



Engage Your Workforce

Auxiliary Medical Service's Experience

Auxiliary Medical Service

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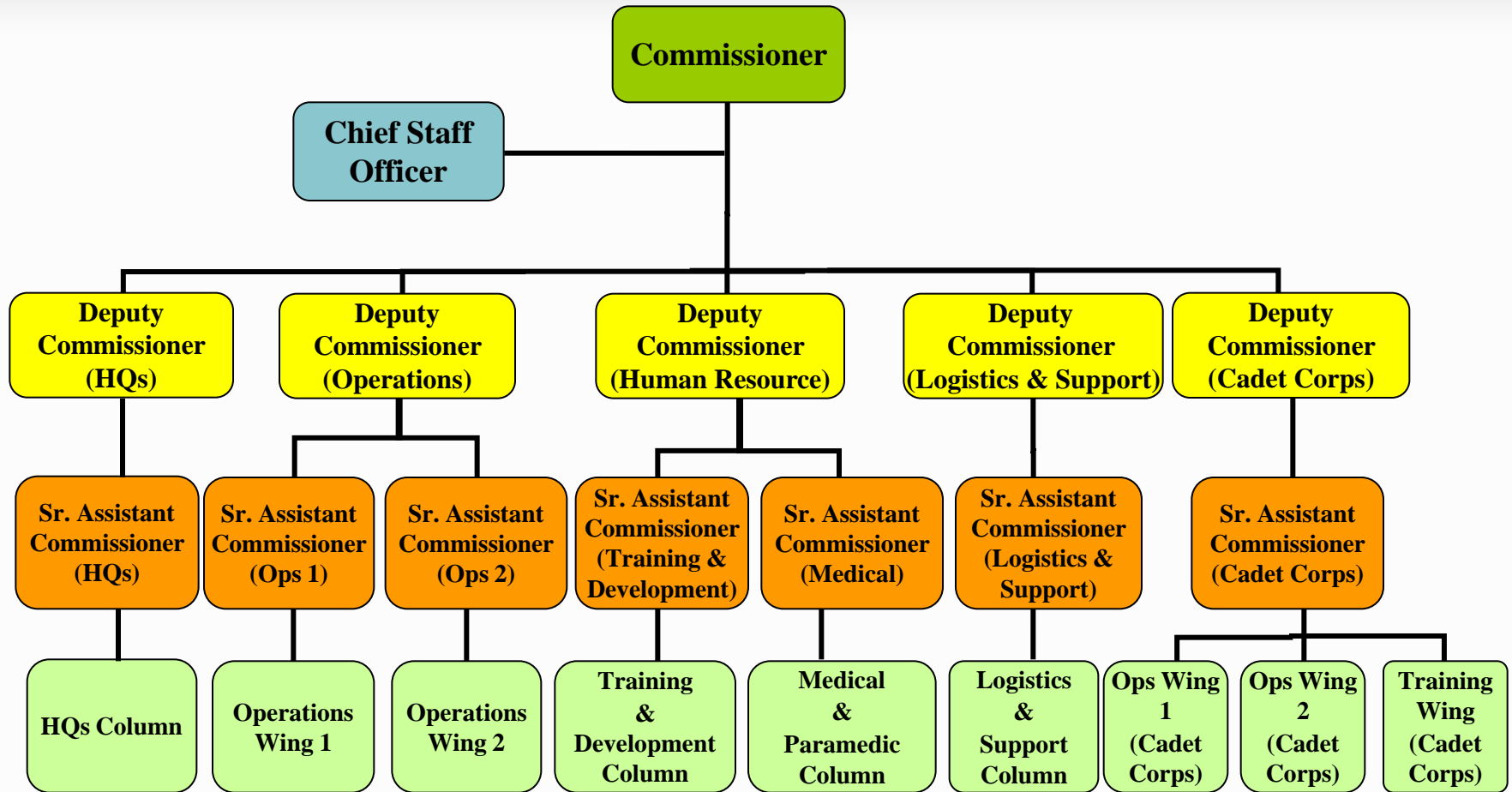
Organization

- The AMS was formed in 1950
- With a small membership of 2,000
- A government department under the Security Bureau
- Current establishment: 4,770 volunteer members
- From all walks of life (doctors, nurses, pharmacists and paramedics)





Organizational Chart of AMS





Vision & Mission

Our Vision

To be a premier voluntary supplementary medical and health services provider.



Our Mission

To provide resources to augment the regular medical and health services in the most efficient and effective manner through a well-trained, professional and committed volunteer force so as to maintain the care and well-being of the people of Hong Kong.



Our Services

In times of emergency & natural disaster

- To reinforce regular ambulance, medical & health services:
 - ✓ Fire Services Department
 - ✓ Hospital Authority
 - ✓ Department of Health



Emergencies / Disasters in HK

- Natural Disasters:
 - Typhoons, landslides

- Disasters related to transport:
 - Aircraft crash, ferry accident

- Nuclear Incidents

- Health Emergencies:
 - SARS, H7N9 Avian Flu, MERS

Previous Emergency Mobilization

Fire on the
Garly Building in
1996



Source: Apple Daily



Source: Apple Daily

Aircraft
Crash in
1998



Previous Emergency Mobilization

SARS Outbreak in
2003



Previous Emergency Mobilization



Source: Apple Daily



Source: Apple Daily

Lamma Shipwreck in 2012



Source: Apple Daily

Previous Emergency Mobilization



**H7N9 Avian Flu /
MERS Operations in
2013 /14 and 2015**





Our Services

General Services

- To provide first aid coverage
- Non-emergency ambulance transfer service
- The First Aid Bicycle Team





Our Services

- Country park duties (first aid & ambulance services)
- Methadone clinical duties
- Life saving duties at public swimming pools





Our Services

Major Events

- Hong Kong Marathon
- Oxfam Trailwalker
- Paralympic Equestrian Events
- East Asian Games
- The Olympic Torch Relay





Workforce Engagement

- What is the definition of employee (volunteer) engagement?
- How can you spot a truly engaged employee / volunteer?
- What is the difference between a satisfied and engaged employee / volunteer?



Workforce Engagement- Definitions

- “The **emotional commitment** the employee has to the **organization** and **its goals.**” *Kevin Kruse, Forbes Contributor and NY Times Best Selling Author*
- “The art of getting people to **believe what you want them to believe.**” *Jim Whitehurst, CEO of Red Hat*
- “**Emotional connection** an employee feels toward his or her employment organization, which tends to influence his or her behaviors and level of effort in work related activities.” *Business Dictionary*
- “The **illusive force** that motivates employees to higher (or lower) levels of performance.” *Workforce Performance Solutions*
- “An emergent and working condition as a positive cognitive, emotional, and behavioral state **directed toward organizational outcomes.**” *Michael Shuck and Karen Wallard*



Workforce Engagement

When employees / volunteers care, when they are engaged, they use
discretionary effort





Different Columns & Wings

Know
Them

Make a perfect match between volunteer and job

- The approved establishment of AMS is 4,700.
Its composition is appended as follows:
 - ✓ Directorate Column
 - ✓ Headquarters Column
 - ✓ Operations Wing (1) & (2)
 - ✓ Training & Development Column
 - ✓ Medical & Paramedic Column
 - ✓ Logistics & Support Column
 - ✓ Cadet Corps





Different Kinds of Welfare Activities

Know
Them

Share the same interests

- There are various kinds of interest groups:
 - ✓ The AMS Volunteer Group
 - ✓ The AMS Fellowship
 - ✓ Dragon Boat Team
 - ✓ Basketball Team
 - ✓ Life-saving Group
 - ✓ Tai Chi Group
 - ✓ Wing Chun Group





Training & Development

Grow
Them

Types of Prescribed Training

- ✓ Recruit Training
- ✓ Regular Training:
 - First aid, Footdrill & Nursing
- ✓ Infection Control Training
- ✓ Psychological First Aid Training
- ✓ Training Camp
- ✓ Radiation Monitoring and Decontamination Training
- ✓ Life-saving Training
- ✓ Nursing Course
- ✓ Attachment to Ambulance of FSD
- ✓ Obligatory Service Training (Ops Wing)
- ✓ Instructorship Training





Training & Development

Grow Them

Drills and Exercises



Decontamination Exercises





AMS Cadet Corps

Grow
Them

To pass the flame of remembrance onto the next generation

➤ The AMS Cadet Corps was established in 2011

➤ Aim:

Youths are encouraged to play an active part in the Cadet Corps:

- ✓ To acquire useful skills
- ✓ To develop their leadership ability thru group activities and training
- ✓ To provide a way for them to grow up with self-confidence, a sense of responsibility, self-discipline and devotion to serving others





Enhance Communication

Involve Them

Different Types of Communication Channels

- Newsletter (隊訊)
- Officer Club (長官聯會)
- Rank & File Members Club (員佐級聯會)





Commendation / Award Mechanism

Reward
Them

Honours, Awards and Commendations

- Chief Executive's Commendation:
 - ✓ e.g. BBS, MH

- Internal Commendations:
 - ✓ Commissioner's Commendation
 - ✓ Chief Staff Officer's Commendation / Letter of Appreciation
 - ✓ Commanding Officer's Commendation
 - ✓ AMS Long Service Medal Award
 - ✓ Certificate of Service





Commendation / Award Mechanism

Reward Them

AMS Long Service Medal Award System

| Eligibility 資格 | 15 years of Qualifying Service 15年合資格服務 | 20 years of Qualifying Service 20年合資格服務 | 25 years of Qualifying Service 25年合資格服務 | 30 years of Qualifying Service 30年合資格服務 | 35 years of Qualifying Service 35年合資格服務 | 40 years of Qualifying Service 40年合資格服務 |
|---|---|--|--|--|---|---|
| Proposed AMS LSM, Clasps & Ribbons Award System 建議的醫療輔助隊長期服務獎章、加敘勳扣及綬帶制度 | Long Service Medal (Front) 長期服務獎章 (正面) | Long Service Medal 1 st Clasp 長期服務獎章 第一加敘勳扣 | Long Service Medal 2 nd Clasp 長期服務獎章 第二加敘勳扣 | Long Service Medal 3 rd Clasp 長期服務獎章 第三加敘勳扣 | Long Service Gold Medal 長期服務獎金章 | Long Service Gold Medal with Gold Clasp 長期服務獎金章 加敘金勳扣 |
| | Long Service Ribbon 長期服務綬帶 | Long Service Ribbon 1 st Bauhinia 長期服務綬帶 第一加敘鈕 | Long Service Ribbon 2 nd Bauhinia 長期服務綬帶 第二加敘鈕 | Long Service Ribbon 3 rd Bauhinia 長期服務綬帶 第三加敘鈕 | Long Service Ribbon Gold Medal 長期服務綬帶 金章 | Long Service Ribbon 5 th Bauhinia 長期服務綬帶 金章加敘金鈕 |





Final Remarks

Volunteer members are the Key assets of the Auxiliary Medical Service



Thank You!

