCIDER) meetings to discuss appropriate strategies.

Dr Derrick Au, Director (Quality & Safety) says, the outbreak mode of Zika virus is less predictable than other known infectious diseases, it may be a sudden outbreak with a large number of cases in the community. If one confirmed local case is found, the response level will be raised from 'alert' to 'serious'. If numerous cases are found in the community at the same time, the response level will be further raised to the highest level of 'emergency'. Isolation at home or in a designated area in community will be carried out immediately.

Besides, HA also enhances frontline supporting service, including laboratory support by seven clusters which are ready to provide RT-PCR Zika test to cope with sudden outbreak in the community. The maximum capacity is 100 tests per day per laboratory. For those pregnant women, antibody test is available for pregnant cases, in particular for asymptomatic cases with exposure history upon clinic assessment by Obstetrics and Gynaecology clinicians. Internally, HA enhances mosquito control by applying anti-mosquito fog and larvicidal oil, removing stagnant water and enhancing frequency of mosquito control measures when necessary.

Zika virus infection is a mosquito-borne disease caused by Zika virus. People may be infected by bites of an infected Aedes mosquito, maternal-fetal transmission, sexual intercourse and blood transfusion. The symptoms of Zika virus infection include skin rash, fever, conjunctivitis, muscle or joint pain. No specific curative treatment is currently available. Supportive treatment can be provided. 📌

預防寨卡病毒 記住2-3-4-6

2-3-4-6 Rule of Zika Prevention

本港鄰近地區相繼出現寨卡病毒感染個案，同事從受寨卡病毒影響地區回港後，要記住：

In view of the spread of Zika virus transmission in nearby regions, colleagues returning from Zika affected areas should:

2星期內出現有關病徵（皮疹、發燒、結膜炎、肌肉或關節疼痛），應盡快求醫。

Seek medical advice immediately upon having compatible symptoms (rash, fever, conjunctivitis and muscle or joint pain) within 2 weeks.

至少3星期內須繼續使用含避蚊胺 (DEET) 成分的昆蟲驅避劑。

Apply DEET-containing insect repellent for at least 3 weeks.

至少6個月內應考慮避免發生性行為，否則應使用安全套。

Consider abstinence from sex for at least 6 months upon return, or else condoms should be used.

至少4星期後，才適宜捐血。

Defer blood donation for at least 4 weeks.



卡路里小標籤 幫你食得健康D Eat healthy, Count your calories!



有時同事太忙，早、午、晚三餐都可能喺staff canteen搞掂，Helen都一樣。最近喺20間職員餐廳實施卡路里標示先導計劃，提供溫馨提示，一啲寧舍好味

又易肥嘅食物上加返個「卡路里」標籤，提醒大家「睇住嚟食」！

細問總辦事處業務支援及發展處，先知道呢個咁細心嘅舉動，原來係響應政府「降低食物中鹽和糖委員會」嘅呼籲。「卡路里」標示先導計劃，即係職員餐廳會於早、午、晚餐和下午茶時段，喺最「受歡迎菜式」加上「卡路里」指示標籤，等大家可以根據自己情況作出選擇，食得健康。預計會分階段加入更多食物嘅「卡路里」標示。不過，計劃暫不包括飲品，因各有喜好，有人喜歡多奶、少甜、或走糖等，難以劃一處理。

根據委員會嘅建議，18至29歲男性平均每日需要2,400卡路里，而女性就要1,900卡路里，所需能量應隨年齡增長而有所遞減，大家記住啦！📌

病人滿意住院服務 Patients express high confidence in HA inpatient service

醫院管理局最新發表了「2015年住院病人經驗及服務滿意度調查報告」，結果顯示病人對公立醫院住院服務滿意度高。

是次調查於2015年7月14日至11月6日進行，調查人員在25間選定的公立醫院中，透過問卷以電話訪問了約9,300名出院病人，了解病人對醫護人員、病人護理及治療、出院資訊等範疇的意見。

調查顯示，受訪者對住院服務的整體評價為良好，平均分達7.8分（滿分為10分）。大部分受訪者在「清楚回應病人的重要提問」、「對醫護人員有信心」、「痛楚控制」、「清楚解釋及使病人明白如何服用藥物」以及「住院期間受到尊重」等方面給予很高評分。

調查亦指出部分與病人溝通及出院時為病人提供資訊等範疇有待改善，包括「藥物副作用資訊」，以及「病人護理和康復所需資訊」等。報告已

早餐 Breakfast

- 糯米雞（單頭） 710 卡路里 Calories
- Chicken stuffed with glutinous rice
- 火腿通粉 335 卡路里 Calories
- Macaroni soup with ham

午餐 Lunch

- 焗豬扒飯 1170 卡路里 Calories
- Baked pork chops with rice
- 揚州炒飯 / 星州炒米 960 卡路里 Calories
- Yangzhou fried rice / Fried rice vermicelli in Singapore style
- 叉油雞飯 905 卡路里 Calories
- Barbecued pork with chicken rice
- 乾炒牛河 880 卡路里 Calories
- Dry fried rice noodles with beef

下午茶 Tea

- 西多士 925 卡路里 Calories
- French toast
- 芝士火腿三文治 360 卡路里 Calories
- Ham and cheese sandwiches

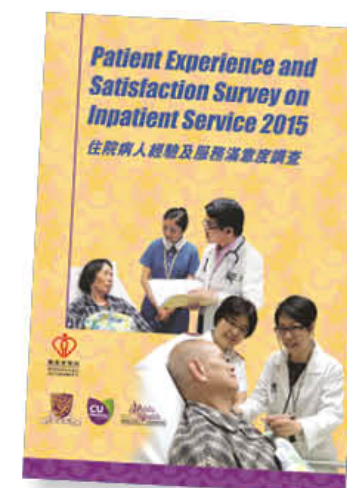
健康之選 Healthy choice

- 三色蒸水蛋 325 卡路里 Calories
- Steamed eggs of preserved egg, salted egg and an egg
- 麥片北菇蒸瘦肉餅 260 卡路里 Calories
- Steamed pork bun with cereal and Chinese mushrooms
- 雲耳勝瓜炒牛肉 210 卡路里 Calories
- Fried beef with cloud-ear fungus and angled luffa

As busy healthcare workers, we often find ourselves eating three meals a day at staff canteen. To help colleagues make informed choices, menus in 20 staff canteens have started to include calorie counts for many popular dishes, reminding us to eat healthier.

HA Head Office Business Support Services Department explains that this pilot scheme is an initiative in response to Government's Advisory Panel on Reduction of Salt and Sugar in Food. The labels are designed to help colleagues manage their calorie intake as part of maintaining a healthy lifestyle during morning, afternoon, tea or dinner. Calorie labels will be added to more dishes in phases. But beverages are currently excluded in the trial as personal preferences such as adding milk and / or sugar make it difficult to provide useful calorie guidance.

According to the Panel's latest advice, men between 18 and 29 years old need an average of 2,400 calories per day and women 1,900 calories. However, bear in mind that we need fewer calories as we get older! 📌



6 November 2015 among around 9,300 patients discharged from any one of the selected 25 public hospitals. The aim of the survey was to gather information on inpatient patients' experience on hospital staff, patient care and treatment, as well as provision of information on leaving hospital.

Findings indicate good inpatient experience. On a scale of 0 (lowest) to 10 (highest), the mean score of the overall experience on inpatient service was 7.8. The majority of respondents gave positive ratings towards 'provision of clear and understandable answers to important questions', 'confidence and trust in healthcare professionals', 'pain control', 'provision of clear and understandable explanation on how to take medication' and 'respect and dignity to patients'.

There is room for improvement in several areas including communication issues and provision of information upon discharge, such as 'information provision on medication side effects' and 'information needed for patient care and recovery', etc. The full survey findings are available from the Report which is accessible online under 'Special Reports' in the 'Corporate News' section of the HA website (www.ha.org.hk).

Separately, the PESS on 17 public Accident and Emergency Departments has kicked off on 18 August this year, which will cover significant aspects including patients' experience on registration process and waiting time, environment and facilities, and hospital staff. The survey is expected to be completed in January 2017. 📌



有一種愛叫「延續」：醫院出招推廣器官捐贈

承接上期封面故事「哪一下 愛廣傳」關於器官捐贈的背後理念和意義後，今期我們會報導各醫院的推廣情況。過去數月，各醫院陸續設立推廣器官捐贈的攤位。有醫院派出受訓義工向公眾或同事傳播正確的訊息，義工們如此落力，無非只等你行動，哪一下，快登記，成為器官捐贈者，將愛延續。

要促成器官捐贈這樁美事，需要各方配合，除了捐贈者的無私大愛外，作為幕後功臣的醫護人員，功不可沒！

自2013年起，每年的7月，伊利沙伯醫院有個特別的傳統，那就是在「感謝醫護日」當天，醫護人員會收到由器官捐贈的受惠者、康復者、捐贈家庭和其他病友，共同製作的愛心曲奇。負責人器官移植聯絡主任龐美蘭說：「受贈（器官）的康復者和捐贈家庭為了感謝前線醫護人員悉心照料，他們會送上自製的曲奇。這塊曲奇健康又好味，因為我們用最上等的牛油、最好的蔗糖、加上麥皮，和製作者的愛心，只此一家！」

The organ donation process relies on the actions and support of many different parties – from selfless love shown by organ donors to tireless efforts of HA colleagues.

In an annual tradition that began in July 2013, the contributions of all healthcare workers at Queen Elizabeth Hospital are recognised with gift of cookies baked by the beneficiaries of organ donation, recovered patients, donor families and other patient groups on what was dubbed 'Thank Health carer Day'.

"Organ donation recipients and donor family members give tasty and healthy homemade cookies to our colleagues to thank them for their efforts and care," says May Pong, Organ Donation Coordinator and a key driver behind the initiative. "These cookies are made with the best butter, cane sugar and with love – which is diver exclusive to QEHI!"

由器官捐贈的受惠者、康復者、捐贈家庭和其他病友，一起製作的善心曲奇，只此一家！
The 'thank you' cookies are made by organ donation beneficiaries, recovered patients, donor families and other patient groups.



伊利沙伯醫院
獨家限定 善心曲奇贈醫護

Queen Elizabeth Hospital
Caring cookies show appreciation for healthcare workers

器官移植聯絡主任龐美蘭稱，每年只會限量特製5,000塊善心曲奇，送贈伊院醫護人員。
May Pong, Organ Donation Coordinator says that they make 5,000 cookies for healthcare workers at Queen Elizabeth Hospital on 'Thank Healthcarer Day'.



瑪麗醫院 邀西班牙專家分享當地經驗

Queen Mary Hospital
International expert shares advice on building a positive organ donation culture

港島西聯網總監陸志聰醫生（左）與西班牙器官捐獻和移植研究院院長馬邁迪，分享兩地捐贈器官的文化。
(Left) Dr Luk Che-chung, Cluster Chief Executive of Hong Kong West Cluster, and Dr Marti Manyalich, President of Donation and Transplantation Institute, share their insights on organ donation in Hong Kong and Spain.

除了向公眾推廣外，醫護人員的專業知識亦很重要。瑪麗醫院邀得西班牙器官捐獻和移植研究院院長馬邁迪 (Dr Marti Manyalich)，來港分享該國器官捐贈率全球第一的經驗。他稱，要令器官捐贈變得普及，建議可從醫院層面做起，向前線醫護人員提供持續培訓。

The advancement of professional knowledge about the organ donation process is important to raising public awareness. Queen Mary Hospital recently invited Dr Marti Manyalich, President of Donation and Transplantation Institute in Spain, to share his experience of Spain, which has been working in the country with the highest organ donation rate in the world. A key insight among his valuable advices was that providing ongoing organ donation training to frontline healthcare workers is an effective way to ensure the spread of accurate information and create culture of general awareness and acceptance of organ donation among the public.



瑪麗醫院安排鬼馬活潑的小丑，即場與登記器官捐贈的同事拍照留念。
QMH arranged amusing 'gratitude clowns' to take photos with colleagues who signed up as organ donors.

Diverse strategies make organ donation campaign successful

In the July issue of *HASLink*, we introduced the core message and aims of the Hospital Authority's latest organ donation campaign. In this issue, we shall report on various aspects of the campaign organisation-wide – from setting up promotional booths to training campaign volunteers. If you are still unsure about becoming a registered organ donor, we hope this update will encourage you to sign up to spread endless love. Simply scan the QR code and complete this simple registration process.

在總辦事處偶遇藝人羅蘭，向她提及醫管局正進行大型器官捐贈推廣活動。她即義不容辭，拍片呼籲大家盡快行動。有關短片已上載醫院管理局的Facebook專頁。

A chance encounter between an HA Head Office colleague and well-known Hong Kong actress Law Lan has resulted in the local star volunteering to appear in a video appealing people to register as organ donors. The video has been uploaded to HA's Facebook page.

羅蘭姐善心爆棚，拍片呼籲大家登記成為器官捐贈者！
Actress Law Lan's latest role is the star of an HA video appealing people to register as organ donors.



總辦事處 偶遇羅蘭姐 拍片呼籲傳愛心
Hospital Authority Head Office
Actress Law Lan stars in an appeal video



明愛醫院
學生義工化身「人肉booth」細解疑惑

Caritas Medical Centre
Volunteers bring 'mobile' organ donation education booth to busy colleagues

學生義工向公眾講解捐贈器官的重要性。
Student volunteers explain the importance of organ donation to the public.

Student volunteers Shirley Wong and Jack Cheung at Caritas Medical Centre, took on the job of operating a 'roaming booth', visiting various hospital departments including IT, administration, finance and Central Nursing Division with an electronic tablet to bring organ donor information directly to busy colleagues.

Creative volunteers such as Ivan Kam came up with bright ideas to encourage registration. One particularly successful initiative was the creation of limited edition handmade 'angel' decorations given to those who signed up as donors as a token of appreciation. Another one was giving twisting balloons to kids when their parents are learning details of the campaign.

Many volunteers commended the programme for improving their own understanding of organ donation and helping to dispel commonly believed myths. "Some people believe that if they register as donors they will be required to donate their organs immediately" says Jack. "With our explanation, people clear up the misunderstanding and become more receptive to the idea of registering." Inspired by their experience, the volunteers have vowed to continue to spread the message of love by passing on message of organ donation to their family, friends and classmates even after the programme ends.

明愛醫院的學生義工王善衡和鄭耀廷，分別在醫院設置推廣攤位，向公眾講解捐贈器官的重要性，又化身「人肉Booth」在醫院內「掃樓」，手持iPad到不同部門，如資訊科技部、行政部、財政部、和中央護理部等，甚至在管理層開會前，「殺入」會議室，鼓勵同事一起登記。

這班有心有力的小伙子，更想出鬼主意，吸引大家登記。手藝出色的甘嘉朗與其他義工，親手製作「天使樓」，取其寓意「總有天使在附近」，限量送贈善心人；又特意學習扭汽球送給小朋友，希望他們向家長講解時，小孩能安靜地等待。

三人表示，透過今次的活動，加深對器官捐贈的了解。鄭耀廷稱，「有不少人以為登記了，就要立刻捐出器官，所以才卻步，但聽過我們解釋後，釐清誤解，大多樂意登記。」他們稱會將訊息廣傳給家人、朋友和同學，希望今後憑藉小小力量，在社區內散播愛的種籽。



（左起）義工王善衡、鄭耀廷和甘嘉朗，親手製作「天使樓」，限量送贈善心人。
Volunteers Shirley, Jack and Ivan (from left to right) handcrafted beautiful limited edition 'angel' decorations as tokens of appreciation for newly registered donors.

「護頭」廖慧嫻： 堅持核心價值 Jane Liu: Perseverance in core values of nursing

「護頭」廖慧嫻做事認真，相信只要做好自己本份，旁人總會看到。
Jane is a very humble person. She believes that if we strive to do our best, other people will recognise our efforts.



Nurses of different generations encounter different kinds of challenges. But the core values of nursing must not be compromised regardless of circumstances. Preparing to retire after 40 years as a nurse, Jane Liu, Chief Manager (Nursing) of the Hospital Authority, leaves an indelible legacy to her colleagues, "No matter you are an old hand or a fresh graduate, you should always try to put yourself in the patients' shoes for the greatest benefit of their physical and emotional needs."

A graduate of the School of General Nursing at Queen Elizabeth Hospital, Jane has worked at Fanling Hospital, Tai Wai Clinic and Prince of Wales Hospital. She began as a registered nurse in surgery, medicine and orthopaedics, before being promoted through the ranks to nursing officer, clinical accessor, Ward Manager (Paediatric Surgery), Department Operations Manager (Surgery), and General Manager (Nursing) in New Territories East Cluster. In 2013, she was appointed Chief Manager (Nursing) at HA Head Office, leading a team of over 24,000 nurses.

Reflecting on her experience, Jane says, "The core values of nursing are not only caring, professional knowledge and skills, but also the interests and concerns of patients which are our first priority. We should be considerate to their feelings and opinions. Being empathetic is the key. "If I were a patient, what kind of care and medical service do I want to receive? Self-evaluation will also help us provide patients with all rounded caring services."

Regarding her successor, she expects he or she can lead colleagues in delivering quality patient services, promoting professional development, respecting the



廖慧嫻將再續篆刻的興趣。右圖為當年的作品。Retirement will give Jane more time to pursue her long-held interest in seal carving. (Right) She has produced many beautiful seals over the years.



不同世代的護士面對不同挑戰。在挑戰面前，護理的核心價值絕不能動搖。將退下來的「護頭」醫管局總行政經理（護理）廖慧嫻，寄語後輩，「不管你是哪一代人，護士緊記要設身處地從病人的角度出發，才能全面照顧他們身心所需。」「護頭」果然是眾護士之首，一語說出重點。

廖慧嫻在護理界工作40年，畢業於伊利沙伯醫院普通科護士訓練學校，曾於粉嶺醫院、大圍診所、威爾斯親王醫院工作。做過外科、內科和骨科護士，再晉升為護士長、臨床導師、小兒外科病房經理、外科部門運作經理、新界東聯網護理總經理，2013年擔任總行政經理（護理），一夜間變成逾24,000名護士的「阿頭」。

她認為護士專業的核心價值是，「除了關愛、專業知識及技能外，凡事要以病人感受和利益為大前提，將心比己。試想若自己是病人，會希望得到如何的照料？時刻自我檢討才能持續改善對病人的全人護理。」

對於接班人，她期待對方能帶領同事堅持提供優質醫療服務、推動專業發展、尊重護理專業及尊重機構。「任何行業都有不完美的地方，不能只顧埋怨，要想辦法修補向前行。面對未來的挑戰，要有分析力，徹底明白事件的來龍去脈，並非只收order做事；要尋找出路，平衡各方利益。」

「護頭」有個小秘密，同事未必知。「旁人以為我是素食者，但其實我是吃肉不吃菜！」每當同事對此表示驚訝時，她總會神回一句：「我不只吃肉，還經常會吃『虧』！」『虧』吃多了，人生歷練更豐富，人也變得聰明了。」

人生下半場 A new chapter in life

即將展開人生下半場，她希望可以隨心隨意，並已準備消閒三寶：刀、針、鞋，輕輕鬆鬆過日子。「刀」是重拾篆刻刀以圓當年未完成的心願；「針」是織冷衫，最新的作品是嬰兒背心外套和冷帽；「鞋」是一雙行山鞋，準備親親大自然一番！

Looking upon retirement, Jane prepares to begin a new chapter in life. She has made ready 'three hobby kits': a knife for carving seals, a needle set for knitting clothes, and a pair of hiking shoes to explore the countryside!

nursing profession and the organisation. "Any organisation has imperfections. We need to find solutions to challenges and move forward instead of just complaining. In facing challenges in future, it is very important to analyse situations from a wider perspective as this will help ensure that interests of various parties can be balanced as far as practicable."

Jane has a little secret to tell. "People thought that I was a vegetarian, actually I eat meat only," she says. When colleagues are surprised, she mentions that she eats meat but also 'eats tough situations' (吃虧) metaphorically. "Usually tough situations are difficult tasks which enrich my life experience and make me smarter."



初出茅廬的廖姑娘（紅圈）曾參與醫療飛行服務，經常乘坐直昇機到偏遠地方，如荔枝窩耆長者診症。Soon after becoming a registered nurse, Jane (in red circle) joined medical flight services. Her duties included going to Lai Chi Wo by helicopter to assist consultations for elderly residents living in remote areas.



跟著爸爸做義工 一門三傑愛院心 Twins follow father's footsteps as hospital volunteers

「爹哋，最近我們和醫院開會商議了一些事情，想聽聽你的意見。」這是孖生姊妹周恩惠和周恩慈跟爸爸周近智常有的開場白。三人並非醫護人員，卻時刻為醫院的事務著緊，並在醫院管治委員會中發揮自己的專業所長，義務地服務公立醫院。

自1977年起，律師出身的周爸爸先後擔任基督教聯合醫院和雅麗氏何妙齡那打素醫院管治委員會（HGC）的主席及成員，親力親為參與醫院事務；現時仍服務於東區尤德夫人那打素醫院的管治委員會。他說：「坐得HGC，就不要怕『做醜人』，一旦發現醫院裡有任何問題，就要立刻提出來，研究解決方法。」周爸爸現為上市公司非執行董事，對醫院事務十分熱衷，更深深影響兩個女兒。

大仔恩惠和細仔恩慈，分別是雅麗氏何妙齡那打素醫院及聯合醫院管治委員會成員。恩惠現職為律師，恰巧為慈善法事務提供諮詢，常常從公職中獲得滿足感。她說：「律師行裡有不少客戶有意捐贈善款，改善公立醫院設施，而我剛好又幫醫院做事，很榮幸可以成為『媒人』。」而身為外資銀行高層的恩慈對數字較敏感，會特別留意醫院的支出預算，如重建、增開病床等。

這些年，她倆參與過醫院大小事務，讚嘆醫護人員職責崇高神聖。「醫護的工作環境並不如舒適的

中環辦公室，但他們卻從沒有一絲厭惡，面對各方壓力時，仍盡心盡力照顧病人，實在值得令人敬佩。」

雖然周太沒有直接為醫院服務，但姊妹形容媽媽是她們的強大後盾。「媽咪告訴我們服務醫院不能只有三分鐘熱度，要做就要堅持做好。」

"Some interesting issues came up at last week's Hospital Governing Committee meeting. Can we discuss?" While this is not a typical dinner table conversation for families in Hong Kong, Roland Chow and his twin daughters Michelle and Margot are happy to be outliers. Although none of the trio have a healthcare background, all three are devoting their free time and professional skills to help improve public hospital services, serving as Hospital Governing Committee (HGC) members at different hospitals.

A solicitor and non-executive director at a listed company, Mr Chow has previously served as HGC Chairman and member at United Christian Hospital (UCH) and Alice Ho Miu Ling Nethersole Hospital (AHNH), and is currently a member of the HGC at Pamela Youde Nethersole Eastern Hospital (PYNEH).

"Being part of the HGC, one has to be prepared to raise and discuss sensitive issues," Mr Chow explains. "If any questions come to my attention, I believe it is my responsibility to raise these with the committee so that we can work towards finding satisfactory solutions."

This sense of public duty towards healthcare matters has had a significant impact on Michelle and Margot, who currently serve as HGC members at AHNH and UCH respectively. A charity lawyer at an international law firm, Michelle gains a lot of satisfaction from her role as an HGC member. "I have clients who wish to donate substantial sums of money to support the enhancement of public hospital facilities. I am honoured to be able to bring donors and hospitals together in this respect," she says. Margot works as a senior banker in an international investment bank and pays special attention to the budgetary planning for hospital redevelopment and ward bed increases.

細仔恩慈（左）和大仔恩惠（右）說爸爸是她們的「幸福打氣站」，從爸爸身上學會對醫院無私奉獻的真諦。Margot (left) and Michelle (right) describe their father as their "personal energy filling station", from whom they have learnt the true meaning of dedication.



大仔恩惠喜愛彈豎琴，還在2007年成立了慈善團體「豎琴之友」，免費教有需要的小朋友彈奏，不時到老人院演出，回饋社會。Michelle has taken her passion for playing the harp to a new level by establishing a charity 'Friends of the Harp Limited' in 2007, through which students from less privileged background learn to play the harp for free and give back to community by performing in residential care homes for the elderly.

Their charitable work has brought the sisters into contact with HA colleagues on many occasions and both are impressed by commitment shown by HA healthcare professionals. "Dealing with people on the frontline in a hospital is very different from interacting with individuals in an air-conditioned office in Central. Healthcare workers face great pressure every day, but they tirelessly serve patients with great compassion and care. They are truly admirable."

Although Mrs Chow is not directly involved in hospital matters, she is a firm supporter of her family's efforts. "Mum always reminds us to be dedicated in our hospital work," say Margot and Michelle.



一家三口（左四至六）於2013年齊齊出席東區尤德夫人那打素醫院慈善步行，為病患者籌款出一分力。Michelle (fifth from left) and Margot (sixth from left) participated in a charity walk for PYNEH alongside their father (fourth from left) in 2013.



自創溝通技巧培訓 北區醫院奪傑出獎 NDH communication training programme wins award

北區醫院中央護理部透過狀況、背景、評價及提案（SBAR）方法，加強前線護理同事的溝通技巧。團隊制定一連串別出心裁的培訓項目，同事積極參與，於「亞洲醫院管理大獎」的護理卓越項目中榮獲傑出獎。

團隊製作微電影，向130名護士提供培訓，介紹SBAR的精神，讓護理同事學會在關鍵時刻扼要及清楚提供病人資料，及早通知和協助醫生準確地診斷，令病人得到適切照料，達至三贏局面。受訓的護士若能向三至四位同事成功講解相關的內容，便晉升為SBARer。

團隊亦透過到病房宣傳、派送隨身提示咭、張貼宣傳海報在壁報板及電話機，向所有護士積極介紹SBAR的好處。❤️

The Central Nursing Division (CND) at North District Hospital (NDH) has won an Excellence Award in the 'Nursing Excellence Project' category at this year's Asian Hospital Management Awards. The award-winning project involved the development of a series of training programmes to enhance the communication skills of frontline healthcare workers as part of a broader initiative to promote the adoption and use of the 'SBAR' (Situation, Background, Assessment, Recommendation) communication tool.

To date, 130 frontline nursing staff have taken part in the training course, which uses microfilms as training material. The course communicates useful information to healthcare professionals based a SBAR principles in a clear and efficient manner to support timely action in diagnostic and treatment situations to achieve 'win-win-win' situation. These 'SBARers' have also been tasked with disseminating SBAR principles among their ward colleagues.

▲ 團隊於9月初親抵越南接受獎項。
In early September, the CND team at North District Hospital attended the Asian Hospital Management Awards ceremony in Vietnam.



▲ 同事透過模擬片段學習如何在關鍵時刻有效地與人溝通。
SBARers take part in a video simulation exercise to learn how to communicate effectively with colleagues in emergency and time-critical situations.

CND has distributed SBAR prompt cards to all frontline nurses and hung SBAR posters in prominent areas to remind them in using this effective tool in day-to-day communications. ❤️

Mandy Tsang, Quality Officer at Prince of Wales Hospital, cites an example of a pharmacist who notices that the dosage of a nutritional supplement on a patient's prescription form does not align with the usual dosage prescribed. The pharmacist is encouraged to take the initiative to verify with the prescribing doctor. Other than verification of the drug, the form and the workflow were reviewed so as to improve patient care safety.

Babbitt Woun, Quality Officer at Alice Ho Miu Ling Nethersole Hospital, added that the programme highlighted the importance of frontline staff in contributing to patient safety. For example, patient care assistants can help verify the information on specimens that with other documentation before sending the specimens to laboratory. This helps prevent incident. ❤️



「叻」計劃建立安全文化 Good NET Programme strengthens patient safety

為了提升病人安全，新界東醫院聯網於今年初推行「叻」計劃，鼓勵同事發現「險失」（near miss）事件時，即時報告。透過通報機制，聯網質素及安全部不但會分析「險失」事件的工作流程，而且會將聰明而有效的工作方法與同事分享。

同事提出的安全行為，猶如一個安全網，有助改善或填補現行機制的漏洞，締造更安全的環境，建立正面安全文化。

威爾斯親王醫院質素主任曾婉詩舉例稱，若藥劑師對醫生為病人所填寫的營養液表格中的劑量有所懷疑時，會主動向醫生核實，再檢討工作流程和表格設計，提升病人安全。

雅麗氏何妙齡那打素醫院質素主任溫婉珊補充，「叻」計劃讓前線同事扮演一個很重要的角色。她舉例稱，病人服務助理可以協助醫生核對樣本上的病人資料，與列印出來病人紙上的資料是否相符，避免錯誤配對。❤️

Prevention is better than cure. New Territories East Cluster (NTEC) has launched the 'Good NET Programme' in which 'near-miss' cases are reported, analysed, and the smart effective workflow shared to colleagues. The good catcher who stopped the incident and reported the case would be appreciated. The programme aims to build a positive safe culture in NTEC.

「愛·工作」系列之七 Passionate Professionals Series 7

隨時候命 撫平女人最痛 24-hour counselling for breast cancer patients

本系列最後一位受訪者是去年獲省港澳傑出護士、來自北區醫院的外科資深護師陳頌詩。熱愛工作、她事事親力親為，為了幫乳癌病人的假乳頭上色，她跑去學紋身、也可以犧牲休息和親子時間，教病人處理傷口，總之凡事以病人利益為先。

The last episode of Passionate Professionals series is Angela Chan, an Advanced Practice Nurse (Breast Care) at North District Hospital (NDH) and a recipient of Outstanding Nurse Award from the Association of Hong Kong Nursing Staff. Angela goes an extra mile in her work by performing nipple tattoo for patients after reconstruction, and teaching breast cancer patients to take care of surgical wounds by giving up precious rest and family time.

陳頌詩小檔案 Angela Chan

獎項 Awards	省港澳傑出護士獎（2015） Outstanding Nurse Award from the Association of Hong Kong Nursing Staff (2015)
學歷 Education	香港理工大學護理碩士 Master of Nursing from Hong Kong Polytechnic University
家庭狀況 Family Status	已婚，育有三女 Married with three daughters
興趣 Hobbies	與人聊天，做義工 Loves chatting with people and participating in volunteer work
座右銘 Life Motto	易地而處，身同感受 Be empathetic and considerate to others



▲ 陳姑娘帶領乳癌康復者互助小組，讓病友互相鼓勵、彼此支援，走過人生的低谷。
Angela coordinates a support group for the ex-breast cancer ill patients to encourage each other to overcome the challenges.



▲ 陳頌詩已將工作當成生命一部分，希望自己在病人最無助時，能成為她們最有力倚靠。
Angela regards her job as a key part of her life. She wants her patients to see her as a rock of stability and support during their dark moments in battling against breast cancer.

陳頌詩投身護理界廿年，2003年開始專注乳腺科護理，2007年加入北區醫院乳科護理診所，主要為乳癌病人確診、提供手術前後心理輔導、術後護理和轉介等「一條龍」服務的護士。



▲ 陳頌詩（左二）對工作認真又投入，感染女兒堅持樂觀的人生態度。
(Second from the left) Angela's passion for her work has helped teach her daughters to have an optimistic attitude towards life.

為了病人，她學習紋身，然後幫病人的假乳頭上色，讓她們重拾自信過正常生活；為了病人，她犧牲休息時間，凌晨兩點也on call，用手機教病人處理因傷口引流管鬆脫而引致血水滲漏的情況，難怪如此深得病人信任和敬佩！

身為三孩之母，她明白女人最痛可能是懷孕時發現患上乳癌。如曾有位28歲的病人，懷孕三個月後才發現自己患上乳癌二期，病人怕連累下一代，一度想放棄腹中的孩子，「當時我細心聆聽和開解她，再告訴她可以先以手術控制病情。」結果，病人在28周誕下小男孩，後來進行化療。

乳癌患者有年輕化趨勢，陳姑娘建議，女士要每月定期檢查乳房，亦可以透過X光造影檢測乳房有否鈣化點，如發現是乳癌，早期治療痊癒率達九成。❤️

For more than two decades, Angela's nursing practice has centred on putting patients' interests first. She began to focus on breast care treatment in 2003. She has been a nurse at NDH's Breast Care Clinic since 2007, providing a full range of healthcare services from early detection and diagnosis to counselling and postoperative wound care for patients.

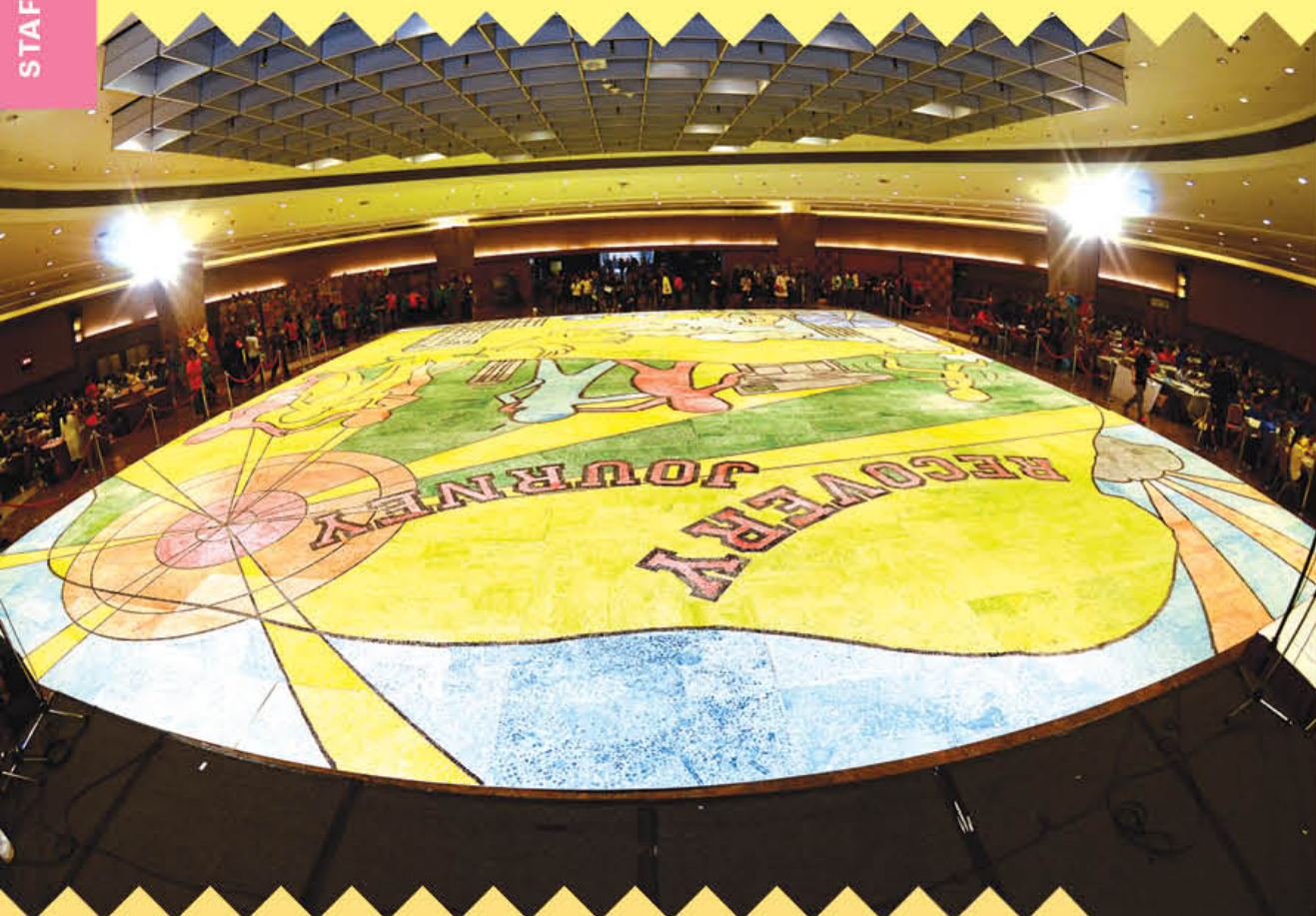
She has earned great trust and admiration from patients over the years by not only demonstrating outstanding medical skill, but also caring for patients' psychological and long-term concerns. Her tattoo skills help patients deal with upsetting physical scars left from operation and consequently quickly regain confidence during recovery. Patients are also comforted by knowing they can contact Angela anytime for emotional support, be it day or night.

As a mother of three, Angela understands the additional upset and fear for expectant mothers who are diagnosed with breast cancer. She recalls one 28-year-old patient who was diagnosed with stage-two breast cancer in the third month of pregnancy. The woman was so worried about passing the disease to her kid that she considered terminating pregnancy. "In our early conversations, I let her express all worries and comfort. This helped build trust between us, after which I was able to explain to her that situation could be controlled by surgery," she explains. Angela's explanation reassured the young mother-to-be, who finally decided to continue with pregnancy. After giving birth to a baby boy in the 28th week of pregnancy, the patient underwent chemotherapy treatments.

With the average age of breast cancer patients on a downward trend, Angela suggests women of all ages to maintain regular breast examination that includes undertaking monthly self-examinations as well as regular mammography at clinics. The success rate for treating breast cancer is as high as 90% if it is discovered at an early stage. ❤️

「創藝計劃」廣傳精神健康

*Mental health patients
embrace life
through Art Jamming*



藝術：圓滿

Arts and crafts: Life with no regret

「圓」代表統一、整體和無限可能。智障復元人士、照顧者和義工朋友以「圓」為主題，完成色彩繽紛的藝術手作及繪畫，探索生命的各種可能性。

Circle represents unity, wholeness and unlimited possibilities. Together with their carers and volunteers, mentally challenged individuals create colourful arts and craft that reflect messages of completeness and seeking out life's various opportunities.



葵涌醫院在2014年推出為期兩年的「創藝計劃」，與學校、精神健康綜合社區中心及社福機構攜手合作，舉辦一系列創意藝術活動，讓精神復元人士透過音樂、舞蹈、戲劇、繪畫、陶藝、美勞等藝術活動，啟動生命力量，克服病症帶來的困擾，重建生活。《協力》選取精彩片段，公諸同好！❤

In 2014, Kwai Chung Hospital (KCH) launched a two-year Art Jamming Programme. Organised in collaboration with local schools, the Integrated Community Centre for Mental Wellness and various social welfare organisations, the Programme aimed to encourage people with mental health issues to use creative freedom offered by music, dance, drama, art and craft activities to develop greater self-esteem and personal strength. ❤



手指紋畫：復元旅程

Fingerprint artwork: Journey to recovery

近800名精神病康復者及義工集體創作了一幅面積達458.2平方米的大型手指紋畫，描繪精神病患者在復元途中經歷的徬徨與掙扎。該畫作已獲確列入健力士世界紀錄大全。

An 800-strong group of volunteers and people recovered from mental illness completed a huge 'fingerprint' artwork that reflects the anxieties and challenges of the journey back to mental well-being. Measuring to 458.2 square metres, the piece has broken Guinness World Records in terms of 'the largest fingerprint painting'.



話劇：畫出明天

Drama: Performance of a lifetime

邀請精神復元人士和病者家屬參與演出，以他們的復元經驗和生活夢想作為戲劇的主線，期望他們在準備和演出過程中建立自信，發展潛能。

Patients and their carers' personal experiences are taken as the central theme of dramatic performances. The process of developing a show and acting in front of an audience helps build their confidence.

1分鐘自由講 Minute Talk

我和我的父親

我和我的父親有很多相似的地方：平凡、內向、正直、謹言慎行、循規蹈矩。我不敢說百份百遺傳了父親的性格，但我肯定，我天性裡所有的真、善、美，都因他而啟發出來。

父親是一名警員，隸屬穿山甲部隊。因工作關係，每隔三天才回家一次。嚴肅納言的他，與我很少溝通。面對父親，我有一種莫名的畏懼。然而，他對工作的熱誠、關顧家人的責任心，以及待人處事的態度，令我由衷敬佩。

平凡的我總希望得到父親的讚賞，但這似乎是一個難以實現的願望。有一次，因為數學測驗不合格，父親責罵我：「生嚟又燒好過生你！你是石頭爆出來的！」那一刻，我真的懷疑自己不是父親的女兒，是一個從石頭爆出來的女孩。

小學六年級，父親陪伴我到學校領取成績表。因為內心焦急，我甩開他的手，衝過馬路，險些被車撞倒。慌張的父親按捺不住怒火，在馬路旁狠狠地在我臉上打了一個大巴掌。我的心，有著一種難言的失望與哀傷。我按著臉，不許它熾熾熱熱地痛。多年以後，我才明白，這一個大巴掌，盛載著父親對我的愛與痛惜。

中四那年，父親患上白血病。母親每日往來醫院探望父親，她身上的衣服，殘留著醫院的氣味，讓家裡的空氣，忽然有了心酸的味道。對於父親患病的事實，我無法改變，我只能努力讀書，好好的照顧自己，減少父母的顧慮。

後來，父親辭掉工作，在家養病。我每天放學回家，父親會問及我上學的情況，也會向我講一些警察工作的經歷，看到他一臉自豪，我就像在童話故事中忽然被施以魔法得以重生的小公主，瞬間充滿活力、歡欣和鼓舞。

中五畢業，我放棄升學，投身護士工作，希望早點賺錢幫補家計，也希望學習一些護理知識，照顧父親和患病的人。父親看到我穿上學護制服，欣慰地說：「咁多個女之中，你最乖。」

投身護士工作的第二年，一個寂靜的深夜，護士宿舍響起刺耳的電話鈴聲，我從睡夢中驚醒，拿起話筒。我無法記起自己聽到噩耗的反應，只記得自己衝上的士，趕往醫院。

我走到父親的病床前，沒法相信眼前的事實，畢竟，父親從來都不是一個輕言放棄的人。但我還



是無能為力，任由眼淚在父親面前，潸然落下。

多年來，我一直惦念父親。他給我的關愛與啟蒙，一生受用。作為一位護士，我會從心感受病人及家屬的處境和需要，給予關愛、協助、支持和鼓勵；作為一位上司，我會協助同事啟發潛能，助己助人；作為一個人，我會熱愛生命，珍惜家人和朋友。

真愛與關懷是最原始的力量。

故事：張玉玲（葵涌醫院部門運作經理）

撰文：蘇偉生（葵涌醫院資深護師）

節錄自醫管局內聯網「動人故事•HA」欄目，原文可閱
http://ha.home/ha_article/article_display.aspx?article_id=90

「預約通」覆蓋更多專科 BookHA covers more specialties

醫管局同事精益求精，短時間內又為手機流動應用程式「預約通」增加新功能。從今年9月19日起，新症通過「預約通」可預約的專科門診已由婦科，擴展至耳鼻喉科、神經外科、眼科及骨科。同時會新增預約取消功能，進一步方便用家。

「預約通」是醫管局自家研發的手機流動應用程式，自今年3月推出，已錄得34,000次下載。市民於智能手機安裝「預約通」，一掃由醫管局簽發的醫生轉介信右上方的二維條碼，便可直接預約指定的專科門診新症，省時又方便。❤

Thanks to colleagues' continuous efforts, the Hospital Authority mobile application BookHA has been rolled out to another four specialties on 19 September this year. New case booking for Ear, Nose and Throat, Neurosurgery, Ophthalmology and Orthopaedics & Traumatology is also available through BookHA, in addition to Gynaecology launched earlier. New feature of appointment cancellation is also available in the upgraded version of the app.

The mobile app of BookHA is developed by HA and launched in March this year. About 34,000 downloads were recorded so far. It makes new case bookings for specialist services more user-friendly and much easier with just a simple scan of the 2D barcode on HA referral letters. ❤

- 耳鼻喉科
- 骨科
- 神經外科
- 眼科
- 婦科（不包括產科）



行山急救大法 Hike happy, hike safe!

10月是行山的季節。《協力》訪問了屯門醫院急症室顧問醫生馮顯達，教大家幾個即時處理行山意外的急救方法，他提醒行山者，當傷勢變差時，應盡快求醫。另外，他建議行山者應帶備急救包，包括冷敷包、消毒藥水和膠布，及足夠的水和食物補充體力。❤

October is a good time for hiking. HASLink asked Dr Jeffrey Fung, Deputy Chief of Service (Accident & Emergency) of Tuen Mun Hospital to share first-aid tips during hiking. He stresses the importance of seeking immediate medical attention the soonest possible to avoid worsening symptoms or injury.

Besides, Dr Fung advises hikers to carry a small first-aid kit containing antiseptic wipes or fluid, plasters and instant cold packs. Hikers are reminded to take water and food in a daypack to ensure they remain well hydrated and energised while out on the trails. ❤

馮顯達醫生提醒，行山者應帶備急救包，以備不時之需。Dr Jeffrey Fung suggests hikers to carry a small first-aid kit for any necessary.



中暑

出現中暑前期的熱衰竭徵狀時，將患者移到陰涼通風地方，解開衫鈕，口服補充水份和電解質飲品。於中暑階段，患者會神智不清，同樣先將患者移至陰涼通風地方，打側平躺，脫去衣服，在患者身上灑水，立即召喚救護車。

Heat stroke

During heat exhaustion preceding heat stroke, move the victim to a cool, shaded and ventilated place if possible, loosen their clothings and let them drink water and electrolyte beverages. Victims suffering from heat stroke will be mentally confused. Lay the victim on the side, remove his clothings and sprinkle water on his body. Call an ambulance immediately.

跌傷、扭傷

先用清水清洗傷口，若疼痛至不能步行，千萬不要勉強，因可能是骨裂，須召喚救護車求醫。

Falls and sprains

Cleanse any accompanying scrape or wound with clean water. If the victim is in serious pain or is unable to bear weight on the wounded limb, call an ambulance and consult a doctor to rule out possible fracture.



蜈蚣咬

用冷敷包放在紅腫位置，若情況轉差，立即求醫。

Centipede bite

A cold pack should be applied to the wound. If condition deteriorates, seek medical attention as soon as possible.



蛇咬

慢慢離開範圍，最好與蛇保持一至兩米距離，然後用相機或手機拍下它的樣子，讓醫生分辨是否有毒。若手部被咬，將手放在心臟水平，盡量固定傷口位置。若腳部被咬卻仍需步行前往求醫，應慢行下山，千萬不要跑，因移動太快，身體吸收毒液速度會更快更多。

Snake bite

With a snake in front of you, everyone should slowly move at least one to two metres away from the snake. When it is safe, take a photo of the snake to help doctors identify whether it is venomous. If you get a bite on the forearm or hand, try to keep the affected part of the limb at heart level and stay still as far as possible. When bites on the feet or legs are necessary to walk to seek medical care, you should walk slowly and calmly down the hill to prevent the rapid spread of venom.

蜜蜂、黃蜂刺傷

傷口會出現紅腫，可用冷敷包放在紅腫的位置。若是蜜蜂蜇傷，應盡快於30秒內拔除蜜蜂的刺針。若刺針殘留、傷口紅腫及疼痛持續或變差，立即找醫生診治。如果全身出現過敏情況，更要立即往急症室，否則有生命危險。

Stung by bees or wasps

The site of a sting will appear red and swollen, a cold pack should be applied. If the bee stinger is left in the skin, remove it within 30 seconds if possible. Whenever the stinger remains in the skin, or the pain and swelling continues or deteriorates, it is essential to seek a doctor's advice. If the victim presents systemic allergic reaction, immediate medical attention is necessary as the situation could be life threatening.

