



Service Priorities and Programmes Electronic Presentations

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Achieving Healthy and Caring Community with Community Elites through Re-structuring of TMH Community Services Centre (CSC)

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Community education, empowerment and engagement programs, and volunteer services

Efficiency and effectiveness in gaining support from community

Benefit patients, community and hospital as a whole

Introduction

Healthy and caring community can be fostered and developed by continuous and effective collaboration between hospital and organizations in the community. TMHCSC is keen on developing a healthy and caring community through engaging NGOs, community organizations, primary and secondary schools in community education, empowerment and engagement programs, and developing volunteer services.

Objectives

1. To enhance collaboration between TMH, NGOs, primary and secondary schools in the community 2. To pursue Tuen Mun as a healthy and caring city 3. To create a warm and caring atmosphere for the in-patients

Methodology

With the restructure of CSC on April 2012, TMHHGC Community Relations Sub-committee (CRSC) supervises the service direction and development of CSC. More community elites were being invited as members of CRSC, so doing would to enhance hospital partnership and tender more support/direct advice to CSC. At the same time, all social workers were assigned to direct frontline services. Four pilot services and programs mainly on engaging community partners on advocating volunteer services and community health education were implemented shortly after the restructure.

Result

1. 47 sunshine angels (student volunteers of F.4 and above) were recruited (the pilot student summer volunteer program) from May to Aug 2012, the angels rendered direct patient volunteer services in 11 TMH departments (3860 volunteer service hours and 5800 patient attendance). 2. 122 corporate volunteers from three Corporate Volunteer Teams provided psychosocial care services to 282 TMH

in-patients of PAED&AM, CAP and Rehab Wards at various festivals from April 2012 to Feb 2013. 3. A 15-members volunteer haircut team has set up to provide haircut volunteer services at rehab wards and out-patients of MPM unit after intensive training. 4. 36 senior form secondary student (from three secondary schools) were trained up for writing up storybook “生命共鳴故事集” for 36 elderlies (from three elderly service NGOs) who were coping with chronic illness. 5. A two-layer structure for four in-house agency volunteer teams was formed to enhance communication and collaboration in August 2012. The profile of TMH volunteer services was widened, the types of volunteer service were expanded, the number of services hours leaped and the sense of belongings as TMH volunteers were enhanced after series of positive media coverage in both electronic and printed media. The new structure is proved to be more efficient and effective in gaining support from community and launching new program. It helps foster Tuen Mun as a healthy and caring city and Tuen Mun Hospital as a caring hospital.