



Annual Report 2011
Public Health
of Taipei City



臺北市

100年度衛生醫療年鑑

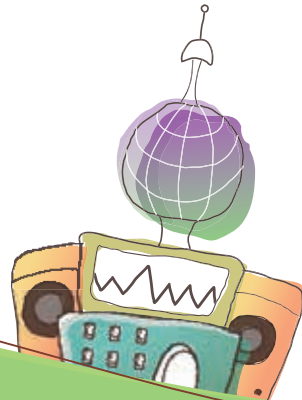
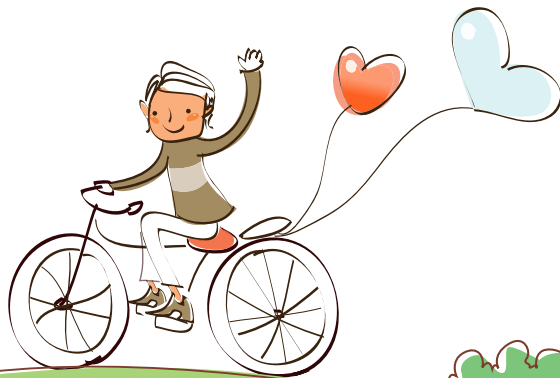


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序 ■ Foreword



健康與長壽是每位市民朋友的天賦權利，衛生局以維護每位市民朋友的健康為最大的責任及目標，並循公共衛生「三段五級」預防理念積極維護市民健康，期使「Health for All」（全民皆健）的理念在臺北市生根。

隨著時代變遷與環境改變，臺灣人民平均壽命普遍延長，社會逐漸邁向「少子化」及「人口老化」，依99年資料顯示，臺北市市民平均壽命為82.42歲，男性為80.06歲，女性為84.81歲，均較99年全國國民平均79.18歲，男性76.13歲，女性82.55歲為高。



在「少子化」方面，本局積極配合本府「助妳好孕」專案，提供婚後孕前健康檢查、孕婦母血唐氏症篩檢等補助以期能落實優生保健政策並提高生育率，同時並積極強化服務加值，如首創好孕胸章，藉此喚起民眾重視及關懷孕婦交通安全；建置嬰幼兒預防接種簡訊及電子郵件催種資訊系統、推動兒童醫療補助送周到計畫，主動發送簡訊、電子郵件或關懷卡片提醒民眾；提供肺炎鏈球菌公費疫苗接種服務，照護幼兒健康，希冀透過多元管道的努力，建構本市友善的生養環境。

在「人口老化」方面，臺灣65歲以上老年人口在1993年即超過人口總數7%，而2017年即將達到人口總數14%，成為真正的高齡國家，臺灣老化的速度只花24年，遠比歐美快了許多；臺北市目前65歲以上老年人口比例亦達12.76%，臺灣應趁我們經濟勞動力最佳狀態時，即1990年至2027年「人口紅利期」（經濟勞動力人口占總人口至少66.7%）時，就勞動力老化與不足及生育率下降一事妥為因應。

為因應人口老化問題，本局積極推動失智症支持性網絡環境，辦理家庭照顧者、專業人員訓練，亦同步規劃本市「失智症照護資源整合機制」，結合社政、衛政及警政資源，建立完善失智症個案管理系統，未來亦將配合國家政策推動健



Health and longevity are natural rights of the fellow citizens and the Department of Health takes protecting the health of each citizen as its greatest responsibility and actively protects the health of citizens by following the public health “three-level five-stage” prevention idea, aiming to make the Health for All concept set down deep roots in Taipei.

As times and the environment change, the average life expectancy in Taiwan is increasing across the board and society is moving towards “low birth rate” and “aging population”. Figures for 2010 show that the average life expectancy of Taipei citizens was 82.42 years old, 80.06 years old for men, and 84.81 years old for women, all higher than the national average of 79.18 years old, 76.13 years old for men and 82.55 years old for women.

With respect to “low birth rate”, this Department, in coordination with the city government’s “Help you have a good pregnancy” program, provides subsidized health examinations for women after marriage and before pregnancy and Down’s syndrome screening for pregnant women to implement the genetic health policy and raise the fertility rate; at the same time, service added value is also being actively increased, such as by creating the “good pregnancy badge ” to awaken people to the importance of traffic safety for pregnant women; the text message reminders for vaccination and email vaccination prompting system have been established for infants and children, and the Child Medical Subsidy Good Service Program has been implemented under which text messages, emails or care cards are sent to remind the public about vaccinations; free streptococcus pneumonia vaccinations are provided to take care of the health of babies and children, aiming, through diverse channels, to give the city a friendly environment for giving birth and bringing up children.

With respect to aging population, in 1993, the percentage of Taiwan’s population aged over 65 years old reached 7% and is projected to reach 14% by 2017, making Taiwan a real aging country. According to the projection, Taiwan’s population will only take 24 years to become more aged, much faster than European and North American countries. At present, 12.76% of Taipei’s population is over 65 years of age. Taiwan should take the opportunity of its labor force being in its best state in the “population bonus period” from 1990 to 2027 (labor force accounts for at least 66.7% of the population) to respond to labor force aging and shortage and falling fertility rates.

In response to the problem of population aging, this Department has actively promoted a support network for dementia sufferers and carried out training for home carer professionals while; at the same time, planning the city’s Dementia Care Resource Integration Mechanism, combining social administration, health administration and police administration resources to construct a complete dementia case management system. In

康老化、推展活躍老化、健全長照服務體系等相關措施，以減輕人口老化帶來的衝擊。

從歷年十大死因統計資料可發現惡性腫瘤、心血管疾病、糖尿病、高血壓等疾病佔據多年，本局將透過宣導、篩檢等手段，強化市民的健康認知，並從改變市民的健康生活態度，以建立市民的健康生活型態。

為維護安全暨有保障的消費環境，本局積極輔導食品業者衛生的概念並對食品進行不定期抽查，以保障食品衛生安全；辦理相關衛生講習，提升業者衛生自主管理能力；推動醫藥分業和處方箋釋出，節省社區民眾醫療費用支出與就醫時間，擷節健保費用及持續推動送藥到宅貼心服務；另輔導吸菸者至定點吸菸，減少民眾吸入二手菸，並提供戒菸班的服務，提升民眾戒菸意願，建構無菸環境。

本局在市府的支持之下，於94年完成組織再造，將本市公共衛生發展及衛生醫療工作帶入新的紀元。自95年起輔導十二行政區推動健康城市與安全社區，臺北市內湖、中正、信義、大同、文山以及南港區均分別通過「國際安全社區」認證；臺北市大安、士林、北投、松山、中山以及萬華區均加入國際組織「健康城市聯盟」。

本局未來藉由遠端健康管理監測系統等輔助工具，將特定對象（社區民眾、職場同仁）之多樣性遠距生理量測數據，如血壓、血糖、心電圖等資料，透過雲端科技傳送至醫院或健康管理者（醫師、護士等），俾利達到遠距醫療、同步追蹤病程等目標。本局將持續整合臺北市市立聯合醫院、各區健康服務中心的力量，透過「建構全人全程的健康照護體系」之施政願景，促進市民健康福祉，讓臺北市市民活得更快樂、更長壽。



臺北市政府
衛生局局長

謹識



the future, in coordination with national policy, healthy aging, active aging, long-term care service system and other related measures will be implemented to reduce the impact of aging population.

Statistics for the top 10 causes of death show that malignant tumors, cardiovascular diseases, diabetes and hypertension have been ever-present for years and this Department will, through educational campaigns and screening, seek to strengthen the health understanding of citizens and change their attitude to healthy living so they live healthier lifestyles.

To protect food safety and provide guarantees for consumers, this Department provides health guidance to food manufacturers and carries out unannounced food checks to ensure food safety and hygiene; related training courses are also held to enhance operators' ability of self-management in food sanitation. This Department has promoted the separation of the medical and pharmaceutical sector, reducing the medical expenses of community residents and time spent seeking treatment (which will reduce national insurance costs), and also continues to provide the home medicine delivery service. In addition, guidance is provided to smokers so that they will smoke in designated areas; thus, reducing the second-hand smoke breathed in by the public. Furthermore, smoking-cessation courses are also available to increase the willingness to quit smoking, helping to build a smoke free environment.

With the support of the city government, this Department completed restructuring in 2005, taking the city's public health development and health care work into a new era. Since 2006 guidance has been provided to 12 city districts for the promotion of the healthy city and safe community campaign. Taipei City's Neihu, Zhongzheng, Xinyi, Datong, Wenshan and Nangang district have all received the certification of International Safe Community; Taipei's Daan, Shilin, Beitou, Songshan, Zhongshan and Wanhua district have joined the international organization the Alliance for Healthy Cities.

In the future, this Department will use remote health management monitoring systems and other aids to transmit the various distant physiological data, such as blood pressure, blood sugar, cardiograph etc., of certain groups (community residents, employees in the workplace) to hospitals or health managers (doctors, nurses, etc.) using cloud technology to achieve the objectives of distant healthcare and simultaneous follow-up of course of diseases. This Department will continue to integrate the power of Taipei City Hospital and the 12 district health centers, and, through the policy vision of building a holistic continuing health care system, to promote the health and well-being of citizens, allowing the people of Taipei to live more happily and live longer.



Commissioner
Department of Health
Taipei City Government

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特別報導 「2010臺北國際花卉博覽會」 專章



Special Chapter on 2010 Taipei International Flora Exposition



特別報導—— 「2010臺北國際花卉博覽會」專章

「2010臺北國際花卉博覽會」（以下簡稱花博）是臺灣第1次正式獲得國際授權舉辦，也是亞洲第7個城市經國際園藝生產者協會（International Association of Horticultural Producers, AIPH）正式授權舉辦的國際園藝博覽會，這不僅是臺北市，更是臺灣邁入百年之際的一大盛事。衛生局自從臺北市政府（以下簡稱市府）於民國98年11月23日召開「2010臺北國際花卉博覽會全府總動員整合會議」，確認分工事項為緊急醫療救護、防疫、菸害防制與母乳哺育輔導及餐飲衛生之後，為使臺北國際花卉博覽會順利圓滿，隨即展開相關業務規劃，所有參與人員無不卯足全力戮力以赴。

緊急醫療救護

衛生局的醫療服務結合了緊急醫療救護、專業醫療、轉診醫療與提供到院前醫療指導，並整合消防單位協助進行後送就醫；同時運用醫療就醫資訊之即時傳遞功能，透過「緊急醫療資訊網」發送簡訊、電子郵件，將訊息於第1時間通報完成，立即展開緊急就醫、食物中毒採檢及衛生稽查等危機處置，形成一個嚴密之緊急醫療服務網，展現臺北市於大型活動上高水準的緊急醫療服務。



圓山醫療站
Yuanshan Nursing Station



美術醫療站
Fine Arts Park Nursing Station



Special Chapter on 2010 Taipei International Flora Exposition

The 2010 Taipei International Flora Exposition (hereafter abbreviated as Flora Expo) was the first Expo that Taiwan formally received international authorization to organize. It is also the seventh Asian city that the International Association of Horticultural Producers (AIPH) authorized to organize. This was a grand event not only for Taipei, but also for of the entire Taiwan as it was approaching the ROC Centennial. After the Department of Health, Taipei City Government (TCG) summoned the 2010 Taipei International Flora Exposition Whole Government Mobilization Integration Meeting on November 23, 2009 to confirm the division of labor— emergency care, disease control, tobacco hazard control, breast feeding and food sanitation—relevant work planning soon began to ensure the Flora Expo would be smooth and successful and all participants endeavored to put in their best effort.

Emergency Support and Rescue

Medical services of the Department of Health combined emergency support and rescue, professional medical care, referrals and transfers, and medical guidance before arriving at hospitals and incorporated the fire units to transport the injured to hospitals for treatment; meanwhile, the Department also utilized the medical information real-time reporting system to send text messages and emails through the Emergency Rescue Network for instant notification, allowing medical treatments, food poisoning sampling, hygiene inspections and other risk management measures to be launched immediately. A close-knit emergency medical service network was therefore established, manifesting Taipei's high-standard emergency medical services at large-scale events.





新生醫療站
Xinsheng Nursing Station



新生假日醫護諮詢站
Xinsheng Holiday and Health Care Consulting Station

為啟動綿密的醫療服務網，99年3月於市府緊急醫療救護諮詢委員會第1次會議中商定，動員臺北市18家急救責任醫院及新北市立聯合醫院、署立雙和醫院共同支援救護，以累積相關救護經驗，並由市府消防局提供救護人員（EMT）及交通工具（救護車及救護機車）支援。使得花博園區醫護人力及救護機動性大為提升。

花博醫療站（醫護室）自99年10月測試營運起，即發揮保障遊客安全、安心遊園之功能，提供適時適當的緊急醫療服務。臺北市立兒童育樂中心因緊鄰花博圓山公園北側，該中心常設1處醫護室及1名護理人員駐點服務，由市府教育局所編管，衛生局為提升遊客安全，以利於緊急狀況時之即時因應，花博園區內醫療站人員亦出勤提供支援，並將該中心之醫療服務狀況納入每日醫療服務統計，俾利掌握醫療需求。園區內醫療站醫療服務費用由市府產業發展局支付，病患不需付費，提供民眾遊園之餘更貼心安全的服務，惟後送就醫後之醫療費用則由病人負擔。

花博4大園區內之醫療站均設有救護車1輛，市府消防局除支援衛生局新生醫療站救護車，亦支援救護機車及高級救護技術員（EMT-P）；因大佳園區幅員遼闊，故設有高爾夫球改裝車1輛，所有裝備一應俱全（含AED），以提供最完善的服務。此外，花博園區共備有18臺俗稱「傻瓜電擊器」的「自動體外心臟除顫器」（AED或PAD），搭配訓練有素之工作人員，不但保障遊客生命安全，更充份落實行政院衛生署「急救教育訓練推廣」政策。



大佳（東）醫療站
Dajia Riverside Park (East) Nursing Station



大佳（西）醫護室
Dajia Riverside Park (West) Nursing Station

To initiate the dense medical services network, it was decided during the 1st meeting of TCG Emergency Management System (EMS) Committee in March 2010 to mobilize the 18 emergency care responsibility hospital in Taipei City, New Taipei City Hospital, and Taipei Medical University Shuang-Ho Hospital to support rescue work and to accumulate rescue experience, in addition, to have the TCG Fire Department to provide EMT and transport (ambulance and ambulance locomotives) support. The decision greatly enhanced the health care manpower and ambulance mobility at the Flora Expo areas.

Since their trial operations in October 2010, the dispensaries (nursing station) had been functioning to safeguard visitors' safety and peace of mind and providing timely and appropriate emergency medical services. At Taipei Children's Recreation Center, due to its close proximity to the Yuanshan Park location of the Flora Expo, a permanent nursing station with one nurse was set up in the center, under the Department of Education of the city government. The Department of Health, in order to enhance the safety of visitors and to facilitate fast responses to emergency situations, mobilized personnel at dispensaries within the Flora Expo site to provide support and included the medical service situation at the center into daily medical services statistics to grasp medical needs. Within the Flora Expo site, medical expenses at dispensaries were paid for by the Department of Economic Development, Taipei City Government; patients do not need to pay any fee, providing them a thoughtful service as they toured the site. However, patients are responsible for treatment expenses at the hospitals.

Each dispensary of the four park areas of the Expo was equipped with one ambulance. The Fire Department, Taipei City Government provided an ambulance to the Xinsheng Dispensary, Department of Health, and also ambulating vehicles and EMT-P; due to its large area size, Dajia Park was equipped with a modified golf cart containing all gears (including AED) to provide the most comprehensive service. Moreover, the Flora Expo was equipped with a total of 18 HeartStart Defibrillators (AED or PAD) to be used by well-trained workers, thus not only safeguarded visitors' life safety, but also fully implemented the Department's policy of promoting emergency medical treatment education and training.



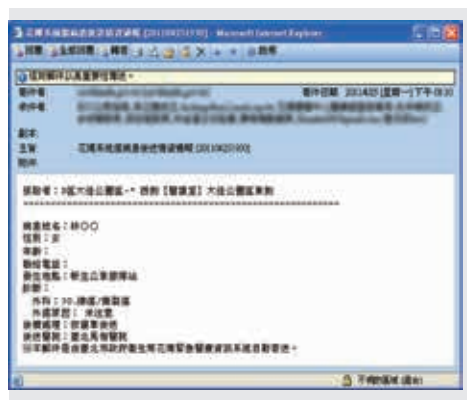
救護載具
Rescue Vehicles

為統籌管理花博園區內遊客的傷情狀況，建置「花博緊急醫療服務專區」的資訊系統，透過各醫療站醫護人員即時登錄遊客傷情資料，每日系統自動按時匯出報表並以電子郵件發送（傷情統計、常見事件統計、受傷原因分析）供花博最高指揮中心—應變中心衛生局值班人員進行即時監控。該資訊系統亦針對遊客每日受傷地點進行統計分析，提供花博營運總部作為改善硬體及環境之參考，至少有418件完成改善。此外該系統亦結合簡訊發送功能，倘遇疑似食物中毒個案或個案有疑似傳染病需執行人體採檢或採集食物檢體時，一經醫師系統通報，則立即透過簡訊及電子郵件發送訊息，以利隨即展開處置。衛生局緊急及災難應變指揮中心（Emergency Operating Center, EOC）擔任單一窗口追蹤後送傷情，並提供本府社會局作為後續慰問事宜，至少479人次。

自99年11月6日至100年4月25日止花博開幕共計171天，其醫療服務累計服務人數共1萬2,376人次。其中內科4,950人次（占40%）、外科7,426人次（占60%），並提供市府社會局後送就醫者名單以進行關懷慰問，期令民眾感受到市府照護的用心。



花博緊急醫療服務專區
The Flora Expo Emergency Medical Services Station



花博系統傷病患後送情資通報（電子郵件）
An email from requesting help for the sick via the system set up at Flora Expo



自動體外心臟除顫器

Automated External Defibrillators (AED)

To keep statistics and manage the conditions of the injured visitors during the Flora Expo, the Department set up the Flora Expo Emergency Medical Services Zone information system. Having medical staff at dispensaries chart the visitors' injuries immediately, the system automatically exported reports, which includes statistics on injuries, statistics on common incidents and analyses on causes of injuries at a scheduled time and sends out daily e-mails. The reports allowed the highest command center for the Expo – duty officers of the Department of Health at the Response Center to conduct real-time monitoring. The information system also conducted statistical analyses among the locations of occurrence of injuries to provide the operational headquarters of the Expo with a reference to improve the hardware and the environment; at least 418 cases of improvements were made. In addition, the information system also incorporated the text messaging function. In the event of suspected food poisoning cases or suspected communicable diseases that called for human specimen collection or gathering of food samples, once informed by a physician, notifications would be immediately sent via SMS and e-mail to facilitate timely action. The Department of Health and the Emergency Operating Center (EOC) acted as a single-window to follow up on conditions of the injured after delivery to hospitals and had the Department of Social Welfare, Taipei City Government take charge of giving consolation and follow-up matters for at least 479 person-times.

The Flora Expo opened for a total of 171 days, from November 6, 2010 through April 25, 2011, and provided medical services a total of 12,376 person-times, of which were 4,950 person-times of internal medicine (40%), 7,426 person-times of external medicine (60%). The Flora Expo also provided the Department of Social Welfare, Taipei City Government with lists of individuals sent to hospital for treatment to provide care and consolation, hoping the public would feel the caring from the Taipei City Government.

衛生防疫

近年來全球暖化、氣候變遷等，造成國際間傳染病頻傳，包含H5N1及新型流感、蟲媒、腸胃道傳染病流行等問題，此次花卉博覽會吸引了大量觀光客，人群的移動增加了呼吸道及接觸性傳染疾病傳播的機會。面對展期半年的花博防疫業務，每一個環節都承受相當大的壓力，為避免傳染病造成健康安全之危害，於99年年初開始研訂「2010臺北國際花卉博覽會傳染病防治工作計畫」及「2010年臺北國際花卉博覽會傳染病防治緊急應變計畫」，透過規劃及訓練增進相關人員傳染病防治知識，配合疾病管制監測工作，以期於第一時間發現疑似傳染病個案，有效杜絕傳染病蔓延，確保民眾之健康安全。其規劃包含：

一、防疫物資籌備。

依防疫規劃進行採購事宜，包含按壓式乾洗手設備、感應式乾洗手設備、75%酒精、食蚊魚等。

二、針對展區內節制點（如出入口、醫療站及諮詢台等）設置103組乾洗手設備，及服務臺提供外科口罩供遊客必要時使用，提升遊客自我衛生防護之便利性。

三、展區內提供中英日三語流感防治衛教單張加強遊客宣導使用。

四、利用周邊宣導管道包含捷運站跑馬燈、燈箱及廣播系統提醒遊客注意咳嗽禮儀等衛生習慣。

五、運用花博系統傷病患（傳染病）情資通報，針對緊急就醫或各類特殊事件通報，進行監測分析及後續防治相關事宜。

六、提升工作人員及志工之傳染病防治知識。



Public Health and Disease Control

In recent years, global warming and climatic changes have led to frequent outbreak of infectious diseases internationally, including H5N1 and novel influenza, vector insects, gastrointestinal epidemics, etc. The Flora Expo attracted a large number of visitors. The mobility of crowds increases exposure to respiratory tract and contact-transmitted diseases. In the face of disease control works during the half-year preparation phase for the Flora Expo, every step was important. To prevent the infectious diseases from becoming a hazard to health and safety, the Department of Health at the start of 2010 had begun researching and putting together the Plan for Disease Control Work for the 2010 Taipei International Flora Exposition and An Emergency Response Plan for The Disease Control during the 2010 Taipei International Flora Exposition. Through thorough planning, training to enhance the knowledge on disease control of relevant personnel, and coordinating with disease management and monitoring work, the department expected that it would be able to recognize suspected cases of communicable diseases in the early phase and effectively stop the spread of communicable diseases to ensure public health and safety. The plans included:

1. Preparing Disease Control Materials.

Procure materials including manual hand sanitizer dispensers, hand sanitizer dispensers with sensors, 75% alcohol, mosquito fish, etc. based on the disease control plans.

2. Install 103 sets of hand sanitizer dispensers at the control points in the park areas (for example entrances, exits, dispensaries and information stations) and provide medical masks at service desks for visitors to use, if necessary. Such implementation enhanced visitors' convenience to practice hygienic self-protection.

3. Provide health care pamphlets and health education leaflets in Chinese, English, and Japanese in Expo site for visitors.

4. Utilize peripheral advertising means including Marquee message broadcast at MRT stations, light boxes, and public announcement system to remind visitors of cough etiquette and other health habits.

5. Utilize the instant reporting system of the Flora Expo for injury and illness (communicable diseases) data update, with regards to notifications of emergency hospital care, and all other special incidents, and conduct monitoring analyses and related follow-up prevention matters.

6. Enhance the staff and volunteers' knowledge on disease prevention and control.

七、加強傳染病監測、預警、通報與應變能力。

- (一) 請醫療院所落實看診三問（病患之旅遊史、接觸史、群聚史），加強疑似個案之通報，並做好隔離、採檢、送驗及疫情調查等必要之相關措施。
- (二) 配合各項疾病管制監測工作，能於第1時間發現疑似傳染病個案，採取有效防治措施，杜絕傳染病（著重於呼吸道感染傳染病，如流感、麻疹、德國麻疹；腸胃道傳染疾病，如食物中毒、腹瀉群聚；病媒傳染性疾病，如登革熱、屈公病等）蔓延。
- (三) 展區病媒蚊孳生源監測調查

每區展場派駐2名人員進行病媒蚊及孳生源調查，展期中共計執行達470次病媒蚊密度調查，密度調查自11月份開幕初期維持在1~2級，大佳園區病媒蚊密度較高，衛生局積極辦理生物防治措施，購置食蚊魚及蘇力菌（孢子生長調節劑）以進行病媒生物防治，同時提出環境設備改善建議。12月份以後查察結果，病媒蚊密度為0~1級。

八、組成防疫稽查小組進行花博展區內防疫措施查核

由衛生局及中山區健康服務中心人員組成稽查小組，不定期針對派駐人員進行執行防疫措施稽查作業達43次，查核重點為臨時人員出缺勤狀況、乾洗手設備設置查核、病媒蚊密度防治作為調查。

九、規劃防疫應變機制包含跨縣市合作事宜。

100年春節前後寒流一波波，氣溫驟降，流感重症通報病例遽增，其中急診類流感就診監測曾達近3成左右，顯示社區流感疫情延燒，所幸花博防疫規劃之初，即已進行相關防疫措施，並未波及該展覽會，另於流行高峰時於應變會議中提醒各所責單位加強防範，並於展區內張貼海報，利用廣播及跑馬燈於展區內提



7. Strengthen monitoring of communicable diseases, warning, notification, and response capabilities.

1) Have health care institutions collect the patients' travel history, contact history, and community history, reinforce notification of suspected cases and implement proper quarantine, sampling, laboratory work, epidemics investigation and other essential relevant measures.

2) Cooperate with works of disease control and monitoring, be able to identify suspected communicable diseases cases in a timely manner, and conduct effective prevention and control measures to stop communicable diseases (with emphasis on respiratory tract infectious diseases such as influenza, measles, German measles; gastrointestinal infectious diseases such as food poisoning, diarrhea clusters; vector infectious diseases such as Dengue fever, Chikunguya disease) from spreading.

3) Monitor and Survey Sources of Breeding of Vector Mosquitoes within the Expo Site
2 personnel were assigned to each park to investigate vector mosquitoes and their sources of breeding. Throughout the Expo a total of 470 times of vector mosquitoes density was investigated. Density was within levels 1-2 when investigation began in November, with that of Dajia Riverside Park area being higher. The Department of Health diligently implemented biological measures and by purchasing and placing mosquito fish and Bacillus Thuringiensis (larvae growth regulator) to control vectors. They also proposed some suggestions for environmental facilities improvement. Investigation results after December showed density of vector mosquitoes as levels 0-1.

8. Organize Disease Control and Inspection Team to Conduct Inspections on Disease Control Measures in the Flora Expo Site

The inspection team consisted of personnel from the Department of Health and the Zhongshan District Health Center. They irregularly conducted 43 inspections against stationing personnel regarding disease control measures. Inspections focused on the attendance of temporal personnel, installation of hand sanitizer dispensers and control of vector mosquitoes density.

9. Planning for Disease Control Response Mechanism to Include Cross-county and Cross-city Cooperation Issues

In 2011, there was a succession of cold fronts before and after the Chinese New Year, temperatures plunged, and notifications of severe influenza cases increased dramatically with emergency room visits for influenza increased by nearly 30% at one point, indicating the spread of flu epidemic in communities. Fortunately, in the early stage of disease control planning for the Flora Expo, relevant disease control

醒民眾勤洗手、遵從咳嗽禮儀。行政院衛生署疾病管制局於100年3月17日前往花博展區巡視時，即給予高度肯定，並於100年防疫檢討大會中與各縣市分享。

食品衛生

為提供花博遊客一個安心的用餐品質，制定「2010年臺北國際花卉博覽會食品衛生安全管理計畫」，進行營運期間各階段之食品衛生管理規劃，並配合花卉博覽會營運總部（含商業服務中心餐飲服務組）定期召開會議提報執行進度。

一、組織動員情形

因應花博展期期間園區食品衛生安全，成立「2010年臺北國際花卉博覽會食品衛生安全稽查小組」，並設有「計畫諮詢組」、「稽查輔導組」及「機動支援組」。

（一）計畫諮詢組

由衛生局藥物食品管理處同仁組成，負責行政業務、計畫之擬訂及執行。

（二）稽查輔導組

每日派稽查人員前往園區進行現場稽查與輔導，稽查重點為從業人員手部衛生、食品儲存、販售方式及食品標示等，並自測試營運起，即發揮維護、保障遊客飲食衛生、安全之功能，提供衛生安全用餐環境服務。另為增加稽查有效性及機動性，聯合稽查隊5區分隊各自負責1個區域，進行供應園區之食材、食品標示、儲存、操作衛生等之不定期查察以確保園區用餐之衛生安全。





measures had already been implemented and thus the Expo was not affected by the epidemic. Also, during the peak of the epidemic, responsible units were reminded to reinforce prevention measures and to display posters within Expo site and use public announcements and Marquee messages in Expo site to remind the public to wash hands frequently and maintain proper cough etiquette. The Center for Disease Control of the Department of Health, Executive Branch visited the Expo site for inspections on March 17, 2011 and gave high marks for the disease control measures and shared the results of the inspections with all counties and cities during the 2011 Epidemic Prevention Review Conference.

Food Hygiene

To provide Expo visitors with a comforting dining quality, the Department of Health developed the 2010 Taipei International Flora Exposition Food Hygiene and Safety Management Plan for food hygiene management planning during all stages of operation and held meetings with the Flora Expo operational headquarters (including the catering services group of the business service center) for reports on the progress in the implementation.

1. Organization and Mobilization

In response to food hygiene and safety throughout the Flora Expo, the 2010 Taipei International Flora Exposition Food Hygiene and Safety Inspection Team, Planning Consultation Team, Inspection and Supervision Team and Mobile Support Team was organized.

1) Planning Consultation Team

Consist of staff from the Food and Drug Division of the Department of Health, responsible for administrative matters, drafting and implementing plans.

2) Inspection and Supervision Team

Send inspection personnel to the Expo site daily for inspection and supervision. Priorities of inspection included hand hygiene for employees, food storage, vending methods, and food labeling. They had also begun maintaining and safeguarding food hygiene and safety for visitors to provide healthy and safe dining services since the onset of the test operation. On the other hand, in order to improve effectiveness and mobility, each of the 5 divisions of the Joint Inspection Team was assigned to one area to perform irregular inspections on the food supply, food labeling, and storage and handling hygiene to ensure hygiene and safety on the site.

(三) 機動支援組

每日排定值班窗口人員以因應突發事件之聯絡通報，並做事件之初步處置。必要時啟動緊急應變小組人員。

二、相關應變計畫、評估報告及標準作業流程

(一) 啟動北臺灣食品安全聯網

1. 針對設置於外縣市之花博便當製造工廠及餐具清洗工廠，透過北八聯合稽查機制，函請轄管縣市衛生局協助於正式營運前進行製作場所衛生稽查並於花博展期期間予以列管稽查。

2. 另為確實瞭解，花博園區委外餐具清洗工廠之實際操作情形，分別於99年11月及100年2月派員前往桃園縣吉維那環保科技股份有限公司進行餐具清洗衛生現場實地查核。

(二) 食品中毒緊急應變處理

建立標準作業流程，於接獲花博應變中心通報後，由園區每日輪值稽查人員立即進行調查與採樣，並將採樣檢體逕送衛生局檢驗室檢驗。

(三) 餐飲業及食品販賣業者衛生自主管理制度

共輔導198家業者，進行衛生自主管理，宣示遵守與食品衛生相關之「10項品質宣言」，再由業者簽名以示負責，並張貼於明顯處作為民眾消費時選擇的參考，民眾亦可透過實地造訪，了解店家是否持續在食品衛生安全作好品質把關，創造安全互惠的聰明消費。

針對花博展期間園區食品衛生稽查結果，總計稽察1萬8,432家次，其中發現衛生缺失45家次，現場輔導業者立即改善，保障每一位遊客食的安全。



10項品質宣言
The "10 Quality Declarations"



3) Mobile Support team

Daily schedule staff on duty at windows for communication and notification of emergencies and perform initial disposal of incidents, and, if necessary, mobilize the emergency response team members.

2. Relevant Response Plan, Assessment Reports, and Standard Work Flow

1) Initiating the Northern Taiwan Food Safety Network

(1) Pinpointing lunch box manufacturing facilities and dishwashing facilities for the Flora Expo from outside cities and counties, through the northern eight joint investigation mechanism, the relevant city and county health departments were invited to assist in health inspections of facilities before official operation of Flora Expo and routine inspection throughout the period of the Expo.

(2) To fully understand the actual processing situation of dishwashing facilities which the Flora Expo entrusted, the Department of Health sent personnel to G-winner Environmental Protection Co., Ltd in Taoyuan County for on-site inspections of dishwashing hygiene in November 2010 and February 2011 respectively.

2) Emergency Response and Handling of Food Poisoning

Establish standard work flow. Upon receiving notifications from the Flora Expo Response Center, have the inspector on duty on the site immediately begin inspection and sampling and deliver samples and specimen to the laboratory of the Department of Health for tests.

3) Sanitation Self-Management for Restaurant Industry and Food Vending Industry Practitioners

Supervised 198 practitioners to conduct sanitation self-management, pledge to abide by the Ten Quality Declarations related to food hygiene, and have the Declarations signed by the practitioners and displayed conspicuously for reference by the consumers. The people could also visit personally to see if the business continued to maintain quality. The system created a smart consumption that is safe and mutually beneficial.

According to the food hygiene inspection results at the Expo site, a total of 18,432 business-times were inspected, with 45 business-times of fault. Practitioners were counseled to improve on the site to ensure the dining safety of every visitor.

菸害防制

一、建置吸菸區

為保障參訪民眾免於花博展區內遭受二手菸害，依菸害防制法第16條規定，公告花博展區為除吸菸區外全面禁菸場所，並於圓山、新生、美術公園建置5座全國首創且結合花博意象之「吸菸區」，大佳河濱公園劃設2處簡易型吸菸區，以規範吸菸者於室外定點吸菸，降低展區二手菸害問題。5座吸菸區共計有139萬6,892人次使用（圓山公園2座計有68萬7,964人次使用；美術公園18萬9,235人次使用；新生公園2座計有48萬9,695人次使用）。



圓山公園區吸菸區
The smoking area at Yuanshan Park



新生公園區吸菸區
The smoking area at Xinsheng Park



美術公園區吸菸區
The smoking area at Fine Arts Park



大佳河濱公園西側吸菸區
The smoking area on the west side of Dajia Riverside Park

二、結合內外部資源運用多元管道，執行展區內禁菸宣導及取締工作

為使民眾免於遭受二手菸害，印製禁菸貼紙、立牌、宣導單張及發布新聞稿，結合展區廣播系統、志工配戴禁菸胸章等進行禁菸規定宣導，並加強取締違規吸菸行為人，展現臺北市推動菸害防制的積極作為，以達到無菸健康城市之目標。



Tobacco Hazards Control

1. Construct a Designated Smoking Area

To protect visitors from second-hand tobacco hazards in the Flora Expo site, in compliance to the Item 16 of Tobacco Hazards Prevention Act, the entire Expo site, except for designated smoking area, was declared as a non-smoking area. In addition, five innovative smoking areas incorporating the theme of the Flora Expo were set up in Yuanshan, Xinsheng, and Fine Arts Parks, and two were set up in Dajia Riverside Park to restrict outdoor smoking to certain locations and thus reduce the problem with second-hand tobacco hazard within the Expo site. The 5 smoking areas were used 139,682 person-times (2 in Yuanshan Park were used 687,964 person-times; 1 in Fine Arts Park 189,235 person-times; 2 in Xinsheng Park 489,695 person-times).

2. Combining Internal and External Resources and Utilizing Diverse Channels to Carry out Work of No Smoking Advocation and Elimination

To protect the people from second-hand tobacco hazards, the Department of Health printed “No Smoking” stickers, signs, public information leaflets, and issued a press release, combined with public announcement system of the Expo site, volunteers

wearing “No Smoking” badges to promote no smoking regulations, and reinforced punishments of violators, showing the active effort of Taipei City in promoting tobacco hazards control in order to achieve the goal of becoming a tobacco-free healthy city .



禁菸立牌
A 'no smoking' sign



志工配戴禁菸胸章
A 'no smoking' badge on the chest of a volunteer

哺集乳室設置

為積極營造友善的母嬰親善哺乳環境，自99年4月1日起率全國之先正式施行「臺北市公共場所母乳哺育自治條例」，在花博園區內提供專屬母乳哺育的空間—「哺集乳室」，讓哺乳媽媽享有友善舒適的哺乳環境。

「哺集乳室」之建置與維護管理均由花博總部負責，如民眾於使用上有任何建議與意見，衛生局與花博總部即進行溝通聯繫，儘速將問題改善，以期滿足哺乳媽媽們的需求與期待。輔導花博總部設置哺集乳室共計18間，使用人次共計2萬7,600人次。並印製「哺乳資訊」宣導單張共1萬2,000份，放置於遊客中心供民眾索取。

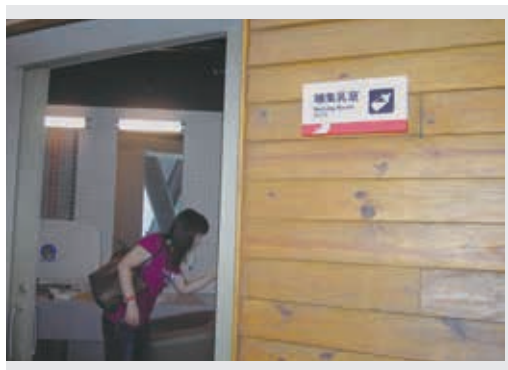
溫馨小故事——

「天使就在你身邊」

在現代社會中當我們在路上見到有人暈倒，往往期待旁人去協助，或願意打電話求助就已經很不錯了！然而參觀花博的一位遊客，當她在看到園區內有人突然昏倒無意識，在大家手足無措之際，毫不猶豫地上前施救……。



圓山公園區哺集乳室
A breastfeeding room at Yuanshan Park



美術公園區哺集乳室
A breastfeeding room at Fine Arts Park



新生公園區哺集乳室
A breastfeeding room at Xinsheng Park



Setting up Breastfeeding Rooms

To create a breastfeeding-friendly environment for mothers, the Department of Health acted as a national leader on April 1, 2010 to implement Taipei City Public-site Breastfeeding Self-governing Regulations and provide Breastfeeding Rooms for mothers to have a comfortable environment to nurse their children in.

The Flora Expo headquarter was responsible for Breastfeeding Rooms set up and their maintenance. If the public had any suggestions or concerns regarding the use of a breastfeeding room, the Department of Health and Flora Expo headquarters would immediately take necessary actions to resolve the problem in order to satisfy the needs and expectations of the breastfeeding mothers. The Flora Expo headquarters were also guided to set up 18 breastfeeding rooms, which were used 27,600 person-times. They also printed out 12,000 breastfeeding information leaflets and placed in the visitor centers for the use of the public.



大佳東側哺集乳室
A breastfeeding room on the east side of Dajia Park



哺集乳室設施
Equipment in one of the breastfeeding rooms

A Little Heart-warming Story – An Angel Right by You

In modern societies, when we see someone fainting on the streets, we oftentimes expect someone else to help, or at least to call an ambulance! However, when a visitor at the Flora Expo saw someone suddenly lost consciousness, and while everyone else did not know what to do, she walked up to rescue without hesitation...

99年12月21日上午11時05分花博遊園民眾向駐點警員報案，於圓山公園南區內入口左側1名民眾（男性，75歲）因異物梗塞（食物噎住）昏倒無意識，該名警員立即進入圓山公園醫療站通報，醫療站迅速指派人員（衛生局駐點人員4名、高級救護技術員1名及醫療站人員2名）攜帶救護背包、氧氣瓶及體外電擊器（AED）趕至現場。在救護人員趕赴救護途中，巧遇1位在醫院擔任護理師的遊客（現職為馬偕醫院急診室護理師）發現此緊急狀況，其立即奮不顧身主動投入搶救，施於CPR技術並順利將梗塞異物排除，隨後醫療站派遣人員抵達接手繼續急救，同時由高級救護員與衛生局人員施予點滴注射、血糖測試、AED電擊評估（評估後無須電擊），並將現場劃分警戒區域，使其他遊客於警戒區外不影響救護行動。當救護人員將異物排除後給予氧氣，數分鐘後患者意識恢復，經醫師評估後由駐點救護車後送至馬偕醫院觀察，當日即返家休養。

由該案例可知，當遇有民眾意識不清昏迷倒下等危及生命緊急狀況時，如已通報119但救護人員未抵達之際，現場有學習過CPR技能且願意主動獻身救援者，將是病患是否成功存活之關鍵，因其掌握了所謂的「黃金救援5分鐘」之救命時效，讓病患不需處於等待處境而恐影響預後之情形，使救護行動非常成功，讓病患及家屬沒有遺憾。

家屬對花博遊客的愛心及縝密的緊急救護網深表感謝！

結語

「2010臺北國際花卉博覽會」長達半年的展期，100年4月25日在眾人的掌聲中落幕了，超過8百萬人次的參觀人潮，衛生局在這場國際盛會中負責重要的衛生系統工作，秉持維護及促進市民健康的理念，規劃了許多相關的作為。



On December 21, 2010 at 11:05am, a Flora Expo visitor reported to the stationing police officers about another visitor (male, 75) in Yuanshan Park near the south entrance had lost consciousness due to food choking. The police officer immediately informed the dispensary at Yuanshan Park. The dispensary quickly sent personnel (4 stationing personnel from the Department of Health, one EMT-P, and 2 dispensary personnel) to the scene with rescue backpack, oxygen tank, and AED. Before the arrival of the rescue personnel, there happened to be a hospital nurse (currently an emergency room nurse at the Mackay Memorial Hospital) among the visitors. She selflessly engaged herself in rescue and successfully helped the person expel the food substance choking him using CPR technique. Then the personnel from the dispensary arrived and continued to rescue. The EMT-P and Department of Health personnel administered IV therapy, blood glucose test, AED electric shock assessment (electric shock not required after assessment). They also isolated the scene as a warning area to keep other visitors out and not to interfere with rescue work. The rescue personnel expelled food from his respiratory tract and administered oxygen and the person resumed consciousness within minutes. After assessment by a physician he was delivered to Mackay Memorial Hospital for observation by stationing ambulance. He returned home the same day.

It can be seen from the case that when a person falls unconscious and his life was endangered, and the rescue personnel has been notified but has not yet arrived at the scene, having someone who has been trained with CPR skills and is willing to help will be the key to the survival of the person because grasping the effective rescue time, so called “Golden 5 Minutes”, will prevent the sick person from the impact of delayed rescue, thus making the rescue very successful and leaving no regret in the sick person and his family.

The family expressed deep gratitude towards the charity of the Flora Expo visitor and the extensive emergency rescue network!

Conclusion

The 2010 Taipei International Flora Exposition lasted half of a year and closed in the applause of the public. There were over 8,000,000 person-times of visiting crowds. The Department of Health bore the responsibility of the work of the health system for this grand international event, upheld the concept of maintenance and promotion of public health, and planned many relevant tasks.

- 一、自行建置之花博緊急醫療服務專區展現極佳功能，不但每日即時反映各醫療站傷病情，遇突發緊急事件如疑似食物中毒或傳染病個案時，能即時透過簡訊及電子郵件通報，提供花博應變中心醫療組隨時因應，其中意外受傷的原因分析如涉及硬體設施，尚能做為花博營運總部改善之依據；另藉由衛生局緊急及災難應變指揮中心（EOC）逐一追蹤後送病患動向，提供市府社會局做後續關懷慰問。花博之緊急醫療救護服務結合消防及衛生系統資源，及衛生局長官同仁上下一心通力合作，充份展現臺北市落實「全球健康城市、國際安全社區」的企圖。
- 二、期間逢東南亞及南臺灣登革熱疫情延燒，另寒冬造成流感疫情及呼吸道疫病流行均造成在防疫上的艱難，幸在長官的領導下及所有第1線人員不分日夜針對疑似個案從嚴處理，即時介入防疫措施，讓展期內花博展區未發生疫病事件，展現出「健康活力臺北城」，讓所有觀光客有一個安心的旅程。
- 三、全球各地參觀遊客及國內遊客紛紛進入臺北市，相關交通及住宿旅遊區都出現人潮，臺北市及花博展區食品衛生安全，從規劃到臨場稽查，展現團隊精神及應變能力，此次活動期間未發生食品中毒事件，可深刻體驗過程中所有同仁的付出及努力，對參與大型活動之榮譽感油然而生，經過此次磨練，記取過程之優點和檢討不足之處，對於爾後面對舉辦國際型大活動有實務經驗，定能更加得心應手，並可作為重點提示之訓練參考教材。
- 四、落實執行菸害防制法之規範內容，讓遊園民眾皆能遠離二手菸害，盡興遊園，除結合相關局處單位及社區民間團體加強菸害防制宣導，並加強園區不定期稽查，為營造及維護民眾免於遭受二手菸害的環境，以保障民眾健康權益。並運用各種不同時機與管道加強宣導，以喚起更多民眾拒菸反菸意識，打造無菸的支持環境，營造可近性戒菸服務，保障民眾健康權利，讓每位在臺北市生活、工作的民眾，都能擁有一座健康美麗的無菸城市。





1. The Flora Expo Emergency Medical Services Special Zone showed excellent function. Not only did it reflect in real-time the conditions of injury and illness at each dispensary daily, but also were able to send SMS and email notifications instantly in cases of emergencies such as suspected food poisoning or communicable diseases, allowing the Flora Expo Response Center to act accordingly. If the cause of injuries analyzed showed involvement of hardware facilities, it could provide reference for the Flora Expo operational headquarters for improvement. On the other hand, the Department of Health and EOC conducted follow-up on individuals sent to hospital and had the Department of Social Welfare, TCG to provide care and consolation. The Emergency Rescue Services of the Flora Expo combined with resources from the Fire Department and Department of Health and the unity within the entire Department of Health fully presented Taipei City's aspiration in becoming a global healthy city and international safe community.
2. The Expo coincided with the outbreak of Dengue fever in Southeast Asia and southern Taiwan and the cold winter led to flu and respiratory tract disease epidemics. All had made disease control challenging. Fortunately, under the leadership of the Executive and all of the front-line personnel working days and nights to stringently deal with suspected cases and immediately implement prevention measures, there was not a case of communicable disease during the Flora Expo, presenting a healthy and energized Taipei City and giving all visitors peace of mind during their journey.
3. Visiting tourists from around the world and domestic tourists had entered Taipei City. Crowds had emerged at relevant transportation and accommodation tourist areas. Regarding the food hygiene and safety of Taipei City and Flora Expo, the Department of Health showed team spirit and response capability from planning to on-site inspection. There was no food poisoning case during the event. One could feel the sacrifice and hard work of all and the honor of participating in such a large-scale event. After such tempering, we should remember the strengths of the process and review the inadequacies. The practical experience will come in handy when organizing large-scale international events in the future and can serve as reference materials for trainings.
4. Implemented the normative content of the Tobacco Hazards Prevention Act to allow visitors to distant themselves from second-hand tobacco hazard and fully enjoy the Expo. In addition to cooperating with relevant departments and units and community organizations to reinforce advocacy on tobacco hazards control, the Department of Health also enhanced irregular inspections within the Expo site to create a second-hand tobacco hazard free environment to protect the health and interest of the people. They also utilized different opportunities and channels to strengthen advocacy to awaken the people's awareness of tobacco hazard to create a supportive smoke-free environment, allowing all those who reside or work in Taipei to have a healthy and beautiful tobacco free city.

壹

行政組織與概述



Part 1 Introduction



第一篇 行政組織與概述

第一章 行政組織架構

衛生局暨所屬醫療院所為因應國際衛生醫療發展趨勢，晉身為國際級之健康都市，與中央衛生機關組織再造接軌，建立事權統一之責任機制，俾使權責分明、各司其職，使現有人力配置，發揮最佳效能，提升服務效率，遂於92年至93年間檢討修正衛生局及所屬醫療院所組織編制，衛生局由7科8室重整為5處7室外，10家醫療院所整併為臺北市立聯合醫院，12區衛生所改制為12區健康服務中心。全案經臺北市議會93年7月7日第九屆第十次臨時大會第八次會議三讀審議通過，臺北市府93年8月4日府法三字第09312728300號令發布，定於94年1月1日生效。

基於防疫業務之重要性及新型傳染病（如H5N1流感）之增加，應落實平時之防治，以確保防疫網之健全，以及為統一衛生稽查、強化工作效能，設聯合稽查隊及分隊。爰修正衛生局組織規程暨編制表，經臺北市議會100年11月2日第11屆第2次定期大會第8次會議三讀審議通過，臺北市府100年12月2日府法三字10034218700號令發布，自100年12月4日生效。

臺北市立聯合醫院自94年1月1日裁撤原臺北市立10家醫療院所並整合業務成立後，為推展長期照護政策，陸續設立護理之家、居家護理所與產後護理之家等護理機構，以及職能工作坊等精神復健庇護工場。為明訂上述機構設置之依據，並將94年整合時未及釐清之全市疫情監測、社區傳染病、新興傳染病防疫任務及優生保健等公共衛生行政業務，移回衛生局主政，以期指揮監督權責相符；另為符合醫院評鑑標準及考試院會同行政院發布之「各機關醫事職務級別員額配置準則」相關規定，爰配合修正該院組織規程及編制表，經臺北市府100年11月8日第1654次市政會議審議通過，臺北市府100年12月2日府法三字第10034189800號令發布，自100年12月4日生效。



Part 1 Introduction

Chapter 1 Organization

In view of the international trend in health and medical care development, the Department of Health of the Taipei City Government (hereafter referred to as the Department) needs to create a healthy city at the global level,. Following the restructuring of the national health organization, action was then taken in 2003 through 2004 to review and reform the organizational structure of the Department and its subordinate medical care institutions with a view to establish a responsibility-sharing mechanism of unified authority and duties with clearly defined authorities and responsibilities to fully manage functions of each department. This will allow the existing manpower to better perform and thus enhance service efficiency. The Department was then reorganized from 7 sections and 8 offices to 5 divisions and 7 offices; the 10 medical care institutions were integrated into the Taipei City Hospital; and the 12 district health stations were restructured into 12 district health centers. The restructuring plan was reviewed and approved by the 9th City Council at its 8th meeting of the 10th interim meeting on July 7, 2004 under Fu-Fa-3 Order No. 09312728300, effective on January 1, 2005.

Based on the importance of disease control business and the increase of new infectious diseases (such as H5N1 influenza), the usual disease control should be implemented to ensure the soundness of the prevention network. To unify health inspections and enhance work performance, joint investigation teams and detachments were also set up. The amended organizational rules and preparation table of the Department of Health was reviewed and approved by the 11th City Council at its 8th meeting of the 2nd interim meeting on November 2, 2011 under Fu-Fa-3 Order No. 10034218700, effective December 4, 2011.

Taipei City Hospital, since the abolition of the former 10 Taipei City medical care institutions and the establishment of the integrated business on January 1, 2005, in order to promote long-term care policy, has set up a nursing home, home nursing, post-partum care centers, and psychiatric rehabilitation sheltered workshops such as a functions workshop. The basis of the above-mentioned institutional setting was set out and the city's epidemic monitoring and community infectious diseases and emerging infectious diseases prevention tasks and the eugenic care and other public health administration business that were not clarified at the time of integration in 2005 were moved back to the rule of the Department of Health, to match the powers and responsibilities in directing and monitoring. In addition, to comply with the relevant provision of the "medical duties rank staffing guidelines in all organs" released by the hospital accreditation standards and the Examination Yuan in conjunction with the Executive Yuan, the organizational rules and preparation table of the hospital were amended, which was reviewed and passed by the 1654th City Council on November 8, 2011, released on December 2, 2011 under Fu-Fa-3 Order No. 10034189800, and effective December 4, 2011.

衛生局組織重整設5處7室業務職掌如下，疾病管制處：疫情監測、調查、訓練及醫院院內感控事項、規劃疫苗接種之政策及執行、社區傳染病及新興傳染病之防治、外勞與營業衛生從業人員之防疫及委任臺北市立聯合醫院辦理疾病防治等事項；食品藥物管理處：藥政、藥品、醫療器材、化粧品、食品衛生管理與健康飲食推動、諮詢及管理等等事項；醫護管理處：醫政、醫院管理、護理行政、藥械供應、緊急救護、特殊照護及心理衛生輔導等事項；健康管理處：健康管理及保健業務之推廣、監督、規劃及考核等事項；企劃處：綜合計畫、研究發展、管制考核、國際衛生合作、公共關係、議事、綜合業務宣導及衛生業務訓練等事項；檢驗室：食品、藥物及公共衛生檢驗及支援公共衛生相關稽查樣品檢驗、投訴檢舉專案檢驗及受理飲食品藥物申請檢驗等事項；資訊室：業務電腦化及辦公室自動化之規劃、推動、管理及所屬各單位實施資訊作業之督導及輔導等事項；秘書室：文書、檔案、出納、總務、財產管理及不屬於其他各單位事項；會計室：依法辦理歲計及會計事項；統計室：依法辦理統計事項；人事室：依法辦理人事管理事項；政風室：依法辦理政風事項。

原市立仁愛、忠孝、和平、中興、陽明、婦幼、療養院、中醫、慢性病防治院及性病防治所等10家醫療院所整併為臺北市立聯合醫院，以強化績效制度、品質管理、醫學教育、社區醫學、物流採購、人事、會計等統籌規劃、管理以達到監督、輔導與研擬總體經營策略之目的。同時參與地方衛生政策規劃、分析與評估功能，釐清政策制定與行政執行權責，支援地方公共衛生行政體系業務。

衛生所修編改制為健康服務中心，其組織任務及功能與原衛生所有所區別，健康服務中心以個案管理及健康促進為主軸，強化公共衛生服務之推展，包含：輔導成立社區健康營造點、推動健康職場、志工經營管理、推動母乳哺育、運動事故防範、社區心理健康促進、健康議題防制宣導等事項。至於原衛生所防疫業務，則改隸屬於衛生局疾病管制處及臺北市立聯合醫院昆明院區。





After the restructuring, the Department now has 5 divisions and 7 offices. The responsibilities of the divisions and offices are the following: The Division of Disease Control and Prevention is in charge of epidemic monitoring, investigation, training, infection control in hospitals, planning and implementing immunization policies, prevention and control of communicable diseases and emerging diseases in communities, disease control for alien laborers and employees of business establishments, and commissioning the Taipei City Hospital to conduct matters concerning disease control. The Food and Drug Division manages matters concerning pharmaceutical affairs, drugs, medical devices, cosmetics, management of food hygiene, and promotion, counseling and management of healthy eating. The Medical Affairs Division administers medical affairs, hospital management, nursing administration, supply of medicines and medical devices, emergency care, special care and mental health counseling. The Health Promotion Division handles health management and health promotion, supervision, planning and evaluation. The Research and Planning Division operates overall program planning, research and development, program supervision and evaluation, international cooperation in health, public relations, discussion of issues, supervision and training. The Laboratory conducts laboratory testing of food, drugs and public health, supports public health-related sampling testing, and special testing of complaints and appeals, and accepts applications for testing of food and drugs. The Systems Administration manages the computerization of information and plans, promotes automation of office, and supervises the information management of the affiliated organizations. The Administrative Service Office handles documentation and filing, payment, general affairs, management of properties, and other matters not under other offices. The Accounting Office conducts budgeting and accounting matters. The Statistics Office handles statistics matters in accordance with the law. The Personnel Office operates management of personnel affairs. The Government Ethics Offices supervises ethical matters.

The 10 municipal medical care institutions, the Renai, Zhongxiao, Heping, Zhongxing, Yangming, Women and Children, the Sanatorium, Chinese Medicine, Chronic Disease, and STD Control Institute have been integrated into the Taipei City Hospital to strengthen the functions of planning, analysis and assessment. Matters concerning quality control, medical education, and community medicine, procurement of supplies, human resources and accounting are planned and managed as a whole to attain the goals of supervision and planning for the overall management strategies. They also take part in the planning, analysis and assessment of local health policies, clarify authorities and responsibilities of policy formation and implementation, and support operations of local health authorities.

The health stations are reorganized into health centers. The organization, missions and functions of the new health centers are different from those of the original health stations. The health centers focus mainly on case management and health promotion to strengthen and promote public health functions, including supervision of the establishment of community health building centers, promotion of healthy workplaces, management of volunteers, promotion of breast-feeding, prevention of accidents and injuries, promotion of community mental health, and health education on specific issues. The disease control functions of the original health stations now come under the Division of Disease Control and Prevention of the Department and the Disease Control and Prevention Branch (the Kunming Branch) of the Taipei City Hospital.

臺北市政府 Taipei City Government

衛生局 Department of Health



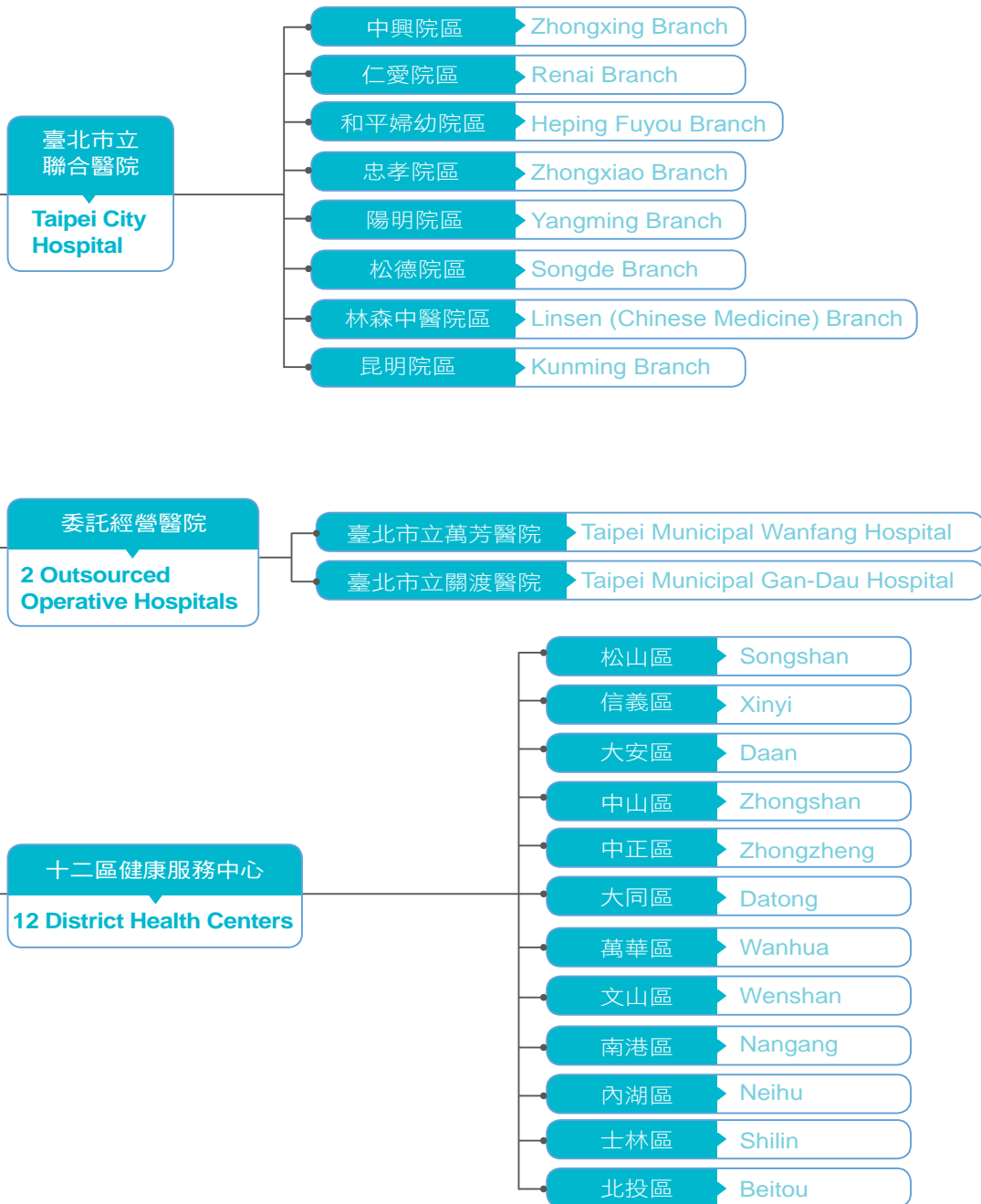


圖1 臺北市政府衛生局100年度組織系統圖

Fig.1 Organization Chart of the Taipei City Health Department, 2011

第二章 機關人力概況

一、職等情形

以職等別而言，現有編制人力總數2,640人（不含委託經營的臺北市立萬芳醫院及關渡醫院），計有簡任人員9人，佔0.34%；薦任人員428人，佔16.21%；委任人員194人，佔7.35%；雇員26人，佔0.98%；醫事人員1,983人，佔75.11%。

二、學歷情形

現有編制人力學歷分布（未含臺北市立萬芳醫院及關渡醫院），具博士、碩士學歷者380人，佔14.39%；具學士學歷者1,093人，佔41.4%，具專科學歷者968人，佔36.67%；具高中（職）學歷者197人，佔7.46%；其他學歷者2人，佔0.008%。

三、考試資格情形

現有編制人力考試資格分布（未含臺北市立萬芳醫院及關渡醫院）具高考資格者505人，佔19.13%；具普考資格者401人，佔15.19%；具特考資格者85人，佔3.22%；其他考試資格者564人，佔21.36%（含初等考試及升等考試）；依其他法令進用者1,085人，佔41.10%。

第三章 醫療保健支出

一、醫療保健預算

衛生局暨所屬聯合醫院與健康服務中心100年度醫療保健支出之單位預算，計列新臺幣46億7,536萬元，占臺北市地方總預算新臺幣1,774億3,044萬元之2.64%，醫療基金預算計列事業總支出新臺幣130億2,704萬元。

二、醫療保健決算

醫療保健支出100年度單位決算計列新臺幣46億8,115萬元，占臺北市地方總決算新臺幣1,731億3,957萬元之2.70%，醫療基金決算計列事業總支出新臺幣129億5,724萬元。



Chapter 2 Overview of Human Resources

1. By Positions

There are currently 2,640 health personnel employed by the Department (not including those of the Taipei Municipal Wanfang Hospital and the Taipei Municipal Gan-Dau Hospital that are commissioned out), There are 9 senior-ranking officers (0.34% of all), 428 recommended-rank officers (16.21%), 194 commissioned-rank officers (7.35%), and 26 employees (0.98%). 1,983 (75.11%) of them are medical personnel.

2. By Education

Of the existing employed personnel (not including those of the Taipei Municipal Wanfang Hospital and the Taipei Municipal Gan-Dau Hospital), 380 hold either a doctor's or master's degree (14.39% of all), 1,093 hold a bachelor's degree (41.4%), 968 hold a diploma of junior college (36.67%), 197 are graduates of senior high schools and vocational schools (7.46%), and 2 with other academic background (0.008%).

3. By Qualifying Examination

Of the employed personnel (the Taipei Municipal Wanfang Hospital and the Taipei Municipal Gan-Dau Hospital), 505 are qualified by national examinations (19.13%), 401 are qualified by general examinations (15.19%), 85 are qualified by special examinations (3.22%), 564 are qualified by other examinations (21.36%, such as the elementary and promotion examinations), and 1,085 are employed under other regulations (41.10%).

Chapter 3 Health Expenditures

1. Budget for Health and Medical Care

Budget for the Department, the affiliated Taipei City Hospital, and the district health centers for the year 2011 was NT\$4,675,360,000, accounting for 2.64% of the total City Government annual budget of NT\$177,430,440,000. Expenditures from the Medical care funds were budgeted for NT\$13,027,040,000.

2. Final Account of Health and Medical Care Expenditures

Health and medical care expenditures for 2011 were NT\$4,681,150,000, accounting for 2.70% of the total expenditures of NT\$173,139,570,000 of the Taipei City Government. Total expenditures from medical care funds were NT\$12,957,240,000.

第四章 服務品質

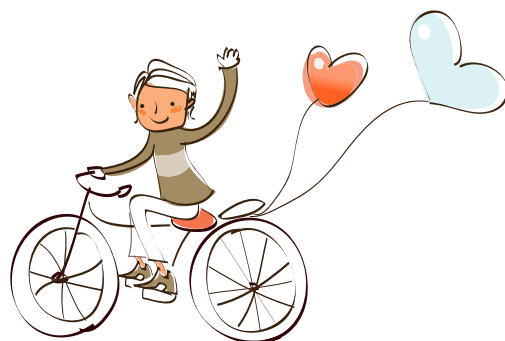
第一節 全面提升服務品質

本著為市民創造優質醫療照護，提升醫療服務品質水準，透過醫療保健為民眾提供更多服務，涵蓋預防保健、疾病防治、醫療資源整合，營業場所及藥物、化粧品、食品衛生管理及各項公共衛生政策推動。

為持續推動提升政府服務品質，使民眾隨手可得健康資源，與民眾共創健康的生活環境，100年度衛生局暨所屬機關秉持不斷追求進步及創新的理念，配合臺北市政府所訂定之政府服務品質實施計畫，衛生局所屬文山、北投、士林、南港、中正區健康服務中心榮獲第一線務服務機關之優等單位之殊榮，其中文山區健康服務中心更獲市府推薦至行政院第4屆「政府服務品質獎」參獎。

衛生局為能持續提升為民服務品質，活化組織機能，提供市民優質醫療保健服務，訂定「臺北市政府衛生局暨所屬機關提升政府服務品質實施計畫」，配合行政院研究發展考核委員會及臺北市政府研考會修訂相關計畫，以督導所屬衛生醫療單位及各處室據以執行，塑造為民服務之良好形象。

衛生局期所屬各機關能依循市府標準辦理公文書處理相關作業，以確保辦理時限及文書品質，另為簡化公文處理成效檢核作業，100年度公文定期檢核作業採「不預警查核」方式辦理，期了解所屬各機關是否確實執行內部平時考核、教育訓練及相關規定宣導，自7月19日至9月14日，組成公文成效檢核小組至臺北市立聯合醫院及12區健康服務中心實地考評，針對公文時效、文書處理、檔案管理、機密文書制度進行檢核。





Chapter 4 Service Quality

Section 1 General Improvement of Service Quality

To provide the Taipei City citizens with quality medical care and upgrade the quality of medical care services, the Department has provided more services through health and medical care in the areas of preventive healthcare, disease control, integration of medical care resources, management of business establishments, management of drugs, cosmetics and food sanitation, and the promotion of various public health policies.

To continue to upgrade service quality and to make health resources more accessible for the people, and to build together with the people a healthy living environment, in 2011, the Department and its affiliated institutions, holding to the concepts of everlasting improvement and innovation, made a great effort to implement programs in accordance with the service quality plans formulated by the Taipei City Government. The affiliated Wenshan, Beitou, Shilin, Nangang, and Zhongzheng Health Centers were awarded excellence service quality as a front-line service centers. Wenshan Health Center was also recommended by the Taipei City Government for the 4th Governmental Service Quality Award of the Executive Yuan.

In order to continue improving service quality, and vitalize the functions of the organization, thus providing the public with high quality health and medical care services, the Department has formulated a “service quality improvement program” for implementation by the Department and its affiliated institutions. Relevant programs have been revised and formulated in accordance with plans of the Research, Development and Evaluation Commission of the Executive Yuan and the Research and Evaluation Council of Taipei City to supervise the implementation by the affiliated institutions and divisions and offices for better services to the people.

To ensure the quality of official documents and that the affiliated institutions will process these in a timely manner by following the standard operational procedures of the Taipei City Government, and to simplify the processing of documents, the Department of Health adopted the “unwarned check” to conduct regular document inspections in 2011, to understand whether the affiliated institutions are performing usual internal performance appraisals, trainings and relevant provisions of advocacy. From July 19th to September 14th, document inspection groups were formed; they visited the Taipei City Hospital and the 12 district health centers for on-site inspections on the timeliness of documentation, processing and filing, file management, and handling of classified information.

另為建立各項業務之稽核管考、追蹤進度，建置指標管理系統，100年度計有112項指標，每月進行稽核並於主管會議提出報告及檢討，各業務單位均能適時針對進度落後（執行未達80%）之業務，提出檢討及改進策略，以期符合業務目標及民眾需求。

第二節 服務績效

衛生局多年來積極落實公共衛生三段五級之觀念，並將世界衛生組織渥太華宣言之行動綱領（制定健康的公共政策、創造支持性的環境、強調社區的參與、強化個人能力、調整衛生服務的取向以達到健康促進的目的）融入各項業務，期以「臺北健康城市」來守護市民健康，提供市民最佳服務，並與世界衛生體系接軌，邁向國際健康城市！

依據100年度施政計畫管制規定，持續選定「臺北市政府觀光醫療暨健康保健中心」新建工程案為年度施政計畫報府核定列管，為提供市民更多元之醫療保健服務，衛生局將賡續努力推動相關事宜。

第五章 健康資訊網

臺北市政府衛生局資訊業務主要係規劃、督導、開發及執行各項衛生業務的資訊系統，整合衛生局及所屬健康服務中心使用之所有資訊系統，提供完善的公共衛生訊息供民眾查詢，同時開發介接行政院衛生署之全國衛生醫療資訊系統，有效推動臺北市衛生醫療資訊業務。

第一節 資訊系統開發

衛生局資訊業務之開發以透明化、一致性、正確性、即時性及醫療資源共享為原則，逐步達成跨部門的資訊及應用系統的整合，提升決策管理效能。



For the inspection and evaluation of various services, and to follow-up their progress, an index management system was established. In 2011, there were 112 indexes. Reports on progress are presented and discussed at the monthly staff meetings. Programs that have lagged behind (80% of the goal) are reviewed and improvement strategies made for goal attainment and to meet the demands of the public.

Section 2 Service Effectiveness

For many years, the Department has proactively implement the concept of “three-level five-stage” for public health, and to integrate into all services the ideals of The Ottawa Charter for Health Promotion of the World Health Organization, that is, to attain the goals of health promotion through the formulation of public policies on health, to build supportive environments, to strengthen community participation, to enhance individual capabilities, and to adjust the orientation of healthcare services, and thus to attain the goal of health promotion. The practice is aimed at protecting the health of the residents with a “Healthy Taipei City” to provide them with the best services, and to link to the WHO health system to move Taipei City toward an international healthy city.

Under the evaluation regulations of program implementation for 2011, the construction of the “Medical Tourism and Healthcare Center” was chosen for evaluation by the City Government. To provide the public with more diversified services in health and medical care, the Department will strive to promote various programs.

Chapter 5 Health Information Network

The primary functions of information management of the Department are to plan, supervise, develop and execute various information systems, integrate the information systems in use by the Department and its affiliated institutions, provide the public with more comprehensive public health information for counseling, and at the same time, coordinate and cooperate with the National Health Information System of the Department of Health of the Executive Yuan, to effectively promote the health information services of the Department of the Taipei City Government.

Section 1 Development of Information Systems

Action has been taken step by step to integrate cross-discipline information and application systems to effectively promote the information services of the Department, through transparency of information, their consistency, accuracy, real-timeliness, and sharing of medical care resources, which leads to the improvement of the decision-making and management functions.

開發「行政資訊系統」，有效管理各項會議之紀錄等文件及會議決議事項之追辦，便利會議管理者及被追辦之各單位填報與回覆。以專案管理概念建置「大事曆」系統，供衛生局及所屬市立聯合醫院及健康服務中心填報歷年活動、年度計畫及文件紀錄等，協助各業務單位資料儲存及管理。彙集各業務單位聯絡資訊建立「員工通訊錄」，提供所有同仁透過線上發送Email及PHS簡訊，除了讓訊息傳達更便捷外，同時也達到節省公帑之效果。

建立防疫資訊之「傳染病資訊整合系統」，與行政院衛生署疾病管制局合作，提供傳染病防治訊息與情資，週期性的匯入衛生局現有GIS系統，讓衛生局充份判讀、追蹤，掌握疫情，同時提供傳染病防治訊息供民眾查詢。

「臺北市學校暨機關傳染病通報系統」透過跨機關整合，提供學校及市府單位僅需至該單一系統平臺進行傳染病通報作業。透過整合網路通報E化運作，不僅節省傳真通報需花費時間、紙張及人力等，亦可避免因資料傳送所衍生通報遺漏等缺失。

開發衛生局辦理之公共衛生活動線上報名系統，衛生局各處室針對醫護人員、保母、志工、各類專業人員及民眾等平均每年辦理訓練活動約80場次參與人數達6,000人次，來強化或提升相關的知識與技能。利用此系統，活動主辦單位每受理一學員之報名約可節省5分鐘，每年約受理6,000人次，總計約可節省3萬分鐘。

第二節 配合行政院衛生署之資訊系統

行政院衛生署為整合全國衛生業務資訊，不斷開發新的資訊系統，衛生局各業務單位則配合資料維護與管理。



The Administrative Information System makes the follow-up of minutes and resolutions of meetings more efficient; the meeting organizers and the institutions followed-up should fill out reply slips. The Chronicle of Major Events system is set up to include major events of the Department, the Taipei City Hospital, and the health centers throughout the year and also any documents and files to help divisions and institutions concerned to store and manage their information. The Staff Directory contains names and addresses of all staff members for real-time e-mail and PHS messages to facilitate communication.

The Integrated Communicable Disease Information System works in collaboration with the Centers for Disease Control (Taiwan) to provide information concerning communicable disease control. Information is periodically uploaded and integrated on the existing GIS system of the Department, for the Department to fully understand and follow-up epidemic situations, and also to respond to public inquiries on information of disease control.

A “school and government organization communicable disease reporting system” provides a united cross-organizational communication platform for reporting communicable diseases between schools and government organizations. It will save time, paper, manpower, and the information loss during the reporting process.

An online sign-up system for public health activities held by the Department has been developed. Different divisions of the Department hold about 80 training lectures with 6,000 participants every year for medical care personnel, child-care workers, volunteers, professionals and general public to improve related knowledge and skills. With this system, each attendee can save about 5 minutes with sign-up. A total of 30,000 minutes could be saved for 6,000 person-times per year.

Section 2 Cooperation with the Plans of the Department of Health, the Executive Yuan

To consolidate information services of the nation, the Department of Health of the Executive Yuan has made all efforts to develop new information systems. The Department of Health of the Taipei City Government works in coordination with the Department of Health of the Executive Yuan in the maintenance and management of information.

一、配合「衛生資訊網路通報系統」

含「自殺防治通報系統」、「精神照護通報整合系統」、「醫事廣告線上申辦系統」、「醫療院所帳號線上申請系統」、「長期照護資訊網系統」等子系統；運用資訊科技及網際網路技術，推廣至醫療院所進行衛生資訊通報，減少行政書面往返作業，同時讓公共衛生護士可掌握訊息同時收案，進行地段訪視及個案管理，有效提升個案照護管理及追蹤。

二、配合「衛生局單一簽入與目錄服務系統整合建置計畫」

中央機關開發之資訊系統愈來愈多，建立系統專屬入口網以方便管理，系統整合衛生資訊通報系統、醫事管理系統、衛生所網站、管制藥品管理系統等，以單一簽入連結衛生資訊通報，有效提升衛生行政作業及為民服務效率。

第三節 推動公共衛生資訊

兒童醫療補助及市民健康卡係臺北市全國首創之公共衛生服務要項，為有效管理，開發「市民健康卡集點活動」及「兒童醫療補助證換發」2個管理系統。此外，為管理幼兒篩檢情形，建置「發展遲緩兒童早期療育醫療服務資訊系統」，管理早期療育評估鑑定與療育訊息，申辦流程及管理資訊化，確保補助核付正確性，減少醫療資源支出浪費，提升衛生局及醫療院所之行政效率。

臺北市衛生政策突破性改革，對各健康服務中心不同行政區，有不同的衛教宣導及衛生政策。自100年起，配合衛生局局長上任政策，經過1年的努力已完成公衛「資料庫整合計畫」，建置25個資料庫，整理將近10年人口結構、三高排名、死亡人口結構、癌症排名、腸病毒通報、醫療補助情形、自殺趨勢進行分析。

從死亡人口分析，支氣管及肺惡性腫瘤高居臺北市第1位，將加強有關環境改善勸導，同時增加肺部健康的保健常識，如多種盆栽，另在辦公室減少以紙張傳閱，改用電子郵件等。臺北市自殺人口以30至39歲居多，占自殺人口23.7%，顯示中壯年人需加強心理輔導，應多舉辦心理衛生講座，加強職場技能。



1. Network Reporting System of Health Information

The System contains sub-systems such as the “suicide prevention reporting system”, “online application system for medical advertisement”, and the “long-term care information system”. Information technology and networking techniques are used at medical care institutions for reports to reduce handling of paper work, and at the same time, allows public health nurses access to timely information for case management and home-visiting, and therefore improves care management and follow-up of cases.

2. Plan for the Establishment of the Single Sign-in Page and Integration of the Contents

More systems have been developed by the national government. Establishing specific portals for systems should facilitate management. The various health information reporting systems, medical affairs management system, health center networks, and the controlled drug management system are linked through single entry to effectively upgrade administrative efficiency and service quality to the public.

Section 3 Promotion of Public Health Information

Medical subsidies to children and the Wellness Card are the two public health services initiated by the Department. To effectively manage these two services, two management systems for the Wellness Card Points Collection Program and the Renewal and Issuing of the Medical Subsidies for Children certificate were developed. For the purpose of managing the screening of young children, the “information system on medical care services for the early intervention of children of retardation” was established. It manages the early assessment of development and early intervention’s status, the application process and information management is computerized, to ensure the accuracy of subsidies and thus minimizing the waste of medical care resources, and enhancing administrative efficiency.

Taipei City made a breakthrough in the reform of health policy by adopting different health education and health policy in health centers in different district. In collaboration with the inauguration policy of the Commissioner of the Department of Health in 2011, the Department of Health spent a year to complete the Database Integration Plan, established 25 databases, and analyzed the population structure for nearly the past 10 years, including the three high-ranking in categories, death population of death, cancer ranking, enterovirus notifications, condition of medical subsidies, and the suicide trend.

According to the analysis of death population, bronchus and lung cancers are the highest in Taipei City. The Department of Health will reinforce counseling on relevant environmental improvement and increase the health awareness of lung health, such as planting potted plants and using e-mail in order to reduce paper circulated in the offices. The majority of the suicide population in Taipei City aged 30-39, accounting for 23.7% of the suicide population, indicating the need for improving psychological counseling for such age group and conducting more mental health lectures and enhancing work skills.

第四節 衛生局網站服務

衛生局網站採用鮮明色調、活潑圖案、豐富內容，同時以民眾的觀點作為設計開發的原則，讓資訊一目瞭然，提供民眾更順暢的瀏覽網站，網站同時符合行政院研考會「無障礙網頁開發規範」。

衛生資訊網係整合各醫療資源，提供民眾便捷的醫療訊息、健康資訊及各醫療單位專業知識之交流平臺，規劃35種類別的「醫療諮詢」項目，提供民眾對醫療保健方面的疑難雜症，可透過線上醫療服務之互動管道尋求資訊，E世代網友提問包羅萬象，迄12月底止提問案件達3萬9,829件；網站首頁同時也提供「訂閱電子報」功能，迄12月底計有2萬8,582人訂閱。網頁內容調整後尚有以下之特色：

一、快訊

將衛生局的最新活動及民眾最感興趣之議題，置於首頁明顯處，使民眾能迅速查詢閱覽。

二、健康資訊

收集各類與健康相關之衛教議題，如婦幼優生、癌症防治、慢性病、一般疾病、視力保健、菸害防制及口腔衛生等主題，供民眾能查閱。

三、主題專區

整合除原有之「母乳哺育」、「新移民照護」等主題性的服務網站或健康訊息，同時還有健康飲食之「天天5蔬果 新食尚運動」、「流感疫苗資訊」等熱門主題，提供臺北市民更多的主題新知。

四、助妳好孕

臺北市政府為鼓勵市民生育，綜合市府各局處資源，一舉推出「助妳好孕」專案，從新生兒、到5歲、甚至進入國小之後，均有相關配套措施，要實際降低臺北市民的養育負擔。



Section 4 Internet Service

The website of the Department was renovated to become more colorful with pictures and rich in content. The website was designed from the point of view of the general public for clear understanding and easier access. The website also met the accessibility specifications of the Research, Development and Evaluation Commission of the Executive Yuan.

The health information website consolidates all medical care resources to provide the public with more convenient information on health and medical care. It also serves as an exchange platform for health information and professional knowledge of various medical care institutions. The website contains medical care information in 35 categories, and the public can access online various information related to medical care services. Inquiries from the e-generation comes in all shapes and sizes, and by the end of December 2011, 39,829 inquiries had been received. The front page of the website contains a column for subscription to the e-Bulletin, and by the end of December 2011, 28,582 viewers had subscribed to the Bulletin. After adjustment, the website now contains the following special features:

1. Express news

Information on new activities of the Department and issues of interest to the public are placed distinctly on the front page for quick viewing and search of the public.

2. Health information

Contains various issues relevant to health, such as maternal and child health, cancer control, chronic diseases, other diseases, vision care, tobacco hazards control, and oral health for public reference service

3. Specific topic page

In addition to the existing pages on breast-feeding and healthcare of the new immigrants, new pages on school health and influenza vaccinations are added to provide more information to the public.

4. “New Birth Incentive Program”

In order to encourage fertility, the Taipei City Government provides complementary measures for children from zero to five years old and after entering elementary school. The goal of this project is to relieve the burden of raising a child.

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形塑市民健康生活型態

Part 2 Shaping Healthy Lifestyles of Citizens



第二篇 形塑市民健康生活型態

第一章 健康促進與維護

第一節 婦幼及優生保健

為孕育健康的下一代，100年辦理孕產婦、嬰幼兒及特殊群體等之婦幼衛生及優生保健服務，透過各項優生保健補助措施，提升民眾受檢意願及減少弱勢族群經濟負擔，針對所發現之疑似或優生保健異常個案及家庭進行追蹤訪視，提供適當諮詢、轉介及生育保健指導服務，以減少先天性缺陷兒之發生。並辦理相關人口政策活動，以宣導民眾幸福的健康家庭觀念。

一、優生保健

為營造適合婚育之支持性環境，辦理人口政策宣導活動、推動優生保健健康檢查、發送「新婚優生保健手冊」。推出「助妳好孕」專案，提供婚後孕前健康檢查、孕婦唐氏症篩檢等補助，共1萬820人獲得補助。另透過特殊群體（已婚智障、精障及未成年生育婦女）之訪視管理，提供生育調節（結紮、裝置子宮內避孕器及人工流產）補助，共計21案。

為提升人口素質，辦理產前遺傳診斷、優生健康檢查補助共9,064人次，新生兒先天性代謝篩檢補助2萬7,813人次。透過產前遺傳診斷、先天性缺陷兒及新生兒先天代謝篩檢（疑似）異常之追蹤管理訪視，協助早期接受診療，減少殘智障發生，100年度產前遺傳診斷異常及先天性缺陷兒共服務288案，另新生兒先天性代謝篩檢疑似陽性個案共服務200案。



Part 2 Shaping Healthy Lifestyles of Citizens

Chapter 1 Health Promotion and Maintenance

Section 1 Maternal and Child Health and Genetic Health

To ensure the health of the next generation, services in maternal and child health, genetic health, and reproductive health for pregnant women, infants and young children and other special groups had been offered in year 2011. Through all sorts of subsidies to genetic health, the willingness of the public to accept these services is increased and medical costs of the less privileged groups are reduced. Home visits are made to follow-up suspected cases from these screenings; cases with genetic health disorders and their families to offer them counseling, referral and guidance in reproductive health to minimize the births of children with congenital genetic defects. The activities related to population policy are conducted to help promote the concept of happy and healthy families to the public.

1. Genetic Health

To build a supportive environment for marriage and reproduction, activities on population policies have been organized; genetic health examinations are promoted; a booklet on genetic health for the newly-weds has been distributed. The promotion of “New Birth Incentive Program” offers subsidies to post-marital/pre-natal health examinations and blood screening of pregnant women for Down’s syndrome; totaling 10,820 people subsidized. Home-visiting for members of special groups (mentally retarded couples, the mentally impaired and underage women) is made and subsidies to fertility regulation (such as sterilization, IUD insertion and induced abortion) are provided. In total, 21 families have been subsidized.

To upgrade the quality of population, subsidies to prenatal genetic diagnosis, and genetic health examination were offered for a total of 9,064 person-times, and 27,813 person-times for screening of the newborns for congenital metabolic disorders. Through prenatal genetic diagnosis, follow-up management and visitations on children of (suspected) congenital anomalies and congenital metabolic disorders to help them receive early treatments and thus minimize the occurrence of disabilities and mental disorders. In 2011, prenatal genetic diagnosis serviced a total of 288 cases of children with anomalies and congenital metabolic disorders, and 200 suspected positive cases of newborn with congenital metabolic disorders.

二、新移民健康照護

為提供新移民及其子女之健康照護，針對戶政結婚登記之新移民及其子女出生登記，加強優生保健、生育保健知能，共服務2,347案，並於懷孕期即介入照護管理，針對新移民配偶主動通報訪視，計156案。建構社區型的新移民保健諮詢站12站及提供醫療衛生通譯，共服務3萬320人次；完成臺北市新移民健康照護隨身call小冊、多語版新婚優生保健手冊、孕期保健手冊、嬰幼兒保健手冊、婦女保健手冊等資源，提供新移民使用。於12區健康服務中心成立新移民支持團體，辦理86場新移民衛生保健宣導活動，提供新移民身心照護相關活動，共計1,846人次參加。

三、母乳哺育

配合99年11月24日公告施行「公共場所母乳哺育條例」，迄100年，輔導臺北市機構設置755間哺集乳室，推動「優良哺集乳室認證」評選，共285間通過。持續辦理社區母乳支持團體，共146場次聚會及講座，社區母乳志工共212位；設置母乳諮詢專線，提供婦女諮詢服務，共服務2,788人次。辦理母乳哺育護理人員、母乳志工、保母教育訓練等共4場次，769人參訓。臺北市共有20家母嬰親善醫院，1月至12月純母乳哺育率於住院期間、產後1個月、2個月分別為60%、53.06%、44.95%。（為季統計，第4季統計時間為101年3月）

四、兒童發展篩檢

為早期發現發展遲緩兒童，與臺北市政府社會局、教育局攜手合作，針對0至6歲兒童進行篩檢業務，衛生局主責0至3歲兒童，共3萬4,703人受檢，發現疑似遲緩兒童856人，轉介社會局追蹤與管理。辦理「兒童發展篩檢通報種子訓練研習會」，計273人參加。運用各類行銷管道（如：辦理兒童預防保健宣導劇、發佈新聞、發放關懷明信片及配合其他健康促進活動等），增加民眾對兒童發展篩檢的認知。另於網站提供宣導單張、多語版兒童發展檢核表單供醫療院所及民眾下載。



2. Healthcare for New Immigrants

To provide healthcare to the new immigrants and their children, using information collected through marriage registration and birth registration, services in eugenic care and reproductive health were offered for a total of 2,347 families. 156 cases of new immigrants were reported and home-visited for early intervention during the pregnancy period. 12 community health counseling centers for new immigrants were set up and translation services offered 30,320 person-times. Multi-lingual handbooks on health care, eugenic care for the newly-weds, health care during pregnancy, and health care for women and children are produced. New immigrant supporting groups are set up in the 12 District Health Centers to conduct 86 educational activities for a total of 1,846 person-times participation.

3. Breast-Feeding

In accordance to “Taipei City public-site breast-feeding self-governing regulations” announced on November 24, 2010, the Department has supervised public and private institutions to set up 755 breastfeeding rooms and promoted the assessment for “certification of good breast-feeding and milk collection room ” with 285 passing the assessment. Community groups supporting breast-feeding continued to be organized, offering a total of 146 meetings and lectures. The number of volunteers for community breast-feeding has reached 212; breast-feeding counseling hotlines were set up to provide women with counseling services for a total of 2,788 person-times. 4 training sessions have also been organized for breast-feeding related medical and nursing personnel, volunteers, and child-care workers with 769 participants. In 2011, there are a total of 20 mother and baby-friendly Hospital Initiatives (BFHI) in Taipei City. From January to December, the breast-feeding rates during hospital stay, 1 month after delivery, and 2 months after delivery, were 60%, 53.06%, and 44.95%, respectively. (Quarterly statistics; the statistical time for the fourth quarter is March, 2012.)

4. Development Screening for Children

To detect at an early stage children with retardation, the Department of Health, the Department of Social Affairs, and the Department of Education, Taipei City Government, joined together to conduct screening of children 0-6 years old. The Department of Health was responsible for the development screening of 0-3 year old children; a total of 34,703 children were screened, and 856 were found suspicious of delayed development. They had been referred to the Department of Social Affairs for follow-up and management. A “child development screening reporting seed training workshop” was organized, and a total of 273 people participated. The Department of Health utilized all sorts of channels (for examples, producing TV programs on advocating children’s preventive health, releasing news, distributing caring postcards, and cooperating with other health-promoting activities) to improve the public’s knowledge of development screening and offered advocacy leaflets and multi-lingual child development assessment forms on the Internet for hospitals and the public to download and use.

五、新生兒聽力篩檢

聽力損失的兒童若能早期發現及時療育，對其聽力語言發展有極大的助益，將可大幅降低其將來因聽力障礙所造成之個人與社會的經濟成本與負擔。因此，衛生局自98年9月5日起針對特約醫療機構出生者提供免費聽力篩檢，非特約醫療機構出生者，只要父或母其一設籍臺北市，可於出生後1個月內至臺北市立聯合醫院新生兒聽力篩檢特別門診接受篩檢。100年度臺北市共有1萬6,913位新生兒接受篩檢補助，其中有156位未通過者已轉介專責醫院接受確認診斷。

第二節 兒童及青少年保健

一、學齡前視力、聽力、口腔篩檢與保健

（一）學齡前兒童視力保健

6歲前是兒童斜弱視治療的關鍵時期，藉由視力篩檢能早期發現幼童屈光不正（如斜弱視或近視）等視力問題，給予適當矯治，以遏止視力之惡化。

1. 學齡前兒童視力及斜弱視篩檢，共篩檢4萬343人，視力異常人數8,129人、初篩異常個案率20.15%。
2. 為提升兒童及青少年視力及口腔保健意識，結合臺北市政府產業發展局辦理之「2011親一夏臺北活動」開幕園遊會，設置「口EYE寶貝動動腦」政令宣導攤位，約500人次參與。
3. 為強化國小學童視力及口腔保健知識，於100年7月5日至8日辦理4梯次「視力及口腔小小保健家」暑期體驗營活動，約320人參與。

（二）學齡前兒童聽力篩檢

聽力在幼童語言發展上扮演重要角色，聽力障礙不僅會影響幼童的語言學習及其和外界溝通的能力，並可能造成往後在認知、社會化及情緒上的不協調，影響極為深遠。



新生兒聽力篩檢
Newborn hearing screening



5. Hearing Screening for Newborns

If the hearing impairment in children is detected early and treated early, the children's hearing and language development will be greatly benefited and the financial costs and burdens to individuals and the society caused by hearing impairment can be greatly reduced. Therefore, the Department, starting from September 5, 2009, has been giving free screening for hearing for all children born in the contracted medical care institutions. For Children not born in these hospitals, if one of the parents is registered in Taipei City, within 1 month after birth, their parents can apply for free screening at the Taipei City Hospital. In total, 16,913 newborns received subsidies for screening. Of them, 156 had failed the screening and were referred to specialty hospitals for confirming diagnosis.

Section 2 Children and Adolescents Healthcare

1. Screening of Pre-school Age Children for Visual Health, Hearing, and Oral Cavity Health

1) Visual Health for Pre-school Age Children

The period before the age of 6 is critical for the correction of strabismus and amblyopic for children. Through vision-screening, vision problems of refractive errors (for instance, strabismus, amblyopia and myopia) of young children can be detected earlier for effective correction to prevent vision deterioration.

(1) A total of 40,343 pre-school age children had been screened for vision, strabismus and amblyopia, and 8,129 children were found with visual abnormalities, at a rate of 20.15%.

(2) To increase children and youth's awareness of visual and oral cavity health, "2011 Summer Taipei Activity" garden party was organized in collaboration with Department of Economic Development, Taipei City Government with policy advocacy booths. About 500 person-times participated.

(3) To enhance elementary school children's knowledge of visual and oral cavity health, the 4th echelon "Little Protector of Visual and Oral Cavity Health" summer experience camp from July 5 to 8, 2011 for about 320 participants.

2) Hearing Screening for Pre-school Age Children

Hearing plays an important role in the language development of young children. Hearing impairment not only affects the language learning of young children and their communication with others, it can also bring about in later years of life poor coordination in cognition, socialization and emotional development; the impact is far-reaching.

1. 學齡前兒童聽力篩檢，共篩檢2萬544人，聽力異常人數771人、初篩異常個案率3.75%。
2. 2月23日至24日及3月4日辦理「100年臺北市學齡前兒童整合性社區篩檢計畫」幼托園所教保人員暨合約醫療院所醫護人員視、聽力篩檢實務教育訓練，計616人受訓。

(三) 學齡前兒童口腔保健

持續對臺北市幼托園所實施兒童口腔檢查，共檢查4萬6,741人，齲齒率64.9%，為降低兒童齲齒率，推動以下口腔保健計畫：

1. 為讓家長們及早教導學童養成正確口腔保健習慣，辦理4場「牙齒健康好元氣親子互動營活動」，計210人參加。
2. 為強化學齡前兒童口腔衛生保健觀念，養成良好口腔衛生習慣，舉辦5場「寶貝刷刷樂潔牙比賽活動」，計1,300人參加。



學齡前兒童整合性社區口腔篩檢
Integrative community oral cavity screening for pre-school children

(四) 健康學園

12月21日辦理「100年度健康學園自主管理暨特色發展計畫頒獎典禮」，公開表揚31家通過特色發展計畫及26家新加入自主管理認證園所，推廣學齡前兒童衛生保健業務。

二、青少年健康促進

- (一) 鼓勵並輔導醫療院所，發展具特色之青少年健康促進計畫，使其主動深入校園或社區推動宣導工作，促進青少年健康。



- (1) Pre-school age children hearing screening: a total of 20,544 had been screened and 771 abnormal cases were found, at a rate of 3.75%.
- (2) On February 23 and 24 and March 4, a “2011 workshop on the training and practice of integrated community screening of pre-school age children” was held, training the teachers of kindergarten and medical employees of contracted hospitals on vision and hearing screening tasks. There were a total of 616 trainees.

3) Oral Cavity Healthcare for Pre-school Age Children

46,741 children of kindergartens and nurseries in Taipei City had their oral cavity examined; and the abnormal rate was 64.9%. To reduce the dental caries rate of young children, the following oral health promotion activities have been carried out:

- (1) To help parents to teach their children correct oral health habits in early stages, 4 sessions of “Teeth Health Parent-child Interaction Camp” were held with 210 participants.
- (2) To consolidate the concept of oral hygiene of preschool age children to help them develop good oral hygiene, 5 sessions of tooth-brushing competition for little children were held for 1,300 participants.

4) Healthy Kindergartens

On December 21, the “2011 healthy kindergarten self-management and characteristics development project award ceremony” was held to publicly commend 31 kindergartens that passed the characteristics development project and 26 newly certified participants in self-management, promoting healthcare affairs for pre-school age children.



健康學園自主管理認證園所

Certified “Healthy Campus Self-Management” campus

2. Health Promotion for Adolescents

- 1) Medical care institutions are encouraged and supervised to develop projects with special features for the health promotion of children and adolescents and to go more actively into schools and communities to advocate and promote health for children and adolescents.

(二) 透過臺北市立關渡醫院及萬芳醫院分別設置性教育及運動傷害防制保健門診，提供校園及社區醫療諮商服務，計服務1,192人，並辦理醫療專業人員教育訓練計4場650人參加；廣續透過「我的青春網」網站資訊，提供教職人員運動傷害防制知識；11月25及12月2日於臺北市立南湖高中辦理2梯次「100年臺北市運動傷害防制種子師資研習會」，計120名參加；結合臺灣青少年醫學暨保健學會，辦理校園青少年性教育講座，計4,130人參加，以及電話諮詢（商）輔導服務300人次。

(三) 為建立學童及其家長正確的健康飲食概念，12月3日於臺北市私立稻江護理家事職業學校辦理「100年度健康小天使親子飲食達人比賽」，共計250人參加。



健康小天使親子飲食達人比賽

Healthy Little Angel Family Eating Intelligence Competition

三、臺北市國小學童氣喘防治及照護

提供就讀臺北市國小共2萬2,083位新生進行氣喘問卷篩檢調查，篩檢出氣喘高危險群4,414位，其中完成過敏抽血檢驗2,292位，並委由臺灣氣喘衛教學會針對氣喘過敏抽血檢驗陽性學童進行電話衛教諮詢及追蹤服務，共服務1,650位，追蹤完成率達96%，平均滿意度高達84.8%；5月1日結合臺灣氣喘衛教學會於臺北市自來水博物館辦理「2011年世界氣喘日」活動，計2,500人參加。

第三節 成人及中老年保健

為能提供市民優質慢性疾病預防與照護品質，與12區健康服務中心、臺北市醫療院所、各領域之專家學者及各醫療團體共同推動預防保健工作，以增進民眾對慢性病防治的認知，進而能有良好控制，使合併症減至最低，以促進市民健康。



- 2) Medical counseling services for schools and communities were offered through the sex education clinic of the Taipei Municipal Gan-Dau Hospital and the sports injury prevention clinic of the Taipei Municipal Wanfang Hospital, serving a total of 1,192 people. In addition, 4 sessions with 650 people of educational training for medical professionals were held. Work was continued to provide teaching faculty with knowledge of sports injury prevention through “My Youth Days” website. On November 25 and December 2, in Taipei Municipal Nan-Hu Senior High School, 2 sessions of the “2011 Taipei sports injury prevention seed educators seminar” were held, with a total of 120 participants. Combining with the Taiwan Association of Adolescent Medicine and Health, adolescents sex education lectures were held on campuses, with a total of 4,130 person-times, and 300 person-times of telephone counseling services.
- 3) To help students and their parents establish correct concepts of healthy eating, a “2011 Competition of Parent-child Healthy Eating Experts” was held at Dao Jiang Senior High School of Nursing and Home Economics. Participants totaled 250.

3. Asthma Prevention in Schoolchildren and Care for Schoolchildren with Asthma

A survey on Asthma was offered to the 22,083 new enrollees of elementary schools in Taipei City and found 4,414 students in Asthma high risk groups. Among them, 2,292 completed allergy blood test. The Taiwan Association of Asthma Education was commissioned to conduct telephone health counseling and follow-up service to the 1,650 children who had been tested positive for asthma allergy; the follow-up completion rate reached 96%, and the average degree of satisfaction reached 84.8%. On May 1 at the Taipei City Museum of Drinking Water, collaborating with the Taiwan Association of Asthma Education, the 2011 World Asthma Day was held with 2,500 participants.



世界氣喘日嘉年華
World Asthma Day carnival

Section 3 Healthcare for Adults, Middle-aged, and the Elderly

To provide high-quality chronic disease prevention and care services, efforts of the 12 district health centers, Taipei City medical institutions, and specialists and scholars in all disciplines and medical groups had been consolidated to jointly promote preventive healthcare services. The public is educated on the chronic diseases prevention and their control measures to minimize complications of these diseases and thus promote citizens' health.

一、心血管疾病預防與保健

針對40歲以上民眾提供三高及量腰圍篩檢，計4萬6,555人，其中血壓異常2萬7,488人、血糖異常5,909人、血膽固醇異常1萬3,158人，異常個案追蹤轉介就醫完成率達98.96%。臺北市心血管疾病防治網，截至100年，認證醫事人員累計2,521人，認證醫療機構累計280家。「心血管疾病防治網醫事人員展延繼續教育訓練」



世界心臟日園遊會
World Heart Day garden party

辦理4場次，共計392人次參加。為加強建立公車、遊覽車客運司機對腦血管疾病防治的正確知能，舉辦23場一系列的「腦中風防治巡迴講座」，共計1,247人參加。為響應「世界高血壓日」活動，辦理5月17日「2011年世界高血壓日」記者會及5月22日「五鬆打虎健走」活動，以「健康數字 健康血壓~Half in Five」為口號，期達到5年內血壓控制率達50%的效果，計780人參加。10月2日配合「2011年世界心臟日」於美麗華百樂門百貨—水舞廣場辦理「全球護心，家家齊心」闖關園遊會活動，以全球7大洲為主題設計闖關遊戲來提升民眾對心血管疾病的認識，共計500人參加。

二、糖尿病預防與保健

辦理75場糖尿病防治健康促進講座，共計5,162人參加；辦理「2011世界糖尿病日衛教宣導活動—糖尿病新生活座談會」，共計181人參加；通過臺北市糖尿病共同照護網機構認證單位計196家，醫事人員認證計1,473人；辦理糖尿病共同照護網之醫事人員認證及繼續教育訓練課程計4場，共計982人參加。



1. Prevention of Cardiovascular Diseases and Care of Patients of Cardiovascular Diseases

The Department provided screening for the “three highs” and waistline measurements for people aged 40 and above. Among the 46,555 people serviced, 27,488 had abnormal blood pressure, 5,909 had abnormal blood glucose, and 13,158 had abnormal blood cholesterol levels. Follow-up and transfer rate of cases of abnormalities reached 98.96%. By 2011, the Cardiovascular Diseases Prevention Network of Taipei City had certified 2,521 medical personnel and 280 medical institutions. 4 sessions of continuing educational training for medical personnel of the Cardiovascular Diseases Prevention Network were held for 392 person-times of participation. 23 sessions of “Stroke Prevention Touring Lecture Series” were held to give correct knowledge of cerebrovascular diseases prevention and control to bus and tour bus drivers. A total of 1,247 people attended the lectures. In response to the “World Hypertension Day”, a press conference for “2011 World Hypertension Day” was held on May 17 and a health walk on May 22. With “Half in Five” as the slogan, they expect to reach a 50% rate of hypertension control within 5 years. A total of 780 people participated in the walk. On October 2, in response to the “2011 World Heart Day”, a garden party was held on the Water Dance Square of the Miramar Entertainment Park to promote heart health globally and in families. Games were designed with the theme of the seven continents to enhance the people’s knowledge on cardiovascular diseases. A total of 500 people attended the event.

2. Prevention of Diabetes Mellitus and Healthcare of Diabetics Mellitus

75 lectures on diabetes Mellitus control and health promotion had been held with 5,162 person-times of participants. A New Life for the Diabetic seminar for 2011 World Diabetes Day was organized with 181 participants. Through Taipei City diabetes shared care network institution, 196 hospitals and 1,473 medical personnel received certificates. Certification and 4 sessions of continuing education training courses, with 982 participants for medical personnel of the diabetes shared care network were conducted.



世界糖尿病日衛教宣導活動

Educational advocacy activity for World Diabetes Day

三、失智症預防與保健

結合臺北市老人健康檢查及12行政區社區篩檢活動，提供失智症自我評估服務，共計服務5萬9,688人；9月17日結合社團法人台灣失智症協會於國父紀念館西側廣場舉辦「臺北市國際失智症月活動」，共計1,100人參加。



臺北市國際失智症月活動

Taipei City International Dementia Month activity

四、腎臟疾病預防與保健

3月13日結合臺灣腎臟醫學會於臺北市信義區香堤大道辦理「2011世界腎臟日『全國愛腎護腎、腎利人生』園遊會」，共計3,000人參加。

五、更年期保健

委託台灣尿失禁防治協會辦理5場「更年期保健與尿失禁防治健康促進講座」，共計426人參與。

六、老人健康檢查

提供4萬2,777位老人完成受檢。另提供設籍臺北市年滿65歲以上老人，於12區健康服務中心門診部就醫，補助全民健保診療部份負擔自付額新臺幣50元，累計服務3萬2,000人次。

七、社區健康照護網

由12區健康服務中心針對獨居長者、中風、身障、精障與智障，提供關懷訪視、健康諮詢、三合一健康篩檢服務、健康需求評估、送藥到宅等5類服務，共計服務獨居長者9,142人次、腦血管疾病2,722人次、失智1,561人次、多重障礙983人次、肢障1,826人次、智障647人次。



3. Prevention of Dementia and Care of Dementia Patients

Together with the health examinations for the elderly and the screening activities of all 12 districts, dementia self-assessment services have been provided, servicing to 59,688 elderly in total. On September 17, collaborating with Taiwan Alzheimer's Disease Association, Taipei International Dementia Month was held on the west side Dr. Sun Yat-sen Memorial Hall plaza, with 1,100 participants.

4. Prevention and Healthcare of Renal Diseases

On March 13, jointly with Taiwan Society of Nephrology, 2011 World Kidney Day garden party was held on Xiangdi Avenue, Xinyi District to promote renal health. A total of 3,000 people attended.



世界腎臟日活動
World Kidney Day activity

5. Health Promotion for Women in Menopause

Taiwanese Continence Society was commissioned to organized 5 sessions of lectures on menopause healthcare and incontinence prevention and control. 426 people attended.

6. Health Screening for the Elderly

42,777 elderly had been provided with health screenings. In addition, the co-payment of NT\$50 under the National Health Insurance for the elderly above the age of 65 years in Taipei City is subsidized when they visited the clinics of the 12 District Health Centers for medical care. A total of 32,000 person-times of the elderly have been subsidized.

7. Community Healthcare Network

The 12 District Health Centers provide services through care, home-visiting and health counseling to the elderly living alone, stroke patients, the physically disabled, the mentally impaired, and the mentally retarded, with services of 3-in-1 screening, assessment of health needs, and medicine home delivery service. 9,142 person-times of the elderly living alone, 2,722 person-times of cerebrovascular patients, 1,561 person-times of dementia patients, 983 person-times of patients with multiple disabilities, 1,826 person-times of the physically disabled, and 647 person-times of the mentally retarded had been served.

八、高齡友善城市

臺北市積極推動高齡友善城市，結合臺北市政府教育局、社會局、民政局（鄰里長）、12區健康服務中心、轄區內醫療院所，以及民間團體等共同推動相關事宜。

100年成立17個「臺北市長青健康活力站」，辦理443場課程，共計1萬7,556人次參與。另組成115支隊伍，參與「2011臺北市阿公阿嬤健康活力Show」，最後推選大安區、中山區、文山區及士林區代表臺北市參加全國總決賽，結果分獲金牌（大安區）、銅牌（中山區）及最佳精神獎（士林區）。



臺北市阿公阿嬤健康活力Show
Taipei City Elderly Health and Energy Show

第二章 重要健康促進議題

第一節 菸害防制

一、菸害防制執法稽查輔導

落實菸害防制法稽查與取締工作，強化輔導業者遵守法令，以保障及維護市民免於遭受菸害權益，營造無菸健康城市。

- （一）稽查次數22萬9,124次。
- （二）未滿18歲者吸菸處戒菸教育202件。
- （三）裁處書開立數701件，罰鍰新臺幣242萬6,500元（含菸品標示違規1件、供應菸品予未滿18歲之青少年違規10件、於禁菸場所吸菸違規523件、場所入口處未設置明顯禁菸標示或提供菸灰缸違規151件、販賣菸品場所展示違規8件、販賣菸品方式不合格2件、販售菸品形狀物品違規6件）。
- （四）建置社區藥局戒菸諮詢站

5月7日於臺北市藥師公會辦理8小時教育訓練，結訓藥師114名；新成立社區藥局戒菸諮詢站20家，服務1,754人次。



8. Age-friendly City

Taipei City actively pushed forward Age-friendly City and collaborated with Taipei City Government Departments of Education, Social Affairs, Civil Affairs (neighborhood leaders), 12 District Health Centers, medical institutions within governing territories, and private organizations to promote related issues.

In 2011, 17 Taipei City Evergreen Health and Energy Stations were set up and held 443 sessions of classes for 17,556 person-times of participation. On the other hand, 115 teams were organized to take part in “2011 Taipei City Grandparents’ Health and Energy Show”. Teams from Daan, Zhongshan, Wenshan, and Shilin Districts were selected to represent Taipei City for the national finals and won the Gold medal (Daan District), Bronze medal (Zhongshan District), and Best Spirit Award (Shilin District).

Chapter 2 Major Health Promotion Issues

Section 1 Tobacco Hazards Control

1. Inspection and Supervision of the Implementation of the Tobacco Hazards Prevention Act

Inspection and auditing are realized; business establishments are supervised to comply with laws and regulations; the health of the citizens is protected and maintained; and a healthy city of no tobacco hazards is thus built.

- 1) 229,124 times of inspections.
- 2) 202 cases of minors under 18 years of age smoking had been referred to smoking-cessation education classes.
- 3) Tickets had been served to 701 violations; a total of NT\$2,426,500 had been fined (including 1 violation in the display of tobacco products board, 10 cases of supplying tobacco products to minors, 523 cases of smoking in non-smoking areas. 151 violations in providing ash trays or not having distinct non-smoking signs displayed at entrances, eight violations in the display of tobacco products, two violations in methods of vending tobacco products, and six cases of selling tobacco product-like products.)
- 4) Establishing Smoking-Cessation Counseling Station at Community Pharmacies Conducted an 8-hour educational training at Taipei Pharmacists Association on May 7 and graduated 114 pharmacists. 20 new community pharmacy smoking-cessation counseling stations were added, serving 1,754 person-times.

二、戒菸服務與宣導

(一) 開辦戒菸班，提升戒菸服務品質

結合醫療資源，鼓勵吸菸者戒菸，共辦理**60**班次戒菸班（含醫院**24**班次、非醫院**36**班次）；另為提升戒菸服務品質，鼓勵醫事人員勸導戒菸，辦理醫事人員戒菸服務教育訓練**17**場，受訓合格人數計**2,644**人。



醫事人員戒菸服務教育訓練課程

Educational training courses for medical personnel on smoking-cessation services

(二) 提升臺北市戒菸人口，降低吸菸率

1. 結合財團法人董氏基金會，針對吸菸高度成癮個案提供戒菸諮詢服務，計服務**1,636**人次。
2. 結合董氏基金會辦理「肺部保健 從戒菸起」、「遠離COPD、戒菸救健康」、「手機上網即時慢性阻塞性肺病自我檢測」等**3**場次記者會，約有**400**人參加。
3. 結合**12**區健康服務中心、臺北市立聯合醫院及各項通路鼓勵吸菸者簽署戒菸卡，計**4萬3,664**張，並委託財團法人全民健康基金會提供電話戒菸諮詢服務，共服務**6,192**人次。
4. 結合社區與職場資源，辦理菸害防制宣導講習計**1,338**場，並透過電子平面媒體（如：廣播、網路、捷運燈箱、電視牆、路燈旗、公車車體、單張、海報等），提升民眾對菸害防制認知，強化戒菸與拒菸意識。

(三) 建置社區藥局戒菸諮詢站

結合臺北市藥師公會辦理**8**小時教育訓練，課程內容包含菸癮防治、戒斷症狀、溝通技巧及戒菸藥物等專業課程，結訓藥師**115**名；新成立社區藥局戒菸諮詢站**20**家，服務**1,754**人次。



2. Smoking-cessation Service and Promotion

1) Starting Smoking-cessation classes and Improving Quality of Smoking-cessation Services

Medical resources are integrated to encourage smokers to quit smoking. A total of 60 smoking-cessation classes were held (including 24 in hospitals and 36 in other settings); in addition, to raise the quality of smoking-cessation services, action had been taken to encourage medical personnel to advocate for smoke cessation and organized 17 medical personnel smoking-cessation service educational training courses; a total of 2,644 were certificated.

2) Increasing Taipei City's Smoking-cessation Population and Lowering Smoking Rate

(1) In coordination with the John Tung Foundation, provided smoking cessation counseling services for highly addicted individuals and served a total of 1,636 person-times.

(2) In coordination with the John Tung Foundation, conducted 3 sessions of press conferences for "Healthy Lungs Start with Smoking-cessation", "COPD and Smoking-cessation", and "Mobile Phone Internet Access to COPD Self-Exam", respectively. About 400 people attended.

(3) Combined the efforts of the 12 district health centers, Taipei City Hospital, and other channels to encourage smokers to sign smoking-cessation cards; 43,664 cards were signed. In addition, the Department commissioned Taiwan Health Foundation to provide telephone counseling for smoking-cessation, serving a total of 6,192 person-times.

(4) Integrating communities and work places' resources, the Department organized 1,338 sessions of tobacco hazards control lectures. In addition, the Department enhanced the public's knowledge regarding tobacco hazards prevention, strengthened smoking-cessation and raise smoke-rejecting consciousness via digital graphic media such as radio broadcast, the Internet, MRT light boxes, television walls, street light banners, bus posters, single handouts and posters.

3) Smoking-cessation Counseling Stations in Community Pharmacies

Conducted an 8-hour educational training at Taipei Pharmacists Association and graduated 115 pharmacists. Content of training included tobacco prevention, withdrawal symptoms, communication skills, and smoking-cessation drugs and other professional courses. 20 new community pharmacy smoking-cessation counseling stations were added, serving 1,754 person-times.

(四) 戶外定點吸菸設施建置試辦計畫

鑒於菸害防制法新規定實施後，所衍生戶外二手菸害問題，規劃於臺北市立聯合醫院中興（2座）、仁愛（1座）、和平婦幼（1座）、陽明（1座）、忠孝（1座）、松德（1座）院區及臺北車站（1座）之周邊非屬禁菸範圍區域建置8座戶外半開放式吸菸區，以輔導吸菸者至定點吸菸，並可得知戒菸相關訊息，保障民眾健康權益，於100年3月25日正式啟用，計有54萬5,337人次使用。



臺北車站戶外半開放式吸菸區
Outdoor semi-open smoking area at Taipei Main Station

三、青少年菸害防制

- (一) 結合臺北市政府警察局、12區健康服務中心及民間單位團體，加強宣導校園周邊販菸業者不得販菸予未滿18歲青少年，計2,487家；辦理423場高中職以下校園菸害防制講習。
- (二) 結合臺北市政府教育局辦理「無菸夯、健康Youth」青少年四格漫畫設計PK賽，分為國小1至3年級、國小4至6年級、國中組、高中職組等4組，參賽作品計1,112件（高中419件，國中150件，國小543件），各組取前3名與佳作1名。
- (三) 結合教育局針對7萬名國、高中（職）新生實施吸菸行為問卷調查，並宣導菸害防制相關資訊；另辦理高中（職）以下學校菸害防制人員講習，計有206人參訓，以提升校園菸害防制人員知能。
- (四) 邀集4大超商召開「研商杜絕販賣菸品予未滿18歲青少年」會議，並辦理10場次4大超商菸害防制法規宣導講習，計有817人參訓。



4) Pilot Project on Designated Outdoor Smoking Facilities

Because of the implementation of the tobacco hazards prevention act, outdoor secondhand smoking has become a problem. Eight semi-open outdoor smoking area are built around the areas of Taipei City Hospital that are not designated no smoking zones: two in the Zhongxing Branch, one each in Renai Branch, Heping Fuyou Branch, Yangming Branch, Zhongxiao Branch, Songde Branch, and Taipei Main Station. The facilities supervise smokers to smoke only in designated spots where information of smoke-cessation can be obtained, ensuring people's rights to health. They were launched into use officially on March 25, 2011 and had been used 545,337 person-times.

3. Tobacco Hazards Control in Adolescents

- 1) In collaboration with the 12 District Health Centers, the Taipei City Police Department, and non-government organizations, work is strengthened to promote the idea that tobacco dealers around the campus should not sell tobacco to adolescents under the age of 18, with a total of 2,487 dealers involved. 423 lectures had been organized on tobacco hazards control for schools below senior high and vocational schools.
- 2) In collaboration with Department of Health, Taipei City Government conducted an adolescent comic strip design PK competition called "Smoke Free, Healthy Youth". Contestants were divided into 4 groups: elementary school 1st to 3rd grades, elementary school 4th to 6th grades, junior high school, senior high school and vocational school, respectively. There were a total of 1,112 submitted works (419 from senior high, 150 from junior high, and 543 from elementary schools). Three of the best pieces of artwork in addition to the winner were chosen from each group.
- 3) In collaboration with the Department of Education, the Department conducted a questionnaire survey among 70,000 new junior and high (vocational) school students regarding smoking behaviors and advocated on information related to tobacco hazards control. Workshops for tobacco prevention personnel for schools below senior high (or vocational) schools were conducted to enhance the competency of campus tobacco prevention, with 206 personnel participating.
- 4) Invited 4 supermarket chain stores to summon a conference to discuss banning sale of tobacco products to adolescents under the age of 18 and conducted 10 sessions of tobacco prevention regulations educational workshops for the 4 supermarket chain stores. 817 people attended the workshops.

四、營造無菸支持環境

依菸害防制法公告士林官邸正館、林安泰古厝民俗文物館、3處公園（民輝公園、寧馨公園、延壽3號公園）分別自7月16日、10月1日、12月26日起為禁菸場所，花博公園、松山文化創意園區分別自9月15日、9月30日起為除吸菸區外禁菸場所；辦理21場次志工培訓課程，培訓623位拒菸志工，協助巡邏禁菸場所計1萬2,832次；並辦理「推動無菸環境滿意度問卷調查」，民眾滿意度達81.5%。



拒菸志工授證典禮

Certification ceremony for anti-tobacco volunteers

五、整合戒菸資源，促進市民戒菸

新成立社區戒菸諮詢站20家，自94年8月迄今計150家臺北市藥局協助推動社區戒菸諮詢服務；100年戒菸諮詢站共服務1,754人次（含99年度追蹤），戒菸個案訪視277人。

100年5月7日於臺北市藥師公會辦理8小時教育訓練，課程內容除基本的菸癮防治、戒斷症狀、溝通技巧及戒菸藥物等專業課程外，更加入宣導技巧之實務示範，結訓藥師114名。7月9日於關渡水岸公園辦理「健康戒菸 樂活Walk起來」運動健走活動，活動透過運動戒菸、有獎徵答進行宣導，約200人次參與。

第二節 肥胖防治

一、3月1日由郝龍斌市長率市府各局處首長及市議員啟動「健康減重101、幸福臺北一等等」活動宣示減重目標101公噸。100年度臺北市健康減重，計11萬3,762人參與，共減重133.1公噸（13萬3,129公斤），目標達成率131.8%。



「健康減重101、幸福臺北一等等」

Healthy Weight Loss 101, Happy Taipei Number One



4. Creating a Supportive Smoke-free Environment

In compliance with the Tobacco Hazards Prevention Act, the Museum of Shilin Presidential Residence, Taipei City Lin-An-Tai Historical Home, 3 parks (Minhui Park, Ningxin Park, Yanshou No.3 Park) were declared no smoking area on July 16, October 1, and December 26, respectively. The Flora Expo site and Songshan Cultural and Creative Park, except for designated smoking zones, were declared no smoking area on September 15 and September 30 respectively. 21 sessions of training for volunteers were held to train 623 anti-tobacco volunteers, who assisted in patrolling non-smoking areas 12,832 times. A questionnaire survey regarding satisfaction on promotion of smoke-free environment was also conducted. The result showed an 81.5% satisfaction rate.



公告士林官邸正館為禁菸場所

Declaring Shilin Presidential Residence as a no smoking area

5. Integration of Smoking-cessation Resources to Help People Quit Smoking

20 new community smoking-cessation counseling stations had been set up. Since August 2005 till present, there have been 150 Taipei City pharmacies to help promote community smoking-cessation counseling services. In 2011, services had been offered 1,754 person-times (including follow-ups of 2010), and home-visited smoking-cessation visits amounts to 277 cases.

An 8-hour educational training was held on May 7, 2011 at Taipei Pharmacists Association. In addition to basic professional lectures such as prevention and control of tobacco addiction, symptoms associated with cessation, communication skills, and drugs for smoking-cessation, course content also includes practical demonstrations of counseling skills. 114 pharmacists participated in the training. On July 9, a walk for healthy smoking-cessation was held at Guandu Waterfront Park. The event promoted smoking cessation through exercising and a prized quiz and had about 200 person-times participation.

Section 2 Obesity Prevention

1. On March 1, Mayor Lung-bin Hau led the heads of different departments and bureaus of Taipei City Government and City Council in initiating the Healthy Weight Loss 101, Happy Taipei Number One and declared 101 tons as the City's weight loss goal. In 2011, 113,762 people participated in Taipei City Healthy Weight Loss program and lost a total of 133.1 tons (133,129Kg), achieving a success rate of 131.8%.

- 二、提供健康減重服務，包括開辦100班減重班，吸引1,465位BMI大於24的民眾參與、辦理200場健康講座、提供全國首創之「體重控制電話營養諮詢服務」，共1,012位民眾使用。
- 三、提供減重獎勵方案，獎項包含優先參加獎（50名）、個人績效獎（40名）、團體人氣獎（40個）及回報獎（68名），共計有158位民眾及40個團體得獎。
- 四、製作5種版本（國小低／高年級、國中、高中、教師）體重控制教材（含簡報投影片及備忘稿）及學習手冊，另製作肥胖防治教材教師補充手冊。
- 五、率先輔導食品自動販賣機業者在機臺上標示產品熱量，臺北市學校、動物園、12區運動中心、交通要點、大賣場等地點之飲料及食品販賣機機臺，至少1,400臺完成熱量標示。
- 六、12月12日辦理臺北市健康減重年終成果發表會，公布臺北市健康減重成果並表揚績優團體與個人。
- 七、製作健康減重宣導短片，由郝龍斌市長擔任代言人，鼓勵市民「多運動 健康吃 天天量體重」。
- 八、臺北市健康減重電話訪問調查發現，有50.8%民眾知道18歲以上成人BMI值介於18.5至24之間屬於理想體重。另有做健康減重自我管理（控制體重）者，其所使用的減重方式，以「運動」的比率最高（74.2%），其次是「飲食均衡控制熱量」（63.4%），第3是「節食減肥」（17.2%）。



臺北市健康減重年終成果發表會
End of Year Achievement Presentation Conference for
Taipei City Healthy Weight Loss Program

第三節 市民健康卡

一、「市民健康卡」集點活動

為強化民眾保健意識，增加健康資本，守護自己的健康，97年1月1日起正式辦理「市民健康卡活動」，臺北市民於12區健康服務中心、社區心理衛生中心、臺北市立聯合醫院各院區及其院外門診部、萬芳醫院及關渡醫院，接受預防注射、



2. Provided healthy weight loss services, including organizing 100 weight loss classes which attracted 1,465 individuals with BMI over 24 to participate, conducting 200 sessions of health lectures, and providing the nation's first telephone nutrition counseling services for weight control, which had serviced 1,012 individuals.
3. Provided weight loss incentive plans. Prizes included early enrollment award (50), individual achievement award (40), group popularity award (40), and return award (68). A total of 158 individuals and 40 groups received awards.
4. Produced five versions (elementary low/high levels, junior high, senior high, teachers) of weight control teaching materials (including presentation slides and notes) and study manual. Also, teachers' supplementary manuals for obesity prevention teaching materials are also produced.
5. Took the lead in counseling the food vending machine industry to display calorie content of products on the vending machine. At least 1,400 food and beverage vending machines on campuses, zoos, 12 district sports centers, major traffic points, and supermarkets had finished calorie labeling.
6. A Taipei City Healthy Weight Loss Year-end Results Release Conference was held on December 12. The results of Taipei City Healthy Weight Loss program was published and outstanding groups and individuals were recognized.
7. Produced healthy weight loss advocacy video clips ,with Mayor Lung-bin Hau as the spokesman, to encourage residents to exercise more, eat healthy, and weigh daily.
8. A telephone survey for Taipei City Healthy Weight Loss found that 50.8% of residents knew that BMI between 18.5 and 24 would be the ideal weight for adults above the age of 18. Also, for those participating in healthy weight loss self-management (weight control), among the methods used to lose weight, exercising had the largest percentage (74.2%), followed by balanced diet and calorie control (63.4%), the 3rd being dieting (17.2%).

Section 3 Wellness Card

1. Point-collection on the Wellness Card

To make the citizens more health-conscious and protect their own health, the Wellness Card was initiated on January 1, 2008. Taipei City residents can collect health points on the Wellness Card at the time of immunization, screening for cancer, screening for the 3-highs, post-marital/pre-natal health examination, signing for organ donation, working as health volunteers, making appointments on the Internet, or participation in health lectures and health promotion activities organized by related organizations at the 12 District Health Centers, community mental health centers, branches of the Taipei City Hospital and their subordinate clinics, and the Municipal

癌症篩檢、三高篩檢、婚後孕前健康檢查，辦理器官捐贈卡、擔任保健志工、透過網路或語音預約掛號、參與活動相關單位辦理之健康講座與健康促進活動及年度重點計畫活動等，即可藉由「市民健康卡」集點，累積健康點數，換取個人所需之健康服務活動，包括免門診掛號費、優惠購票證明券或健康檢查服務等。

100年新增集點項目：（一）簽署安寧緩和醫療意願書每人憑卡可集2點。（二）民眾全程參與衛生局委託辦理減重班課程，課程為8小時以上，可集8點。

為使更多市民能瞭解「市民健康卡」活動之意義，鼓勵民眾「多用健康卡、少用健保卡」及善用「市民健康卡」為自身健康把關，透過E化網絡，主動提醒與告知民眾「市民健康卡」活動資訊及點數，並提醒可換取之項目等，藉由結合大型宣導活動（如：防癌40年～台灣癌病脈動癌症篩檢活動、2011世界高血壓日－『健康數字 健康血壓～健走GOGOGO』、永慶路跑）等各種方式行銷「市民健康卡」。

二、「市民健康卡」活動成效

1月至12月總發卡量計3萬8,589張、累積總健康點數高達79萬2,985點，並有5萬8,184位市民以累積之健康點數，至12區健康服務中心、臺北市立聯合醫院各院區及其院外門診部與臺北市立萬芳、關渡醫院接受健康服務。民眾參與集點項目情形如下：癌症篩檢8萬7,625人次、衛生署規定之預防注射6萬3,571人次、健康講座及健康促進活動9萬5,794人次、三高篩檢5萬579人次、器官捐贈卡459人次、簽署安寧緩和醫療意願書20人次、網路或語音預約掛號6萬5,763人次、年度重點計畫活動4,920人次、臺北市立聯合醫院及社區衛生保健志工1萬7,194人次參與。

第四節 原住民保健

為落實臺北市原住民衛生醫療自治條例，持續提供原住民預防保健及健康促進活動服務。



Wanfang Hospital and Gan-Dau Hospital. When the points are cumulated to a certain amount, the collectors are entitled to free health services such as waived registration fees, coupons for discount tickets, and health examination services.

Two new point-collection items had been added in 2011: 1) signing of the letter of intent for hospice-palliative care will earn two points per individual; 2) attending weight-loss classes commissioned by the Department of Health for over eight hours will earn eight points per individual.

To make more people understand the nature of the Wellness Card, the public is encouraged to use more of the Wellness Card and less of the National Health Insurance IC Card to protect their own health. Promotions on activity information and health points are done through internet, reminding citizens of items that are exchangeable with health points. In addition, the Department promotes the Wellness Card in coordination with light box advertisements in MRT stations and large-scale campaigns (for example, free cancer screenings, 2011 World Hypertension Day walk, and Yungching marathon race).

2. Achievements of the Wellness Card

From January through December, a total of 38,589 cards had been issued; the total points collected had cumulated to 792,985. 58,184 persons had redeemed points at the 12 District Health Centers, the branches of the Taipei City Hospitals and their subordinate clinics, the Wanfang Hospital, and Gan-Dau Hospital for health services. The citizens collected points through participating in the following activities: 87,625 person-times of cancer screening, 63,571 person-times of routine immunization, 95,794 person-times of health lectures and health promotion activities, 50,579 person-times of screening of the 3-highs, 459 person-times of signing the organ donation card, 20 person-times of signing the letter of intent for hospice-palliative care, 65,763 person-times of making appointment on the Internet, 4,920 person-times of annual key-point projects, and 17,194 person-times of health volunteer services of the Taipei City Hospital and communities.

Section 4 Healthcare for the Aborigines

To realize the provisions of the Health and Medical Care Autonomous Act for Indigenous Peoples in Taipei City, the Department continues to provide the indigenous peoples with preventive healthcare and health promotion services.

一、預防保健服務

(一) 提供823位臺北市55歲以上原住民老人健康檢查，異常率最高項目為血膽固醇（50%），其餘依序為胸部X光檢查（38.6%）、心電圖檢查（36.8%）、血壓（36.5%）、血糖（34.2%）、尿蛋白（12.5%）、甲狀腺刺激素免疫分析（11.7%）、子宮頸抹片檢查（7.9%）、口腔癌篩檢（6.3%）、糞便潛血免疫分析（3.4%）等。

(二) 提供社區原住民老人健檢8場。

二、健康促進活動

與臺北市政府原住民事務委員會及臺北市立聯合醫院合作舉辦12場健康促進活動。

第五節 癌症防治

辦理婦女子宮頸抹片篩檢、人類乳突病毒檢測服務、乳房攝影檢查、肝癌群篩檢、大腸癌群篩檢與口腔癌篩檢等服務，以早期發現及早治療。

一、癌症醫療網

臺北市11家醫院獲行政院衛生署國民健康局指定為「癌症防治中心」、23家醫院參與「100年度醫院癌症醫療品質提升補助計畫」、30家醫院為「乳房X光攝影醫療機構認證」特約醫院。

二、子宮頸癌防治

(一) 抹片篩檢

1. 1月1日至5月31日辦理「子宮頸癌篩檢抽獎活動」，約4萬人參與，總獎金40萬元（最大獎現金10萬元）。

2. 3月1日與行政院衛生署、P&G寶僑家品及乳癌防治基金會共同辦理「6分鐘護一生」首映會及健康園遊會活動，其中接受子宮頸抹片檢查358人、乳房X光攝影預約10人、市民健康卡集點20人及發卡10人、乳房超音波檢查50人、口腔黏膜篩檢60人。



1. Preventive Healthcare Services

1) Health examinations are offered to 823 indigenous people above the age of 55 years in Taipei City. The leading anomaly was blood cholesterol (50%); the others were, in order, chest x-ray examination (38.6%), electrocardiogram examination (36.8%), blood pressure (36.5%), blood glucose (34.2%), urine protein (12.5%), thyroid hormone immunoassay (11.7%), Pap-smear test (7.9%), screening for oral cancer (6.3%), fecal occult blood immunoassay (3.4%), etc.

2) A total of 8 health examinations had been conducted for the elderly of indigenous people within the community.

2. Health Promotion Activities

In collaboration with the Taipei City Indigenous Peoples Commission and the Taipei City Hospital, the Department had conducted 12 sessions of health promotion activities.

Section 5 Cancer Prevention

Services such as Pap-smear screening for cervical cancer, human papillomavirus test, and mammography examination for breast cancer, screening of high-risk groups for liver cancer and colon-rectum cancer, and screening for oral cancer have been conducted to achieve early detection and early treatment.

1. Cancer Medical Care Network

Eleven hospitals in Taipei City are accredited by the Bureau of Health Promotion, Department of Health, the Executive Yuan as “Cancer Prevention Centers”; 23 hospitals participated in the 2011 Hospital Subsidy Plan for the Enhancement of Medical Treatment Quality for Cancer. 30 hospitals are contracted certified hospitals for breast x-ray image medical care institutions.

2. Prevention of Cervical Cancer

1) Pap-smear Screening

(1) From January 1 through May 31, a Cervical Cancer Screening Lottery was held and about 40,000 people participated. The prizes totaled NT\$400,000 (first prize being NT\$100,000 in cash).

(2) On March 1, the Department of Health collaborated with the Department of Health, the Executive Yuan, P&G, and Taiwan Breast Cancer Foundation to hold the “6 Minutes for a Lifetime Care” premiere and health garden party. During the event, 358 people received Pap-smear test, 10 people made appointments for a breast X-ray, 20 people collected points for wellness cards and 10 people received wellness cards, 50 people received a breast ultrasound, and 60 people received oral mucosa screening.

3. 3月18日辦理「防癌40年～台灣癌病脈動」免費癌症篩檢活動，共計480人參加，其中接受子宮頸抹片檢查64人、乳房X光攝影預約32人、乳房超音波檢查30人、口腔黏膜篩檢19人、大腸癌篩檢101人、市民健康卡集點20人及發卡10人。

4. 6月16日辦理「防癌撇步123多蔬果 勤運動 篩檢定期做」暨「100年子宮頸抹片抽獎活動～30萬元現金大抽獎」，共計468人參與，其中接受子宮頸抹片檢查545人、乳房X光攝影預約42人、口腔黏膜篩檢19人、大腸癌篩檢48人、市民健康卡集點16人及發卡6人。



子宮頸抹片抽獎活動
Prize-drawing activity for Pap-smear test

5. 8月5日辦理「子宮頸抹片追蹤管理資訊系統」教育訓練計17人參加。

6. 9月27日與行政院衛生署國民健康局共同訪查「美兆診所」，健檢項目納入「免費四癌篩檢項目」，篩檢結果並上傳中央癌症防治相關資料庫進行輔導。

7. 11月2日與中華民國慢跑協會合辦「抗癌勇士 熱愛生命」環臺挑戰活動，由14位罹患癌症並勇敢對抗癌症的勇士，以10天時間自行車環島1,100公里，宣揚防癌抗癌、熱愛生命理念。

(二) 婦女人類乳突病毒篩檢

實施36歲以上且6年以上未接受子宮頸抹片檢查及30歲以上持有身心障礙手冊（證明）之婦女，接受此篩檢服務。

1. 3月10日辦理「婦女人類乳突病毒（HPV）檢測服務計畫」教育訓練及說明會，臺北市立聯合醫院及12區健康服務中心共計41人參加。

2. 6月至11月辦理「婦女人類乳突病毒（HPV）檢測服務獎勵計畫」，馬偕醫院、新光醫院、振興醫院及美安診所榮獲該計畫績優醫療院所。



- (3) On March 18, held the “40 Years of Cancer Prevention ~ Taiwan Cancer Pulsation” free cancer screening activity. A total of 480 people participated. Of them, 64 accepted Pap-smear examination, 32 made appointments for mammography, 30 accepted breast ultrasound, 19 accepted oral mucosa screening, 101 colorectal cancer screening, 20 received points for their wellness cards and 10 received wellness cards.
 - (4) On June 16, conducted the “Cancer Prevention Tips 1-2-3 and 2011 Pap-smear Prize Drawing activity” offering NT\$300,000 cash lottery. A total of 468 people participated; of them, 545 accepted Pap-smear examinations, 42 made appointments for mammography, 19 accepted oral mucosa screening, 48 colorectal cancer screening, 16 people received points for their wellness cards and six received wellness cards.
 - (5) On August 5, an educational training on Pap-smear follow-up management information systems was held with 17 participants.
 - (6) On September 27, we jointly inspected MJ Health Screening Center with the Department of Health, the Executive Yuan and incorporated health examination items into the free four cancer screening items. Screening results were uploaded to central cancer prevention related database for counseling.
 - (7) On November 2, held a “Surround Taiwan” challenge activity in collaboration with the Chinese Joggers’ Association. 14 cancer patients who were courageously fighting cancer rode around the island on bicycles in 10 days, traveling 1,100km, to advocate for the “fight cancer, love life” philosophy.
- 2) Female Human Papillomavirus (HPV) Screening
- Provided Pap-smear screening services to female who are above the age of 36 years and had not received Pap-smear test for over six years and females who are above the age of 30 years and are certified physically or mentally disabled.
- (1) On March 10, an educational training on Female HPV Examination Plan was held with 41 participants from Taipei City Hospital and 12 district health centers.
 - (2) An award program for Female HPV Examination Services was conducted from June through November. MacKay Memorial Hospital, Shin Kong Wu Ho-Su Memorial Hospital, Cheng Hsin General Hospital, and Mei-An Clinic were awarded medical institutions with outstanding achievements.

3. 「人類乳突病毒（HPV）檢測服務」篩檢1萬1,972人，陽性個案1,023人。

三、乳癌防治

（一）乳房攝影檢查

100年接受乳房X光攝影6萬9,836人，異常發現率11.35%，乳癌確診469人，陽性個案追蹤完成率90.21%。

（二）加強乳癌防治宣導

1. 4月24日與財團法人台灣癌症基金會共同辦理「2011粉紅運動 Care HER2」愛波舞后爭霸賽總決賽暨園遊會，計有500人參加。
2. 5月21日與財團法人台灣癌症基金會及知名運動品牌New Balance辦理2011粉紅健走嘉年華活動，共計3,500人參與（當日進行口腔癌篩檢5人、大腸癌篩檢5人、乳癌篩檢13人、子宮頸癌篩檢19人）。
3. 7月至8月與臺北市24家醫院及4家診所合作舉辦「2011愛波行動月—免費乳癌篩檢有禮 時尚包、現金送給您」抽獎活動，15人得獎，共7,023人參加。
4. 9月4日與台灣華歌爾有限公司辦理「100年度粉紅絲帶關懷專車宣導活動暨簽署健康好站記者會」活動，共計300人參與。另合辦8場乳癌防治宣導暨乳房攝影檢查巡迴月活動，現場接受乳房攝影檢查計85人、大腸癌篩檢2人、口腔癌篩檢3人、參加戒菸卡80人、參加減重班推廣30人。
5. 10月30日與中華民國乳癌病友協會合辦「粉紅關懷 愛不止息」記者會暨乳癌防治嘉年華宣導活動，計600人參加。現場接受乳房攝影檢查計2人、子宮頸抹片檢查16人、口腔黏膜篩檢16人、大腸癌篩檢1人及接受癌症衛教60人。
6. 12月18日與財團法人台灣癌症基金會合辦「第五屆十大抗癌鬥士徵選暨頒獎活動」，計300人參加。



(3) The HPV Examination screened 11,972 people and found 1,023 positive cases.

3. Prevention of Breast Cancer

1) Mammography Examination

In 2011, 69,836 people had accepted mammography X-ray imaging and found 11.35% of abnormality rate, 469 people were diagnosed with breast cancer, and 90.21% of the positive cases were followed-up.

2) Reinforcing Education on Breast Cancer Prevention

- (1) On April 24, the “2011 Pink Movement – Care HER2” Care for Breasts – Queen of Dancing Competition and Garden Party was held in collaboration with the Formosa Cancer Foundation. A total of 500 people participated.
- (2) On May 21, the 2011 Pink Health Walk Carnival was held in collaboration with the Formosa Cancer Foundation and New Balance, a renowned sports goods brand. A total of 3,500 people participated (on the day of the event, oral cancer screening was provided to five people, colorectal cancer screening to five, breast cancer screening to 13, and Pap-smear to 19).
- (3) In July and August, the 2011 Breast-caring Month was held in collaboration with 24 hospitals and four clinics in Taipei City to provide free breast cancer screening with gift drawing activity. Of 7,023 participants, 15 won prizes.
- (4) On September 4, the 2011 Pink Ribbon Care Car Advocacy Activity and Signing for Good Health Station Press Conference in collaboration with Taiwan Wacoal Co. Ltd. for a total of 300 participants. In addition, 8 sessions of breast cancer prevention advocacy and mammography tour month activity, provided mammography to a total of 85 people on location, colorectal cancer screening to 2, oral cancer screening to 3, and 80 people enrolled in tobacco-cessation card program and 30 enrolled in weight-loss class promotion.
- (5) On October 30, the “Pink Care – Endless Love” press conference and breast cancer prevention carnival advocacy activity was held in collaboration with the Taiwan Breast Cancer Alliance for 600 participants, providing on-site mammography test to two people, Pap-smear test to 16, oral mucosa screening to 16, colorectal cancer screening to one, and cancer education to 60.
- (6) On December 18, the call for participants for the 5th Ten Cancer Fighters Award was conducted in collaboration with the Formosa Cancer Foundation for 300 participants.

四、口腔癌防治

(一) 口腔黏膜篩檢

共篩檢**6萬4,100**人，其中陽性個案**3,181**人，追蹤完成率**74.98%**，確診為口腔癌**51**人。

(二) 辦理戒檳班

100年共開設**44**班戒檳班，計**359**人參與，持續戒檳**4**個月者計**95**人，戒檳榔率**26%**。

(三) 辦理「非牙科、耳鼻喉科醫師口腔黏膜檢查種子人員」教育訓練**2**場，通過認證醫師計**35**人。

(四) 輔導並補助「中華民國天使之家全人關懷協會」及「基督復臨安息日會醫療財團法人臺安醫院」等民間團體，辦理檳榔防制議題之社區健康營造及拒檳相關的宣導活動，並於校園、社區及教會進行問卷調查，瞭解檳榔健康危害之認知。

(五) 與臺北市政府教育局合作辦理國小至高中之「菸檳防治種子教師教育訓練課程」，共計**300**人參加。

(六) **10**月至**11**月結合臺北市牙醫師公會於臺北市立動物園合辦「口愛特攻隊再出擊！健康**100**從齒開始」社區口腔保健篩檢服務活動，共辦理**4**場次，計篩檢**1,057**人（包含大人及兒童），其中有**86**人接受口腔黏膜篩檢。



社區辦理戒檳班上課情形

Scene from a community betel nuts cessation class

五、肝癌防治

篩檢服務**5,213**人，其中**B**型肝炎帶原**493**人、**C**型肝炎帶原**86**人、**B+C**型肝炎帶原**12**人，肝癌**1**人。

六、大腸癌防治

(一) 大腸癌篩檢

篩檢**8萬174**人，陽性個案**4,238**人，陽性個案追蹤完成率**70.03%**，確診大腸癌**176**人、大腸瘻肉**1,655**人，篩檢涵蓋率**11.99%**。



4. Prevention of Oral Cancer

1) Screening of Oral Mucosa

A total of 64,100 people had been screened. 3,181 positive cases were found, 74.98% of follow-up was completed and 51 people were diagnosed with oral cancer.

2) Organizing Betel-nut Cessation Class

Organized 44 betel-nut cessation classes in 2011, enrolling 359 people. 95 people were able to quit betel-nut use for 4 months, along with an overall betel-nut cessation rate of 26%.

3) Organized 2 sessions of educational training for “Non-dentist and -ENT (ear, nose, and throat) mucous membrane examination seed personnel”, certifying 35 physicians.

4) Supervised and subsidized “Holistic Care Association of Angel’s Home, Republic of China”, “Taiwan Adventist Hospital” and other non-government organizations in conducting advocacy activities concerning creating community health and anti-betel-nuts. The Department also conducted questionnaire surveys at schools, communities, and churches to understand the awareness of betel-nut hazards.

5) Cooperated with the Department of Education, Taipei City Government to organize educational training courses for tobacco and betel-nuts prevention seed teachers in elementary schools, junior and senior high schools. A total of 300 people participated.

6) From October to November, cooperated with Taipei Dental Association to organize the “Health Starts with Teeth” community oral health screening activity at the Taipei Zoo. 4 sessions were held and 1,057 people were screened (including adults and children); of them, 86 accepted oral mucosa screening.

5. Prevention of Liver Cancer

A total of 5,213 people had been screened. Of them, 493 were found to be hepatitis B carriers; 86 were hepatitis C carriers, 12 were hepatitis B+C carriers, and one had liver cancer.

6. Prevention of Colorectal Cancer

1) Screening for Colorectal Cancer

A total of 80,174 people had been screened to find 4,238 positive cases with 70.03% of case follow-up completed. Of them, 176 were diagnosed with colon cancer and 1,655 had colon polyps. The screening coverage was 11.99%.



愛相挺－大腸癌友共創金氏世界紀錄活動

Sharing Love and Support – Colorectal Cancer Patients
Creating a Genius Record

(二) 多元媒體、通路宣導

2月17日臺北市立聯合醫院仁愛院區主任醫師陳冠仰，接受臺北廣播電臺「健康臺北城」節目專訪；7月於正聲廣播刊物刊登「黃金50·腸保健康—大腸癌篩檢！」；9月24日結合財團法人台灣癌症基金會辦理「第三屆愛相挺—大腸直腸癌癌友共創金氏世界紀錄活動」；10月於中山捷運站放置「大腸癌篩檢」宣導燈箱；11月於各捷運站播放「大腸癌防治」月臺電視公益廣告。

七、整合性預防保健服務

100年共辦理61場次，篩檢1萬138人。

表1 100年推行整合性預防保健服務成果一覽表

Table 1 Outcomes of the Integrated Healthcare Screening Services, 2011

檢查項目 Items of Examination	篩檢人數 No. Screened	異常個案 Abnormal Cases		追蹤完成個案 Follow-up Completed	
		人數 No.	占篩檢人數 百分比 % of Total Screened	人數 No.	占異常個案 人數百分比 % of Total Abnormal Cases
血壓 Blood Pressure	6,054	1,834	30.29%	1,559	85.01%
血糖 Blood Glucose	5,661	876	15.47%	771	88.01%
血膽固醇 Blood Cholesterol	5,661	2,979	52.62%	2,724	91.44%
尿素氮 Blood Urea Nitrogen (BUN)	5,139	107	2.08%	-	-
肌酸酐 Creatinine	5,139	116	2.26%	-	-
尿蛋白 Urine Protein	5,111	525	10.27%	-	-
視力檢查 Vision	6,177	2,315	37.48%	1,570	67.82%
子抹 Pap-smear	3,905	27	0.69%	27	100.00%
乳攝 Mammogram	2,224	25	1.12%	25	100.00%
B肝 Hepatitis B	5,213	505	9.69%	463	91.68%
C肝 Hepatitis C	5,213	98	1.88%	90	91.84%
口篩 Oral Cavity Cancer Screening	2,684	101	3.76%	95	94.06%
腸篩 Colorectal Cancer Screening	3,102	123	3.97%	112	91.06%



2) Promotion through Diverse Media

On February 17, Dr. Guan-Yang Chen, of the Renai Branch of the Taipei City Hospital, accepted an interview on the radio show “Healthy Taipei City” of the Taipei Broadcasting Station. The article “Golden 50 - Intestinal Health and Colorectal Screening” was published in Chengsheng Broadcasting Magazine July issue. On September 24, the 3rd “Sharing Love and Support” activity was held in collaboration with the Formosa Cancer Foundation for the colorectal cancer patients to create a Guinness World Record together. An advocacy light box for colorectal screening was placed at the Zhongshan MRT station in October. TV ads for colorectal screening were broadcast at all MRT station platforms in November.

7. Integrated Preventive Healthcare Screening Services

Organized 61 sessions in 2011 and screened 10,138 people.



第六節 市民健康生活照護

「市民健康生活照護服務」於98年4月開辦服務，截至100年，共設置536個「遠距照護站」，服務人數7,396人，生理量測服務64萬55人次，另臺北市立聯合醫院「市民健康生活照護客服中心」話務服務量6萬6,837通。

第三章 健康和安全管理

第一節 健康城市

一、推動臺北健康城市

依據世界衛生組織渥太華憲章之健康促進策略，臺北市以長期致力社區營造之基礎，整合臺北市政府相關局處之資源，有計畫性地輔導社區團體自動自發進行社區健康營造工作，全面營造健康的支持性環境，推動臺北健康城市營造計畫。

（一）公私部門合力持續推動健康城市

為持續深化健康城市之理念，辦理100年健康城市營造計畫，輔導各區參酌區民需求與依據健康城市指標，擬定社區優先議題：1. 大安區辦理健康便利站；2. 中山區以健走為主軸；3. 士林區以運動搭配飲食營造健康生活；4. 北投區以促進中老年體能為主題；5. 松山區辦理獨居長者與弱勢族群訪視與修繕；6. 萬華區推動一里一健康特色營造健康環境。透過跨領域及公私部門的合作，共同尋求解決之道，以不斷提升市民健康與生活品質。

（二）與各縣市分享臺北市健康城市具體作為

臺北市在友善空間、健康促進政策、資訊科技、健康環境、藝文休閒及城市安全等多項議題，獲得「2011臺灣健康城市獎項評選」之「創新成果獎」，與各縣市成功交流並分享臺北市推動健康城市之具體作為與內涵。



Section 6 Public Tele-health Service

Public Tele-health Service for residents of Taipei City began in April 2009. By the end of 2011, a total of 536 tele-care stations had been established, serving 7,396 people and providing physiological measurement services to 640,055 person-times. In addition, the healthy life service centers of the Taipei City Hospital had received 66,837 calls from the public.

Chapter 3 Healthy and Safe City

Section 1 Healthy City

1. Promoting Taipei Healthy City

In compliance with health promotion strategies of the WHO Ottawa Charter, Taipei City integrated resources of relevant bureaus of Taipei City Government on the basis of endeavoring to building up communities to strategically counsel community organizations to proactively and voluntarily conduct work related to community health building. The City put in full effort to create a supportive environment for health and to move forward the project of creating Taipei Healthy City.

1) Public and Private Sectors continued to promote healthy city in joint effort

To continue to deepen the idea of healthy cities, the 2011 Healthy City Building Project was conducted to counsel districts to draft priority community issues deliberating on the needs of the residents in the districts and according to the healthy city indicators: 1. Daan District set up health convenient stations; 2. Zhongshan District had health walks as the main theme; 3. Shilin District promoted healthy living by combining sports and diets; 4. Beitou District promoted fitness of the middle-aged and the elderly; 5. Songshan District visited elderly people living alone and minorities and did repair work in their homes; 6. Wanhua District promoted a “health every mile” characteristic healthy environment. Through interdisciplinary and public-private sectors cooperation in seeking solutions, the Department continued to improve residents’ health and quality of life.

2) Sharing Taipei City’s Experiences on Healthy City with Other Cities and Counties

Taipei City received the innovative achievement award of the 2011 Taiwan Healthy City Award held by Taiwan Healthy City Alliance on various issues such as friendly space, health promotion policies, information technology, healthy environment, art and recreation, city security, etc. Taipei City successfully exchanged experiences with other cities and counties and shared details learned from promoting healthy city.

二、社區健康促進

- (一) 為落實「社區自主、由下而上」的基本精神，協助社區民眾發揮創意構想，自主參與及永續營造社區居民之健康，落實「健康生活化，生活健康化」的精神，100年度共輔導101個社區健康營造單位參與臺北市「社區健康生活方案」，推動議題為「肥胖防治」及「癌症防治」。
- (二) 衛生局健康生活計畫方案建立專家陪伴機制，依社區鄰近生活圈，結合轄區健康服務中心，組成6個社區健康營造家族，聘請具有社區健康營造推動實務之專家、學者，陪伴社區營造單位計畫之執行。
- (三) 辦理社區健康營造初階、進階教育訓練共12小時及外縣市績優社區健康營造中心之參訪觀摩1場。
- (四) 臺北市4個社區團體申請通過行政院衛生署國民健康局「100年度社區健康營造計畫」補助。

三、職場健康促進

- (一) 推薦及輔導臺北市173家績優事業單位通過行政院衛生署國民健康局辦理之全國性「健康職場自主認證」標章，其中3家事業單位獲選為全國優良健康職場。
- (二) 為肯定臺北市各事業單位推動職場健康促進、菸害防制，建立職場員工健康之工作環境，11月22日於市政會議中頒發「健康卓越獎」表揚23家績優事業單位。
- (三) 100年臺北市特別危害健康作業健檢個案通報人數3,733人，屬第2級管理以上者計566人。

四、輻射屋個案之健康照護

- (一) 為提供臺北市低劑量輻射污染建築物住戶周全的健康照護，針對追蹤個案提供健康檢查服務，共1,671人參加，追蹤個案(1,750人)到檢率為95.5%，並提供門診掛號就醫補助每位個案每年6次，每次補助50元，領卡人數計1,671人。



2. Community Health Promotion

- 1) To encourage the public to take initiative in promoting their own health with a bottom-up approach, to help them develop innovative ideas, to encourage them to participate in the sustained management of community health, to make health part of life and life part of health, in 2011. We supervised 101 community health building centers to participate in the Taipei City healthy life plan, promoting the issues of obesity and cancer prevention and control.
- 2) Under the Department's Healthy Life Plan, a specialist chaperone mechanism was developed. Experts and scholars with experience in the field of community health building practice were, in collaboration with the district health centers, invited to organize six community health building "families" to chaperone the implementation of the Community Building Unit Plan.
- 3) A basic course and an advanced course on building community health for a total of 12 hours were conducted. A study tour of some outstanding community health building centers in other counties and cities has been made.
- 4) Four community organizations in Taipei City applied for and received subsidies for 2011 Building Community Health Project from the Bureau of Health Promotion, Department of Health, Executive Yuan.

3. Health Promotion at Workplaces

- 1) The Department recommended and supervised 173 outstanding enterprises in Taipei City for the National Healthy Workplace Self-management Certification organized by the Bureau of Health Promotion, Department of Health, Executive Yuan. Of them, three were chosen as the most outstanding national healthy workplaces.
- 2) To express appreciation to business enterprises in their promotion of healthy workplaces, tobacco hazards control, and building a healthy working environment for employees, on November 22 at the staff meeting of the Taipei City Government, health outstanding award were presented to 23 business enterprises.
- 3) In 2011, health screenings of 3,733 employees in working conditions especially hazardous to health was reported in Taipei City. Of them, 566 were in the second management level and above.

4. Healthcare for Residents in Radioactive Buildings

- 1) To provide comprehensive health promotion and care for residents in low dosage radioactive buildings in Taipei City, health screenings were offered to follow-up cases. A total of 1,671 people participated in the program and 95.5% of follow-up cases (1,750 persons) accepted screenings. In addition, subsidies on their registration fees at outpatient clinics and emergency departments are provided 6 times a year per person, NT\$ 50 each time. A total of 1,671 persons applied for the subsidy card.

- (二) 為讓輻射屋居民更了解輻射暴露的健康風險，以及個人健康管理的重要性，結合臺北市立聯合醫院、行政院原子能委員會、臺大醫院及臺灣輻射安全促進會辦理「2011年輻射健康照護年度關懷活動」，共計321人參與。

五、健康體能促進

- (一) 為推廣「每日一萬步、健康有保固」之動態生活，於12行政區成立93個健走隊（含社區86隊、職場4隊及學校3隊，每隊每週健走約5次），較99年增加13隊，健走隊人數共2,509人。
- (二) 為推廣市民健康體能，與新北市政府衛生局聯合辦理「雙北手牽手 親子動員來健走」活動，結合臺北市及新北市資源提供20條黃金健走路線，共同培養市民對健走運動的興趣，健走大串聯活動當日吸引3,450人參與，3,021人集滿5個拓印章完成紀念品兌換。

第二節 安全社區

依據國際推動事故傷害防制實務多年經驗發展而出之安全社區六大指標，整合跨部門資源、強化行動力、發展符合地方需求之事故傷害防制與安全促進策略是衛生局提升事故傷害防制與安全促進工作效能之目標，100年推動成果如下：

- 一、為瞭解社區事故傷害發生情形，並妥善運用於社區安全促進方案之發展與評值，與臺北市13家醫療院所（三軍總醫院內湖分院、三軍總醫院汀洲院區、康寧醫院、中國醫藥大學附設醫院內湖分院、臺北醫學大學附設醫院、景美醫院、郵政醫院、臺北市立萬芳醫院、臺北市立聯合醫院忠孝院區、和平婦幼院區、中興院區、仁愛院區、陽明院區）急診室合作建立傷害監測機制，共收集約1萬1,403件事務傷害案件資料，非蓄意性傷害類別排名前3名者依序為：撞壓割刺（31.2%）、道路運輸事故（29.1%）及跌墜（26.5%）。



2) To enhance the understanding of residents in radioactive buildings of the health risks of exposure to radioactive substances and the importance of personal health management, a 2011 annual radioactive healthcare activity was held by the Department in collaboration with the Taipei City Hospital, the Atomic Energy Council of the Executive Yuan, National Taiwan University Hospital (NTUH) and the National Association for Radiation Protection with 321 participants.

5. Health and Fitness Promotion

1) To promote an active lifestyle with the slogan “walking ten thousand steps daily secures health”, 93 walking teams were organized in all 12 administrative districts (including 86 community teams, 4 workplace teams, and 3 school teams, walking about 5 times per week). There were 13 more teams than in 2010. The total number of members of all teams was 2,509.

2) To promote the citizens’ health and fitness, a parent-child walk was conducted in conjunction with Department of Health, New Taipei City Government. Combining resources from Taipei City and New Taipei City to 20 golden walking routes, they jointly worked to develop the interest in walking for the citizens. The walking marathon attracted 3,450 people to participate. 3,021 of the participants collected all of the 5 stamps required to exchange for souvenirs.

Section 2 Safe Community

The goal of the Department in the promotion of accidents (unintentional injuries) and injury prevention as well as safety, is to act in accordance with the 6 major indicators of a safe community, developed internationally through years of practical experience in the promotion of accidents and injuries prevention, to consolidate cross-department resources and to strengthen action plans to develop a set of accidents and injuries prevention and safety promotion strategies that meet most local needs. Achievements in 2011 are as follows:

1. To understand how accidents (unintentional injuries) happened in the community, and to utilize the development and evaluation of community safety promotion project, in collaboration with the emergency departments of 13 Taipei City medical care institutions (Tri-service General Hospital Neihu Branch and Ting-Zhou Branch, Kang-Ning General Hospital, China Medical University Hospital Neihu Branch, Taipei Medical University Hospital, Jing-Mei Hospital, Postal Hospital, Taipei Municipal Wanfang Hospital, Taipei City Hospital Zhongxiao Branch, Heping Fuyou Branch, Zhongxing Branch, Renai Branch and Yangming Branch) a protocol was built for injuries monitoring, collecting about 11,403 cases of accidents. Of all non-intentional assaults, the first three are, respectively: collision, suppression, laceration and puncture (31.2%), traffic accidents (29.1%), and falling (26.5%).

二、推動安全社區營造

- (一) 為持續推動安全社區，辦理100年臺北市安全社區網絡推廣計畫，輔導臺北市信義區、大同區、文山區、南港區、內湖區及中正區6區通過國際安全社區認證，永續營造安全社區。
- (二) 為社區自主性永續經營及推動安全社區，辦理100年社區健康與安全營造計畫，鼓勵社區分析轄區事故傷害監測，資料結合轄區產、官、學、民之資源，擬定社區促進安全優先議題及推動主軸：
 - 1.文山區推動安心商店與安全社區藥局；
 - 2.大同區辦理河濱安全及商圈安全；
 - 3.內湖區以「安全種籽，由小紮根」理念推動學校安全小尖兵；
 - 4.中正區建立各里健康安全互助社區網絡推動「安全健康福利 卓越中正」；
 - 5.信義區辦理里內健康與安全社區營造公共論壇鼓勵居民參與獲得認同；
 - 6.南港區以「安全、創新、科技新南港」推動社區安心小站、建構安全購物及職場環境。

三、參與大型國內外安全社區活動

參與「第20屆國際安全社區研討會」，以海報形式發表「國際安全社區民眾的安全社區認知、態度及行為之探討」及「道路運輸事故傷害程度影響因素之探討」成果與國際交流。

四、推動「新住（移）民與弱勢族群居家安全環境檢核與諮詢計畫」針對家庭中有6歲以下幼兒之家戶進行居家環境安全檢核與衛教，100年度完成訪視1,504戶，藉此提升其對於居家環境安全的知能，進而改善居家環境及減少兒童居家事故傷害發生。





2. Building Safe Communities

- 1) To continue to promote safe communities, the Department conducted the 2011 Promotion of Taipei City Safe Communities Network Project to counsel Xinyi, Datong, Wenshan, Nangang, Neihu, and Zhongzheng Districts of Taipei City to pass the International Safe Communities certification and to continuously build safe communities.
- 2) For autonomous sustainable operation and promotion of safe communities, the 2011 community health and safety creation project was set forth to encourage communities to analyze accidental injuries, to combine information from sources of public and private sectors, academia, and industries, and to draft priority issues and promotion spindles regarding community safety promotion: 1. Wenshan District promoted safe shops and secure community pharmacies; 2. Datong District implemented of riverside safety and business circle safety measures; 3. Neihu District promoted campus safety soldiers based on the idea of “planting the seeds of safety from youth”; 4. Zhongzheng District established a cross-neighborhood mutual aid network for community health and safety; 5. Xinyi District organized neighborhood public forum for health and building safe community to encourage participation and public approval; 6. Nangang District promoted community safe stations and built safe shopping and working environments via a “Safe, Innovative and Technological Nangang” .

3. Participation in Large-Scale Domestic and International Safe Community Activities

The Department participated in the 20th International Conference on Safe Communities, publishing, in the format of posters, the results of “investigation on awareness, attitude, and behavior toward safe communities of the residents in the International Safe Communities,” and “investigation on factors influencing degree of injury in traffic accidents” and conducting international exchanges.

4. The Department of Health promoted the residential safe environment inspection and counseling program for the new residents (immigrants) and disadvantaged group to conduct inspections and health educations among households with children under the age of six. 1,504 households were visited in 2011. Through the program, families were to increase their knowledge on residential environmental safety, thus improving home environments and reducing incidents of children’s accidental injury at home.



提供優質醫療照護



Part 3 Providing Quality Medical Care Services



第三篇 提供優質醫療照護

第一章 兒童早期療育與醫療補助

第一節 評估與療育

一、發展遲緩兒童早期療育業務

(一) 辦理臺北市發展遲緩兒童早期療育特約醫療院所

計有16家22個服務據點，其中評估中心3個、評估與療育醫院15個及療育醫院4個。

(二) 評估鑑定之服務科別

包含兒童心智科、小兒神經科、小兒遺傳內分泌科、小兒復健科、兒童心理衡鑑、兒童物理治療、兒童職能治療、兒童語言治療、兒童視覺、兒童聽覺、家庭功能、教育評量等評估。

(三) 療育服務項目

包含物理治療、職能治療、語言治療、認知治療、行為情緒治療、親職教育、心理治療、聽能訓練、家族治療、視能訓練等服務。

(四) 辦理發展遲緩兒童評估鑑定與療育

100年發展遲緩兒童評估鑑定服務共2,884人，療育服務共11萬9,474人次。

二、積極推動發展遲緩兒童早期療育

(一) 加強發展遲緩兒童醫療服務品質

每年辦理臺北市早期療育特約醫療機構督導考核作業，邀請早期療育各領域專家，參與醫療機構督導考核工作，提供建議，供各特約機構改善服務品質。



Part 3 Providing Quality Medical Care Services

Chapter 1 Early Intervention of Child and Medical Subsidies

Section 1 Assessment and Intervention

1. Early Intervention of Children with Retardation

- 1) Contracted medical care institutions providing early intervention for children with retardation in Taipei City

There are 16 such contracted institutions at 22 spots in Taipei City. Of them, three are assessment centers, 15 are assessment and care centers, and four are care service hospitals.

- 2) Clinical departments involved in assessment

Include pediatric psychiatry, pediatric neurology, pediatrics genetic endocrinology, pediatric rehabilitation, child psychology assessment, child physical therapy, child occupational therapy, child language therapy, vision assessment, hearing assessment, family functions, and educational assessment.

- 3) Items of care services

Include physical therapy, occupational therapy, language therapy, cognition therapy, behavior and emotional therapy, parent education, psychological therapy, hearing function training, family therapy, and visual function training.

- 4) Assessment and care of children with retardation

In 2011, 2,884 children had been assessed for retardation, and 119,474 person-times of children had been provided with care services.

2. Promotion of Early Intervention for Children with Retardation.

- 1) Strengthening the service quality of medical care for children with retardation.

Contracted medical care institutions in early intervention are supervised and evaluated each year; experts in related fields of early intervention are invited to inspect and supervise medical care institutions in early intervention and to make recommendations for improvement of service quality.

(二) 減少多項發展遲緩問題之個案，多次往返醫院評估

鼓勵各醫療院所加強辦理聯合門診，100年服務人數計993人；另召開療育會議加強醫療人員與家屬之溝通及對個案問題的了解，參與人數計1,655人。

(三) 強化早期療育相關人員專業知能

辦理6場早療專業人員培訓課程，參加人員計1,101人，辦理發展遲緩兒童家長各類型親職講座計80場，計1,356人次。

(四) 縮短發展遲緩兒童評估鑑定與療育之等待時間

自96年2月平均39天與70天，縮短至100年的12天與22天，讓需要早期療育的孩子，可提前27完成評估鑑定與提前48天開始進行療育，積極掌握早期療育的黃金時期。

(五) 辦理早期療育社區公衛醫療群試辦計畫

結合16家基層診所參與早期療育社區公衛醫療群試辦計畫，初步建立早期療育診所督考標準，辦理基層醫療人員早療教育訓練，提升診所早期療育服務品質。

第二節 兒童醫療補助

一、為落實照顧弱勢族群政策及精神，於84年12月25日率先其他縣市，辦理「臺北市3歲以下兒童醫療補助計畫」，並於87年10月10日擴大辦理6歲以下兒童醫療補助，嘉惠更多臺北市兒童及家庭。90年度起開始實施新制「臺北市兒童醫療補助計畫」，以排富、濟貧、濟病為政策原則，加強對第2類兒童之醫療補助，包括：6歲以下低收入戶兒童、清寒家庭兒童及12歲以下重症、罕病病童，以貫徹臺北市政府衛生局照顧弱勢族群權益之目標。96年度除持續辦理「臺北市兒童醫療補助計畫」之外，並自96年1月1日起增加提供設籍臺北市第3胎以上6歲以下兒童就醫醫療費用補助。



- 2) Reducing the number of repeated visits to hospitals for assessment of children with multiple retardation problems

Medical care institutions are encouraged to set up joint clinics. In 2011, 993 children had visited these joint clinics. Case conferences were held to improve communication between medical personnel and families and to help understand problems of cases, with 1,655 participants.

- 3) Enhancing professional skills of personnel involved in early intervention

Six training sessions for early intervention personnel had been organized with 1,101 personnel participated. 80 lectures had been held for the education of parents and guardians of children with retardation with 1,356 person-times of participation.

- 4) Shortening waiting time for the assessment and intervention of children with retardation

The waiting time for assessment and intervention had been shortened on average from 39 days and 70 days in February 2007 to 12 days and 22 days in 2011. Children in need of early intervention can now be assessed 27 days earlier and receive treatment 48 days earlier to fully utilize the golden period of early intervention.

- 5) A pilot project of community public health and medical care groups in early intervention

16 primary care clinics are involved in this project. Initially, the monitoring and evaluating standards of early intervention clinics are drafted; training for primary care personnel in early intervention has been conducted to upgrade the quality of early intervention.

Section 2 Medical Subsidies for Children

1. To realize the policy of caring for minority groups, on December 25, 1995, the Department led all other cities and counties in the country to initiate the medical subsidy project for children less than 3 years of age in Taipei City. This project was further extended on October 10, 1998, to children less than six years of age to provide care for more children and families in Taipei City. In 2001, a new subsidy system under the principles of excluding the rich, helping the poor, and helping patients was initiated to strengthen medical subsidies to children of the second category—children less than six years of age in low-income families, children of poor families, and children less than 12 years of age with critical illnesses or rare diseases—in order to attain the goal of the Department for caring for minorities. The project was continued, and beginning January 1, 2007, subsidies to medical costs have been made available to the third child and above, that are less than six years of age registered in Taipei City.

二、辦理臺北市兒童醫療補助證一般身分兒童發證作業，100年計服務2萬5,022人次，其中第2類兒童計818人次。

三、特約醫療院所簽約家數計432家，包括醫院36家、診所396家。

四、醫療補助費用核付情形

(一) 100年度兒童醫療補助計13萬9,969次，補助金額總計新臺幣4,323萬9,454元；其中接受健康諮詢服務的兒童計有4萬6,577人次。

(二) 100年度第3胎以上6歲以下兒童醫療補助計6萬7,076人次，補助金額總計新臺幣888萬4,467元。

(三) 推動兒童醫療補助便民措施，自96年11月1日起變更申請補助證之應備證件，民眾毋需出示健保IC卡，即可申請補助證。另推動第3胎兒童醫療補助程序證件簡化，民眾就醫時只要出示第3胎以上兒童證明卡即享有第3胎就醫醫療補助。

(四) 自99年5月起開放民眾可就由臨櫃、網路、傳真、郵寄等4種方式辦理兒童醫療補助證，民眾無須往返奔波，補助證即可主動寄到家。

第二章 心理衛生

第一節 心理健康促進

一、校園心理健康促進

結合臺北市政府教育局、臺北市立聯合醫院辦理校園輔導教師培訓課程、心理衛生校園巡迴行動劇等活動共21場次，計1,920人次參與。另委請網路作家及心理師製作宣導漫畫及心理衛生宣導文宣，計12篇。

二、職場心理健康促進

辦理職場元氣系列講座、「前進職場」巡迴宣導講座及職場員工協助方案專家諮詢團體等，計31場次1,484人參與，共同維護職場心理健康。



2. Issuance of certificates for medical subsidies to children of general status had been conducted. In 2011, certificates were issued 25,022 person-times, including 818 person-times to children of the second category.
3. A total of 432 medical care institutions are contracted, including 36 hospitals and 396 clinics.
4. Payment of Medical Subsidies
 - 1) In 2011, a total of 139,969 person-times of children had been subsidized for a total amount of NT\$43,239,454. Of them, 46,577 person-times of children had accepted health-counseling services.
 - 2) In 2011, subsidies had been made to children under the age of six that are the third child or above, with a total amount of NT\$8,884,467 for 67,076 person-times.
 - 3) Application for Medical Subsidies for Children had been made easy for the public. Since November 1, 2007, documents required for the application have been simplified. The NHI IC card is no longer required for the application. In addition, actions have been taken to promote simplification of the procedures and documents for medical subsidies for the third child. A certificate showing the third child or above status is sufficient for medical subsidies for third child.
 - 4) Starting May 2010, the public could apply for certificates for medical subsidies for children in person, via internet, fax or mail and have the certificates mailed to their homes.

Chapter 2 Mental Health

Section 1 Promotion of Mental Health

1. Mental Health Promotion in Schools

In collaboration with the Department of Education and the Taipei City Hospital, 21 sessions of activities have been organized such as training courses for teachers on campus and mental health campus mobile shows, around 1,920 person-times. In addition, the Internet writers and psychologists have been commissioned to produce a total of 12 mental health promoting comics and articles.

2. Mental Health Promotion at Workplaces

A total of 31 sessions of workplace energy series lectures, “March toward the Profession” mobile promotion lectures, employee support project, and professional counseling groups had been organized with 1,484 participants to work together to maintain mental health in workplaces.

三、社區心理健康促進

辦理社區電影賞析與諮詢講座、自殺防治守門人訓練等活動，計118場次5,530人次參與。

四、憂鬱症篩檢日活動

結合敦安基金會、董氏基金會、新光基金會、肯愛協會等10餘個民間社會福利團體於信義新光三越香堤廣場辦理「憂鬱症篩檢日11週年大型宣導活動」，計5,000人次參與。



憂鬱症篩檢日11週年大型宣導活動

A large promotional activity on the 11th year of Taiwan Depression Screening Day

第二節 心理諮商服務

一、社區心理諮商服務

共成立13個門診服務處，平均每週提供31次日間診次、6次夜間診次服務，100年度計8,735人次接受心理諮商服務。

二、委託民間團體辦理社區心理衛生服務

(一) 分區服務

1. 北區：光智基金會負責士林區、北投區、中山區。
2. 東區：張老師基金會臺北分事務所負責松山區、內湖區、南港區。
3. 西區：馬偕紀念醫院負責中正區、萬華區、大同區。
4. 南區：國立臺北護理健康大學負責大安區、文山區、信義區。

(二) 提供社區心理衛生服務項目，包含高危險個案個別心理輔導、團體輔導、聯繫會議、校園個案討論會、個案外展服務、電話關懷等。



臺北市社區心理諮商室

Taipei City Community Psychological Counseling Room



3. Mental Health Promotion in Communities

118 sessions of activities such as community film shows, counseling lectures and suicide prevention training have been organized with 5,530 participants.

4. Activity on Taiwan Depression Screening Day

Together with over 10 non-government social welfare organizations such as the Dwen An Social Welfare Foundation, John Tung Foundation, Shin Kong Foundation, Canlove Social Service Association, etc., held the “Taiwan Depression Screening Day for 11th Anniversary Promotional Activity” at the Xiang-di Plaza, Xinyi Shin Kong Mitsukoshi with 5,000 participants.

Section 2 Psychological Counseling Service

1. Community Psychological Counseling Service

A total of 13 clinics had been set up. On average, services were rendered to 31 patient-times during the day and 6 patient-times at night which amounted to a total of 8,735 person-times receiving psychological counseling in 2011.

2. Commissioning Private Sector Organizations to Provide Mental Health Services

1) Services by District

- (1) The northern districts: the Bright Wisdom Social Affairs Foundation was responsible for Shilin, Beitou, and Zhongshan Districts.
- (2) The eastern districts: the Taipei Branch of the Teacher Chang Foundation was responsible for Songshan, Neihu, and Nangang Districts.
- (3) The western districts: the MacKay Memorial Hospital was responsible for Zhongzheng, Wanhua, and Datong Districts.
- (4) The southern districts: the National Taipei University of Nursing and Health Science was responsible for Daan, Wenshan, and Xinyi Districts.

- 2) Offering community mental health services, including individual psychological counseling for high-risk cases, group counseling, coordination meetings, case conferences in schools, outreach services for cases, and attention through telephone visits.

第三節 自殺防治

為有效整合臺北市政府12局處與民間單位之自殺防治策略與資源，於98年正式成立之臺北市政府自殺防治中心，下設「規劃執行」與「研究宣導」兩組，透過綜合規劃、個案整合處理、特殊個案通報、緊急處置、教育宣導、環境防治、知能訓練及研究發展等持續進行各項自殺防治工作。

一、強化臺北市之關懷訪視服務

(一) 100年接獲自殺企圖暨高危險個案通報4,119人次，包括自殺企圖通報個案2,098案次、社區高危險自殺個案1,814案次，以及外縣市個案207案次，並受行政院衛生署委託辦理自殺關懷訪視計畫，拓展社區自殺高危險個案之外展服務，增列793案次。

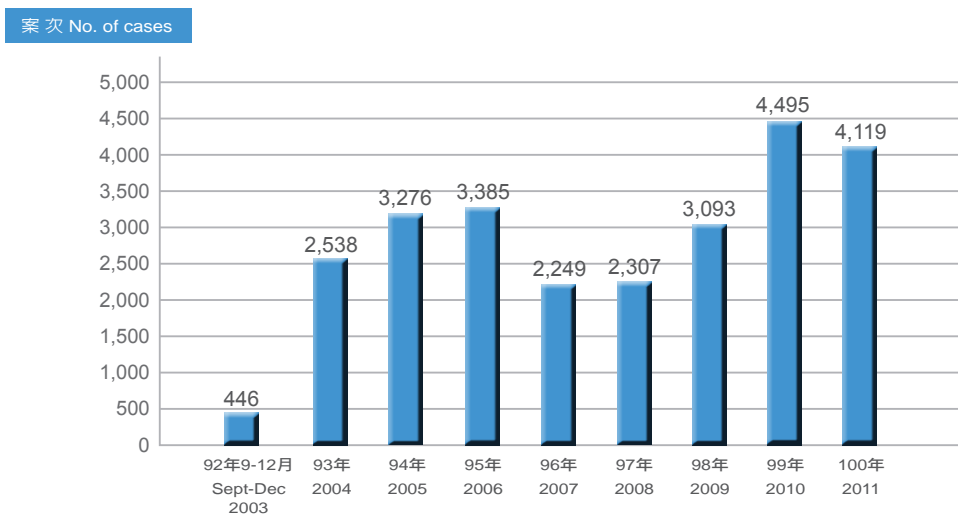


圖2 歷年臺北市自殺企圖暨高危險者通報案件量

Fig.2 Suicide Attempts and High-Risk Individuals Reported in Taipei City by Year

(二) 100年臺北市諮詢專線共接獲177案次疑似自殺企圖個案諮詢電話，其中有21案次為自殺高危險且有立即生命危險，經啟動警消協助與派員緊急出勤後，均成功挽救自殺危險邊緣民眾。

二、建置跨局處資源整合平臺

辦理跨局處聯繫會報4場次，並完成各局處之聯合處理自殺企圖暨高危險個案之標準處理流程與緊急聯絡單一窗口。另召開整合衛政、社政及民政之關懷個案討論會4場次，計162位第1線工作人員參與討論，建立對多重問題與重複自殺個案之社區處遇合作共識。



Section 3 Suicide Prevention

To effectively integrate suicide prevention strategies and resources of the 12 city government departments and private sector organizations, the Department established the Taipei City Government Suicide Prevention Center in 2009. The Center consists of 2 divisions, “planning and implementation” and “research and education.” Through overall planning, case integration and management, reporting of special cases, emergency care, education and training, environmental control, skills training, and research and development, the center continuously conducts each suicide prevention tasks.

1. Strengthening Care-Visits in Taipei

- 1) In 2011, 4,119 person-times of suicide attempts and high-risk cases had been reported, including 2,098 suicide attempts, 1,814 suicide cases of high-risk groups in communities, and 207 cases from other counties and cities. Entrusted by the Department of Health, the Executive Yuan, to carry out the plan of care-visits for suicide prevention, outreach services for community high suicide risk cases had been extended, increasing number of cases by 793.
- 2) In 2011, the Taipei counseling special line had received calls of 177 suspected suicide attempts. Of them, 21 were in immediate danger of life, and through the activation of the police and the fire departments, emergency services were dispatched and successfully saved them from the brink of suicide.

2. Establishment of a Cross-departmental Resource Integration Platform

A total of four cross-departmental coordination meetings had been held, and a single-window for emergency liaison and standard operating procedures to handle suicide attempts and high-risk cases governed by various departments have been established. In addition, 4 symposiums on case management with 162 front-line workers from health, social affairs and civil affairs departments had been held to reach cooperational consensus in handling multiple problems and repeated suicide attempts in the communities.

三、自殺防治守門員訓練多元化

(一) 自殺防治種子講師培訓

自98年10月起進行臺北市自殺防治種子講師培訓，受訓學員經過專業課程與實地教學訓練，及專家評核後，始授證成為臺北市自殺防治種子講師，100年共9名人員通過評核。

(二) 自殺防治守門員訓練在地化

自殺防治守門員訓練除臺北市政府各單位外，並進入社區、校園、醫院等單位，100年共辦理96場次自殺防治守門員訓練，共計有8,070人次參與。

四、辦理自殺防治研討會及大型宣導活動

100年度共辦理3場研討會，針對專業人員辦理自殺防治與處遇知能系列研討會，計650人次參與。9月9日結合行政院衛生署全國自殺防治中心、台北市生命線協會、臺北市家庭暴力防治中心、臺北市政府警察局婦幼安全隊、臺北市信義區健康服務中心，於臺北市信義區信義威秀影城1樓中庭辦理「繽紛馬賽克」全球自殺防治日活動。



自殺防治與處遇知能系列研討會

A Suicide Prevention and Situation Management Seminar



3. Diversification of Training of Suicide Prevention Gatekeepers

1) Training of Suicide Prevention Seed Lecturers

Training of the suicide prevention seed lecturers began in Taipei on October, 2009. Trainees received professional courses and on-site educational training and evaluation from the experts to be certified as Taipei City suicide prevention seed lecturers. A total of 9 personnel passed evaluation in 2011.



臺北市自殺防治種子講師授證

Certificate of a Taipei City Suicide Prevention Lecturer

2) Localization of Training of Suicide Prevention Gatekeepers

Besides the units of Taipei City government, the training of suicide prevention gatekeepers has also conducted in the communities, schools and hospitals. A total of 96 training sessions were held in 2011 and 8,070 person-times had participated.

4. Organizing Suicide Prevention Seminar and Large Promotional Activities

In 2011, 3 seminars were held with focus on professional personnel's capacity of suicide prevention and management, attended by 650 person-times. In collaboration with the National Center for Suicide Control and Prevention of the Department of Health, the Executive Yuan, Taipei Lifeline Association, Taipei City Center for Prevention of Domestic Violence, Taipei City Police Department Women's and Children's Safety Team, and Taipei City Xinyi District Health Center, the Global Suicide Prevention Day activity "Colorful Mosaic" was held on the 1st floor of Vieshow Cinemas in Xinyi District, Taipei City on September 9.



「繽紛馬賽克」全球自殺防治日活動

A "Colorful Mosaic" for Global Suicide Prevention Day

第四節 精神醫療照護

一、精神醫療與精神復健設施（表2）

表2 100年度臺北市各行政區精神醫療與復健機構開辦業務機構數、病床數及可收案人數
Table 2 No. of Psychiatric Care and Rehabilitation Institutions, Beds, and Number of Patents in Taipei City by District, 2011

區別 Districts	精神醫療機構 Psychiatric Care Institutions						精神復健機構 Psychiatric Rehabilitation Institutions			
	診所 (家) Clinics	醫院 (門診) (家) Hospitals (Outpatient Service)	住院急 性病床 (床) Acute Beds	住院 慢性 病床 (床) Chronic Beds	日間 病床 (床) Beds for Day	居家 治療 (家) Home Care	日間型 Day Care		住宿型 Institutional Care	
							家數 (家) Institutions	可收案 人數 (人) Number of Patients	家數 (家) Institutions	可收案 人數 (人) Number of Patients
合計 Total	27	27 (註1) (Note 1)	1,128	531	1,288	6	8	411	41	1,111
松山區 Songshan	1	6	52	139	30	1	0	0	2	46
信義區 Xinyi	3	2	444	175	350	1	0	0	1	29
中山區 Zhongshan	4	1	0	0	53	0	0	0	9	252
大安區 Daan	13	2	0	0	30	0	1	29	4	111
中正區 Zhongzheng	3	2	68	0	200	1	1	29	3	86
大同區 Datong	0	1	0	0	40	0	0	0	3	83
文山區 Wenshan	0	1	38	0	50	0	1	99	3	78
內湖區 Neihu	1	2	118	0	100	1	1	99	2	46
南港區 Nangang	0	1	0	0	45	0	0	0	1	22
萬華區 Wanhua	1	2	0	0	0	0	0	0	3	85
士林區 Shilin	1	2	25	0	90	0	3	118	2	58
北投區 Beitou	0	5	383	217	300	2	1	37	8	215

註1：醫院門診部分：含臺北市立聯合醫院6個院區提供服務：松德院區（信義區）、中興院區（大同區）、仁愛院區（大安區）、和平婦幼院區（中正區）、陽明院區（士林區）、忠孝院區（南港區）

Note 1: The outpatient services of hospitals are provided by 6 branches of the Taipei City Hospital: the Songde Branch (Xinyi District), Zhongxing Branch (Datong District), Renai Branch (Daan District), Heping Fuyou Branch (Zhongzheng District), Yangming Branch (Shilin District), and Zhongxiao Branch (Nangang District).



Section 4 Psychiatric Care and Rehabilitation

1. Facilities for Psychiatric Care and Rehabilitation (Table 2)



二、社區精神照護服務

12區健康服務中心依據94年1月修訂之「臺北市政府衛生局各區健康服務中心社區精神病人家訪要點」，持續提供社區精神病人追蹤照護服務，100年追蹤照護人數累計1萬7,108人，提供追蹤訪視服務計5萬9,704人次。

三、社區精神病人緊急醫療服務

為強化社區病人緊急送醫服務網絡，健全強制住院治療及強制社區治療流程，100年度委請臺北市立聯合醫院松德院區及國軍北投醫院提供「社區緊急個案醫療小組」出勤服務，協助社區處理個案緊急送醫工作計139人次。

第三章 緊急支援救護

第一節 大型活動緊急救護網絡

一、大型活動支援救護

配合臺北市機關團體舉辦各項大型活動支援救護工作，100年度共支援活動273場次，調派醫護人力計561人次，救護車215輛次，服務1,837人次。支援之大型活動含跨年晚會、臺北燈節、陽明山花季、端午嘉年華、大稻埕煙火節、2011第一屆IBAF世界少棒錦標賽，以及2011臺北世界設計大會暨大展等。

二、臺北市政府衛生局緊急及災難應變指揮中心（EOC）

100年度協助臺北市急救責任醫院急重症病人院際間轉診計497件；監測國內、外災情監控案件計1,640件、疫情監控案件計172件；臺北市緊急醫療通報事件計134件，將持續監測及協助相關緊急災難等事件。



端午嘉年華醫護站

The Medical Station at the Dragon Boat Festival Carnival



2. Psychiatric Care in Communities

Following the Guidelines Governing Home Visits for Psychiatric Patients in Community by District Health Center amended in January 2005, the 12 District Health Centers continue to provide follow-up care to psychiatric patients in the community. By 2011, 17,108 patients had been followed-up, and a total of 59,704 person-times had been home-visited.

3. Emergency Care of Psychiatric Patients in Community

To strengthen the emergency delivery network of patients in the community and to complete the protocol for mandatory hospitalization and mandatory community treatment, the Department commissioned the community emergency medical care teams of the Taipei City Hospital Songde Branch and the Beitou Armed Forces Hospital in 2011 to assist in the emergency delivery of patients for care, for a total of 139 person-times.

Chapter 3 Emergency Support and Rescue

Section 1 Emergency Rescue Network for Major Events

1. Support and Rescue for Large-scale Activities

The Department, in coordination with institutions and organizations of Taipei City, held all kinds of support and rescue work for large-scale activities. In 2011, 273 activities had been supported with 561 medical personnel and 215 ambulances mobilized, serving 1,837 person-times. These large-scale activities include: 2011 Taipei New Year's Eve Party, Taipei Lantern Festival, Yangmingshan Flower Festival, Dragon Boat Festival Carnival, Dadaocheng Fireworks Festival, 1st 12U Baseball World Championship 2011, and 2011 Taipei IDA Congress and Design Expo.

2. The Emergency Operations Center (EOC)

In 2011, the EOC had assisted the Taipei City emergency care responsibility hospitals in the referral of 497 critical patients for care; monitored 1,640 disasters local and overseas; monitored 172 epidemic situations; and reported 134 cases for emergency care. Work will be continued to monitor and assist in relevant emergency rescue and disasters.

三、持續推動全民心肺復甦術（CPR）

為廣續建立社區中完整的「生命之鏈」，使市民於發生事故傷害事件時，有正確之救護觀念及技術，並營造安全的社區及工作環境，100年度繼續推動全民心肺復甦術（CPR），並擴大訓練對象，辦理單位包含：臺北市立聯合醫院、12區健康服務中心、臺北市所轄醫院以及相關民間單位（包含紅十字會臺北市分會、中華民國急救技能推廣協會）等，訓練對象含軍公教人員、校園師生、幼教人員（含幼童學習如何求救之指導）、志工、服務業（公司行號）、里鄰長、公寓大廈管理人員、一般民眾及外籍人士，課程內容包含急救概念、心肺復甦術及異物梗塞哈姆立刻急救法分組示教、技術演練及筆試，共辦理1,541次，參與訓練者計9萬7,195人次。

四、推動大型公共場所設置AED

於98年起編列預算購置AED並協助推廣設置，針對臺北市人口密集且人口流量大之特性，輔導大型公共場所設置AED，陸續於臺北市政府市政大樓、臺灣鐵路管理局臺北車站、捷運公司臺北站、微風廣場、松山機場以及高鐵臺北站等6處各設置1臺AED，以應民眾緊急救護之需，並鼓勵民間自行購置。

有關CPR加AED訓練成果說明如下：

（一）基本救命術指導員（BLS-I）

100年針對臺北市立聯合醫院、12區健康服務中心人員及臺北市政府教育局高中以下護理人員辦理2場BLS-I及AED訓練課程，參訓人數102人，考試合格（筆、術試）人數102人，通過率達100%。

（二）大型公共場所職場工作人員

100年針對大型公共場所職場人員辦理急救訓練，包含臺北大眾捷運股份有限公司（含貓空纜車）、故宮博物院、臺北國際航空站、臺北市政府市政大樓、高層樓大廈及臺北市政府機關人員共計辦理3場CPR及AED教育訓練，參訓人數計190人。



高鐵AED
AED High Speed Rail



3. Continuing to Promote CPR Training for the General Public

To set up in communities a comprehensive “life chain”, to allow the public to have correct knowledge and skills of life-saving at time of accidents (unintentional injuries) and injuries, and to build a safe community and workplace environment, the Department continued to promote CPR training for the general public and more of others in 2011. Organizations involved include the Taipei City Hospital, the 12 District Health Centers, hospitals in Taipei City and relevant private sector organizations (such as the Taipei Branch of the Red Cross Society, the Society of Resuscitation Medicine, Taiwan, etc.). Training is offered to government employees, school teachers and students and kindergarten staff (including training in how to get help for young children), volunteers, employees in service businesses, neighborhood leaders, apartment managers, the general public and foreigners. Courses include introduction to emergency rescue, group demonstration on CPR and Heimlich Maneuver at time of choking, skills practice, and a written test at the end. In total, 1,541 sessions of such training had been held with 97,195 person-times of participants.

4. Promotion of Installation of AED in Large-scale Public Places

Budgeting for AED purchase and installation and assistance in promoting installation began in 2009. In response to the density and large flow of population in Taipei City, the Department supervises large-scale public places to set up an AED. An AED was installed in each of the following, the City Hall, the Taiwan Railways Administration Taipei Station, the MRT Taipei Station, the Breeze Center, Taipei Songshan Airport, and Taiwan High Speed Rail Taipei Station, to meet the public’s need for emergency rescue. Private sectors were also encouraged to purchase and install AED on their own.

Achievements in the training of CPR and AED are as follows:

1) BLS-I Instructors (BLS-I)

In 2011, the Department organized 2 sessions of BLS-I plus AED training for 102 employees of the Taipei City Hospital, the 12 District Health Centers, and nurses at schools below senior high school. All of the 102 participants passed both the skills and written tests at a passing rate of 100%.

2) Employees of Large-scale Public Places

In 2011, the Department organized first-aid trainings for employees of large-scale public places, including employees of the Taipei MRT (including Maokong Gondola), National Palace Museum, Taipei International Airport, the City Hall, tall mansions, and departments of the Taipei City Government. 3 sessions of CPR plus AED trainings were held for 190 participants.

第二節 到院前急診分流

為保障醫療服務品質，97年6月1日實施「到院前急診分流計畫」，醫學中心依地緣區域性，規劃與鄰近區域級醫院建立合作機制，疏解急診滿床問題及壓力，並期能漸進改變民眾就醫習慣。100年到院前急診分流計畫執行成果共計4,216件，同意接受急診分流計1,075件（25.5%），其中至合作醫院者計417件（10%），至病人指定之醫院計658件（16%）；不同意接受急診分流堅持仍至報滿床之醫學中心共3,141件（74.5%）。

第三節 急診待床轉院

99年7月1日起正式由臺北市8家醫學中心與臺北市立聯合醫院5院區及3家醫院配合推動實施急診待床轉院。截至100年，凡於醫學中心急診室停留超過24小時以上者，經醫師評估符合計畫條件者，即協助病人免費轉院，共計110人。

第四節 家庭暴力暨性侵害受害人就醫保護

- 一、臺北市家庭暴力暨性侵害就醫保護責任醫院：共18家（22個服務點），提供遭受家庭暴力至醫院就醫者服務，計4,528人次，以成人女性比例最高，占71.9%；因性侵害案件就醫者總數計362人次，以成人女性比例最高，占57.18%。
- 二、提供性侵害被害人一站式服務（One-Stop Service）整合臺北市社政、警政、衛政及檢查機關辦理性侵害被害人一站式服務，提供性侵害被害人一個安全（Safety）、信任（Trust）、整合（All-In-One）、隱密（Privacy）



一站式服務方案檢討會
One-Stop Service Examination



一站式服務團隊
One-Stop Service Group



Section 2 Pre-hospital Ambulance Diversion

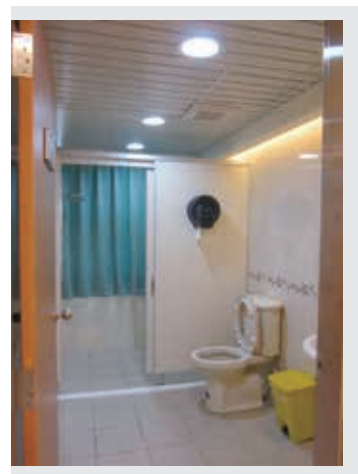
To ensure the quality of medical care service, on June 1, 2008, the Department executed the “Pre-hospital Ambulance Diversion Plan”; the medical centers, according to the district location, collaborate with the neighboring hospitals to solve the problem of patients overflow, hoping to gradually change public’s habit of seeking medical services. In 2011, the plan was executed in 4,216 cases. 1,075 accepted (25.5%) the plan, of which, 417 patients went to the collaborating hospitals (10%) while 658 patients went to their designated hospitals (16%), the remaining 3,141 cases (74.5%) insisted on seeking medical care services at the medical centers that were full.

Section 3 Bed-waiting in Emergency Room for Transfer

On July 1, 2010, 8 medical centers, 5 branches of the Taipei City Hospital, and 3 hospitals in Taipei City collaborated in the implementation of Emergency Bed-waiting in Emergency Room for Transfer plan. By the end of 2011, all patients who had stayed in the emergency room of Taipei City medical centers for more than 24 hours and had been determined by physicians to be eligible for the plan were transferred to hospitals free of charge. The plan had serviced 110 individuals.

Section 4 Hospitalization and Protection for Victims of Domestic Violence and Sexual Assault

1. Taipei City Responsibility Hospitals for hospitalization and protection of victims of domestic violence and sexual assault: there are 18 hospitals (22 service spots) which provided victims of domestic violence hospitalization services with a total of 4,528 person-times. Adult females accounted for 71.9% of the victims, the largest percentage. Hospitalized sexual assault victims numbered 362 person-times. Adult females accounted for 57.18% of the victims, the largest percentage.
2. Providing One-stop Service for Victims of Sexual Assault: Integrated Taipei City Social Welfare Department, Police Department, Health Department, and investigation mechanisms for a one-stop service for victims of sexual assault, providing the victims an environment and atmosphere of safety, trust, all-in-one, and privacy. There are currently a total of seven



增設盥洗空間，便利被害人梳洗

Additional bathroom space to facilitate the washing and dressing of the victim

的服務環境與氛圍。現臺北市共有7處服務據點，包含臺北市立聯合醫院忠孝、中興、陽明、和平婦幼、仁愛等院區及臺北市立萬芳醫院，100年度服務案件計204件。

第四章 長期照護

第一節 臺北市長期照顧管理中心

臺北市長期照顧管理中心統籌管理5區長期照護服務站，持續提供個案評估、專業團隊出訪及個案管理與轉介等服務，個案管理中，97年至100年累計收案人數計1萬6,883案、接受長期照顧個案總數計1萬5,178案。

第二節 居家照護資源

- 一、推動居家照護專業人員訪視補助計畫：為增進居家照護品質，提升主要照顧者居家護理的照顧技巧、衛教及諮詢服務，100年居家照護機構計20家，推動7類專業人員訪視服務，計5,015人次。
- 二、辦理家庭照顧者訓練，提升家庭照顧者的照護知識與技能：成立家庭照顧者支持團體，以減輕家屬照顧壓力，使個案獲得更好的照顧品質，100年辦理家庭照顧者培訓計20場，參與人數計1,177人，並辦理家庭照顧者支持團體計5場，參與人數計188人。
- 三、入住機構照護補助：為減輕低收入戶及中低收入戶家庭照顧者之負擔，減輕氣切個案進住長期照護機構負擔，爰補助其入住照護機構照護費用，包括低收入戶每人每月補助新臺幣1萬5,000元、中低收入戶每人每月補助新臺幣1萬元，100年度共補助氣切個案53人（513人次），其中含低收入戶44人（426人次）及中低收入戶9人（87人次）。



service stations, including the Taipei City Hospital Zhongxiao, Zhongxing, Yangming, Heping Fuyou, and Renai Branches and Taipei Municipal Wanfang Hospital. In 2011, 204 cases were serviced.

Chapter 4 Long-term Care

Section 1 Taipei City Long-term Care Management Center

The Taipei City Long-term Care Management Center managed five district services stations and continued to provide case-evaluation, home visits by professional team and case management and transfer services. From 2008 to 2011, a total of 16,883 cases had been received; long-term care for 15,178 cases had been accepted.

Section 2 Home-care Resources

1. Promotion of Subsidy Plan for home visits by home-care professionals: to improve the quality of home care and enhance home nursing skills, health education, and counseling service of main caregivers, in 2011, there were 20 home care institutions providing 7 kinds of professional home visiting services to 5,015 person-times.
2. Conducted trainings for home caregivers to upgrade their knowledge and skills: supporting groups for home caregivers are set up to reduce the stress of caring for family members and to provide cases with high-quality care. In 2011, 20 training sessions had been held for 1,177 home caregivers; and 5 sessions of meetings had been held for home care supporting groups with 188 participants.
3. Subsidy to institutionalized care: to reduce the burdens of home caregivers of low and medium income families to reduce the burdens of the tracheotomy patients in long-term care institutions, their expenditures at care institutions are subsidized. Patients of low income families are subsidized NT\$15,000 per person per month; patients of medium income families are subsidized NT\$10,000 per person per month. In 2011, 53 tracheotomy patients (513 person-times) had been subsidized; of them, 44 (426 person-times) are from low-income families, and nine (87 person-times) are from medium-income families.



性侵害被害人驗傷探證繼續教育訓練

Continuous educational training for injury inspection and specimen collection of victims of sexual assault

第三節 社區長照資源

一、喘息服務

為減輕家庭照顧者照顧壓力，於照顧者必須暫時卸下照顧工作時（例如：就醫、出國或自己需要暫時的休息），可依失能程度不同提供每人每年14日至21日的喘息服務，讓受照顧者在護理之家、養護所等機構，接受短暫照顧、停留，由機構工作人員提供24小時之照顧或藉由受過訓練的照顧服務員至個案家中，提供個案身體照顧服務，以減少家庭照顧者可能因過度疲累而提早放棄對其家屬的照顧，同時也讓被照顧者獲取不同社會接觸經驗，100年共服務164人（計1,786人日）。居家式喘息服務實施計畫（100年3月30日開辦），共服務123人（422.5日）。

二、社區復健服務

- （一）為增進臺北市失能病患之活動能力，提升其生活品質，以方案委託方式，結合民間資源，使回到社區的慢性病患者，提高自我照顧能力，降低照顧者的負擔。
- （二）社區復健方案自93年10月開辦，初始先於大同、信義、萬華、內湖等4區辦理，自94年度起擴大於臺北市立聯合醫院附設各區院外門診部辦理，就近提供社區民眾團體治療/衛教等服務，100年共辦理5,625場次，服務5萬9,741人次。

三、長期照顧志工服務

- （一）因應人口結構高齡化，秉承人性關懷理念，發揮社區互助的精神，爰推動長期照顧志工服務，藉由社區志工的招募、教育訓練、評核與獎勵等措施，進而參與社區長期照顧服務，以提供臺北市失能及獨居長者，有關家事處理、身體照顧、陪同就醫與社區關懷等服務。
- （二）結合民間公益團體及12區健康服務中心，推動長期照顧志工計畫，安排志工協助個案或家庭以抒解照顧人力不足的情形，100年累積志工人數達3,200人，共服務1萬9,597人次。



Section 3 Long-term Care Resources in Communities

1. Respite Care Service

To reduce pressure on home caregivers, at times when caregivers must be off-duty temporarily for medical care, traveling abroad, or short rest, individuals can receive respite care services for 14 to 21 days per year according to the condition of the care receivers' disability. Care receivers can make short-term stay and receive 24 hour care from staff at nursing homes and other long-term care institutions or have trained care givers to come to their homes to provide physical care. Respite care services are offered to give caregivers a break and to prevent them from giving up care for their family members. This would also allow patients to be in contact with different social groups. In 2011, 164 patients (1,786 person-days) had been cared for this way. At-home respite care services implementation plan (launched on March 30, 2011) serviced 123 people (422.5 days).

2. Rehabilitation Services in Communities

- 1) To improve mobility of the disabled and to upgrade their quality of life, projects are commissioned out to combine private sector resources to help chronic patients who have returned to the community improve their self-care capabilities, and thus to lighten the burdens of caregivers.
- 2) The community rehabilitation project was initiated in October 2004, initially in Datong, Xinyi, Wanhua, and Neihu Districts, and was extended to outpatient clinics of all branches of the Taipei City Hospital to provide more accessible group therapy and health education for community residents in 2005. In 2011, a total of 5,625 sessions had been held with 59,741 person-times.

3. Long-term Care Volunteering Services

- 1) In response to the aging population, long-term care volunteer services are promoted to carry on the ideal of personalized care and realize the spirit of mutual help in communities. Through recruitment of volunteers, training and education, assessment and encouragement, volunteers participate in the community long-term care services to provide the disabled and living-alone elderly in Taipei City with community care services such as household management, physical care, and accompanying them for medical care.
- 2) A long-term care volunteer project has been implemented by putting together resources of the public-interest groups and the 12 District Health Centers to help cases and families and to make up for shortages in manpower. In 2011, number of volunteers had reached 3,200 people, providing services to 19,597 person-times.

第四節 失智症照護

為使失智症患者減緩病程發展，並減輕家屬負擔，全國首創推動社區失智症樂齡照護活動，100年計辦理158場，4,594人次參與。另100年為滿足逐年增長的失智症個案及其家屬照護需求，推廣社區網絡計畫，委託5家醫院辦理失智症家庭照顧者培訓班，共計1,190人次參與。有鑑於失智症照護的重要性，召開跨局處協調會議，整合各局處相關資源，並以公共衛生三段五級預防架構之理念，訂定「臺北市失智個案管理標準作業流程圖」，主要分為宣導、篩檢、確診、個案追蹤管理及個案照護管理等5方面，並依權責分工，提供照護資源。

第五章 醫事機構及資源管理

第一節 醫療資源及醫事人員管理

一、臺北市醫療資源

至100年止，臺北市共有各類醫院39家、診所3,196家，各醫院總開放病床數計2萬4,664床。登記執業醫師數1萬1,990人，每萬人口醫師數為45.29人、每萬人口急性一般病床數為52.28床，醫療資源豐沛。

二、強化醫事人員執業登錄，善用社會資源，提升辦理成效

- (一) 為簡化行政流程，落實便民服務政策，除於臺北市政府衛生局及各稽查分隊窗口隨到隨辦醫事人員業態異動外，更委託臺北市各醫事公會協助辦理收件，提供便捷服務。另結合公會、醫事機構協助，於辦理執業、歇業時宣導法規政策事項，增進醫事人員對法令的認知，避免觸法。



Section 4 Healthcare for the Dementia

To slow down the development of dementia patients' conditions and to alleviate families' burdens, the Department promoted the music activities for seniors, by holding 158 sessions in 2011 with 4,594 person-times of participants. In 2011, to fulfill the needs for care of increasing dementia cases and their families, the Department promoted community network plan and commissioned five hospitals to hold dementia home caregivers training classes for a total of 1,190 person-times of participants. Due to the importance of care for the dementia, the Department summoned cross-bureau coordination meetings to integrate relevant resources from each bureau, also put together the Taipei City Dementia Case Management Standard Workflow Chart on the basis of three-level five-stage preventative structure for public health. The duties include five main aspects: promotion, screening, diagnose, case follow-up, and case care management, and were assigned according to authority of the bureaus to provide resources for care.

Chapter 5 Management of Medical Institutions and Resources

Section 1 Medical Resources and Personnel Management

1. Medical Resources of Taipei City

By 2011, Taipei City has 39 hospitals and 3,196 clinics. The total number of beds was 24,664. The number of registered and licensed doctors was 11,990, about 45.29 per 10,000 people. There were also 52.28 acute general beds per 10,000 people. Taipei City is rich in medical resources.

2. Consolidating medical personnel registration of practice, utilizing social resources, and enhancing work efficiency

- 1) To simplify administrative procedures, and to make services more conveniently available to the people, applications are accepted and processed upon receipt at the windows of the Department and its inspection teams. Various professional medical associations in Taipei City are authorized to accept applications to make services more convenient. Associations and medical institutions are asked to explain laws and regulations to those applying for registration of practice or suspension of practice to help them understand the relevant laws and regulations, and thus to avoid violations of laws.

(二) 各類醫事人員執登現況

1. 西醫師8,537人、中醫師764人、牙醫師2,689人、呼吸治療師295人、醫事檢驗師(生)1,987人、職能治療師(生)392人、物理治療師(生)956人、語言治療師91人、醫事放射師(士)1,159人、護理師(護士)2萬4,090人、聽力師52人，各類醫事執登人數4萬1,012人，居全國之冠。
2. 執業異動登記委外(共8類公會)辦理成果
牙醫師公會辦理261件、中醫師公會辦理216件、呼吸治療師公會辦理158件、醫事檢驗師(生)公會辦理424件、物理治療師公會辦理359件、物理治療生公會辦理123件、醫事放射師公會辦理269件、護理師護士公會辦理1萬808件。
3. 臺北市全年度辦理執業異動案共2萬944件，其中委外辦理1萬2,618件，占60.25%。

(三) 醫事人員報備支援醫療業務機制

於民國90年率先全國建置醫事人員線上支援報備申辦系統，惟經考量整體管理成效、滿意度與成本等因素，嗣於99年6月1日轉換使用行政院衛生署報備支援線上申辦系統，100年報備支援申請案件計1萬6,756件(97.83%)，其中線上申請案件為1萬6,393件(97.83%)，紙本申請案件為363件(2.17%)，有效落實無紙化作業，並掌握臺北市醫療資源現況及醫事人力調度。

三、加強查處醫政及醫療廣告違規，持續輔導訪查醫學美容診所，維護市民醫療權益。

- (一) 積極執行醫政稽查及管理工作，維護醫療環境正常運作；100年醫事違規查處案件計262件。



2) Current status of registration for various categories of medical personnel

(1) Western medicine physicians, 8,537; Chinese medicine physicians, 764; dentists, 2,689; respiratory therapists, 295; medical laboratory technologists (technicians), 1,987; occupational therapists (technicians), 392; physical therapists (technicians), 956; speech therapists, 91; medical radiologists (technicians), 1,159; professional registered nurses (registered nurses), 24,090; audiologists, 52; medical personnel of all kinds totaled 41,012, the largest number in the country.

(2) Results of registration of changes in practice commissioned out to eight professional associations

The dentists association had processed 261 applications; the Chinese medicine physicians association had processed 216 applications; the respiratory therapists association, 158; the medical laboratory technologists (technicians) association, 424; the physical therapists association, 359; the physical therapy technicians association, 123; the medical radiologists association, 269; the nursing association, 10,808.

(3) Throughout the year in Taipei City, a total of 20,944 applications for changes in practice had been processed; of them, 12,618 were processed by the commissioned associations, accounting for 60.25% of all.

3) Reporting and Request for Support System of Medical Personnel

In year 2001, the Department took the lead in setting up the medical personnel online request for support reporting system. After considering factors such as the result of management, the degree of satisfaction and the cost, on June 1, 2010, the Department switched to the online reporting system of the Department of Health, the Executive Yuan. In 2011, the number of the total requests for support reporting cases was 16,756, including 16,393 online requests (97.83%) and 363 paper requests (2.17%). The system effectively realized paperless processing and allowed better understanding of the status of medical resources in Taipei City, and more effective allocation of medical personnel.

3. Enhanced inspection of violations of medical administration and advertising and continued to supervise and visit medical beauty clinics to protect residents' medical rights and interests.

1) Actively carried out inspection and management of medical administration to maintain normal operations in medical environments. 262 cases of medical violations were found and processed in 2011.

- (二) 監測查報醫療廣告及查緝，杜絕誇大不實醫療廣告，以正視聽；100年舉發違規案件計1,004件，行政處分60件，移外縣市77件。
- (三) 推動跨區域「聯合稽查小組」執行密醫稽查工作，保障市民就醫安全；100年聯合稽查計123件，移送地檢署偵辦12件，臺北市政府衛生局列管查察19件。
- (四) 持續進行基層醫療機構「醫學美容」業務輔導訪查，期減少相關糾紛；100年擴大訪查範圍（增加穴位埋線及植牙項目），訪察實際執行「醫學美容」業務之診所計641家（西醫診所95家、中醫診所91家及牙醫診所455家）。

第二節 醫療院所品質提升

一、維護民眾醫療品質與安全就醫環境

100年3月14日與臺北市立萬芳醫院合辦「護理之家火災緊急應變指揮體系示範觀摩演習」，臺北市各醫院及護理之家醫護人員及管理部門約200人共同參與；5月25日辦理「醫院急重症單位防災教育訓練暨桌上模擬演練」；6月28日至9月26日進行39家醫院（其中含臺北市立聯合醫院8院區）醫療、病人安全及火災緊急應變之醫院督導考核。另為維護身心障礙者就醫權益，完成10家指定醫院及臺北市立聯合醫院4家院區之「身心障礙者特別門診」訪查。



護理之家火災緊急應變演習
Fire emergency response drill at nursing homes

二、落實及提升基層機構服務品質

辦理基層醫療機構督導考核，其包括西醫、牙醫、中醫診所及其他醫事機構，共完成2,957家。



- 2) Monitored investigation report of medical advertising and investigations to eliminate exaggerated and false medical advertising. In 2011, 1,004 cases of violations were reported, 60 were penalized and 77 were referred to other counties or cities.
- 3) Promoted cross-district joint inspection teams to carry out inspection work on illegal medical practices to ensure the medical safety of the public. In 2011 the joint inspection team inspected 123 cases, transferred 12 cases to local prosecutor's office; 19 cases fell under the authority of the Department of Health, Taipei City Government.
- 4) Continued to conduct supervision and visits at primary medical institutions for their medical cosmetics practice in order to reduce relevant disputes. In 2011, the scope of inspection was extended (adding the acupoint catgut implantation and dental implant). 641 clinics practicing medical cosmetics (95 western medical clinics, 91 Chinese medical clinics, and 455 dental clinics) were visited and inspected.

Section 2 Improvement of Quality of Medical Care Institutions

1. Maintaining Quality of Medical Care and Safe Medical Care Environment for the Public

On March 14, 2011, the Department and the Taipei Municipal Wanfang Hospital jointly conducted a nursing home fire emergency response command system demonstration and drill. About 200 staff and personnel from the nursing and managerial department of all Taipei City hospitals and nursing homes attended. A disaster prevention education and training and desktop simulation exercise for hospital critical care units were conducted on May 25. From June 28 through September 26, supervision and evaluation of the 39 hospitals (including eight branches of Taipei City Hospital) were conducted with regard to their medical care, patient safety, and fire hazards emergency protocol. Also, to protect the right of medical care for physically or mentally disabled individuals, inspection visits were completed on the "Disabled People's Special Clinic" in ten designated hospitals and four branches of Taipei City Hospital.

2. Realizing and Improving Service Quality of Primary Care Institutions

Hold the Clinic Supervise Assessment. Institutions evaluated included western medicine, dentistry, Chinese medicine and other medical institutions. A total of 2,957 medical institutions had been supervised and evaluated.

三、推廣器官捐贈宣導及安寧緩和醫療宣導

辦理醫事人員「器官勸募與移植」研習會3場，計659人參加；另為加強宣導社區民眾的認知與參與，於12區健康服務中心、社區醫療群、志工團體辦理「認識器官移植與捐贈」及講座共34場，總計參加2,057人。



「認識器官捐贈與移植」健康講座
"Getting to know organ donation and transplant" health lecture

四、辦理醫療爭議調處

臺北市政府衛生局受理陳情案件100年度計598件，其中民眾申請醫療爭議調處會議計158件（占26.42%）。臺北市政府衛生局醫療爭議調處機制使醫療糾紛除了法律規定之解決途徑外，另有溝通協商管道。

第三節 其他醫事機構品質提升

- 一、為提升醫事檢驗所業務品質，辦理49家醫事檢驗所品質訪查，並與TAF（財團法人全國認證基金會）簽訂合作備忘錄，建立互助輔導醫事檢驗所機制。
- 二、為提升醫事放射所業務品質，配合行政院衛生署委託中華民國醫事放射師公會全國聯合會辦理之放射相關品質提升計畫，參與實地訪視共26家。
- 三、於100年2月21日、11月8日召開精神復健機構品質提升計畫委員會會議修訂精神復健機構品質提升評估指標及獎勵方式，並於6月9日至10月19日針對47家精神復健機構，進行實地評核活動。12月9日於張榮發基金會國際會議中心，辦理優良精神復健機構（日間型社區復健中心5名、住宿型康復之家4名）授證典禮。



3. Promotion of Organ Donation Advocacy and Hospice-palliative Care Advocacy

Three symposiums on organ procurement and transplantation had been organized for medical personnel with 659 participants. To improve the knowledge of the public on organ donation, 34 lectures on organ donation and transplantation had been held at the 12 District Health Centers, community medical care groups, and volunteer groups, with a total of 2,057 participants.

4. Organizing Bureau of Medical Dispute Mediation

In 2011, the Department of Health, Taipei City Government accepted 598 petitions. Of them, 158 cases (accounting for 26.42%) were applications for medical dispute mediation meetings from the people. The medical dispute mediation mechanism allows a channel for communication and negotiation aside from legal solutions.

Section 3 Improvement of Quality of Other Medical Institutions

1. To improve the quality of clinical laboratory, investigation was conducted on the quality of 49 clinical laboratories. A collaboration memorandum with TAF (Taiwan Accreditation Foundation) was also signed, building a mutual aid mechanism for the supervision of clinical laboratories.
2. To improve the quality of medical radiology clinics, the Department and Chinese Association of Radiological Technologists, commissioned by the Department of Health, the Executive Yuan, organized a radiology-related quality improvement plan, and conducted on-site visits to 26 radiology clinics.
3. On February 21 and November 8, 2011, a meeting of the Planning Committee on the Improvement of the Quality of Psychiatric Rehabilitation Institutions was held to amend the standard of quality evaluation and the ways of reward for psychiatric rehabilitation institutions. From June 9 through October 19, 2011, on-site evaluations were conducted on 47 psychiatric rehabilitation institutions. On December 9, the Department held the certification ceremony for excellent psychiatric rehabilitation institutions (Five day care community rehabilitation centers and four institution care midway houses) at the Chang Yung-Fa Foundation International Convention Center.

肆

建構健康消費環境



Part 4 Building a Healthy Consumer Environment



第四篇 建構健康消費環境

第一章 健全管理打擊不法

第一節 一般稽查與抽驗

一、一般食品稽查與抽驗

(一) 抽檢及監測市售食品及食品添加物、容器、食品包裝**4,186**件，不合格**619**件，來源屬外縣市者已移送轄區衛生局處辦，屬臺北市者依違反《食品衛生管理法》規定處辦。

(二) 年節食品查驗

農曆年前至年貨大街及大賣場、超市、傳統市場等地點，抽驗年節食品**387**件（包裝**103**件／散裝**284**件），品質檢驗不符規定**85**件，包裝產品標示檢查**103**件，**20**件不符規定（其中**6**件檢驗及標示皆不符規定）。

(三) 飲冰品查驗

共抽驗**477**件，其中**3**件檢出防腐劑不符規定，**29**件經通知業者限期改善，複檢結果衛生標準仍不符規定。對於不合格的業者，分別依違反《食品衛生管理法》第**10**條、第**12**條規定，爰依同法第**33**條規定處分業者新臺幣**3~15**萬元罰鍰。

(四) 米濕製品查驗

8月份至各傳統市場、麵攤及製麵店等地點抽驗米濕製品，共採樣**55**件產品，檢驗防腐劑及過氧化氫等添加物，檢驗結果**4**件不符規定產品分別為**1**件米粉、**3**件板條及粿仔條，不合格率**7.27%**，違規主因均為不當使用防腐劑，已令業者將產品下架不得販售。



Part 4 Building a Healthy Consumer Environment

Chapter 1 Total Management Against Illegal Acts

Section 1 General Inspection and Sampling

1. General Food and Inspection Sampling

1) Of the 4,186 cases of food products in retail and food additives, containers, and food packaging, 619 cases failed inspection. Sources that originated from other counties/cities were referred to the respective local health bureaus for action; those originated in Taipei City were processed in accordance with food sanitation management rules and regulations.

2) Inspection of New Year food products

A testing of 387 (103 packaging/284 bulk) New Year food products from markets, super-markets, traditional market and other places, of which 85 failed the quality inspection test; 103 for package labeling and 20 for not meeting regulations (of which the labeling and inspections of six did not meet regulations).

3) Inspection of Beverages and Frozen Products

A testing of 477 products occurred; three did not meet regulations due to preservatives, 29 were given a deadline by which to improve and still did not meet regulations after a further inspection. They have been fined NT\$30,000~150,000 in accordance with violation of the Food Sanitation Management, Article 10, Article 12, clause 33 for the failure of the stores.

4) Inspection of Wet Rice/Food Products

In August, the wet rice/food products in the traditional markets, noodle stalls, noodle making stores, and other similar shops were inspected. Altogether 55 sample products were inspected for preservatives, hydrogen peroxide, and other additives; four were not found in compliance with regulations including one rice-noodle, three broad noodles and rice noodles. The failure rate was 7.27%--the primary reason was preservatives, which were taken off the shelf and not allowed to be sold.

(五) 涼麵查驗

抽驗54家54件涼麵食品，檢驗防腐劑及衛生標準，防腐劑全數未檢出符合規定，而衛生標準初驗結果34件不符規定，經通知業者限期改善，複檢結果仍有13件衛生標準不符規定（不合格率24.1%），不合格原因均為經初、複檢，衛生指標菌量仍過高。對於不合格的業者，依《食品衛生管理法》第10條、第33條規定，處分製造業者新臺幣3~15萬元罰鍰。

(六) 食品標示檢查11萬5,502件，不符規定670件（不合格率0.58%），處分54件。

二、衛生稽查輔導

食品衛生稽查計3萬3,226家次，其中列管公共飲食場所1萬6,088家。

三、不法藥物查緝

為保障市民之健康及消費安全，密切聯繫檢、警、調單位執行不法藥物查緝工作及配合法務部高檢署「打擊民生犯罪專案」，查獲不法案件即適時發布新聞，以嚇阻不肖業者，查獲偽藥25案、禁藥16案、劣藥6案、不良醫療器材5案、不法醫療器材10案，其它違法之行政罰鍰處分71件。

四、加強市售藥物品質檢驗及包裝標示檢查

(一) 加強監測藥物品質，抽驗市售藥物及膠囊錠狀食品495件，不合格10件，均依法處辦。

(二) 市售藥物包裝標示檢查1萬462件，標示涉疑違規164件，均依法處辦。

五、非正規藥物販售場所之稽查

針對公園、寺廟、菜市場等非正規場所販賣不法藥物稽查1,310家次；檳榔攤、雜貨店、工地、彩券行等非正規場所販賣之含酒精類產品稽查3,296家次，查獲違規20案，均依法處辦。



5) Inspection of Cold Noodles

Fifty-four cold noodle food products were inspected at 54 stores; the results of the health standards inspection found that 34 did not meet regulations. These were given notices and deadlines by which to make improvements, and 13 still did not meet the regulations of the health standards inspection—a 24.1% failure rate. The reasons for failure were upon re-inspection, the bacteria level was still too high. For the failure of the stores, they have been fined NT\$30,000~150,000 in accordance with violation of the Food Sanitation Management, Article 10, clause 33.

6) 115,502 food products were inspected for their labeling, and 670 did not meet regulations (0.58% failure rate); 54 were fined.

2. Supervision of Health Inspections

There are 16,088 eateries in Taipei which were inspected 33,226 times.

3. Investigation of Illegal Drugs

In order to protect the health of the citizens and for consumer safety, inspection of illegal drugs is conducted in close collaboration with the police and prosecution authorities, and in coordination with the “fight against livelihood crimes special project” of the high prosecutor’s office. Once illegal cases are detected, news is released immediately to stop dealers from making further attempts. In total there were 25 cases of counterfeit drugs, 16 of prohibited drugs, six of inferior quality drugs, five of harmful medical devices, 10 of illegal medical devices, and other illegal acts that were fined; in total there were 71 cases.

4. Improving the Quality Testing on the Market Drugs and Package Labeling

1) Drug quality is strictly monitored. 495 cases of drugs on the market and food in capsule and tablet forms had been sample-tested, of which 10 were found to be in violation of regulations. They have been processed according to regulations.

2) 10,462 cases of drugs on market had been inspected, of which the labeling of 164 were in violation. They have been processed according to regulations.

5. Investigations of Unqualified Firms Dealing Pharmaceuticals

Unqualified places such as parks, temples, and traditional markets, had been inspected for 1,310 times with regard to illegal drugs selling; betel-nut stands, groceries, construction sites, lottery shops had been inspected 3,296 times for selling beverage containing alcohol to find 20 in violation of regulations. They had been processed by regulations.

六、管制藥品管理

依據機構、業者提供之使用銷售月報表，追蹤稽核管制藥品流向及使用情形，共執行稽查1,880家，勾稽查核1,959家。查獲違規16家，處以行政罰鍰新臺幣73萬5,000元。

七、稽查診所、藥局（房）聘任之藥事人員是否親自調劑及配戴執業執照情形，稽查藥局761家，藥房（商）2,447家，診所2,814家，共6,022家。

八、稽查藥局之藥品包裝容器標示是否符合《藥師法》第19條規定：查核藥局888家。

九、化粧品管理

（一）抽驗市售產品222件，品質不合格28件，移送法辦11件。

（二）檢查市售化粧品包裝標示1萬1,165件，不符規定543件，違規者處行政罰鍰177件。

（三）辦理2場化粧品業者講習會，共計265人與會。

（四）針對市面非正規廉價化粧品販售地點及網路（如：格子趣、地攤等）進行稽查抽驗，稽查結果發布新聞。

1. 「格子商店」化粧品稽查結果：共稽查9家格子商店，檢查化粧品114件，查獲其中20件產品標示違規。

2. 「美白」產品稽查結果：於轄內非正規化粧品販售地點及網路價購方式，抽驗19件化粧品，經檢驗結果均未含禁用之「重金屬汞」及「對苯二酚」，標示檢查13件產品違規。

3. 「除毛、牙齒美白」產品稽查結果：共送驗14件產品（實體通路5件／網路9件），經檢驗結果，其中7件判屬一般商品，另7件分屬藥品及化粧品（藥品2件／化粧品5件），查獲其中4件不符規定（藥品1件／化粧品3件）。



6. Management of Controlled Drugs

According to monthly sales reports submitted by institutions and dealers, the flow and use of controlled drugs are traced and inspected. In total, 1,880 firms had been inspected and 1,959 firms had been audited and inspected to find 16 in violation of regulations. They were fined a total of NT\$735,000.

7. Pharmaceutical personnel employed by clinics and pharmacies (drug stores) are inspected to see if they personally attend to dispensing of medicines and if a practice license is properly displayed; 761 pharmacies, 2,447 pharmaceutical dealers, and 2,814 clinics had been inspected, for a total of 6,022 firms.

8. Inspection of pharmaceutical labeling on packaging products revealed that 888 pharmacies were in violation of Article 19 of the Pharmacists Act.

9. Management of Cosmetics

1) 222 products on the market have been tested, of which 28 failed; 11 have been referred for processing by regulations.

2) Labeling of on the market cosmetics have been inspected 11,165 times to find 543 in violation of regulations. 177 cases of violations have been fined.

3) Two workshops have been held for the cosmetics industry; 265 people attended.

4) Informal cosmetics sold at sites and online (for example Checkfun.com, stands, etc.) have been inspected and audited, and the results have been released to the press.

(1) Results of the inspection of cosmetics at Checkfun.com: 114 products at nine Checkfun stores were inspected; of those, the labels on 20 were in violation of regulations.

(2) Results of the inspection of whitening products: Inspections of informal cosmetics sold at sites or online were performed; 19 cosmetic products were tested in all. Heavy metals like mercury and hydroquinone are not allowed, and 13 products were found in violation.

(3) Results of the inspection of hair-removal and teeth-whitening products: 14 products were examined (five at a physical location/nine online), and seven of them were categorized as general merchandise, seven as pharmaceuticals and cosmetics (two pharmaceuticals/five cosmetics). Four products did not meet regulations and were seized (one pharmaceutical/ three cosmetics).

4. 「防曬」化粧品稽查結果：共於轄內化粧品販售地點及網路價購方式，抽驗20件化粧品，經檢驗結果發現其中7件品質不符規定，標示檢查則有5件違規。
5. 「果酸」護膚化粧品稽查結果：共抽驗15件果酸化粧品，針對pH酸鹼值檢測，經檢驗結果查獲其中7件不符規定，標示檢查結果有8件不符規定。
6. 「面膜」化粧品稽查結果：共送驗10件面膜化粧品進行「可遷移性螢光劑」檢驗，經檢驗結果，全數符合規定，至於標示檢查則有5件不符規定。

(五) 「香水、指甲油」塑化劑成分及標示稽查結果：共抽驗20件產品，針對「塑化劑成分」檢驗結果皆符合規定，至於標示檢查結果則有8件不符規定。

第二節 專案查緝

針對塑化劑污染食品事件，抽驗市售食品399件，加強檢驗6項塑化劑，其中46件檢出塑化劑，皆已依法追查，並要求廠商透過製造過程或器具之改善，降低食品中塑化劑含量。

臺北市政府衛生局及環境保護局共同監毀塑化劑污染食品121.84公噸，杜絕塑化劑污染食品流入市面。

第三節 突發案件處理

配合檢警調單位查緝不法藥物，會同出勤35次。

針對塑化劑污染食品安全事件，成立「塑化劑汙染食品專案小組」，配合行政院衛生署公告5月31日D-DAY終止黑心起雲劑，稽查各大賣場及超市等販售處9,669家，查核3萬1,479品項20萬7,261件產品。8家廠商違反《食品衛生管理法》第35條「妨礙、規避稽查」，共開罰新臺幣63萬元。



- (4) Results of the inspection of sunblock cosmetic products: Inspections of informal cosmetics sold at sites or online were performed; 20 cosmetic products were tested in all. The results showed that the quality of seven products did not meet regulations and five did not do so for label violations.
- (5) Results of the inspection of AHA skin care cosmetic products: 15 cosmetic products were inspected for pH levels; seven did not meet the regulations, and the labeling on eight did not do so.
- (6) Results of the inspection of facial mask cosmetic products: 10 facial mask cosmetic product were inspected for Migration Fluorescent; all met the regulations, but the labeling on 5 did not do so.
- 5) Results of the inspection of labeling and plasticization of perfume and nail polish: 20 products were inspected for compliance with plasticization regulations; 8 did not meet the regulations.

Section 2 Special Projects Inspections

399 food products being sold were inspected for plasticizer contamination and inspections on six types of plasticizers were intensified; of those, 46 had plasticizers and have and require the manufacturers to improve the manufacturing process and tools to lower the content of plasticizer in the food products.

The Department of Health, Taipei City Government and Environmental Protection Agency jointly monitored and destroyed 121.84 metric tons of food for plasticization contamination and prevented foods contaminated with plasticization from entering the market.

Section 3 Management of Unexpected Incidents

With the investigative agencies of the police and prosecutors seized illegal drugs 35 times.

Regarding the food safety incidents of plasticization contamination, established the Food Plasticization Contamination Special Group and with the Department of Health, Executive Yuan proclaimed May 31 as a D-Day to terminate plasticization; a total of 31,479 types of products—and 207,261 products in all—were inspected at 9,669 supermarkets. Eight factory owners violated the Food Sanitation Management Act Section 35 by obstructing or circumventing the audit and were fined a total of NT \$630,000.

第四節 落實業者管理

- 一、依《藥事法》規定辦理藥商、藥局普查，普查9,011家，查獲624家藥商去向不明，依程序公告註銷。
- 二、辦理「藥商藥局暨藥事人員講習」8場，提升臺北市藥商、藥局暨藥事人員專業知能，及宣導相關法規，計776人次參加。
- 三、辦理「社區藥局藥事服務政策推動座談會」5場，提供產、官、學界跨領域經驗交流機會，計541人次參加。
- 四、辦理「管制藥品法規宣導講習」3場，醫療機構、藥局、西藥販賣業、獸醫診療機構、醫藥教育研究機構等計446人次與會。
- 五、為維護市售化粧品品質，落實業者知法守法的觀念，辦理化粧品業者講習會2場，計265人與會。
- 六、辦理「藥商、化粧品、食品業者及傳播媒體業者講習」3場，說明違規廣告查緝及認定原則，提升業者自我審查及自主管理能力，計273家次370人次參加。
- 七、辦理「衛生稽查實務研習班」等教育訓練3場，增進稽查人員稽查實務及技巧，計350人次參訓。
- 八、辦理「不法藥物查緝實務訓練課程」2場，提升不法藥物查緝績效，充實稽查人員專業知能，計114人次參訓。

第五節 淨化藥、粧、食品廣告

- 一、建置「藥物及化粧品廣告線上申辦暨查詢系統」，簡化廣告申請案程序，提升行政效能，共1萬44件。
- 二、查獲違規廣告3,196件（藥物200件、化粧品2,061件及食品935件）；處分違規廣告1,498件（藥物70件、化粧品903件及食品525件），杜絕誇大不實的違規廣告，保障消費大眾的權益與健康，並減少消費爭議。



Section 4 Vendors Management

1. In accordance with regulations of the Pharmaceutical Affairs Act, an apothecary census of pharmaceutical dealers and pharmacies was conducted for a total of 9,011 firms, of which 624 pharmacists could not be traced. Their licenses were revoked accordingly.
2. To increase the knowledge of pharmacies and pharmacists of related regulations, 8 lectures were held; 776 people attended.
3. Five sessions of a forum on the policies promoting community pharmaceutical services were held to provide an interdisciplinary exchange to the industry, government, and the academic world; 541 people participated.
4. Three training sessions regarding the regulations of controlled drugs were held for medical institutions, pharmacies, western-medicine dealers, veterinary clinical institutions, and medical education and research institutions; a total of 446 people attended.
5. To maintain the quality of cosmetics market, and to ensure that the industry knows the regulations, 2 workshops were held on the cosmetics industry; a total of 265 people attended.
6. To identify and illustrate the principles of illegal advertisements, and to improve the self-examination and self-management capabilities of the industries, 3 workshops were held for the pharmaceutical, cosmetics, food, and media industries; 273 firms participated for 370 person-times.
7. To improve the techniques and practices of inspectors, three training sessions were held on Health Inspector Practices; a total of 350 people attended.
8. To improve the investigations of illegal drugs and to improve the ability and knowledge of inspectors, two lectures on investigative training courses were held; a total of 114 people attended.

Section 5 Management of Advertisements for Drugs, Cosmetics, and Food

1. An online application and searching system for advertisements of drugs and cosmetics was set up to simplify procedures and improve administrative efficiency. In total, 10,044 applications have been received.
2. In total, 3,196 illegal advertisements have been seized (200 of drugs, 2,061 of cosmetics, and 935 of food). 1,498 illegal advertisements have been processed by law (70 of drugs, 903 of cosmetics, and 525 of food) to put an end to exaggeration and dishonest illegal advertisements to protect the rights and health of consumers and to reduce consumer disputes.

三、適時發布新聞，提醒消費者，避免因購買違規廣告所宣稱之產品，而致金錢損失及傷害身體，發布2則新聞。

(一)「臺北市政府衛生局公布99年度違規廣告王—『魚膠原蛋白』」。

(二)「衛生局公布今年上半年度違規廣告TOP 3『健康好芳』榮登第一名」。

第二章 營造健康消費環境

第一節 維護食品公共安全

一、維護公共安全方案列管之食品業者279家（含餐盒食品業18家、學校附近自助餐25家、學校自製午餐23家、外燴飲食業3家、辦理宴席餐廳79家、學校外包午餐89家、觀光飯店32家及中央廚房10家），稽查1,653家次。

二、辦理「一般餐飲業者及公共安全方案業者」衛生講習76場4,732人參訓、「中餐烹調丙級技術士技能檢定」衛生講習40場1,927人參訓、「中餐烹調乙級技術士技能檢定」衛生講習6場117人參訓、「持證廚師」衛生講習54場2,656人參訓；衛生局或臺北市各合格辦理衛生講習機構所辦理之「中餐乙、丙級烹調技術士」及「持證廚師」衛生講習資訊均公告於行政院衛生署食品資訊網之廚師證書管理網站，以利民眾查詢與報名。

三、「2011年IDA臺北世界設計大會」於100年9月30日起於臺北市展開，除國內民眾外，有大量國際參觀、參展者蒞臨臺北市。此次大會臺北市政府由文化局主政，各局處協助，衛生局食品藥物管理處負責會展期間展場及市內餐飲衛生安全。衛生局依據《食品衛生管理法》及相關規定輔導稽查，具體作為如下。

(一) 松山文化創意園區

自該園區開幕前即前往稽查輔導園區內業者，展覽期間每週不定期稽查1次，共稽查7次，值勤計12人次。



3. Timely press releases remind consumers to avoid the loss of money and that buying products that are illegally advertised can damage health. In total, there have been two releases, including:
 - 1) The Department of Health, Taipei City Government announced in 2010 that the leader of illegal advertising was the “Fish Collagen.”
 - 2) The Department of Health announced that “Good Healthy Burdock” had the honor of being the leader in illegal advertisements for the first half of this year.

Chapter 2 Building a Healthy Consumer Environment

Section 1 Maintaining Public Safety of Food

1. 279 businesses in the food industry (including 18 boxed lunch industries, 25 cafeterias around schools, 23 school lunch programs, three catering restaurants, 79 restaurants for large-scale parties, 89 schools that commission out for lunch, 32 tourist hotels, and 10 central kitchens) are placed for management under the maintenance of a public safety plan. They had been inspected a total of 1,653 times.
2. 76 sessions of seminars on sanitation had been held for 4,732 people in the general food and public safety industries. They included the following: 40 lectures for the certification of 1,927 C-grade Chinese cooking technicians; 6 lectures for the certification of 117 B-grade Chinese cooking technicians; and 54 sessions of lectures were also held for cooks already certified, with 2,656 people. Information on these lectures for the certification of B-grade and C-grade technicians and cooks already certified is posted on the Cook Certificate Management Web of the Food Information Network of the Department of Health of the Executive Yuan, for the convenience of public inquiries and application.
3. On September 30 of 2011 Taipei held the 2011 IDA World Design Conference. Besides domestic visitors, there were large numbers of international visitors and exhibitors visiting Taipei. During this time, the Department of Cultural Affairs, Taipei City Government assisted the Food and Drug Administration of the Department of Health in being responsible for the city’s dining safety and health. The Department of Health, in accordance with the Food Sanitation Management Act and related auditing regulations took the following steps:
 - 1) The Songshan Culture and Creativity Park
From the opening of the park inspections were performed; during the exhibition every week there was a scheduled inspection; in all there were 12 inspectors to do seven inspections.

（二）三大主題之夜

100年10月24、25、26日分別於臺北市中正紀念堂、故宮博物院及爭艷館舉辦，其餐飲由台北喜來登大飯店承包。供餐方式分別為自助餐、園遊會及桌餐，每日均為3,000人次用餐。除前往爭艷館實地會勘外，並請承包餐飲業者至衛生局簡報說明後，訂定稽查輔導計畫，據以執行。除執行源頭管理前往餐飲製作場所（台北喜來登大飯店）稽查輔導外，並前往三大主題之夜現場稽查輔導，值勤計38人次。

（三）針對市內住宿旅館之餐廳廚房、展館外周邊餐飲業者加強食品衛生稽查與輔導。

（四）2011臺北世界設計大展暨大會已圓滿落幕，因加強食品衛生稽查管理，大會期間臺北市未發生危害食品安全事件。

第二節 推動健康飲食新文化

一、建構健康飲食支持性環境

（一）除持續輔導食品販賣機業者、烘焙業、大賣場（烘焙、熟食），結合機關、學校、醫院、大賣場輔導其轄管及附設之飲食攤商、美食街店家實施熱量標示外，亦輔導臺北市手搖杯飲料業、咖啡餐飲、便利商店等食品業者加入實施熱量標示之行列，計輔導近1,900家食品業者門市實施熱量標示。



健康飲食新時尚熱量標示成果發表

Achievement Presentation for calorie labeling of Healthy Eating New Fashion campaign

（二）結合臺北市12區健康服務中心、臺北市立聯合醫院等共同推動國民營養宣導教育，執行衛生局「健康飲食促進計畫」，共辦理健康活動及媒體宣導至少1,441場次，依宣導方式統計如下：講座489次（2萬5,703人次）、宣導670場次（8萬5,131人次）、大型宣導社區活動282場次（7萬3,586人次），計超過18萬4,420人次參加。



2) Three Major Themed Nights

From October 24-26 of 2011, the Sheraton Taipei Hotel held the catering contract for events in Taipei's Chiang Kai-shek Memorial Hall, the National Palace Museum, and the EXPO Dome. The meals were buffet-style, garden party, and table meals, and each day there were 3,000 person-times eating. In addition to at site surveys at the EXPO Dome and inviting contracted caterers to the Department of Health to give briefing notes, the Department established an inspection and counseling plan for basis of implementation. Besides carrying out source management by inspecting and counseling food manufacturing places (Sheraton Taipei Hotel), 38 times of on-duty personnel also visited the Three Major Themed Nights for inspection and counseling.

- 3) To enhance food hygiene inspection and counseling on restaurant kitchens of lodging hotels within the city and restaurant industries surrounding the Expo area.
- 4) The 2011 Taipei World Design Exhibition has come to an end. Due to strengthened food hygiene inspection and management, no food safety issues occurred in Taipei during the time of the event.

Section 2 A New Culture: Promoting a Healthy Diet

1. Building a Supportive Environment for Healthy Eating

- 1) In addition to continuing to counsel the food vending machine industry, baking industry, supermarket (bakery and deli) and collaborate with institutions, schools, hospitals, and general merchandise stores to counsel their subordinate and affiliated food vendors and gourmet street shop owners to label calories, the Department also counseled Taipei City hand-blended beverage industry, coffee shops, convenience stores and other food industry to participate in the implementation of calorie labeling. Nearly 1,900 food industry outlets were counseled to implement calorie labeling.
- 2) The Taipei City Hospital cooperated with 12 Taipei District Health Centers to jointly promote national nutrition education, implement the Department's "Promoting Healthy Eating and Drinking Plan" and hold health advocacy and media activities for a total of 1,441 times. The results were: 489 health lectures for 25,703 person- times, 670 educational campaigns for 85,131 person-times, 282 large-scale community activities for 73,586 person-times. More than 184,420 person-times participated.

(三) 11月14日於臺北市政府沈葆楨廳舉辦100年度「健康飲食新食尚熱量標示」成果發表暨頒獎活動，現場由臺北市餐盒業商業同業公會及臺北市12區健康服務中心所輔導的餐飲業者或社區團體，示範並提供符合健康飲食概念的餐點免費試吃請市民體驗，並由連鎖食品業者現場展示其店內熱量標示情形，搭配有獎徵答、輕鬆活潑的健康飲食及熱量標示成果展示等活動，同時公布臺北市實施熱量標示之業者名單，感謝業者關心市民健康，並頒發感謝狀，約1,000人參加。

二、健康飲食新文化

(一) 辦理臺北市餐盒食品業製作「健康盒餐」研習，提升業者健康盒餐原則知能，以期業者提供符合該原則之學校午餐，臺北市13家盒餐工廠均與會，計39人參與。

(二) 結合業界或與食品、餐飲等相關工（公）會共同辦理食品安全與營養及風險溝通教育宣導

針對包裝或散裝食品製造販售業者舉辦食品標示教育宣導，並針對高風險季節性食品及觀光人潮密集之餐飲食品業，辦理食品安全與吃得健康風險認知教育訓練，並輔導業者實施熱量標示，共辦理7場教育宣導，807人次參與。

(三) 輔導學校附近早餐店張貼營養宣導及產品標示

持續製作早餐熱量海報，派員輔導學校附近239家西式早餐店張貼，並輔導店家做好衛生自主管理及張貼品質宣言，供消費者辨識優良店家，提升業者自主管理之榮譽心，創造雙贏。

(四) 將輔導熱量標示之成果或配合節令、時事發布健康飲食相關新聞

配合節令及時事發布「運用聰明小技巧 輕鬆享瘦春節團圓美食」、「享用美食前 您知道熱量是多少嗎？」（大賣場烘焙與熟食食品）、「烘焙少負擔 媽咪更健康」、「全國首創 食品販賣機熱量全都露」、「選便利 顧健康 超商飲食熱量標示更全面」、「夏季享清涼 手搖聰明選」、「月圓人團圓 別讓身材也變圓—秋節健康飲食小撇步」、「餐點熱量標示幫您聰明選輕鬆吃健康加分！」、「聰明消費選OK！繽紛聖誕分享愛」等新聞稿，加強民眾健康飲食觀念，落實健康飲食習慣。



- 3) On November 14, the Taipei City Government's Shen Pao-chen Hall held a presentation of the results and an award ceremony for 2011 Healthy Eating New Fashion - Calorie Labeling. During the event, the restaurant businesses supervised by the Taipei City Lunch Box Industry Association and the 12 District Health Centers or community groups demonstrated and provided free tasting of meal sample fulfilling concepts of health eating for the public. Food chain stores displayed condition of calorie labeling in the stores. There were also prizes for answering questions, a relaxing but active achievement exhibition of healthy eating and calorie labeling. A list of businesses participating in food labeling in Taipei City were read and given a certificate of gratitude for their concern with the health of the people. About 1,000 people attended the event.

2. A New Culture: A Healthy Diet

- 1) The Department organized healthy boxed meals seminars for Taipei City healthy boxed meals industry to improve the practitioners' knowledge on principles of healthy boxed meals, in hope of having the practitioners provide school lunches fulfilling these principles. 13 boxed meal factories in Taipei City attended the seminars for 39 participants.

- 2) Conducted food safety and nutrition and risk communication education and promotion jointly with the industry or food and restaurant related associations. To conduct food labeling educational advocacy for manufacturers and venders of packaged or bulk foods and educational trainings for food safety and food health risk awareness concerning high-risk seasonal foods and restaurant businesses at crowded tourist spots. Businesses were also counseled to practice calorie labeling. Seven educational advocacies were held for 807 participants.

- 3) Encouraging Breakfast Restaurants near Schools to Post Nutrition Information and Labeling on Products

Continuing to produce posters with calorie information and send personnel to 239 western-style breakfast restaurants to promote their posting. At the same time, self-management of sanitation and posting of quality declaration is encouraged to help consumers identify excellent stores, improve the industries' honor of self-management and create a win-win situation.

- 4) Seasonal and Timely News Releases Regarding Calorie Labeling Results and Healthy Eating

Seasonal and timely news releases on topics regarding non-fattening Chinese New-Years foods, food calorie for bakery and deli goods at general merchandise stores, Mother's Day healthy baking, calorie labeling on food vending machines, choosing healthy supermarkets for more extensive calorie labeling, hand-blended drinks during summer time, Mid-Autumn Festival healthy eating tips and adding joy to Christmas by choosing OK certified stores and other such releases to increase the public's awareness of healthy eating and promote healthy eating habits.

（五）健康飲食行銷

自100年8月28日至10月7日，於臺北大眾捷運公司之臺北轉運站刊登2面捷運燈箱廣告，燈箱刊載內容包括「食品5要」、「食品業衛生優良自主管理OK標章暨品質宣言」等4則廣告。

三、健康烘焙

於母親節、中秋節及聖誕節等烘焙產品銷售旺季，特別與台北市糕餅商業同業公會合作，輔導烘焙業者實施熱量標示，以及參與烘焙業衛生優良自主管理OK標章及品質宣言認證，於母親節及聖誕節分別舉辦「烘焙少負擔 媽咪更健康」、「聰明消費選OK！繽紛聖誕分享愛」宣導活動，活動中邀請實施熱量標示通過OK認證的業者展示並競賽各式創意、美味、衛生兼具的烘焙產品及提供免費試吃，倡導健康飲食政策：提供減糖、減油、增纖的產品及熱量標示，讓更多市民認識實施熱量標示或通過衛生優良自主管理OK認證，且具健康概念之烘焙店家。於中秋節辦理烘焙業者講習，輔導烘焙業者落實食品衛生自主管理，並建立食品安全之風險概念，共58家業者參與。

第三節 輔導產業優質化

一、推動「衛生優良自主管理OK標章暨品質宣言認證」

延續99年推動精進創新之衛生優良自主管理「OK標章分級」及「品質宣言」認證制度，輔導各類食品業者實施衛生優良自主管理，並宣示遵守其業別之「品質宣言」（依不同食品業者特色，分別擬訂），將「品質宣言」、分級之「OK標章」張貼於明顯處供民眾做為消費時之選擇。計一般餐飲業（含花博之餐飲業者）、烘焙業、食品販售業、飯店業、飲冰品業、休憩餐飲業（含學校周邊西式早餐店）等6大類別，共804家業者宣誓遵守品質宣言與落實衛生自主管理。



5) Marketing of Healthy Foods

From August 28 to October 7, the Departments posted four advertisements, including Five Essential Foods and Food Industry Excellent OK logo quality certification system for sanitary self-management, on both sides of the light box at the MRT Taipei Station.

3. Healthy Baking

During Mother's Day, Mid-Autumn Festival, and Christmas, the peak seasons for baking goods, the Department specially cooperated with Taipei Bakery Association to encourage bakeries to perform calorie labeling and to participate in Baking Industry self-management of sanitation. During Mother's Day and Christmas respectively, advocacy activities "Healthy Baking for Mother's Day" and "Sharing Love in Christmas by Choosing OK logo" were organized. During the activities, businesses practicing calorie labeling and were certified OK logo were invited to present and compete in creative, delicious, and healthy baked goods and provide free food tasting. Healthy eating policy was also promoted: products with reduced sugar, oil and increased fiber and calorie labeling were provided, allowing residents to get to know calorie labeling and bakeries with concepts of health and had passed OK Certification for Sanitation Self-management. During Mid-Autumn Festival workshops were organized for bakery industry to counsel the practitioners to implement food hygiene self-management and to establish the concept of risks of food safety. A total of 58 practitioners attended the workshops.

Section 3 Supervision of Industries for Quality Improvement

1. Promoting the OK logo quality certification system for sanitary self-management

In 2010 continued to promote the OK logo certification system for self-management of Sanitation to implement the policies of "My Pledge," the supervision of various types of food industries to implement excellent and self-management of Sanitation, and the declaration of abiding by "My Pledge" (depending on the characteristics and formulation of the different food industries). The OK Logo System was also posted in a prominent place and consumers can make choose by looking at OK Logo. 804 firms in all vowed to uphold My Pledge and implement measures for self-management of Sanitation including general food and beverage industries (including the industries at the Flora Expo), the baking industry, the selling industry, the restaurant industry, the beverage and frozen product industry, the leisure food industry (including Western breakfast shops nearby schools), and six similar categories.

二、為有效運用社會人力，結合民間力量與資源推動食品衛生相關業務，100年招募志工50人，辦理5場次志工教育訓練講習。

(一) 基礎訓練2場，分別為4月21日至22日及5月5日至6日兩梯次。

(二) 8月4日於臺北市信義區行政中心7樓辦理衛生保健志工督導研習會暨業務聯繫會。

(三) 專業訓練2場，分別為4月27日於臺北市立聯合醫院仁愛院區檢驗大樓辦理市售包裝食品標示衛生講習，計26人參加；11月30日於臺北市市政大樓辦理專業講習暨年終檢討會，計51人參加。

第四節 為民服務與消費者保護

一、設立消費者服務專線(02) 2720-8777，提供消費者遇到突發狀況能有適當管道諮詢或申訴。受理消費者藥物、化粧品、食品等檢舉案件5,845件。受理中藥摻西藥及中藥摻重金屬檢驗19件。

二、提供民眾消費申訴管道，保障消費者權益，受理消費爭議案632件，其中296件調處成功，221件未調處成功，轉由臺北市政府法規委員會消保官繼續進行調處，90件消費者主動撤銷申訴，25件因非衛生局權管，移請其他單位辦理。

三、為維護女性瘦身美容之消費權益，100年10月份進行瘦身美容業者使用「定型化契約應記載及不得記載事項」查核。完成查核之99家業者中，51家業者使用行政院衛生署公告之「瘦身美容定型化契約應記載及不得記載事項」契約範本(18家業者使用之定型化契約有缺失)；27家業者使用範本以外之其他類型契約，包含各種訂購單、交易憑證等；21家業者未使用契約(或未提供契約資料供查核)，經查核定型化契約有缺失及未使用定型化契約66家業者，給予輔導並要求限期改正，將完成修正之契約書送臺北市政府衛生局備查。



2. To effectively utilize social resources to promote food sanitation related activities together with private sector resources, in 2011 50 volunteers were recruited and 5 volunteer training sessions were held.
 - 1) Two sessions of basic training were held on April 21-22 and May 5-6.
 - 2) On August 4, a health care volunteer supervision seminar and business contacts meeting was held on the seventh floor of the administrative center in the Xinyi District in Taipei.
 - 3) Two professional training sessions were held; one was a workshop on April 27 at the Laboratory Building of Renai Branch, Taipei City Hospital for the safe labeling of commercial food packaging—26 people attended; the other one was a professional workshop on Nov. 30 at the Taipei City Hall for the end of year review—51 people attended.

Section 4 Public Service and Consumer Protection

1. A consumer service hotline (02)2720-8777 was set up for the inquiries and appeals of consumers with unexpected incidents. A total of 5,845 cases of consumers reporting fraud in drugs, cosmetics and food had been received. Cases of western medicine and Chinese medicine adulterated with heavy metals totaled 19.
2. In providing the public with consumer complaint channels and to protect the rights of consumers, 632 cases of consumer disputes have been received. Of those, 296 cases have been successfully mediated. The 221 cases not mediated successfully were referred to the Consumer Protection Officers of the Law and Regulation Commission of the Taipei City Government for further processing; 90 cases were withdrawn by the consumer, and 25 cases were referred to other counties and cities for handling.
3. In order to protect the rights of the consumers in the slimming and beauty businesses, in October of 2011 an inspection for the use of “items should and should not be recorded in stereotyped contracts” was performed. Of the 99 businesses inspected, 51 businesses used the Department of Health, the Executive Yuan’s announcement of “Items should and should not be recorded in the slimming and beauty stereotyped contracts” (18 businesses were found to have missing items in the stereotyped contract). 27 businesses used other types of stereotyped contracts other than the announcement, including a variety of purchase orders, transaction certificates, etc. 21 businesses did not use any contracts (or did not provide contract information for inspection). The 66 businesses were found to have defects in the stereotyped contracts or not use stereotyped contracts after inspections were given counseling and required to make corrections within a time period and submit the amended contract to Department of Health, Taipei City Government for reference.

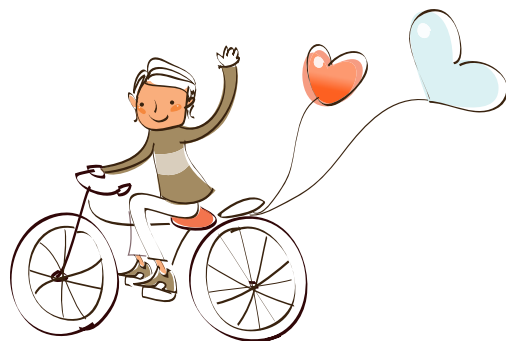
第三章 營造用藥安全環境

第一節 用藥安全及濫用防制教育宣導

- 一、辦理用藥安全暨藥物濫用防制宣導289場次，1萬4,565人參與。
- 二、配合行政院衛生署「暑期保護青少年—青春專案」，於7月至8月暑假期間結合臺北市政府各局處及民間資源，針對反毒相關主題，辦理社區多元、多樣性宣導活動，包含：熱力青春休閒活動、社區宣導講座，辦理248場次，宣導2萬2,727人次。
- 三、暑假期間配合商業處進行八大行業營業場所之聯合稽查，同步執行藥物濫用防制、反毒宣導計117場次，宣導3,486人次。

第二節 處方釋出送藥到宅

- 一、配合行政院衛生署推動醫藥分業，處方箋釋出政策，以及節省社區民眾醫療費用支出與就醫時間，擷節健保費用，由臺北市立聯合醫院先行做起，強力推行處方箋釋出計畫，同時藉由每年定期醫療院督導考核及例行性診所及藥局普查作業，持續推動此項政策。
- 二、配合處方箋釋出政策，持續推動送藥到宅貼心服務：結合臺北市藥師公會及藥劑生公會，臺北市社區健保藥局成立「慢箋服務團隊」，由臺北市社區藥局提供「免費」送藥到宅服務，計314家社區藥局加入。





Chapter 3 Creating a Safe Pharmaceutical Environment

Section 1 Education on Safe Drug Use and Prevention of Drug Abuse

1. 289 sessions advocating drug safety and drug abuse prevention were held with 14,565 persons in attendance.
2. The Department, in coordination with the special project for adolescents during summer time promoted by the Department of Health of the Executive Yuan, held a series of activities during July and August with different departments of the Taipei City Government and private sector resources on anti-drug related topics. A variety of community promotional activities, including adolescent leisure activities and community advocacy seminars, were held 248 sessions for 22,727 person-times.
3. During the summer vacation, the Department cooperated with Taipei City Office of Commerce to conduct joint inspections on business premises of the 8 kinds of industries and simultaneously held 117 sessions of prevention of drug abuse and anti-drug advocacy to advocate to 3,486 person-times.

Section 2 Release of Prescriptions and Medicine Home Delivery Service

1. In coordination with the Department of Health of the Executive Yuan, the separation of prescribing and dispensing practices has been promoted. To save the public medical expenditures and also time for medical care, and thus to save expenditures of the National Health Insurance, the Taipei City Hospital took the initiative to release prescriptions. This policy is continually promoted through annual regular inspections and auditing of medical care institutions and routine census of clinics and pharmacies.
2. In coordination with the prescription release policy, medicine home delivery service is continued. Together with the Taipei City Pharmacists Association and the Pharmacists Association of R.O.C, teams of chronic disease prescription services are set up in community pharmacies. Free services on medicine home delivery service are provided by community pharmacies. 314 community pharmacies have joined the program.

三、民眾持處方箋至社區藥局領藥，讓民眾與藥師有充裕的時間溝通，使民眾得到更好的用藥安全與藥物諮詢服務。臺北市社區藥局調劑慢性病連續處方箋93萬8,443張，非慢性病連續處方箋1萬7,448張，共95萬5,891張（即提供藥物諮詢服務人次）。

四、社區藥局照顧弱勢提供送藥到宅服務，針對智障、精障、肢障、中風、獨居老人及評估有需求之民眾提供「送藥到宅」服務，臺北市社區藥局提供3萬4,194人次「送藥到宅」服務。

第三節 推動長期照顧藥事服務

一、培訓長期照顧藥師群：100年3月13日於臺北市立聯合醫院和平婦幼院區，辦理「100年長期照顧用藥安全藥師訓練課程（初階）」8小時，計186名藥師參訓；3月27日、4月10日、4月17日於臺北市立聯合醫院和平婦幼院區辦理「100年長期照顧用藥安全藥師訓練進階課程」24小時，計126名藥師參訓。

二、長期照顧藥事服務：藥事服務內容包含藥物治療評估及建議、藥歷建檔、用藥安全管理、藥品回收、用藥指導及衛教等。長期照顧藥師團隊執行藥事服務機構73家，個案1,601人，訪視4,253人次；居家照護個案114人，訪視次數322人次。

三、100年12月20日於財團法人臺北市私立愛愛院辦理「臺北市長期照顧藥事服務成果發表暨學術研討會」，發表會中除報告臺北市推動藥師參與長期照顧成果，亦邀請機構負責人、長照個案進行接受照顧之心得分享，另針對「臺北市長照藥事服務工作總檢討與未來展望」議題進行研討，與會人員除藥師外，邀請各縣市衛生局、藥學相關公會及長照機構等單位蒞臨，計71人參加。



3. People bring their prescriptions to community pharmacies for medicines, allowing patients and the pharmacists ample time for communication; the patients are more accessible to better counseling services on safe drug use and other pharmaceutical matters. Community pharmacies in Taipei City had dispensed 938,443 refillable prescriptions for chronic diseases and 17,448 refillable prescriptions for non-chronic diseases, totaling 955,891 prescriptions (that is, person times of providing drug counseling).
4. Medicine home delivery service to care for people of the less privileged groups included medicines to be delivered to home of the mentally retarded, mentally impaired, physically disabled, patients of stroke, the elderly living alone, and others assessed as necessary. Community pharmacies in Taipei City had medicine home delivery service for 34,194 person-times.

Section 3 Promotion of Pharmaceutical Counseling Services for Long-term Care

1. Training Long-term care pharmacists group: on March 13, 2011, the Heping Fuyou Branch of the Taipei City Hospital was held an 8-hour 2011 Pharmacists Training on Long-Term Care Drug Safety (Elementary course), attended by 186 pharmacists. On March 27, April 10 and 17, the Heping Fuyou Branch of the Taipei City Hospital also held the 24-hour 2011 Pharmacists Training on Long-term Care Drug Safety (Advanced course), 126 pharmacists attended.
2. Pharmaceutical services in long-term care: pharmacy services including assessment of effect of drug therapy and recommendations, archiving of medication records, management of the safe use of drugs, recall of drugs, and instructions on use of drugs and health education. The pharmacist group in long-term care had provided services in 73 institutions for 1,601 persons and visited 4,253 person times; they also serviced 114 persons in home care and visited 322 person times.
3. On December 20, 2011, a symposium on pharmaceutical counseling services in long-term care was at Aiai Foundation. During the symposium, in addition to reporting the results of promoting pharmacists' involvement in long-term care, responsible persons of institutions and long-term care cases were also invited to share their experiences. In accordance with Taipei City long-term care pharmaceutical services work review and vision for future were also discussed. A total of 71 people attended that included pharmacists, department of health of different counties and cities, relevant medical associations, and long-term care institutions.

第四節 居家廢棄藥物檢收站

- 一、99年4月2日啟動臺北市居家廢棄藥物檢收站計畫，於臺北市12行政區設置檢收站，已設有社區藥局300個站點、醫院藥局51個站點、健康服務中心12個站點，共363站。
- 二、自99年4月2日啟動至100年，經由社區藥局、臺北市立聯合醫院、臺北市立萬芳醫院、臺北市立關渡醫院、健康服務中心的檢收站點，檢收之廢棄藥物2萬6,391.7公斤。
- 三、100年7月30日於信義華納威秀行人徒步區，辦理「居家用藥安全檢查暨檢收」宣導園遊會，活動中邀請臺北市政府相關單位及民間團體共同設置互動式攤位，進行闖關活動，1,000人次參與。
- 四、辦理社區宣導（含）48場次，1,374人參與。

第四章 衛生檢驗服務

一、強化檢驗服務，提升檢驗量能

（一）配合各業務單位辦理各項檢驗工作：100年度各類食品衛生檢驗食品衛生檢驗10萬3,794項件、營業衛生檢驗9,789項件、中藥摻加西藥3萬8,304項件、醫事檢驗60項件，合計15萬1,947項件。

（二）受理人民委託及檢舉陳情之檢驗：100年度受理4萬660項件。



衛生檢驗業務
Health inspection services

二、100年5月27日至6月30日舉辦免費檢驗行政院衛生署公告之起雲劑五大類產品是否含塑化劑，包括：運動飲料、果汁、茶飲、果醬／漿類、膠／錠／粉狀等五大類食品。共計檢驗4,625件，檢出560件，檢出率達12%。



Section 4 Household Medical Waste Take Back Station

1. On April 2, 2010, the Household Medical Waste Take Back Station was started and receiving stations were set up in 12 Administrative Districts; there are 300 community pharmacy stations, 51 hospital pharmacy stations, and 12 stations at District Health Centers. In total there are 363 such stations.
2. Since its initiation on April 2, 2010 up until the end of 2011, through receiving stations at community pharmacies, the Taipei City Hospital, Taipei Municipal Wanfang Hospital, Taipei Gan-Dau Hospital, and District Health Centers which have a total of 26,391.7 kilograms of abandoned drugs have been received.
3. On July 30, 2011, the Department conducted an advocacy garden party for home drug safety inspection and take back in the pedestrian zone of Vieshow Cinemas in Xinyi District. During the event, relevant departments of Taipei City Government and private groups were invited to set up interactive booths for progressive games. There were 1,000 person times of participants.
4. Held 48 community advocacy sessions with 1,374 participants.

Chapter 4 Laboratory Testing

1. Strengthening Laboratory Testing Services and Upgrading Capacities of Laboratory Testing
 - 1) Testing was conducted in coordination with program activities of various divisions and sections: In 2011, there had been 103,794 food hygiene tests; 9,789 operating hygiene tests; 38,304 tests for Chinese medicines adulteration of Western medicines; and 60 medical examinations, totaling 151,947 cases.
 - 2) Accepted tests commissioned by the people and petitions: In 2011 40,660 cases were accepted.
2. Between May 27 and June 30, 2011, the Department offered free testing for plasticizers in the 5 types of cloudy agent containing foods declared by the Department of Health, the Executive Yuan, including sports drinks, juices, tea, jam/pulp type, and gelatin/ingot/powder form foods. A total of 4,625 items were tested and 560 items were tested positive for plasticizers, examination rate is 12%.

三、100年11月29日至30日參加行政院衛生署食品藥物管理局舉辦之「100年度食品衛生檢驗科技暨檢驗技術之挑戰－發現非法食品添加物研討會」，共計發表3篇口頭論文及3篇壁報論文，會中獲得最佳口頭論文及壁報論文各1篇，並獲行政院衛生署99年度檢驗評比分組第1名。

四、開發新檢驗技術

為有效提升檢驗效能，開發檢驗技術項目如下：

- (一) 食品中鄰苯二甲酸酯類之檢驗方法－液相層析串聯質譜儀法。
- (二) 食品中黴菌及酵母菌數之檢驗方法。
- (三) 食品中動物用藥殘檢驗方法－孔雀及其代謝物之檢驗。
- (四) 食用油脂檢驗法－碘價之檢驗方法等技術。



3. From November 29 through 30, 2011, the Department of Health, Taipei City Government participated in the seminar for discovering illegal food additives and published a total of 3 oral papers and 3 poster papers. 1 of the oral papers and 1 of the posters were deemed the best. The Department also received the highest rating for conducting tests in 2010 by the Department of Health, the Executive Yuan.

4. Development of New Laboratory Techniques

To upgrade the skills and efficiency in laboratory testing, new testing techniques have been developed:

- 1) Testing methods for phthalates in food – liquid chromatography tandem mass spectrometry.
- 2) Testing methods for mold and yeast count in food.
- 3) Testing methods for animal drug residues in food – testing methods using malachite green and its metabolite.
- 4) Testing methods for edible oils and fats – iodine value tests.



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優化市醫及國際醫療服務

Part 5 Improvement of Municipal Hospitals and International Medical Care Services



第五篇 優化市醫及國際醫療服務

身為臺灣的政經中心，臺北市國際化為都市發展重要一環，城市外交衍然成為臺北市的責任之一。為順應國際發展趨勢，邁向國際級健康之都，持續推動國際衛生交流活動。

第一章 推動國際衛生醫療合作交流

第一節 補助及辦理國際會議

一、補助辦理國際會議

為提高臺北市國際能見度，訂定「臺北市政府衛生局補助舉辦國際醫藥衛生會議作業要點」，經由補助方式，鼓勵國內醫學中心、醫藥衛生相關學（協）會、大專院校、研究機構及公益法人於臺北市召開衛生醫療相關國際會議。100年度共補助台灣病理學會、臺灣健康資訊交換第七層協定協會、臺北醫學大學、台灣靜脈學會、台灣靜脈暨腸道營養醫學會、台灣老年學暨老年醫學會、財團法人台灣癌症基金會及台灣神經外科醫學會等8個單位。

二、舉辦2011臺北健康城市論壇系列國際研討會

為增進臺北市醫療相關人員專業知能及國際視野，規劃辦理以下會議：



2011臺北健康城市研討會
2011 Taipei Healthy Cities Symposium



高齡化友善環境論壇
The Age-friendly Environments Forum



Part 5 Improvement of Municipal Hospitals and International Medical Care Services

As a political and economic center of Taiwan, internationalization is a vital part of the urban development of Taipei City and city diplomacy has thus become a responsibility of the city. To conform to the international trend development and to match towards the goal of becoming a world-class healthy city, Taipei City continues to promote international health exchange.

Chapter 1 Promotion of International Cooperation and Exchanges in Health and Medical Care

Section 1 Subsidies and the Holding of International Conferences

1. Subsidies on the Holding of International Conferences

To improve the international visibility of Taipei City, a set of operational guidelines governing subsidies on the holding of international conferences in health and medicine has been formulated to, through subsidies, encourage medical centers, health and medicine-related associations and societies, universities and colleges, research institutes, and public-interest corporations to hold in Taipei City health- and medicine related international conferences. In 2011, the Taiwan Society of Pathology, Health Level Seven Taiwan (HL7-Taiwan), the Taipei Medical University, Taiwanese Society for Phlebology, the Taiwan Society for Parenteral and Enteral Nutrition (TSPEN), the Taiwan Association of Gerontology and Geriatrics, the Formosa Cancer Foundation, the Taiwan Neurosurgical Society and more were subsidized.

2. The Holding of the 2011 Taipei International Symposium on Healthy Cities

To improve the professional skills and international perspective of relevant medical personnel in Taipei City, several symposiums had been held in the following:

- (一) 100年11月14日至15日於財團法人張榮發基金會國際會議中心舉行「2011臺北健康城市研討會」，邀請國內外22位講員（含澳洲、奧地利、香港等國）演說，計有300人以上參加，與會國家5國，並有8個外縣市政府代表出席。
- (二) 100年11月25日與台北榮民總醫院、國立陽明大學、臺北市政府、臺北市立聯合醫院，於市府大樓12樓劉銘傳廳辦理「高齡化友善環境論壇—政府部門的角色與作為」，以高齡友善城市8大發展指標為主，共有14國20位國外貴賓及臺北市政府相關局處人員與國內貴賓共同參與討論，共80人與會。
- (三) 100年11月26日至27日與台灣內科醫學會於台北國際會議中心共同辦理「第三屆世界健康檢查醫學會」，吸引上千位民眾參加。

第二節 辦理國際醫療支援服務

一、國際公衛醫療服務

與行政院蒙藏委員會合作推動「臺蒙衛生醫療交流工作小組」，增進及整合臺蒙衛生醫療交流服務，透過工作小組的運作，100年蒙古國烏蘭巴托市衛生局推薦牙醫師2名至臺北市立聯合醫院觀摩進修，同年10月2日至6日該局局長TUUL Sodnomdarjaa等人來臺，至蒙藏委員會、臺北市政府衛生局、行政院衛生署台北醫院等地參訪，交流施政經驗並洽談未來合作事宜；10月22日至30日派員參加由蒙藏委員會主辦之臺灣衛生醫療團赴大陸內蒙古自治區，進行專題演說及座談，分享臺北市執行公共衛生經驗。

二、辦理斯里蘭卡醫療團義診

與臺北市立聯合醫院及「財團法人法鼓山社會福利慈善事業基金會」合作辦理醫療團，由具醫護背景之專業人士組成醫療團隊前往經歷2004海嘯及內戰頻仍的斯里蘭卡，使該國人民能獲得更多照護。



斯里蘭卡醫療團與當地衛生處處長

Medical corps in Sri Lanka and the director of local health department



- 1) Conducted the 2011 Taipei Healthy Cities Symposium at Evergreen International Convention Center, Chang Yung-Fa Foundation on November 14 and 15, 2011. 22 domestic and foreign speakers (including Australia, Austria, Hong Kong and other countries) to give speeches. Over 300 people from 5 participating countries. 8 representatives from other city and county governments of Taiwan also attended the symposium.
- 2) Conducted jointly a “The Age-friendly Environments Forum – the Roles and Actions of Government Departments” with Taipei Veterans General Hospital, National Yang-Ming University, Taipei City Hospital and Taipei City Government in Liu Ming-Chuan Hall on the 12th floor of Taipei City Hall on November 25, 2011. The forum focused on the 8 indicators of development of aging friendly cities. 20 foreign guests from 14 countries, personnel from relevant departments of Taipei City Government, and domestic guests participated in the discussion. A total of 80 people attended the forum.
- 3) Jointly organized the 3rd World Congress on Ningen Dock with Taiwan Society of Internal Medicine at Taipei International Convention Center on November 26 and 27, 2011, attracting about 1,000 people to attend.

Section 2 Operating International Medical Support

1. International Public Health and Medical Services

In collaboration with the Mongolian and Tibetan Affairs Commission of the Executive Yuan, the Department pushed forward the Team for Medical Exchange between Taipei and Mongol to improve and integrate Taipei-Mongolia medical exchanges. Through the operation of the working group, the Ulaanbaatar City Health Department recommended two dentists to come to Taipei City Hospital observe and receive training in 2011. From October 2 through 6 in the same year, Director of Ulaanbaatar City Health Department TUUL Sodnomdarjaa and others traveled to Taiwan and visited Mongolian and Tibetan Commission Affairs Commission, Department of Health, Taipei City Government, Taipei Hospital of Department of Health, Executive Yuan and other places for exchanges on administrative experiences and discussions on future cooperation. From October 22 to 30, personnel were sent to Inner Mongolia with Taiwan Health Medical Corps organized by Mongolian and Tibetan Affairs Commission to give speeches on special topics and lectures to share Taipei City’s experiences in executing public health.

2. Operating Medical Corps Offering Free Clinic for Sri Lanka

The Department, in collaboration with the Taipei City Hospital and the Foundation of Dharma Drum Mountain Social Welfare and Charity Foundation, operated medical corps comprising professionals with health care background to enter Sri Lanka, which had experienced the tsunami in 2004 and frequent civil wars, allowing Sri Lanka citizens to gain even more care.

此次醫療團成員包括8位醫師、4位藥師、12位護師及其他行政、總務等人員，共計46位，服務期間計14天，分別在北部Mutur地區的Paddalipuram、東部地區Gomarankadawela及中部Welikanda的Polonaruwa地區義診。此次醫療團總計服務約3,700人次，包含外科、內科、牙科、家醫科、中醫推拿針灸及小兒科等醫療服務，並提供當地貧苦兒童獎助學金及老人的老花眼鏡。

三、協助蒙古國烏蘭巴托市醫療人員來臺進修

衛生局本著醫療支援國際友邦的精神，為培育國際友邦醫療技術及醫事人才，100年協助安排蒙古國烏蘭巴托市衛生局推薦牙醫師2位至臺北市立聯合醫院觀摩進修，學習多項醫學課程及專業進修，以期能培育友邦當地卓越的醫療人員，造福更多人民。

四、接待國際外賓參訪

100年接待甘肅省人口文化促進理事會17人、江蘇省淮安市衛生局副局長鄔錦屏等25人、山東省新泰市參訪團6人、臺北市立聯合醫院代訓大陸泉州第一醫院醫事人員5人、大陸上海市長寧區參訪團14人、柬埔寨參與「多邊國際合作計畫－東亞國家菸害防制合作計畫（2010-2012）」參訪



蒙古國烏蘭巴托市衛生局局長來訪

Visitation from the director of Health Department of Ulan Bator City, Mongolia

團13人、韓國蔚州郡衛生課課長等16人、美國多州衛生首長暨杜克大學教授參訪團8人、臺北市立聯合醫院代訓大陸泉州第一醫院醫事人員等5人、亞洲大學暨美國杜蘭大學研究生等25人、上海市醫院協會13人、福建省生殖保健協會24人、大陸地區醫藥專業人士17人、大陸天津市南開區15人、湖北省標準化協會22人、河北省衡水市衛生局局長郝彥斌等6人、山東省防癆協會疾病控制處副處長陳辛佳等22人、浙江省紹興市6人、蒙古國烏蘭巴托市衛生局局長TUUL Sodnomdarjaa等8人、江蘇省護理管理參訪團22人、北京首都農業集團21人、第16屆國際康復之路乳癌支持會議歡迎酒會參訪團400人、陝西省銅川市15人、福建省生殖保健協會24人及浙江省疾病預防中心13人，計25個機關團體。



The Medical Corps consisted of 8 physicians, 4 pharmacists, 12 nurses, and other administrative and secretarial personnel, a total 46 people. The Corps served 14 days, providing free clinics in Paddalipuram of Mutur region in the North, Gomarankadawela in the Eastern region, Polonaruwa region of Welikanda in the Central Sri Lanka. The Medical Corps serviced a total of 3,700 person times, providing external, internal, dental, family medicine, Chinese chiropractic and acupuncture, and pediatrics and other medical services. They also provided scholarship and education grants for local underprivileged children and reading glasses for elderly people.

3. Assisting Medical Personnel of the Ulaanbaatar City, Mongolia to Taiwan to Study

In line with the spirit of medically supporting international allies to foster their medical technology and professionals, the Department assisted in the arrangement of two dentists, recommended by the Ulaanbaatar City Health Department in Mongolia in 2011, to observe and study at the Taipei City Hospital and to attend various medical courses and professional nursing training, in hope of developing outstanding medical personnel in their lands to benefit even more people.

4. Receiving International Visitors

In 2011, the Department received a total of 25 institutions and groups, including the following: 17 people from Gansu Province Population Culture Promotion Association, 25 medical personnel including Wu Jinpin, deputy director of Huaian City Bureau of Health, 6-membered delegation from Xintai City, Shandong, 5 medical personnel from Quanzhou First Hospital were trained by Taipei City Hospital, a 14-membered delegation from Changning District, Shanghai, a 13-membered delegation from Cambodia participating in Multilateral International Cooperation Projects—Tobacco Hazards Control Cooperation Plan of the East Asian Countries (2010-2012), 16 people (including the Director) from Ulju-gun Health Department of Korea, an 8-membered delegation from the United States consisting of heads of health departments in multiple states and professors of Duke University, 25 graduate students from Asian Universities and Tulane University in the United States, 13 people from Shanghai City Hospital Association, 24 people from Reproductive Health Association of Fujian Province, 17 medical and pharmaceutical professionals from Mainland China areas, 15 people from Nankai District of Tianjin City in Mainland China, 22 people from the Standards Association of Hubei Province, 6 people (including Director Hao Yan-Bin) from Health Department of Hengshui City, Hubei Province, 22 people (including Deputy Director Chen Xin-Jia) from Department of Disease Control of Anti-Tuberculosis Association, Shandong Province, 6 people from Shaoxing City, Zhejiang Province, 8 people (including Director TUUL Sodnomdarjaa) from Ulaanbaatar City Health Department, Mongolia, 22-membered delegation from Jaingsu Province Nursing Management, 21 people from Beijing Capital Agribusiness Group, a 400-membered delegation from the 16th International Symposium on Rehabilitation of Breast Cancer Support Conference welcome

第三節 培育臺北市立聯合醫院優良醫事管理人才

為培育臺北市立聯合醫院的衛生醫療專業人才，在理論與實務並重下，加強其臨床技能、教學研究能力及國際視野，特與國際醫療學術機構交流，辦理「臺北市政府衛生局所屬市立聯合醫院人員出國培育計畫」（以下簡稱培育計畫），積極遴選臺北市立聯合醫院各醫療特色中心之年輕主治醫師赴美學習最新醫療科技，或於各專長領域進行博士研究或博士後研究，參與國際合作研究計畫，返國後擔任各醫療特色中心要職，俾以提升醫療服務及教學研究品質，並擴展營運服務項目。

培育計畫原期程從96年1月1日起至99年12月31日先行試辦4年，研習期間以6個月為原則，每年遴選30名，預計培訓120名。為使計畫更符合實際需求，衛生局參酌培育人員返國後建議及臺北市立聯合醫院代表至UCSD、City of Hope與UCLA參訪結果，修正培育計畫，變更計畫期程至101年12月31日止，研習期間以6個月至1年為原則，預計於6年內培訓80名優秀人才；後展延計畫期程1年至102年12月31日，以利出國人員完成返國核銷作業。目前已有20位人員完成研習返國於臺北市立聯合醫院服務。

100年臺北市立聯合醫院提報27案，通過25案，目前已有2案於100年度執行，分別於英國倫敦國王學院精神醫學中心合作醫院莫茲里醫院及英國布里斯托大學社區與社會醫學院研習。





reception, 15 people from Tongchuan City, Shaanxi Province, 24 people from Fujian Province Reproduction Health Care Association, and 13 people from Zhejiang Provincial Centre for Disease Control and Prevention.

Section 3 Development of Quality Medical Management Personnel in the Taipei City Hospital

For the development of health and medical care professionals in the Taipei City Hospital, focusing on both theories and practice to strengthen their clinical skills, teaching and research capabilities and international perspectives, the Department has specifically maintained communication with international medical care academic institutions to organize a plan for the advanced training abroad of medical personnel in the Taipei City Hospital (hereafter referred to as the training plan). The Department actively selected young physicians from each of the special-feature centers of the Taipei City Hospital for training on new medical technologies in the U.S., or for doctoral training or post-doctoral research in their specialties to participate in international research projects. Upon their return, they would occupy important positions in the special-feature centers to upgrade the quality of medical care and teaching and research and to expand service items.

The training plan was originally to be tried out for 4 years, from January 1, 2007 through December 31, 2010, with in principle a 6-month training period and 30 trainees were to be selected each year, thus expecting a total of 120 persons. To ensure that the training meets actual needs, the Department took into consideration the suggestions of those who had been trained and also the result of the Taipei City Hospital's delegation visits to UCSD, City of Hope, and UCLA. The training plan was further revised and extended for 2 more years till December 31, 2012; the training period is now from 6 months to 1 year in principle. Eighty outstanding personnel are expected to be trained in 6 years and the training plan extended for one year till December 31, 2013. At the time being, 20 have returned and are serving at the Taipei City Hospital.

In 2011 the Taipei City Hospital recommended 27 candidates and 25 of them were accepted. 2 candidates began training in 2011 at The Institute of Psychiatry of King's College London Psychiatric Center, Maudsley Hospital, and University of Bristol Social and Community Medicine.

第四節 發展國際觀光醫療

一、溫泉保健旅遊試辦計畫

觀光醫療與保健旅遊是近年來國際旅遊新趨勢，臺北市交通便利、觀光資源豐沛，醫療水準與醫療品質獲得國際肯定，是我國最適合發展觀光醫療及保健旅遊的城市；溫泉保健旅遊試辦計畫係臺北市政府衛生局與產業發展局為促進健康產業與溫泉旅遊業之發展，在醫療法規範下推動此試辦活動，開放給臺北市所有醫療機構及所有合法之溫泉業者參與。其目的除促進產業發展外，也激發民眾健康檢查之動機及比率，期使疾病能早期發現並獲得適當的治療。

溫泉保健旅遊試辦計畫從96年推動至今已審核通過26類商品，超過2,263位民眾參與，並創造超過新臺幣3,237萬元以上產值，共有醫療機構4家、溫泉旅館13家及旅行社1家參與，專案商品服務範圍擴展至新北市。

二、臺北市政府觀光醫療暨健康保健中心新建工程

臺北市交通便利、觀光資源豐富，是我國最適合發展都會型觀光醫療產業的城市，「臺北市政府觀光醫療暨健康保健中心」係順應世界觀光醫療產業發展潮流，並配合臺北市推動休閒養生保健醫療產業政策及促進北投地區整體發展願景之代表性公共工程。

觀光醫療暨健康保健中心將於臺北市立聯合醫院陽明院區北投門診部舊址興建地上12層、地下3層之新建物，未來2、3樓將有臺北市北投區健康服務中心進駐，提供北投區市民公共衛生及基層醫療服務，其餘樓層面積則由委託營運廠商進駐，提供國內、外民眾及觀光客醫療、保健、休憩、住宿等整合性服務。

觀光醫療暨健康保健中心新建工程自民國97年起進行相關規劃，98年9月完成專案管理及監造技術服務廠商之委託，99年完成營建工程招標及營運移轉（OT）招商



臺北市政府觀光醫療暨健康保健中心－設計立面圖
Elevation drawing of design of Taipei Municipal Medical
Tourism and Health Care Center



Section 4 Development of International Tourism for Medical Care

1. Pilot Projects on Hot-spring Health Tourism

Tourism for health and medical care is a new trend in tourism in the recent years. Taipei City, with its convenient transportation and rich tourism resources, and internationally recognized quality and level in medical care, is a city most appropriate for the development of tourism for medical care. The hot-spring health tourism pilot project is being developed jointly by the Department and the Department of Economic Development to promote the development of both the health industries and the hot-spring tourism. The pilot project is promoted in compliance with regulations of the Medical Care Act for all medical care institutions and legal hot-spring industries in Taipei City to join. The purposes are to promote the development of industries, and at the same time, to stimulate the motivation and percentage of people to accept health examinations, and thus to detect diseases earlier for adequate treatment.

Since the inception of the project in 2007, 26 products have been approved so far. These products have attracted some 2,263 people and created more than NT\$32,370,000 in output value. Four medical care institutions, 13 hot-spring hotels, and one travel agency participated in the project. Services of the project have extended to New Taipei City.

2. Construction of the Taipei Beitou Health & Wellness Center

Taipei City, for its convenient transportation and rich tourism resources, is a city most appropriate for the development of metropolitan medical tourism industry. The construction of the Taipei Beitou Health & Wellness Center is to go along with the global trend in the development of tourism for medical care, is in coordination with the policy of Taipei City in the promotion of recreational activities for health care, and is also a public work representative of the vision of enhancing the overall development of the Beitou area.

Taipei Beitou Health & Wellness Center will be built at the old site of the Beitou Outpatient Clinic of the Yangming Branch, with 12 floors above the ground level and 3 floors underground. The second and third floors of the building will become the Beitou District Health Center Office and clinic to provide citizens of the Beitou area with public health and primary care; the rest of the floors will be entrusted for operation to provide the citizens and foreigners as well with integrated services in tourism for medical care, health promotion, leisure, and accommodation.

Planning of the construction began in 2008. In September 2009, the project management and construction supervision were entrusted. Public bidding for the

作業，100年已完成開挖工作，預計102年6月底完工，103年正式營運。此一工程之安排，將於工程設計階段納入委託營運廠商之構想及需求，以縮短施工時間並提高工程經費使用效率。

觀光醫療暨健康保健中心面對捷運新北投站，位於北投區大業路、光明路、泉源路、中和街口，衛生局期望此一具有指標性之建物營運後，能促進北投地區之繁榮。

第二章 醫療保健傳播行銷

為宣導臺北市政府衛生政策及相關醫療保健知識，100年度合計發布392篇新聞稿，對外辦理129場記者會，並藉由文宣書籍、平面媒體、電視、活動等管道傳遞與市民相關藥、粧、食品、防疫、醫療、保健等訊息。

一、創意媒體宣導計畫

藉由透過電視媒體進行民眾健康或衛生議題傳播，主要透過3種電視行銷管道規劃方向與執行：（一）結合無線／有線電視臺帶狀節目製播宣導單元、（二）電視廣告託播、（三）電視新聞專題／專訪製播、（四）其他：劇情引述、新聞快訊（跑馬燈訊息全日不分時段播送）及網路新聞（配合電視新聞專題播出）等，以創意宣導方式提升市民對癌症的預防、篩檢與健康生活形態等相關知能。

二、編印及發行衛生醫療相關年鑑刊物

為行銷臺北市及健康城市理念，持續辦理編譯相關事務，除配合臺北市政府編撰「臺北市年鑑」第六章醫療保健，另每年出版中英文電子書－「臺北市衛生醫療年鑑」、編製及發行「北市衛生季刊－健康臺北季刊」，並自96年3月份新增北市衛生季刊附屬刊物：「健康e手報」電子報，按月發送衛生局暨所屬機關同仁及訂閱民眾。



construction, operation transfer, and investment promotion was completed by the end of 2010; excavation work was completed in 2011. The construction was expected to be completed by the end of June, 2013 and begin official operation in 2014. Under such stage division, the ideas and needs of the entrusted businesses will be taken into consideration during project design, and thus will shorten construction time and increase efficient use of budget.

Taipei Beitou Health & Wellness Center faces the MRT New Beitou Station which is located on Daye Rd, Guangming Rd, Quanyuan Rd and Zhonghe St in Beitou Area. The Department of Health expects that once this landmark building is in operation, the prosperity of the Beitou area will be enhanced.

Chapter 2 Marketing and Promotion of Health and Medical Care

To propagate the health policies of the Taipei City Government and to disseminate relevant health and medical care information, in 2011, the Department had issued 392 news releases, and held 129 press conferences. Through channels such as printed materials, newspapers, TVs, and campaigns, information on pharmaceuticals, cosmetics, food, disease control, medical care and health promotion is disseminated to the public.

1. Creative Propagation on Media

Dissemination of messages on public health or health issues is done through televisions, mainly through three types of planning direction and implementation in TV marketing channels: 1) to combine wireless/cable TVs to produce and broadcast episodes; 2) to broadcast advertising on TVs; 3) to broadcast TV news on specific issue or interview; 4) others: to incorporate in drama, news (Marquee message broadcast throughout the day) and internet news (coordinated with featured TV news), etc., using creative propagation to enhance the public's knowledge on cancer prevention, screening, and healthy lifestyle and such.

2. Compilation and Publishing of Health-related Journals

To promote the concept of Taipei City and healthy city, the Department continues to conduct editing and translating related materials. In addition to compiling Chapter 6 Health Care of the Taipei Yearbook with the Taipei City Government, the Department also publishes the Annual Report in the form of e-book in Chinese and English, compiles and releases the Healthy Taipei Quarterly. Since March 2007, the Taipei e-paper has been added. The e-paper is distributed to the affiliated organizations and the public subscribers.

第三章 臺北市立聯合醫院公衛醫療服務

臺北市立聯合醫院（以下簡稱聯醫）秉持公立醫院成立精神，以「照顧弱勢族群，善盡公立醫院社會責任；結合社區基層醫療體系，促進社區健康服務」為宗旨，以「全人照護、追求卓越、市民健康」為願景，持續深耕社區，透過社區醫療群、社區公衛群、社區藥局及社區健康營造中心關注市民健康，以達成「建構以市民為中心的公衛醫療體系」目標，朝「社區醫學的中心」目標發展。100年度成果說明如下：

一、整合醫療，發展院區醫療及公衛特色

（一）中興院區

1. 眼科中心

100年提供清寒病患免費眼角膜移植手術服務，共完成8例。引進美國最新光動力雷射治療，共完成2例病患之手術。完成無縫線網膜下注射手術共365例。



中興院區－106週年院慶活動

Zhongxing Branch – Celebration of 106th anniversary

2. 產後護理之家

由護理人員24小時照護，提供育嬰諮詢及產後護理指導，專責婦產科醫師及小兒科醫師每日迴診與諮詢，專業營養師及中醫師負責設計循環菜單，提供母、嬰安全完善的生活環境及24小時螢幕監看，100年服務人日數共2萬4,067人日（母親1萬2,199人日，嬰兒1萬1,868人日），媽媽團體衛教課程共232場，護理指導人數664人，母乳總哺餵乳100%，純母乳率58.6%。



仁愛院區－58週年院慶活動

Renai Branch – Celebration of 58th anniversary

（二）仁愛院區

1. 癌症防治研究中心

結合聯醫團隊醫療資源，提供各項



Chapter 3 Public Health and Medical Care by Taipei City Hospital

The Taipei City Hospital as a public hospital is operated under the principles of “caring for the less privileged groups; fulfilling the social responsibilities of a public hospital; consolidating primary care systems in community; and promoting healthcare in community”, with the vision of caring for all people, and striving for excellence and protecting the health of the citizens. The Hospital continues to develop communities, and through community medical care groups, public health systems, community pharmacies, and community health building centers, to care for the health of the residents and to construct as its goal together with the district health centers a citizen centered public health and medical care system, moving toward the goal of becoming the center of community medicine. The result of 2011 is explained in the following:

1. Integration of Medical Care, Development of Special-Feature Medical and Public Health Centers

1) Zhongxing Branch

(1) Ophthalmology Center

In 2011, free cornea transplantation had been made to eight patients with financial needs. The latest photodynamic therapy is brought in from the US and has successfully operated on two cases. The seamless retina injection has been performed in 365 patients.

(2) Post-Partum Nursing Care Center

Nursing personnel are on-duty 24 hours to provide counseling on child care and post-partum care of women. Full-time obstetrics and pediatrics physicians give daily visits and counseling. Professional dietitians and Chinese medicine physicians plan the cycle menu. Mothers and children are provided with a well-facilitated and safe living environment that is under 24-hour monitoring. In 2011, the Center serviced 24,067 person-days (mother 12,199 person-days, and children 11,868 person-days), 232 sessions of group education for mothers; 664 mothers received guidance in nursing; and the total breast-feeding rate was 100% with breast-only feeding rate 58.6%.

2) Renai Branch

(1) Research Center for Cancer Control and Prevention

To consolidate the resources of the medical care teams of the Taipei City Hospital to provide cancer screenings of all kind, cancer prevention education

癌症篩檢、防癌衛生教育宣導、電腦斷層、核磁共振、血液腫瘤標記檢查等癌症精密性檢查、各種癌症治療及舉辦病友會。100年篩檢乳癌4,573人次、子宮頸癌2,080人次、大腸直腸癌4,632人次、口腔癌6,526人次。99年12月1日癌症資源中心開幕，提供服務給癌症病友及家屬，從診斷、治療、康復、復發及末期照護的情緒支持、心理輔導、病房探訪等完整資訊，100年計服務740人次。

2. 肝病中心

由超音波診斷、肝癌內科與放射科、病理科、消化外科、血液腫瘤科及放射腫瘤科密切合作，組成國內肝癌診斷與治療之優秀團隊；開設寶肝門診（每星期11診），就診與超音波檢查及處置一次完成，減少肝病患者就醫次數與等候時間，100年度門診人次共7,074人次，發現並確診肝癌共55例。

另配合行政院衛生署中央健康保險局B、C肝照護及治療計畫，100年度新收案照護共1,052人、追蹤管理個案計1,560人；提供完整B、C肝藥物治療部份，共收案235人（B肝抗病毒治療175人次、C肝抗病毒治療60人次）。另承接臺北市政府衛生局「100年肝癌暨肝癌高危險群篩檢服務計畫」，共收案5,213件，陽性電訪追蹤均達100%，確診率（不含拒檢數）達88%。

3. 整合性神經系統中心

推動完成神經外科全方面服務及多重專家失智症醫療照護團隊服務，設置記憶特別門診100年計服務682人次、動作障礙特別門診服務693人次、頭痛特別門診服務1,598人次、失智症日間照護中心（仁鶴軒）服務3,424人次。

（三）和平婦幼院區

1. 傳染病防治中心

為中央感染症專責醫院及感染症防治醫療網之核心專責醫院，設置77間119床之負壓隔離病房（床），提供專業之傳染病隔離照護與優質之肺結核病患照護。配合臺北市政府建構感染症整合業務，統一聯醫感染控



and promotion, precise examination by CT scanning, MRI, and blood tumor markers, all kinds of cancer treatment and cancer patients meetings are held. In 2011, 4,573 women were screened for breast cancer, 2,080 for cervical cancer, 4,632 for colon cancer, and 6,526 for oral cancer. The Cancer Resources Center opened on December 1, 2010 to provide services for cancer patients and families with complete information on emotional support, counseling, ward visits regarding diagnosis, treatment, recovery, recurrence and terminal care. In 2011 740 person-times had been served.

(2) Liver Diseases Center

An excellent diagnosis and treatment of liver diseases team has been formed through close collaboration with the ultrasound diagnosis, liver cancer internal medicine, radiology, pathology, digestive surgery, blood tumor, and radiology tumor departments. A Care for Liver clinic is operated 11 times a week. Treatment and an ultrasound can be completed together in each visit, decreasing the number of visits and waiting times of patients with liver disease. 7,074 patients visited in 2011 and 55 were found to have liver cancer.

The Department of Health Executive Yuan National Health Insurance Bureau came up with Hepatitis B and C treatment program; in 2011 cared for 1,052 people, tracked and managed 1,560 people, and supplied 235 Hepatitis patients (175 of whom received Hepatitis B treatments and 60 of whom received Hepatitis C) with comprehensive drug treatments. The Department of Health, Taipei City Government held liver cancer screening services for those with a high risk; 5,213 cases were received and 100% of those with positive results were tracked by telephone interviews. There was an 88% diagnosis rate (not including those refusing examination).

(3) Integrated Nervous Center

All-dimensional services in neurosurgery and medical care services by teams of specialists in various disciplines for dementia have been promoted. A special clinic on memory has been set up to serve 682 person-times in 2011. Another special clinic on movement impairment had served 693 person-times; and a headache special clinic to serve 1,598 person-times; and the dementia day ward (Renhe House) had served 3,424 person-times.

3) Heping Fuyou Branch

(1) Center for Infectious Disease Control and Prevention

The Center is the hospital responsible for infectious diseases designated by the central government and is also the core hospital responsible for communicable disease control medical care network. The Center has 77 negative-pressure

制手冊作業流程，並以發展為多面向全方位之社區感染醫學的中心為目標。已收治愛滋病住院個案多年，每年收治個案逐年成長，100年住院收治達81人次、門診收治1,398人次。

2. 社區眼科中心

與萬華區龍山國中合作，提供與指導學校及社區進行一系列之護眼保健與視力矯治，如護眼操、建置視力保健室、衛教、培訓愛眼種子人員、免費提供弱勢個案就醫服務等，100年度「學童視力保健推廣服務」向下外展，除了將萬華區老松國小學童納入服務目標族群，為國小學童、教師進行用眼衛教演講，舉辦視力保健講座、小小華佗營，示範教學護眼操，也將視力保健服務推廣到萬華區新和國小及萬大國小，視力保健促進工作向下紮根，教導學童從小從事護眼行動，避免學童太早發生近視或延緩近視惡化，98~100年榮獲國家品質標章（SNQ）肯定。

3. 社區牙科中心

99年起與萬華區老松國小合作，提供與指導學校及社區進行一系列之牙齒保健與治療，如正確刷牙、華佗營、培訓美齒小天使（種子人員）、免費提供弱勢個案就醫服務等。99年度通過牙科專科醫師訓練醫院，未來將擴大深入校園與社區公衛，提高民眾就醫，100年榮獲國家品質標章（SNQ）肯定。

4. 婦幼衛生及遺傳諮詢中心

持續推動各項健康照護，包括：孕產婦管理、特殊群體婦女生育健康照護管理、產前遺傳診斷、嬰幼兒管理、遺傳及罕見疾病的診斷與照護、婦癌（包括乳癌及子宮頸癌）防治等。於100年共有53人進行遺傳諮詢並完成遺傳基因檢驗，並於11月6日辦理「100年度遺傳性疾病諮詢研習會，共有80人參加。



isolation wards with 119 beds to provide professional isolation care of communicable diseases and high-quality care for tuberculosis patients. With the construction of integrated services regarding infectious diseases by Taipei City Government, the process for infection control has been unified with the goal of developing a comprehensive community oriented medical center. AIDS victims have been treated for a number of years, and with each year the number grows; in 2011 the center admitted 81 person times and treated outpatients 1,398 person times.

(2) Community Ophthalmology Center

Working with the Long Shan Junior High School in Wanhua District, the Center provides and instructs schools and communities on a series of measures on eye health and vision correction, such as eye exercises, building vision health center, health education and training eye care staff, free medical services for those with weak vision, etc. In 2011 held outreach services to promote healthy eyes at elementary schools and made Lao Song Elementary School in the Wanhua District their target group; the teachers promoted healthy eyes by giving speeches, there were lectures on healthy vision, the Hua Tuo Camp, demonstrations to teach about the eyes, and the promotion of eye care services to the Xinhe and Wanda schools in the Wanhua District. Promoting proper eye care has deep roots that children learn from childhood how to protect their eyes and avoid early onset of myopia. From 2009 to 2011 was awarded the Safety and Quality Mark (SNQ).

(3) Community Dental Center

Since 2010, the Center has been working with the Lao Song Elementary School in the Wanhua District to provide and instruct schools and communities on a series of measures on dental health and treatment, such as brushing the teeth correctly, the Hua Tuo Camp, training “pretty teeth angels,” providing free services to those at risk. A dental specialist training hospital was passed in 2010. School and community health will be expanded in the future, and in 2011 was awarded the Safety and Quality Mark (SNQ).

(4) Women & Children Health Hereditary Disease Consultation Center

The Branch has continued to promote health care services such as the management of pregnant women, reproductive healthcare and management for women of special groups, pre-natal genetic diagnosis, diagnosis and care of patients of genetic and rare diseases, and prevention and treatment of gynecological cancer (including breast cancer and cervical cancer). In 2011, 53 persons received genetics counseling and testing. On November 6, the 2011 workshop on congenital genetic diseases and disorders was held for 80 participants.

5. 兒童發展評估療育中心

為全國第一個、最完整、專責跨專業且跨領域的早療醫療專業團隊，其領域除涵蓋兒童心智、小兒神經、遺傳內分泌、物理治療、職能治療、語言、心理、視力、聽力、護理外，更包括特教及社工領域。100年度辦理評估與鑑定服務，醫師初診1,763人、複診5,780人次，治療師評估5,375人次、療育1萬6,776人次。提供發展遲緩兒童優質之評估療育服務，連續3年（98~100年）榮獲「SNQ國家品質標章認證」及100年度臺北市早療醫療機構督考優等。

6. 母乳庫

由小兒科、護理科、營養科、檢驗科、感染科、醫療事務室之跨團隊合作所成立為早產兒提供營養的母乳庫，並通過英國母乳庫協會認證，提供捐贈者醫療諮詢與評估、捐贈母乳的採檢及消毒、全天候的哺乳諮詢以及母乳庫的行政管理、領乳者篩選評估等服務，100年捐乳人數為342人、受乳為1,238人次，捐乳總乳量405萬2,040cc。100年母乳庫工作人員接受HACCP訓練；9月29日舉辦母乳庫學術研討會暨專家諮詢會議並獲得SNQ國家品質標章續審通過資格。

（四）陽明院區

1. 社區醫學中心

以預防醫學的「三段五級」預防為架構，建構健全的社區醫療照護體系。100年共成立4個社區醫療群（含20家診所及24位醫師），由基層醫師至合作醫院輪診，每天3小時，每週5天，另發行陽明報報雙月刊，100年共發行6期，內容涵蓋健康焦點、預防保健知識等，讓民眾獲得正確的健康資訊。



(5) Taipei Child Development Assessment & Early Intervention Center

The first one in the country, the Center is the most comprehensive, cross-discipline professional group for early intervention. It covers children's mental and neurological health, genetic endocrinology, physical therapy, occupational therapy, language, psychology, vision, hearing, nursing, and even includes social workers for special education. In 2011 the center started assessment and evaluation services; physicians had given initial diagnose 1,763 people and re-diagnosis for 5,780 person-times, therapists evaluated 5,375 person-times, and therapy to 16,776 person-times. For providing excellent assessment and treatment care to retardation children the Center was awarded the Safety and Quality Mark (SNQ) for three consecutive years (2009-2011) and in 2011 was held in high esteem by Taipei's early intervention medical institutions.

(6) Breast Milk Bank

A Breast milk bank was jointly set up by the pediatrics, nursing, nutrition, laboratory testing, infection control, and medical affairs departments for the nutrition care of the pre-mature infants and is certified by the British Human Milk Bank Association. The Breast milk bank provides medical consultation and evaluation of the donors and the breast milk of the donor is inspected and disinfected and breast milk screening services, as well as providing 24-hours service for breast milk consultations and evaluations and administrative management services. In 2011, 342 women had donated breast milk and 1,238 people had received breast milk. The total amount of breast milk donated was 4,052,040cc. In 2011 the Breast Milk Bank's workers received HACCP training and on September 29 a symposium with experts on consultation at breast milk banks; awarded the Safety and Quality Mark (SNQ) because of qualifications.

4) Yangming Branch

(1) Community Medical Center

By the "three-level five-stage" framework of prevention, a comprehensive community medical care system has been established. In 2011, 4 community medical care groups had been established (including 20 clinics and 24 physicians). Primary care physicians visit the Branch 3 hours a day, 5 days a week. The Center also publishes the Yangming Bimonthly. 6 issues were released in 2011. Contents of the Bimonthly include health issues, knowledge on preventive health, and etc., to give the public access to correct health information.

2. 復健中心

提供復健醫療服務及輔具，服務各種輕、中、重度殘障病患，並結合物理治療（各類電療、水療、熱療、行走訓練等）、職能治療（被動性關節運動、坐站平衡訓練、肌力訓練等）及語言治療（聽理解訓練、口語訓練、吞嚥評估與治療等），100年度設置40床復健床，共進行復健診療10萬2,200人次（含早療）。

3. 老人醫學整合門診

自98年5月起由老年醫學醫師、家醫科、神經內科、復健科醫師及臨床藥師等組成跨領域的老年醫學專業團隊，提供以老人為中心之整合性臨床服務，門診時間為每週二、四下午，100年共服務305人次。

（五）忠孝院區

1. 泌尿中心

提供民眾全方位診治服務，執行泌尿科醫師、護理及專業人員訓練計畫，並發展泌尿醫學教學研究。包括：腹腔鏡及微創手術中心、排尿障礙治療中心、結石治療中心、男性不孕及性功能障礙中心、婦女及兒童泌尿中心及腫瘤中心等，並發展達文西機械手臂運用於臨床手術，100年至9月止共完成13例。另於98年9月至100年6月推動「臺北市攝護腺癌篩檢計畫」期間，共服務4,947人。

2. 運動神經元退化症照護中心－祈翔病房

提供漸凍人患者特殊醫療照護需求，囊括了神經科專科醫師、胸腔專科醫師、復健專科醫師、牙醫師及經過特殊訓練的專屬護理人員、呼吸治療師、復健治療師、心理師、社工師等各科專業人才。目前設有39床，100年度共服務79人次，總住院6,340人日。

3. 身心障礙者口腔健康照護中心

首創牙科全身麻醉特別門診，100年度身心障礙門診服務3,780人次，執行全身麻醉者43人次，另透過公會及各學會號召有意願之社區牙科醫師加入，針對特殊教育學校及教養院等給予口腔保健衛教講習，提倡「預防重於治療」的觀念。科內每週定期舉行雜誌及臨床病理討論會，並積



(2) Rehabilitation Center

Rehabilitation medical care services and auxiliary aid are provided to care for patients of mild, moderate and severe disabilities. Comprehensive care is provided in collaboration with physical therapy (electric, water and heat therapy, walking training), occupational therapy (passive joint movement, sitting and standing balance training, muscle training), and language therapy (hearing and comprehension, speech training, assessment and treatment of swallowing). In 2011, 40 rehabilitation beds had been set up to serve 102,220 person-times of patients (including early intervention).

(3) Integrated Medicine Clinic for Elderly

Since May 2009, the elderly-centered integrated clinical services have been provided by a cross-discipline team of professionals in geriatrics medicine, family medicine, medical neurology, rehabilitation medicine, and clinical pharmacists. The clinic opens every Tuesday and Thursday afternoon. In 2011, 305 person-times of patients had been served.

5) Zhongxiao Branch

(1) Urological Center

All-dimensional services are provided to the public. Training of urology physicians, nurses and other professionals is conducted; and teaching and research in urology is developed. Professional centers such as the laparoscope and micro-surgery center, urinary impairment center, stone center, male infertility and sexual function impairment center, Urological Center for women and children, and tumor center. The Da Vinci mechanical arms are developed for use in clinical operations. In 2011, 13 cases had been operated. From September 2009 to June 2011—when the Taipei City prostate cancer screening program was in effect, 4,947 people received services.

(2) Motor Neuron Disease (MND)/Amyotrophic Lateral Sclerosis (ALS) Care Center

To meet the special medical care needs of MND/ALS patients, a cross-discipline team of specialists in neurology, thoracic medicine, rehabilitation medicine, dentistry, specialty nurses, respiratory therapists, rehabilitation therapists, psychologists, and social workers was formed. There are currently 39 beds; in 2011 79 person-times of patients had been served for 6,340 person-days of hospital stay.

(3) Oral Health Care Center for the Disabled

The first dental clinic administering general anesthesia in the country was set up. In 2011, 3,780 person-times of the disabled had been served at outpatient

極參與院外各項討論會，以追求醫學新知，提高牙科醫療品質，造福市民。

(六) 松德院區

1. 自殺防治中心

執行學術研究，建立多元化宣傳管道、推動自殺防治守門人訓練與相關教育訓練活動及建置多面向之社區網絡，並建立與彙整臺北市自殺防治資料庫，以作為防治策略建言與學術研究發表之依據。100年出版期刊論文10篇，國際會議口頭報告5篇。

2. 精神醫學中心

100年以「精神科急診暨社區緊急醫療服務」榮獲2011國家品質標章／醫療院所類醫院特色專科組。在精神醫學之教學與研究方面，持續鼓勵院區的學術研究風氣，爭取國家科學委員會、行政院衛生署及其他機構各項研究計畫，100年共發表SCI論文32篇。

3. 成癮防治研究發展中心

提供成癮疾患臨床醫療服務，辦理醫療人員成癮防治訓練與議題研討，逐步改善臺北地區的成癮醫療品質。自99年6月起辦理「臺北市青少年毒品使用之治療計畫」，接受少年法庭、衛生局等機關轉介使用三、四級毒品之青少年個案，提供醫療評估與治療服務。

4. 思想起心理治療中心

99年正式揭牌啟用，以心理治療師的養成過程做為核心基礎，並培養成人、青少年與家庭及兒童心理治療相關專業訓練，100年共接受諮商心理系所全時實習學生30名及非全時實習學生26名。



松德院區－新舊任院長交接典禮

Songde Branch – handover ceremony of the old and new dean



松德院區－創院42週年暨6樓屋頂花園啓用典禮

Songde Branch – 42th Anniversary of the Branch and Initiation Ceremony of the 6th Floor Rooftop Garden



clinics. 43 person-times of patients had been given general anesthesia. Through unions and professional associations, community dentists are encouraged to join the program to offer oral cavity health education to residents of special care institutions and nursing care institutions, and to promote the concept of “to prevent is better than to cure.” Weekly journal-review and clinical pathology conferences are held, and various symposiums are attended to pursuit new knowledge and to upgrade the quality and standards of dental care to benefit the public.

6) Songde Branch

(1) Center for Suicide Control and Prevention

The Branch has carried out academic research, established diverse propagation channels, promoted suicide prevention gatekeeper training and related education and training activities and built a multi-faceted community network. It also established a Taipei City suicide prevention database to serve as reference for control strategies and suggestions and publication of academic research. In 2011, 10 papers were published in journals, and 5 papers were orally presented at international conferences.

(2) Psychiatric Center

In 2011, the community psychiatric emergency care services received the 2011 National Quality Mark of the physicians of medical institutions special features group. As for training and research, encouragement of academic research at the hospitals has been continued, to strive for projects with the National Science Council, the Department of Health, Executive Yuan, and other agencies. In 2011, more than 32 SCI papers had been published.

(3) Addiction Prevention and Research Center

The Center provides addicts with clinical medical care, trains medical personnel on addiction prevention, and conducts relevant seminars, all to gradually improve the quality of drug addiction medical care. A treatment program for Taipei City Juvenile Drug Abuse was initiated in June 2010. The program accepted youths who abused the third- and fourth-level drugs referred by the juvenile court, the Department of Health and other authorities to provide medical assessment and treatment.

(4) Taipei Psychotherapy Center

The Taipei Psychotherapy Center was officially inaugurated in 2010, with the process of becoming psychological therapists as the core and base. The Center offers professional training on for adult, adolescent and family and child psychotherapy. In 2011, the Center accepted 30 full-time and 26 part-time interning students of counseling psychology.

（七）林森中醫院區及中醫門診中心

1. 中西醫聯合照護住院服務

以中西醫聯合照護雙軌並治取代目前西醫、中醫各自治療的方式，期以最佳的診療照護服務市民，自98年2月起開辦住院服務，持續提供市民中、西醫聯合照護之門診與住院服務。

2. 推動中醫國際化

鼓勵國外醫師來院短期進修學習中醫，建置專屬部落格，成立中醫藥國際交流訓練中心，100年辦理14場次中醫藥教育訓練及研討課程，外國學生及醫療專業學員共計150人參加。積極推展中醫藥國際交流參訪活動，國外相關醫療學術專家及學員來院參訪，計有15場次，近200人次貴賓到院參訪觀摩。

3. 培育優質中醫人才，提升服務水平

為行政院衛生署中醫藥委員會指定之98年至100年中醫醫療機構負責醫師訓練計畫核心醫院，主要負責辦理中醫師之基本訓練課程、醫師病例報告研習營、指導醫（藥）師培訓營，並負責「中醫醫療機構負責醫師訓練計畫」區域性主要訓練醫院之實地訪查工作，同時協助建置區域性中醫臨床教學訓練醫院資訊交流平台，以協助處理北區域訓練醫院之教學訓練問題。

（八）昆明院區

1. 性病及愛滋病防治中心

建立愛滋病及性傳染病防治醫療諮詢的權責機構，強化檢驗實驗室功能與技術，建置全市愛滋病及性傳染病定點醫師通報系統與追蹤系統。100年愛滋病毒及梅毒抗體檢驗共完成14萬9,899案，性病及愛滋病個案管理數計3,884人次，辦理社區及校園衛生教育宣導共153場次、八大行業愛滋病宣導443場次，酒吧及公園衛教278場次。另提供愛滋病牙科特別門診，共治療159人次。



7) Linsen (TCM) Branch and Traditional Chinese Medicine Clinic Center

(1) Hospital Care Jointly by Chinese Medicine and Western Medicine

Joint care by Chinese medicine and Western medicine model is adopted to replace the current separate care by either Chinese or Western medicine to provide the public with the best care services. Inpatient services began in February 2009, providing the joint care by Chinese and Western medicine to both outpatients and inpatients.

(2) Promotion of the Internationalization of Chinese Medicine

The Branch has encouraged foreign physicians to visit the Branch for short-term study tours and has dedicated a blog and set up the international exchange and training center for traditional Chinese medicine. 14 such sessions were held in 2011. Foreign students and medical professions students totaled 150. It has also actively promoted international exchange and visits on tradition Chinese medicine. 15 visits have been made by foreign related medical academic experts and students for almost 200 person-times.

(3) Development of Quality Chinese Medicine Manpower and Upgrading Service Quality

The Linsen Branch was designated by the Department of Health of the Executive Yuan as the core Chinese medicine institution for the training of physicians from 2009 to 2011; it is mainly in charge of conducting the basic training course of physicians in Chinese medicine, physicians case report camps, teach at physicians (pharmacist) camps, as well as work-site visits at major regional teaching hospitals on the medical institution of Chinese medicine responsible physicians training program. At the same time it assisted in setting up the interface for information exchange for regional clinical training hospitals of Chinese medicine to help the northern regional training hospital handle questions on training.

8) Kunming Branch

(1) Center for Sexually-transmitted Diseases (STDs) and Acquired Immune Deficiency Syndrome (AIDS)

The Center is set up to be fully responsible for the control, prevention and counseling on AIDS and STDs through the strengthening of laboratory testing functions and techniques, and by establishing a city-wide AIDS and STD reporting system by sentinel physicians, and also a follow-up system. In 2011, testing of 149,899 people for HIV and syphilis had been made, and 3,884 person-times of AIDS and STD cases had been placed under management. 153 sessions of educational activities had been held in communities and schools; 443 lectures had been organized focusing on the eight special businesses; and 278 educational meetings had been held at pubs and parks. In addition, dental care for AIDS patients has been given 159 person-times.

2. 肺結核防治中心

100年辦理結核病防治衛教宣導共117場，6,719人次；辦理結核病篩檢共823場，篩檢2萬8,415人次；結核病個案管理量共收案管理結核病個案1,571人，含開放性肺結核939人、非開放性肺結核570人、肺外結核62人，結核病管理中個案計842人；新登記結核病個案執行都治計畫共1,549人，都治執行率達98.6%。

二、推展社區醫療及公共衛生業務

(一) 落實社區民眾預防保健之公共衛生業務及推動健康促進

1. 社區健康促進及社區衛教宣導

100年舉辦各項公共衛生服務，包括「醫院型複合式預防保健服務篩檢活動」25場，服務5,939人次；「社區型整合性預防保健服務」48場，服務8,715人次；「偏遠地區整合性篩檢」13場，服務1,454人次；臺北市學生健康檢查622場，服務11萬4,884人次。

2. 健康醫療兩相贏計畫

讓市民參與社區預防注射、五大癌症、三高篩檢、健康講座及擔任衛生保健志工等自我健康行為，就可累積健康點數，至聯醫換取健康服務，如就醫免門診掛號費、健康檢查等，100年度計5萬7,400人至聯醫兌換健康服務，其中兌換門診掛號費5萬5,707人、初階健康檢查239人、進階健康檢查360人及高階健康檢查1,094人。

3. 愛心醫療到宅服務

針對來院民眾或其他轉介來源，具有就醫交通問題與家庭經濟困難之身心障礙者與需要相關醫療協助者，給予醫療到宅服務。此外到宅提供失能者聘僱外籍看護工的巴氏量表評估服務，陸續有其他縣市政府跟進並獲行政院衛生署響應，100年計服務394人。



(2) Tuberculosis Prevention and Control Center

In 2011, 117 sessions of tuberculosis educational activities had been organized for 6,719 person-times. 823 sessions of screening had been held to screen 28,415 person-times. 1,571 tuberculosis patients had been placed under management, including 939 open cases, 570 non-open cases, and 62 cases of extrapulmonary tuberculosis, 842 individual cases of TB were under management and 1,549 newly registered cases were put under DOTs care, with a DOTs implementation rate of 98.6%.

2. Promotion of Community Medical Care and Public Health

1) Implementation of Public Preventive Health Programs and Health Promotion

(1) Community Health Promotion and Health Education

In 2011, various public health services had been offered, including 25 sessions of hospital-based compound screening activities for integrated health care screening services for 5,939 person-times; 48 sessions of community-based integrated preventive health services for 8,715 person-times; 13 sessions of integrated screening in remote areas for 1,454 person-times; and 622 sessions of physical examinations for students in Taipei City for 114,884 person-times.

(2) Health and Medical Care Win-Win Project

Residents are encouraged to participate in self-healthcare behaviors such as to accept immunization, screening for the 5 leading cancers and 3-highs, attend health lectures, and work as volunteers for health promotion. By doing so, they earn credit points, and after certain points, they can avail themselves to the free healthcare services such as health lectures and health examination at the Taipei City Hospital. In 2011, 57,400 persons had traded in for free medical care services; among them 55,707 persons for registration fee waiver, 239 persons for primary health examination, 360 persons for advanced health examination, and 1,094 persons for high-level health examination.

(3) Home-delivery of Medical Care

The mentally and physically disabled patients with transportation problems or of indigent families, when visiting the hospital or being referred to the hospital for care, are offered medical care at home. The caregivers who assist those with disabilities in their homes use a Barthel Index to assess the care-receivers' condition. Such measures have been continually followed by other counties and cities and was seconded by the Department of Health, Executive Yuan. In 2011, 394 persons had been served.

4. 癌症醫療品質提升計畫

配合國民健康局「4年內癌症死亡率下降10%」之醫院癌症醫療品質提升計畫，100年度子宮頸癌篩檢6萬5,766人次、乳癌篩檢1萬8,401人次、口腔癌篩檢2萬5,343人次、大腸癌篩檢2萬2,045人次。

5. 市民健康生活照護服務計畫

自98年4月起配合臺北市政府啟動「市民健康生活照護服務試辦計畫」，將醫療諮詢、健康關懷與公共衛生服務互相結合，100年度12行政區共設置536個「遠距照護站」，服務人數達7,396人，生理量測服務達64萬55人次，「市民健康生活照護客服中心」話務服務量達6萬6,837通（接聽數6,393通、外撥數6萬444通）。

6. 毒品危害防治計畫

成立臺北市藥癮愛滋醫療照護中心，辦理美沙冬門診並架設資訊系統進行個案管理，100年度昆明院區共提供19萬3,887人次服藥；陽明院區共提供4萬2,463人次服藥；松德院區共提供1萬4,442人次服藥；戒毒成功專業服務，共服務308人次。

7. 臺北市兒童照護服務

從篩檢、確認診斷及療育三方面，於聯醫出生的新生兒，均能接受免費聽力篩檢服務，利於先天性聽損兒早期發現、早期評估療育。100年度接受篩檢新生兒數3,186人，確認異常者8人，先天性聽損比例約為千分之三；此千分之三的新生兒於黃金療育期將獲得最完善的評估與治療訓練，以利其語言溝通能力發展至最好的程度。

（二）院外門診部

由中興、仁愛、和平婦幼、陽明、忠孝等5家院區，廣續提供15個院外門診部服務。包括：營養諮詢、藥事服務、護理衛教、心理諮商、復健治療、疫苗預注等項目，並配合院區推動各項公共衛生政策，100年共服務18萬1,297人次。



(4) Quality Improvement Program of Medical Care for Cancer

Acting in concert with the quality improvement program of medical care for cancer to reduce cancer death rates by 10% in 4 years, in 2011 the Branch had performed Pap-smear 65,766 person-times, breast cancer screening 18,401 times, oral cavity cancer screening 25,343 person-times, and colon cancer screening 22,045 person-times.

(5) Public Tele-health Service Program for Citizens

In collaboration with the Taipei City Government, a pilot project for the Public Tele-health Service program was initiated in April 2009, integrating medical care counseling, health care, and public health services. 536 Telecare stations had been set up in 12 Administrative Districts in 2011 for as many as 7,396 person-times. Physiological measurements services were given 640,055 person-times and the Public Tele-health Service Center served 66,837 person-times (received 6,393 and called 60,444).

(6) The Methadone Project

The Taipei City AIDS care center for drug addicts has been set up to operate a methadone outpatient clinic and conduct case management. In 2011, the Kunming Branch had provided medicines 193,887 person-times, the Yangming Branch 42,463 person-times, and the Songde Branch 14,442 person-times. A line for treatment success had served 308 person-times.

(7) Taipei City Children's Care

Children's care includes screening, confirmation of diagnosis, and intervention. Infants born at the Taipei City Hospital can receive free hearing screening to help the early detection of children with congenital hearing loss, early assessment and intervention. In 2011, 3,186 infants received screening and 8 were found abnormal. The congenital hearing loss ratio is 3/1000. They are given the most comprehensive assessment and treatment and training during the critical intervention period to facilitate the development of their communication skills to the best extent.

2) Out-of-Hospital Outpatient Clinics

The Zhongxing, Renai, Heping Fuyou, Yangming, and Zhongxiao Branches continue to operate 15 outpatient clinics out of hospitals. Service items include nutrition counseling, pharmaceutical services, nursing and health education, psychological counseling, rehabilitation care and vaccinations. The clinics also cooperate with the Branches to promote public health policies; in 2011, 181,297 person-times were served.

（三）建置健康中心網路系統

提供院外門診使用聯醫醫院資訊系統，同時與各責任醫院連線，讓醫護人員在診療過程中能藉由醫療系統的即時連線，能夠迅速讀取病患診療、用藥及檢查等資訊，並裝設影像傳輸系統，讓診療作業不因地域而影響民眾就醫權益。

（四）社區藥局連線

為節省藥師人力、藥品庫存空間及成本，院外門診均將處方箋釋出，民眾只需持處方箋至鄰近社區藥局即可調劑，不僅可為民眾節省就醫費用及往返交通時間，還可避免院內感染，讓就近的健保藥局藥師進行用藥諮詢。社區藥局並貼心的提供獨居老人、行動不便及身心障礙者送藥到府服務。

（五）電子化行動醫療，提供安養院及各弱勢團體到點服務

與各院區轄區內的養護機構建立雙向轉診機制，提供「醫師動，病患不動」式之「行動醫療」服務，並搭配社區藥局之「送藥到府」服務，為機構住民直接提供實質的醫療診治照護，100年完成2,645看診人次。

（六）診間e化

推行「診間e化－悠遊卡繳交醫療費用」合作案，中興院區及林森中醫院區於批掛櫃檯設置扣款設備及儲值設備，節省批價時間。另仁愛院區設置可移動的「e化行動批掛車」，舒緩等候掛號批價人潮，節省民眾等候的時間。

三、國內外醫療支援計畫

（一）照顧離島居民之政策

賡續照顧離島居民政策，每月派遣包括外科、內科、婦兒科及復健科等專科醫師組成醫療團隊支援馬祖地區醫療業務，100年有350人次醫師至當地提供服務，門診服務共1,465診次。



3) Set up a Health Center Network System

Set up a hospital information system for the outpatient clinics to use and took responsibility for the connection, allowing health care personnel in the process of treating patients to be able to quickly connect and read the diagnoses, medication, and examination information. In addition, with a picture archiving and communication system (PACS) set up, clinical operations do not vary from regions to ensure the public's medical rights.

4) Community Pharmacy Connection

In order to save manpower among pharmacists, inventory costs, and storage space for drugs, outpatient clinics hand out only prescriptions. The public simply needs to take the prescription to a nearby community pharmacy. This not only saves medical costs and transportation time, it also avoids the spread of in-hospital diseases, allowing a nearby health care pharmacists to render medical consultation services. Community pharmacies provide caring support of the elderly living at home, the immobile and the handicapped with drug delivery services.

5) Electronic Mobile Medical Care for Nursing Homes and Disadvantaged Groups

A 2-way referral system is set up with local nursing care institutions to provide mobile medical care services by which physicians go to patients rather than patients coming to them. Direct and substantial medical care services are provided to residents of care institutions. In 2011, 2,645 person-times of patients had been cared for.

6) Electronic Medical Care

The Hospital promoted the use of Smart Card to pay medical fees in collaboration with others. The Zhongxing Branch and the Linsen (TCM) Branch have installed facilities at the cashier counter for the public to pay medical fees and add values on their Smart Card to save billing time. On the other hand, the Renai Branch has set up electronic mobile cashiers to ease the crowds waiting to pay their fees and thus to shorten their waiting time.

3. Domestic and International Medical Support Plan

1) Policies for the Care of Offshore Island Residents

To continue the policy of caring for offshore island residents, every month a team of specialists in surgery, internal medicinal, obstetrics, pediatrics, rehabilitation, and other specialists are dispatched to the Matsu region to provide medical care services. In 2011, physicians provided 350 people with local health care service in 1,465 clinical sessions.

（二）「臺北國際花卉博覽會」醫療支援服務

99年於臺北市舉辦「臺北國際花卉博覽會」，聯醫自99年10月8日至100年4月25日展覽期間，配合提供緊急醫療支援服務。

（三）登革熱防疫人員支援服務

因應100年10月臺北市發生之本土性登革熱疫情，於疫情期間動員各院區醫師、醫技人員、護理人員、行政人員等共290人次，前往士林區、中正區健康服務中心協助進行前導通知、噴藥消毒、密度調查、清除孳生源等工作，與衛生局及12區健康服務中心防疫網絡攜手合作下，順利解除此次登革熱疫情。

四、全責照護制度

持續辦理「照顧服務員訓練」，住院期間生活照護工作由病房助理負責，護理照護工作由護理專業人員執行，92年7月（推動全責照護制度前）陪病率平均約70.6%，推行後100年平均陪病率下降至11.87%，家屬滿意度95.42%。

五、落實醫藥分業，全力推動處方釋出送藥到宅政策

配合「醫藥分業」政策，推動慢性病連續處方箋（以下簡稱慢箋）釋出，建立醫院與社區共同照護模式，使社區健保藥局藥師得以發揮社區健康照護者的角色，100年慢性病連續處方箋開立案件數為48萬3,659件，慢性病患之慢箋開立率達54.4%。民眾持慢箋至社區調劑的張數（即慢箋釋出量）為53萬5,366張，占有慢箋調劑張數的42.7%。提供送藥到府服務，合作社區藥局遍及臺、澎、金、馬地區，提供服務計1萬5,258次。

六、便民服務策略

（一）客服中心

提供24小時全天候服務話務中心，臺北市民眾僅需撥打1999轉888即可享受聯醫話務中心服務，100年計服務66萬5,559人次。



2) Taipei International Flora Exhibition

The Taipei International Flora Exhibition was held in Taipei in 2010. The Taipei City Hospital provided emergency and health services from October 8, 2010 to April 25, 2011.

3) Dengue Fever Prevention Staff Support Services

In response to the outbreak of the dengue fever in Taipei in October of 2011, the physicians, medical technicians, nurses, and administrative staff in each district were mobilized totaling of 290 person-times to the Shilin District and the Zhongzheng Health Center to notify the public, spray disinfectant, inspect density, remove breeding sources, etc. Under the prevention network formed through the cooperation of the Department of Health and the 12 District Health Centers, the epidemic was successfully solved.

4. Total Care System

Continual training of caregivers is given. During the period of the patients' hospitalization, their daily life activities are attended to by ward assistants; nursing care is executed by professional nursing personnel. In July of 2003 (before the total care system was implemented), the average rate of family members attending to patients was about 70.6%. After implementation, in 2011, the average fell to 11.87% and the approval rate by families was 95.42%.

5. Separation of Prescribing and Dispensing Practices and Promotion of Medicine Home Delivery Service Policy

In coordination with the governmental policies of the separation of prescribing and dispensing practices and to promote the dispensing of prescriptions to chronically ill patients, a joint hospital-community shared care model was established to allow community pharmacist to more actively play their role of community health protectors. In 2011, 483,659 refillable prescriptions for chronic diseases were written to patients, about 54.4% of all patients with chronic diseases. 535,366, or 42.7%, of such prescriptions were filled at community pharmacies. Hospitals have cooperated with community pharmacies to provide the areas of Taipei, Penghu, Kinmen, and Matsu areas with medicine home-delivery services for 15,258 times.

6. Service Tactics for the Convenience of the Public

1) Customer Service Center

24-hour telephone services are provided. Residents of Taipei need only dial 1999 extension *888 to access the services of the Taipei City Hospital telephone center. In 2011, 665,559 people had done this.

(二) 免費接駁車服務

為方便民眾看診之需，規劃接駁車，提供民眾往來各院區免費接駁服務，100年設有10條接駁車路線，共服務85萬3,080人次。

(三) 1家就診，多家跨院區服務

提供市民1家就診，多家跨院區服務，跨院服務項目包括掛號、批價、退(補)費、慢箋於A院區看診後B院區批價領藥、檢查、申請醫療費用證明、會診等，100年各項跨院服務累計達40萬6,389人次。

(四) 督導為民服務項目

持續推動溫馨主動式服務措施，包括提供以悠遊卡繳交醫療費用服務、按摩減壓服務、叫車服務、提供住院病患及陪病家屬健康養生餐盒、圖書推車借閱服務等17項服務，100年度各項服務累計達186萬8,748人次。

(五) 通譯員服務

於中興、仁愛、和平婦幼、陽明及忠孝院區服務臺或診間提供越南語、印尼語、柬埔寨語等外語服務，100年共服務5萬8,138人次。

七、加強急重症照護及提升醫療品質

(一) 強化急重症醫療照護能力

鑑於臺北市呼吸照護中心不足，設置呼吸照護病床，專屬呼吸衰竭、無法脫離呼吸器的患者使用，100年中興院區設置病床數39床，仁愛院區設置病床共計40床，和平婦幼院區設置病床數30床，忠孝院區病床數25床，陽明院區設置「呼吸照護病房」病床數40床。

「急診待床轉院試辦計畫」自99年3月實施，中興、和平婦幼、陽明院區與台大、榮總合作，自7月起忠孝、仁愛院區亦加入該計畫與臺北市八大醫學中心配合實施，100年分別有中興12人、仁愛4人、和平婦幼10人、陽明2人及忠孝2人轉至聯醫接受治療。



2) Free Shuttle Bus Services

For the convenience of the public in visiting a clinic, free shuttle bus services between branches of the Taipei City Hospital are provided. In 2011, there were 10 bus routes providing 853,080 people with service.

3) Cross-Branch Services

When a person visits a branch for medical care, he/she is at the same time served by multiple branches of the Hospital. The cross-branch services provided include registration, billing, refunds (or compensations), refills (e.g. see the doctor at A branch and pay and pick up at B branch), examination, application for proof of medical expenses, and consultation. In 2011, various cross-branch services reached 406,389 person-times.

4) Supervision of Public Service Projects

Steps taken to the continued promotion of active and warm care include providing EasyCard payment services for paying medical fees, massage services, taxi services, and services for patients and their families in hospitals such as providing a healthy boxed lunch and book cart and loan, and 17 such types of services. In 2011, 1,868,748 people were provided with such services.

5) Interpretation Services

In 2011, services in Vietnamese, Indonesian, and Cambodian, etc. were provided 58,138 times at the Renai, Zhongxing, Heping, Yangming, Zhongxiao, and Heping Fuyou Branch.

7. Improving the Quality of Care for Critical Patients

1) Improving Capability of Care for Critical Patients

The number of respiratory care centers in Taipei was insufficient, so respiratory care beds were set up specifically for use by patients who have respiratory failure and depend their lives on respirators. In 2011, the Zhongxing Branch had 39 beds, the Renai Branch 40, the Heping Fuyou Branch 30, the Zhongxiao Branch 25, and the Yangming Branch had 40 in special respiratory care rooms.

Since the inception of the pilot program of bed-waiting in emergency room transferring in March, 2010, Zhongxing, Heping Fuyou, and Yangming Branch have cooperated with the National Taiwan University Hospital and Taipei Veterans General Hospital, and since July for Zhongxiao and Renai branches in cooperation with 8 medical centers in Taipei. In 2011 Zhongxing has had 12 people, Renai 4, Heping Fuyou 10, Yangming 2, and Zhongxiao 2 go to the Taipei City Hospital for treatment.

另為加強長期使用呼吸器兒童照護與其身心發展，陽明院區成立「兒童呼吸照護病房」，於100年12月21日舉行兒童呼吸照護病房（PRCW）開幕典禮，共設置12床，期藉由提供良好的醫療及生活學習空間，提升病童生活品質。



陽明院區兒童呼吸照護病房開幕典禮

Yangming Branch Opening Ceremony of the Children's Respiratory Care Ward

（二）發展整合醫療服務

開設整合式照護門診，100年度仁愛院區「高齡長青整合門診」服務人次為3,905人次，陽明院區「老人醫學整合門診」服務人次為229人次。另成立多重慢性病整合門診，100年度忠孝院區「糖尿病心臟保健整合門診」服務人次為1,262人次，陽明院區「糖尿病眼病變整合門診」、「糖尿病腎病變整合門診」及「糖尿病骨病變整合門診」服務人次分別為212人次、48人次及50人次。

（三）提升臨床醫療品質

100年忠孝院區以「性侵害被害人一站式驗傷採證及偵訊服務」及「糖尿病健康促進機構」、中興院區以「照顧弱勢，愛盲防盲的優質眼科團隊」、和平婦幼院區以「社區國小學童口腔預防保健照護－全方位齲齒預防計畫」、陽明院區以「社區復健在台北－推動運動復健指導與諮詢方案之成果」及「社區復健在台北－老人養護機構整合照護服務模式」、松德院區以「急診暨精神科社區緊急醫療服務」榮獲國家品質標章。另和平婦幼院區參加醫策會「第十二屆醫療品質獎」活動，榮獲品質改善組潛力獎。參與臺北市政府舉辦「醫療安全與品質提升計畫」，忠孝院區「運用HFMEA改善血液透析病人測量、計算體重流程」、林森中醫院區「降低中醫門診病患候藥時間異常率」及和平婦幼院區「降低醫護人員針扎發生率」榮獲佳作獎。



In order to improve the long-term respiratory care for children and those with disabilities, the Yangming Branch established a children's respiratory care ward (PRCW) and on December 21, 2011 held a ceremony to celebrate its opening. A total of 12 beds were set up, hoping to improve the quality of patients' lives through providing excellent care and living and learning space.

2) Integrated Medical Care Services

Clinics with integrated services were set up. In 2011, such clinics for the elderly served 3,905 person-times at the Renai Branch and 229 person-times for integrated medicine clinic for elderly at the Yangming Branch. In addition, a clinic for chronic diseases was set up. In 2011, the Zhongxiao Branch set up a clinic for the cardio health of diabetics Mellitus serving 1,262 person-times; the Yangming Branch set up an integrated clinic for diabetic ophthalmopathy, diabetic nephropathy, and diabetic osteodystrophy, serving 212, 48, and 50 person-times, respectively.

3) Improving the Quality of Clinical Care

In 2011 the Zhongxiao Branch established an one-stop evidence and injury assessment service for victims of sexual assault and an organization that promotes health for Diabetics Mellitus ; the Zhongxing Branch established a high-quality ophthalmic group to care for the minorities and prevent blindness; the Heping Fuyou Branch enacted a comprehensive cavity prevention program to care for the oral health of students at elementary schools in the community; the Yangming Branch set up community rehabilitation programs in Taipei to promote exercise and rehabilitation counseling and guidance and establish its integrated care service model for the elderly; the Songde Branch set up emergency room and psychological community services and received the National Quality Mark. In addition, Heping Fuyou branch received the potentials in the quality improvement group of the 12th Medical Care Quality Award by the Taiwan Joint Commission on Hospital Accreditation. Participating in Taipei City's Government's Improvement of Health Care Safety and Quality Program, the Zhongxiao Branch used HFMEA to improve measurements of hemodialysis in patents and calculate body mass flow, and the Linsen (TCM) Branch reduced the abnormal rate for the medicine-waiting time in the clinic, and the Heping Fuyou Branch reduced the needlestick incidence rate of its health care workers, for which it received honorable mention.

（四）加強醫療品質指標管理

為使各院區相互觀摩比較，於100年4月起加入醫策會主導之「台灣臨床成效指標（簡稱 TCPI）」，依照各不同屬性之醫療照護選取指標，每月收集呈報，每季與同儕院區比較分析，回饋各院區，以為檢討改進之參考，達成持續品質提升之綜效，並預計自101年起，配合醫院評鑑作業需求，收集行政院衛生署委託醫策會訂定之評鑑持續性監測指標。

（五）舉辦各種品管教育訓練活動

積極推行品管活動，100年度辦理醫療機構品管圈（醫品圈）基礎教育訓練1場及品管圈輔導活動3場，另為培養醫院內部品管專長人才，9月份舉辦進階品管課程－輔導員教育訓練，課程共2日，共有29位完成課程並取得輔導員資格。另為強化病人安全文化，辦理醫療團隊資源管理種子培訓及輔導課程、院區內標竿病人安全活動、提升手術安全研討會及失效模式與效應分析研討會等教育訓練課程9場次，並開放臺北醫療區域醫療從業人員參加。

第四章 委外經營醫院

第一節 臺北市立萬芳醫院

萬芳醫院為臺北市政府第一家委託經營之公辦民營醫院，委託臺北醫學大學經營，擁有730床及護理之家103床，共833床，成立至今15年，除了提供市民優良醫療照護，亦致力執行公共衛生保健服務。近幾年來重要成果如下：

一、醫療與服務

（一）致力提供頂尖專業的醫療技術服務

1. 深化疾病處理流程，整合急性心肌梗塞照護團隊，於100年9月20日至21日高分通過CCPC認證（Clinical Care Program Certification）。



4) Improving the Management of Quality Care Indicators

To initiate the hospital districts to observe and compare each other, in April of 2011 the districts joined a medical policy group on the Taiwan Clinical Performance Indicator (referred to as TCPI), which were selected according to various properties of the medical care indices. Every month reports are collected and a quarterly and comparative peer analysis is conducted, which is then given feedback from each district and is used as a reference for continuously improvement. It is expected that starting in 2012, with the evaluation of operation needs of the hospitals, the Department of Health, Executive Yuan will commission a medical policy review to set the evaluation of the ongoing monitoring indicators.

5) Organizing a Variety of Quality Control Educational Training Activities

To actively promote quality control activities, in 2011, a training session of Healthcare Quality Improvement Circle (HQIC) and three activities on the guidance of HQIC were held. In September, specialists on the training and internal quality control of hospitals held advanced instructor quality control training courses; In the two-day courses, 29 people completed the courses and met qualifications to become an instructor. In order to strengthen the culture that leads to patient safety, the medical team held resource management trainings and counseling programs, patients' safety activities, a seminar to improve the safety of surgery, a seminar on Failure Mode and Effects Analysis, and 9 such training sessions. Clinical areas in Taipei Hospitals were open to medical practitioners to participate.

Chapter 4 Outsourced Operation Hospitals

Section 1 Taipei Municipal Wanfang Hospital

The Taipei Municipal Wanfang Hospital is the first municipal hospital commissioned out for management. The Hospital, with 730 beds and 103 beds in the nursing home total 833 beds, is commissioned out to the Taipei Medical University. After 15 years, they have provided the public with high-quality medical care and excellent public health services. Recent important results are as follows:

1. Medical Care and Services

1) Effectively Providing Top-Class Professional Medical Technical Services

- (1) Deepened the diseases treatment process and integrated the acute myocardial infarction care team; on September 20 and 21, 2011 received Clinical Care Program Certification (CCPC) with outstanding result.

2. 強化癌症篩檢與治療，整合癌症臨床與研究團隊，99年通過衛生署癌症診療品質A級認證。
3. 成立急診重症醫學部，積極發展急重症病人服務，並於99年11月完成重度級緊急醫療分級評鑑。
4. 成立人體器官保存庫，提供需要器官移植之病人使用。
5. 98年再次通過美國國際醫院認證（Joint Commission International Accreditation, JCIA）。
6. 98年再次通過美國病理學會醫學實驗室認證（College of American Pathologists - Laboratory Accreditation Program, CAP-LAP），持續提供高品質專業檢驗服務。
7. 98年5月成立第二心導管室及99年3月第二胃鏡室啟用後，提供專業、高品質之醫療服務。
8. 成立幹原細胞中心並結合臺北醫學大學從事臨床基礎與轉譯醫學研究。
9. 設置遠距照護服務中心（Tele-care Service Center），建立整合性服務網路，提供完善緊急醫療、居家照護、慢性病個案管理、健康管理服務。
10. 為加強特色醫療服務，成立肝炎特別門診、骨質疏鬆特別門診、甲狀腺特別門診、脊椎特別門診、減痙攣特別門診與神經腫瘤及顱部電腦刀特別門診、中西醫疼痛中心。
11. 持續肩負北臺灣的結核病防治轉介及訓練中心，並為臺北區肺結核多重抗藥性（Multidrug-resistant Tuberculosis, MDR-TB）醫療照護團隊之核心醫院。
12. 為行政院衛生署疾病管制局結核菌合約實驗室，負責新北市、金門及連江縣結核菌檢驗。
13. 設置用藥諮詢中心，提供就醫民眾完整的用藥安全資訊，並配合衛生局食品藥物管理處推動居家廢棄藥物檢收。



- (2) Enhanced cancer screening and treatment, integrated cancer clinical center and research teams, in 2010 passed the Department of Health's quality cancer care inspection with a grade A certification from the Department of Health, Executive Yuan.
- (3) Established emergency room medical department, actively developed emergency patient services, and emergency medical grade evaluation was completed in November, 2010.
- (4) Established the organ preservation system to provide necessary organs to patients for transplant.
- (5) In 2009 again passed the Joint Commission International Accreditation, (JCIA) certification.
- (6) In 2009, the Hospital passed again the accreditation of the College of American Pathologists-Laboratory Accreditation Program (CAP-LAP). The Hospital continues to provide high-quality professional laboratory services.
- (7) A second colonoscopy lab was established in May 2009 and a second endoscopy lab was set up in March 2010 to provide patients with professional, high quality health care services.
- (8) Established a stem cell center and cooperated with the Taipei Medical University to engage in basic clinical and translational medical research.
- (9) A Tele-care Service Center is set up to establish an integrated service network to provide comprehensive services in emergency care, home care, management of chronic patients, and health management.
- (10) In order to enhance some features of medical care service, special outpatient clinics for hepatitis, osteoporosis, thyroid disorders, spinal disorders, spasm relief, nerve tumors and cranial cyber knife respectively had been set up as well as a Chinese and Western Medicine for Pain Center.
- (11) The Hospital continues to be responsible for referral and training center for tuberculosis control in northern Taiwan and is the core hospital of MDR-TB (multidrug-resistance tuberculosis) in the Taipei Area.
- (12) Performed tuberculosis examinations for the Department of Health's Center for Disease Control in New Taipei City and the Kinmen and Lienchiang counties.
- (13) Set up a drug counseling center to provide the public with comprehensive drug safety information, and cooperated with the Food and Drug Division in promoting a residential discarded medicine recycling program.

- (二) 具備高科技醫療儀器設備，如：前房角膜斷層掃描儀、光學同調斷層掃描系統、數位乳房攝影X光機、磁振造影儀等。
- (三) 進行內科診間擴增、急診室內裝修工程、重建針劑無菌調劑室與放腫候診區、化療室等院內空間規劃。
- (四) 通過ISO 22000及食品危害分析重要管制點制度（Hazard Analysis Critical Control Point, HACCP）認證，持續在院內提供符合國際標準之營養作業。



婦女泌尿衛教講座
Lecture on women's urological health



忠順里社區衛教講座
Zhongshun Community health lecture



端午節掃街活動
Dragon Boat Festival street sweeping



忠勤三莊中秋關懷活動
Zhongqin villas Mid-Autumn Festival care

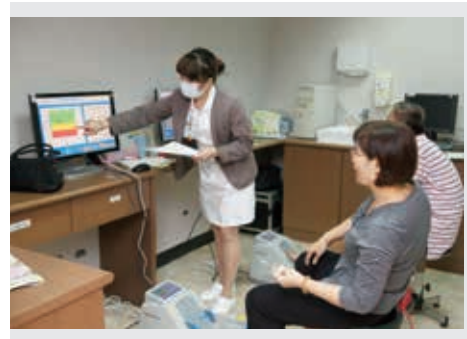
- (五) 定期舉辦各類健康講座為民眾解答各類健康問題，100年各類健康講座舉辦超過500場，並舉辦子抹與乳癌篩檢、糖尿病篩檢活動與社區居民義檢義診活動。



- 2) The Hospital is equipped with high tech medical equipment, such as the anterior corneal tomography, optical coherent tomography system, digital mammography X-ray machines, magnetic resonance imaging machines, etc.
- 3) Carried out the expansion of the medical examination room, renovated the emergency room, reconstructed the sterile control room, the tumor waiting room, and the chemotherapy room, and did other such projects that involved hospital room spatial planning.
- 4) Passed the certification of ISO 22000 and HACCP (Hazard Analysis Critical Control Point). Work continues to provide dietary services of international standards in the Hospital.



新店家樂福義診
Pro bono service in Xindian's Carrefour



里民健檢活動
Neighborhood health screening



秋日登高活動
Autumn climbing activity



器官捐贈勸募活動
Organ donation fundraising

- 5) Regularly organized various health seminars for the public to have various questions answered. In 2011, more than 500 lectures were given on different topics related to health and held Pap smears and breast cancer screenings, diabetes mellitus screening activities, and community examination and care activities.

- (六) 為服務景美地區居民，自98年12月起提供景美捷運站至萬芳醫院接駁專車服務，以提供更完善之醫療照護服務。
- (七) 設置檢驗報告自動查詢機，為國內首創看檢驗報告不需掛號，操作簡便，方便就醫民眾迅速掌握了解自己健康狀況。
- (八) 建置藥必達系統，採預約服務，方便民眾快速領取慢箋用藥。
- (九) 建置診間報到系統，民眾於診間直接插入健保卡報到，提升病人隱私並降低民眾等候報到時間。
- (十) 承接衛生署遠距醫療照護計劃，提供民眾24小時Call Center醫療諮詢服務。
- (十一) 改善住院環境，提升健保床比率至64.63%。

二、教學

(一) 一般醫學內科示範中心

自95年起連續三年獲衛生署委託台灣醫學教育學會所主辦之「一般醫學內科訓練示範中心之計劃」，98年起獲「一般醫學師資培育計劃」補助，辦理一般醫學訓練師資培育計劃觀摩及實務，培育師資。

(二) 一般醫學教育

該院為畢業後一般醫學訓練醫院，自92年度開始執行計畫，每年接受衛生署實地訪查皆為合格。100學年培訓23位畢業後一般醫學訓練學員，該院招募學員21位、代訓外院之住院醫師2位。

(三) 改善臨床技能中心，提升訓練中心設備與環境，設置各項教學模型及教學軟體，建置各種模擬操作的教學課程。成立實驗外科進行動物實驗手術教學，進行住院醫師及實習醫學生實體動物手術訓練。

(四) 成立教師發展中心，全面進行師資培育課程，並規定晉升主治醫師以前，住院醫師均要完成CFD的教學能力提升訓練課程。



- 6) To serve residents of the Jingmei area, a shuttle bus between the MRT Jingmei Station and the Hospital has been operated since December 2009 to provide more convenient medical care services.
- 7) Set up automated inspection report machines for domestic use so that patients can see the report without registering. It is convenient to operate and easy for the public to quickly grasp an understanding of their own health situations.
- 8) Established a drug delivery system where reservations can be made, allowing the public to quickly refill prescriptions.
- 9) Established a clinical check-in system, allowing the public to insert the NPI card to check in, improving patient security and decreasing the waiting time of the public.
- 10) Undertook a plan by the Department of Health, Executive Yuan, for long distance care, providing a 24 hour call medical consulting service.
- 11) Improved the hospital environment raising the health care bed rate to 64.63%.

2. Teaching

1) General Medicine Demonstration Center

Since 2006, Taiwan Association of Medical Education has been commissioned by the Department of Health of the Executive Yuan to carry out the Demonstration Center for Training in General Internal Medicine project. In 2009, they started receiving subsidies for their General Medical Teachers Development project to organize teacher training observations and practices, nurturing teachers of general medicine.

2) General Medical Education

Wanfang Hospital's graduate training medical program started in 2003 and every year has complied with the Department of Health's on-site inspection from the Department of Health, Executive Yuan. In 2011, 23 general medicine graduates completed the training. The hospital enrolled 21 students and trained two resident physicians from other hospitals.

3) Improved the clinical skills center and upgraded facilities and environment of the training center by setting up various teaching models and software and by establishing a variety of teaching curricula on simulated operations. Established rooms for experimental surgery to be performed on animals and engaged in resident internships that involved experimental surgery on animals.

4) Established a teacher development center with comprehensive teacher education programs. Before the promotion to become attending physicians, resident physicians are required to complete the CFD training courses to improve their teaching abilities.

(五) 實證醫學中心

99年共組三隊參加第11屆醫療品質獎實證醫學應用類文獻查證組競賽，獲得金獎、銅獎及、潛力獎之殊榮。

(六) 配合臺北醫學大學國際合作交流，積極參與國內外醫學院及醫院建教合作，提供各項醫療支援。

(七) 有關醫師及其他醫事人員教育訓練，具體推動成效如下：

1. 每年接受100多名住院醫師訓練。各科均有教學訓練計畫，並有導師制、教學門診及觀摩診、住診教學。進行客觀評量方法（mini-CEX、DOPS、OSCE等）評量學習成果。
2. 每年訓練300多名見實習醫學生。各科均有教學訓練計畫，並有導師制、教學門診、住診教學等。進行客觀評量方法評量學習成果。
3. 每年訓練護理實習學生約1,000多人次，其他醫事實習學生約150多人次，各領域訂有教學訓練計畫，並有導師制，進行客觀評量方法等評量學習成果。
4. 推動受訓學員（住院醫師、實習醫學生、醫事實習學生、臨床老師）建立個人學習歷程檔案（Portfolio），除可以檢視各科的教學成效外，並鼓勵其記錄與回顧個人的學習經歷。舉辦Portfolio競賽，並擇優獎勵。
5. 獲得「衛生署教學醫院教學補助計畫」經費補助醫師及其他醫事教育訓練。

三、研究

(一) 設有臨床醫學共同實驗室、癌症研究中心、幹細胞研究中心、肺結核研究中心、纖維化研究中心等，並實列各項研究計畫經費鼓勵醫師及醫事人員和臺北醫學大學基礎學科教師進行研究合作。完成國家醫學領域卓越專科臨床試驗中心與研究中心五年一億之計畫，為國家級重點發展基地。



5) Evidence-Base Medical Center

In 2010, 3 teams were organized to participate in the 11th Medical Quality Award in the evidence-based medicinal literature review group competition; won a gold and a bronze medals as well as the prize for having the most potential.

6) In coordination with the international cooperation programs of the Taipei Medical University, cooperation is maintained with domestic and international medical schools and hospitals; various types of medical support are also given.

7) Specific Results of Educational Trainings of Relevant Physicians and Other Medical Personnel:

(1) Each year, some 100 students are accepted for resident training. Each department has their own training programs and mentoring, outpatient clinic teaching, demonstration, and inpatient trainings. The mini-CEX, DOPS, OSCE and other objective methods are used in the evaluation of teaching.

(2) Each year, more than 300 medical students are accepted for practice. Each department has their own interning programs and mentoring, outpatient clinic, demonstration, and inpatient trainings. Objective methods are used in the evaluation of teaching.

(3) Every year, some 1,000 person-times of nursing students and more than 150 person-times of students in other disciplines are accepted for training. Each department has their own training programs and mentoring. Objective methods are used in the evaluation of teaching.

(4) Promoted creation of individual learning Portfolios of trainees (residents, interns, medical students, and clinical teachers). In addition to being able to view each department's teaching results, trainees are encouraged to record and reflex their individual learning experiences. Portfolio held competitions and gave out awards based on merit.

(5) Obtained the "Department of Health hospital teaching grant" to subsidize physicians and other medical education and training expenses.

3. Research

1) A joint laboratory for clinical medicine, cancer research center, stem cell research center, tuberculosis research center, and other such centers were set up. Funding for various kinds of research is given to encourage physicians and medical personnel to further cooperative research with the teaching faculty in basic medicine of the Taipei Medical University. The 5-year, 100-million project of the Center of Excellence for Clinical Trial in Selected Specialty and Research was completed for the national base for key developments.

(二) 100年度院外研究計劃共110件，研究補助經費逾2億1,000萬元。

(三) 設立研究中心

癌症、臨床醫學、生物科技、醫學資訊、醫療品質、醫學服務、教學服務等研究群。

(四) 設立臨床醫學共同實驗室，實列研究經費鼓勵醫師及醫事人員和臺北醫學大學基礎學科教師進行研究合作。

(五) 成立癌症中心實驗室，鼓勵院內醫師參予癌症研究，並參與癌症與臨床試驗中心醫療研究計劃。

四、公共衛生服務

秉持臺北市政府「公辦民營、節省公帑及回饋社會」的使命，每年投入大量經費、人力致力配合政府公共衛生政策，積極辦理各項健康促進服務，各項服務分述如下：

(一) 傳染病檢體採檢。

(二) 辦理傳染病防治繼續教育。

(三) 禽流感及新流感防治：感控室制定「因應新型流行性感冒防治動員各階段個人防護裝備」及「感染管制委員會隔離技術標準規範」，供全院人員參考及執行並辦理感控相關教育訓練課程及課後測驗。

(四) 結合子宮頸抹片，提供婦女三點不漏之防癌篩檢服務。

(五) 提供婚（孕）前健檢服務。

(六) 產前遺傳診斷。

(七) 精神醫療服務。

(八) 精神醫療社會工作服務。

(九) 臨床心理工作服務。

(十) 職能治療服務。

(十一) 辦理季節性流感疫苗接種服務，開放特別門診，每年服務超過4,000人次。



2) In 2011, there were 110 extracurricular research projects, totaling in NT\$210 million in research grants.

3) Setting Up a Research Center

Research groups in cancer, clinical medicine, bio-technology, medical information, medical care quality, medical services, and teaching services are set up.

4) Set up a joint laboratory for clinical medicine. Budget is allocated for research. Physicians and medical personnel are encouraged to conduct collaborative research with the teaching faculty of basic disciplines of the Taipei Medical University.

5) A cancer center laboratory is set up. Physicians of the Hospital are encouraged to participate in cancer research and participate in the medical research projects of the Cancer and Clinical Experiment Center.

4. Public Health Services

The Wangfang Hospital upholds the Taipei City Government's mission statement of "privately run institution to save public funds and give back to society," and invests a large amount of money and manpower each year to cooperate with the government's public health policies, and actively conducts various health promotion services. The services are listed in the following:

- 1) Collection and test of specimens of communicable diseases.
- 2) Continuing education in the control of communicable diseases is conducted.
- 3) Prevention of avian flu and novel influenza: the Infection Control Room formulated a set of regulations requiring personal protection equipment for mobilized personnel in response to the novel influenza and Infection Control Commission standards of quarantine techniques for the reference and execution of personnel concerned. Infection control-related trainings and post-training tests were also administered.
- 4) Pap-smear was added to methods of cancer screening for women.
- 5) Pre-marital (pre-pregnancy) health examinations.
- 6) Prenatal health examinations.
- 7) Psychiatric care services.
- 8) Social work services for psychiatric care.
- 9) Clinical psychological services.
- 10) Occupational therapy.
- 11) Special clinics were open to provide immunization against seasonal influenza vaccination, servicing over 4,000 person times each year.

(十二) 辦理四癌篩檢服務1月至12月篩檢人數1萬5,508人。



司法新村四癌篩檢
Four kinds of cancer screening at Sifa New Village



明道國小四癌篩檢
Four kinds of cancer screening at Ming Dao Elementary School

五、企業社會責任

99年3月29日至30日由SGS台灣檢驗科技股份有限公司至該院進行2009年永續發展報告書外部查證，以目前廣為全球企業所採用的全球永續性報告第三代綱領（Global Reporting Initiative, GRI 3）作為依據，於4月通過符合GRIG3等級及AA1000保證標準，成為具有企業社會責任（Corporate Social Responsibility, CSR）的標竿醫院，SGS稽查委員對該院2009年永續發展報告書內容，除了就經營者的話與院長訪談外，另外包括和諧職場、社會參與、萬芳治理、環安管理、研究成果、永續經營等項目，進行詳盡的查證，稽查委員對結果表示滿意，並通過萬芳企業社會責任（CSR）的認證，全體同仁以通過CSR認證為榮，並持續努力不懈，具體貫徹CSR的理念與精神，使萬芳醫院成為CSR最佳的典範醫院。

六、緊急災難救護中心

- (一) 鄰近北二高萬芳交流道，且與捷運木柵線共構，位處交通要道擔任大臺北南區緊急救護的守護神。
- (二) 成立外傷急症外科
主治醫師24小時院內值班，全天候介入放射治療團隊。
- (三) 實施急重症分流，並設立「24小時救命專線」：0809-009-110，提供急性腦中風、急性心肌梗塞、急症及多重創傷、重症加護治療、高危險妊娠、新生兒含早產兒醫療諮詢。



- 12) Conducted screening services for the four cancers, screening 15,508 persons between January and December.

5. Corporate Social Responsibility

On March 29 and 30, 2010, the SGS in Taiwan performed an external auditing for the 2009 Sustainable Development Report at the Wanfang Hospital. With the widely used third generation of Global Reporting Initiative (GRIG3) as the basis, the Hospital met the requirements of the GRIG3 level and the AA1000 assurance standard and became a benchmark hospital with Corporate Social Responsibility (CSR) in April.



海巡署四癌篩檢

Four kinds of cancer screening at Coast Guard Administration, Executive Yuan

SGS inspectors performed extensive auditing on the 2009 Sustainable Development Report. In addition to the words of the operator and interviews with the president, they also covered items such as a harmonious workplace, community involvement, Wanfang administration, environmental safety and management, research, and sustainable operation. The inspectors expressed satisfaction with the results and passed the certification of CSR of Wanfang. All staff of Wanfang took honor in the certification and continued to strive to fully implement the philosophy and spirit of CSR and to make Wanfang the best model exemplifying CSR.

6. Emergency Disaster Rescue Center

- 1) The Hospital, being close to the Wanfang Interchange of the North Expressway No. 2, and also a stop of the MRT Muzha line, is adequately located in terms of traffic and geographic conditions for emergency rescue for the Southern regions of Taipei.
- 2) Establishing a Trauma Center

There are physicians on-duty 24 hours a day and a radiology teams always ready to intervene.
- 3) Implemented diversion for critical emergency and set up a 24-hour life-saving helpline: 0809-009-110 to provide medical counseling for acute stroke, acute myocardial infarction, acute and multiple trauma, intensive care and treatment, high-risk pregnancy, and newborn including premature children.

(四) 急診充分配合臺北市辦理「雙軌制到院前救護計畫」，每年均接受大安區、文山區及中正區等院外緊急救護工作。

(五) 貓空纜車系統與捷運木柵線重大事故支援

配合貓空纜車系統營運，且與捷運木柵線共構，建置緊急醫療救護現場支援醫護人員規劃。

(六) 跨縣市大量傷患緊急醫療合作

提供新北市東區及東南區、宜蘭縣北區及南區之緊急醫療救護支援。

(七) 每年辦理急診大量傷患演習，健全醫院緊急醫療體系運作。

七、多語化服務

外籍人士在臺就醫時會因為言語障礙之問題，而影響就醫之安全性及便利性，將外語服務從英語服務擴大至多語化服務，使醫療機構能提供適切的、安全的醫療服務。

(一) 服務時段：週一至週六。

(二) 服務語言：英語、日語、客語、印尼語等語言。

(三) 製作多語化照顧服務員手冊、衛教單張。

(四) 多語化志工服務。

八、國際醫療交流

(一) 行動醫療團

1. 馬紹爾群島共和國醫療團（第1團），自100年3月12日至27日。

2. 馬紹爾群島共和國醫療團（第2團），自100年9月10日至25日。



馬紹爾群島共和國醫療團1
Medical Corps 1 in Republic of Marshall Islands



4) Emergency room services fully cooperated with Taipei City in carrying out the “2-Track Rescue Plan before Arrival at Hospital” and accepted emergency rescue works outside of the hospitals in Daan, Wenshan, Zhongzheng, and other Districts every year.

5) Support for Maokong Gondola Cable Car System and Major Accidents on the MRT Muzha Line:

Cooperated with the Maokong Gondola cable car administration and the MRT Muzha line to establish a on-site medical personnel support project for emergency medical rescue.

6) Cross city/county cooperation on emergency medical care for large number of injured

Provided the Eastern and Southeastern areas of New Taipei City and the Northern and Southern areas of Yilan County with emergency medical support.

7) Each year drills were conducted to practice on handling a large number of injured to improve the operation of the hospital’s emergency medical care system.

7. Multi-lingual Services

Foreigners seeking medical care in Taiwan often feel uncomfortable and inconvenient due to language barriers. Services are now provided in several other languages in addition to English to allow medical institutions to provide safe and appropriate medical services.

1) Service times: Monday through Saturday.

2) Languages: English, Japanese, Hakka, Indonesian, etc.

3) Health care pamphlets and health education leaflets in different languages are provided.

4) Multi-lingual volunteers.

8. International Exchanges in Medical Care

1) Mobile Medical Corps

(1) Medical Corps (the 1st group) visited the Republic of the Marshall Islands from March 12 to 27, 2011.

(2) Medical Corps (the 2nd group) visited the Republic of the Marshall Islands from September 10 to the 25, 2011.

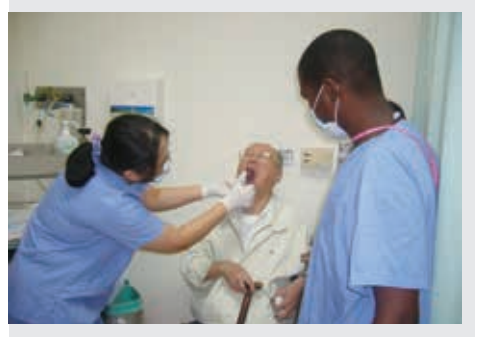


馬紹爾群島共和國醫療團2

Medical Corps 2 in Republic of Marshall Islands

(二) 醫師人員代訓

參與臺北醫學大國際事務處暑期代訓計畫安排聖多美普林西比籍醫護人員2名培訓，自100年6月1日至8月31日。



聖多美普林西比籍醫護人員培訓
Training for Sao Tome and Principe medical personnel

九、國際醫療服務

(一) 參與國際醫療服務事項

1. 與其它30家醫院共同參與衛生署之

「醫療服務國際化推動計劃」，致力於推動國際醫療事務並配合其相關活動。

2. 積極參與衛生署、外貿協會、觀光協會及台灣私立醫療院所協會所舉辦的國際醫療推廣活動及國際會議。

(1) 6月10日至13日參與2011香港國際旅遊展—設立台灣觀光醫療形象館。

(2) 10月23日於舊金山舉辦健康講座。

(3) 10月25日至10月28日至美國芝加哥參與第四屆全球觀光醫療暨保健會議 (World Medical Tourism & Global Healthcare Congress, WMT & GHC)。



參觀香港體檢機構
Visiting physical examination institutions in Hong Kong



舊金山僑界踴躍參與健康講座
Fellow Chinese in San Francisco actively participated in health lectures



2) Physician Training

Participated in the Taipei Medical University's International Office Summer Training Program to train two medical personnel from Sao Tome and Principe from June 1 to August 31, 2011.

9. International Medical Care Services

1) Participation in International Medical Care Services

- (1) Together with 30 other hospitals, the Hospital also takes part in the 2-year plan for the promotion of international medical care services and related activities organized by the Department of Health, Executive Yuan.
- (2) Actively participated in international medical care promotion activities and international conferences promoted and organized by the Department of Health, Executive Yuan, the Taiwan External Trade Development Council, the Taiwan Visitors Association, and the Taiwan Nongovernmental Hospitals and Clinics Association.
 - a. Participated in the 2011 Hong Kong International Travel Expo and set up the Taiwan Medical Tour Images Exhibition from June 10 to 13.
 - b. Held health lectures in San Francisco, USA, on October 23.
 - c. Participated in the 4th World Medical Tourism & Global Healthcare Congress, (WMT & GHC) in Chicago, USA from October 25 to 28.



參與第四屆WMT & GHC
Participated in the 4th WMT & GHC

（二）國際醫療配套措施

1. 建構萬芳醫院國際醫療網站

與全球接軌，包含英文、日文、簡體中文、繁體中文等4種語言版本，提供更多元的網站內容，包含醫療服務項目及套餐介紹、病人就醫須知、醫療團隊介紹、衛教資訊、互動溝通管道、台灣介紹等，並定期更新資訊。

2. 持續建構國際醫療就醫及住院流程及服務項目之推廣。

3. 設有國際醫療中心，提供專人服務。

4. 提供多語化服務，製作英文版之檢查、手術同意書及衛教單張，提供國際人士使用，持續建置國際病人接待中心、門診及國際醫療專區。

5. 辦理服務人員英語教育訓練，以醫院第一線服務人員為主要對象，以口語練習及情境對話練習方式教學。

十、績效與榮譽

（一）1月通過職業安全衛生管理系統換證驗證；承辦役男體檢觀摩會，並獲內政部役政署頒發感謝狀，榮獲臺北市政府頒發「役男徵兵檢查作業績優檢查醫院」表揚。

（二）2月舉辦護理之家火災應變示範觀摩演練。

（三）4月通過實驗診斷科CAP-LAP認證；榮獲臺北市推行勞工安全衛生優良單位企業獎；榮獲臺北市績優自主管理單位企業獎。

（四）5月完成100年中醫醫院暨醫院附設中醫部門評鑑。

（五）6月實驗診斷科榮獲「第190屆品管圈大會」先鋒品管圈優等獎；榮獲營養師創意精進獎「口頭發表組－營養照護衛教」佳作獎。



2) International Medical Care Complementary Measures

(1) Setting up an International Medical Care Website

English, Japanese, and simplified and traditional Chinese versions are available to connect the Hospital to the world community. Contents include items and sets of medical care services, notes to patients, introduction to medical teams, health information, channels for communication, and an introduction to Taiwan, etc. The website is updated regularly.

(2) Promotion of continued development of international medical and hospital procedures and medical services.

(3) Set up an international medical care center to provide personalized services.

(4) Provided multilingual services such as screening and surgical consent and health education leaflets in English for foreigners and continued to construct an international patient reception center and clinics, and a special international medical care areas.

(5) Organized service personnel English language trainings, focusing on the front line service personnel, and using the teachings methods of oral and situation language practice.

10. Achievements and Honors

1) In January, passed the audit for Taiwan Occupational Safety and Health Management System (TOSHMS) re-certification and undertook physical examinations demonstrations for draftees. The Hospital was given a Certificate of Gratitude by National Conscription Agency, Ministry of the Interior and awarded “examining hospital with outstanding draftee conscription examination operations”.

2) In February, conducted fire response demonstrations and drills at nursing homes.

3) In April, passed the CAP-LAP certification for their Laboratory Diagnosis Division, won the Excellent Unit/Enterprise for Promoting Labor Safety and Hygiene Award from the Taipei City Government and the Taipei City Excellent Unit/Enterprise for Self-Management Award.

4) In May, completed the 2011 Evaluation of Chinese Medicine Hospitals and Hospital-affiliated Chinese Medicine Divisions.

5) In June, the Laboratory Diagnosis Division won the Pioneer Quality Improvement Circle Excellence Award of the 190th Quality Improvement Circle Conference and an Merit Award in the "Oral Presentation Group-Nutritional Care Health Education" of the Nutritionist Creativity Award.

- (六) 7月榮獲臺北市政府勞工局勞動檢查處－職場勞工健康促進自主管理認證與臺北市勞工安全衛生學院認證獎章；榮獲美國病理學院（CAP）實驗室品質與技術能力檢驗認證。
- (七) 8月榮獲99年度常規疫苗接種醫療院所醫學中心組績優醫院；榮獲97年至99年推動自願性節能企業肯定績效卓越獎章；通過無菸醫院認證金獎。
- (八) 9月完成遺傳性疾病檢驗機構評鑑；通過急性心肌梗塞照護（AMI）國際臨床照護計畫認證（Clinical Care Program Certification, CCPC）；榮獲第20屆中華民國企業環保獎。
- (九) 10月榮獲Taiwan METI CUP（醫學模擬競賽活動）冠軍；榮獲新北市政府衛生局頒發協助偏遠地區巡迴醫療服務感謝講座。
- (十) 11月榮獲臺北市政府衛生局頒發建構健康飲食支持環境感謝狀；榮獲臺北市政府頒發協助「2010臺北國際花卉博覽會」感謝狀；榮獲財團法人防癌教育基金會頒發100年戒檳開班成果績優獎牌；榮獲美國Medical Tourism雜誌評比為“The Best International Hospital in the World”之一。
- (十一) 12月榮獲民間企業與團體綠色採購計畫績效卓越；榮獲推動正確用藥教育資源中心；榮獲第12屆醫療品質獎持續品質獎。

十一、結語

秉持「社區為重，病人為尊」，將病人安全深植於全體員工的信念，以「卓越領導、全員參與、顧客導向、持續改善」具體實踐，提供高品質的醫療照護服務，

進而成為大台北南區社區健康的守護者。在此理念之下，經過15年來的努力，醫院已成為全國最重視病人安全、醫療品質、社區醫療、人文醫學及醫療資訊醫院之一。未來將更致力於塑造優質組織文化，重視醫療品質、績效、創新、發展新科技及整合臨床基礎，與國際醫療衛生界接軌，繼續培育優秀醫學專業人才，並以提供臺北市民眾最優質的醫學中心級醫療照護服務為永續經營使命。



榮獲國民健康局健康職場績優獎

Won the Bureau of Health Promotion Healthy Workplace Award



- 6) In July, received a medal from Labor Standards Inspection Office, Taipei City Government for passing the Workplace Labor Health Promotion Self-Management Certification and Taipei City Labor Safety and Hygiene Academy Certification; passed the Laboratory Quality and Technological Capacity inspection and certification of CAP.
- 7) In August, won the Excellent Hospital in the group of medical institutions medical centers for conducting routine vaccination; won the Outstanding Award for promoting voluntary energy conservation from 2008 to 2010; certified as a smoke-free hospital and received a Gold Award.
- 8) In September, completed evaluation of testing agencies for genetic diseases; passed the international Clinical Care Program Certification (CCPC) for acute myocardial infarction (AMI) care; won the 20th Republic of China Environmentally-Friendly Enterprise Award.
- 9) In October, won the champion in Taiwan METI CUP (a medical simulation contest); was given a seminar of appreciation from the Department of Health, New Taipei City Government for assisting in providing touring medical services in remote areas.
- 10) In November, received a certificate of appreciation from Department of Health, Taipei City Government for building healthy diets to support the environment; received a certificate of appreciation from Taipei City Government for assisting in the 2010 Taipei International Flora Exposition; won a medal for excellent achievement in organizing betel nuts cessation classes in 2011; was ranked one of “The Best International Hospital in the World” by Medical Tourism Magazine of the US.
- 11) In December, won the outstanding award for the “green” purchase program of private enterprises and organizations.

11. Conclusion

Based on the belief of “community first, patient-oriented”, the patients’ safety are deeply rooted in the minds of the employees of the Wanfang Hospital. By the practice of “excellent leadership, participation by all, customers directed, and constant improvement”, the quality of medical care is upgraded and the Hospital has become the protector of health of communities of south Taipei. Through hard work in the past 15 years, the Hospital has been among those that are highly concerned with the safety of patients, of medical care quality, of community medical care, humanitarian medicine, and medical information. In the future, more will be done to structure a high quality organization, to emphasize medical care quality, performances, innovation, and development of new technologies and integration of clinical and basic medicine to link to the international medical community, to continue to develop outstanding professional medical manpower, and to make it a sustainable mission to provide the public with the best medical-center-level medical care services.



榮獲臺北市政府勞工局幸福企業獎
Won the Taipei City Department of Labor Happy Enterprise Award

第二節 臺北市立關渡醫院

關渡醫院是臺北市政府委託臺北榮民總醫院經營之公辦公營醫院，以發展社區醫療、慢性診療及長期照顧為主。

目前設置有急性一般病床45床、慢性一般病床91床、呼吸器依賴病床54床、安寧病床12床、加護病房8床、洗腎病床19床、急診觀察床3床，另附設精神科日間留院病房50床和附設護理之家92床，總計374床。

一、健康&幸福企業

該院除依關渡地區民眾的健康需求，提供各項促進健康、保護、治療、復健服務，同時重視員工健康與需求，醫療是需要高人力投入之服務，須透過身心健康的員工才有能力照顧好病人，也因此，提供員工組織學習與成長環境、提倡健康促進強健體魄及關懷員工心理健康，期許員工在關渡醫院能獲得健康人生的策略方式，於6月獲臺北市政府勞工局評選為幸福企業，並於11月國民健康局評選健康職場，並獲臺北市政府衛生局頒發健康卓越獎。



關渡樂齡學習中心—銀髮熱舞社

Gan-Dau Senior Learning Center – Dance studio for the elderly

二、落實高齡友善環境在地老化

(一) 為響應內政部六星計畫，實踐「在地老化」之理念，讓社區長者活得長壽、有尊嚴、有品質，達到「成功老化」、「活躍老化」目標，於95年5月成立社區老人關懷據點—關渡關懷站。100年除提供65歲中老年人健康管理、健康諮詢、健康講座、關懷訪視、健康問題轉介以及電話問安服務，更積極推動運動及飲食健康促進活動，並與衛生機構、學校、社福團體作跨機構、跨專業領域資源的整合，除健康管理、弱勢族群關懷訪視外，更建立健康之支持性環境，建置8個多元化運動團體，推動一系列健康活動如防跌工作坊、健走支持團體、健康體適能俱樂部、水中有氧活動、活力有氧及下肢肌力訓練課程。



社區健走活動

Community health walk



Section 2 Taipei Municipal Gan-Dau Hospital

Gan-Dau Hospital is a publicly owned and operated hospital commissioned to Taipei Veterans General Hospital by Taipei City Government and has prioritized in community medical care, chronic care and long-term care.

There are currently 45 acute general beds, 91 chronic general beds, 54 respirator-dependent beds, 12 hospice care beds, 8 intensive care unit beds, 19 dialysis beds, 3 emergency room observation beds, 50 beds for the day care of psychiatric patients, and 92 beds in the affiliated nursing home, totaling 374 beds.

1. A Healthy and Happy Enterprise

In addition to meeting the health needs of the people in Guandu area, the hospital also provided all sorts of health promotion, protection, treatment, and rehabilitation services while at the same time took importance in the health and needs of the their staff. Medical care is a service requiring high manpower input; patients can be properly taken care of only when the staff is physically and mentally healthy. Therefore, the hospital provided staff an environment for learning and growth and promoted physical health and were concerned with mental health of staff in hope of helping staff obtain healthy life strategies at Gan-Dau Hospital. In June, the hospital was evaluated to be a Happy Enterprise by Taipei City Government, Department of Labor, and a Healthy Workplace by Bureau of Health Promotion, and received an outstanding award for health by Department of Health, Taipei City Government in November.

2. Implementation of Local Age-friendly Environment

- 1) In response to the 6-star program of “Age Locally” of Department of the Interior to allow elderly people in communities to live long lives with dignity and quality and reach the goal of “age successfully” and “age actively”, the hospital set up a Gan-Dau Care Station, a community elderly care spot, in May 2006. In 2011, besides providing elderly people aged 65 or above with health management, health counseling, health lectures, health visits, health questions transfer, and telephone visits, they also actively pushed forward health promotional activities for sports and diets. Also, they conducted inter-agency, multi-disciplinary integration of resources with health institutions, schools, and social welfare organizations. In addition, the hospital provided health management and care visits for underprivileged groups, established a health supportive environment, as well as set up 8 diversified sports organizations, promoted a series of health activities such as fall prevention workshops, walking support groups, health and fitness club, water aerobics activities, and dynamic aerobic and lower extremity muscle strength training programs.

- (二) 關渡關懷站於97年轉型為「樂齡學習資源中心」後，更拓展分班據點至浩然敬老院及石牌、北投其他地區，開創社政、衛政與教育單位合作伙伴關係之先鋒。99年至100年間投入更多健康議題例如安排長者走入國小校園分享人生經驗之「活化歷史課程」，不僅增進長者自我價值，更喚醒孩子對祖父母輩的情感，也積極鼓勵長者參與社會活動，關心社會、回饋社會達到身、心、靈、社會層面之健康與滿足；此外配合里辦公處之「路潔專案」，提供優質之健走空間，執行居家安全環境評估，落實老人居家安全環境，提供可近性、高齡友善運動環境。此關懷據點屢獲社會局、衛生局長官之肯定與支持，並獲獎無數，且年年評鑑皆獲優等，並榮獲SNQ國家生計品質標章之殊榮。
- (三) 為廣泛推動社區健康理念，100年度持續與關渡里里長、關渡國中校長、關渡宮委員、派出所所長、消防局小隊長、社區商家等，規劃老人健康促進活動及社區健康營造之目標與計畫，定期實施老人健康需求評估，依據社區老人之需求提出健康促進、預防保健等相關議題，推動老人健康促進活動，包括健康講座、三合一篩檢、流感疫苗接種、下肢肌力訓練課程等，積極投入老人健康促進活動之推展工作。另外連結北投健康服務中心、北投運動中心、北投、士林老人服務中心、伊甸基金會合作、北台科技學院、馬偕護專、關渡國中、師範大學及台北榮總社區醫學訓練醫師、財團法人台北市北投文化基金會、關渡宮及和碩公司等企業團體，共同推動老人健康促進業務。



- 2) Gan-Dau Care Station was transformed to be Senior Learning Resources Center in 2008 and since then has expanded class locations to Taipei Municipal Haoran Senior Citizens Home and Shipai, Beitou and other areas, pioneering in the partnership with the social, health, and educational institutions. In 2010 and 2011, more health issues were added, for example, having the elderly people share their life experiences at elementary schools for a “living history class”, to increase the elderly people’s self-esteem, reignite the children’s feelings for their grandparents, actively encourage the elderly people to participate in community activities, care for the society and give back to the society to achievement health and satisfaction in body, mind, spirit, and social dimensions. In addition, collaborated with the “Clean Streets” program of neighborhood office to provide good quality walking space, conducted home safe environment evaluation, accessible, elderly-friendly sports environment. The care spot repeatedly received recognition and support from the heads of Social Affairs Bureau and Department of Health, won many awards, was evaluated excellent every year, and won the honor of the SNQ National Livelihood Quality Award.
- 3) To widely promote the concept of community health, in 2011 the hospital continuously planned with the chief of Guandu neighborhood, principal of Guan Du Junior High School, Guan Du Temple commission, director of the police station, captain of a fire station, merchants in communities, etc., for elderly health promotion activities, goals and projects for creating community health, regularly implemented elderly health demand assessment and proposed health promotion, preventive health care and other related issues according to the needs of elderly people in communities. They worked together to push forward elderly health promotion activities, which included health lectures, 3-in-1 screenings, influenza vaccination, lower extremities muscle strength training programs. In addition, the hospital linked up Beitou District Health Center, Beitou Sports Center, Beitou and Shilin senior service centers, Eden Social Welfare Foundation, Taipei Chengshih University of Science and Technology, MacKay Medicine Nursing and Management College, Guan Du Junior High School, National Taiwan Normal University, and Taipei Veterans General Hospital Community Health training physicians, Beitou Culture Foundation, Guan Du Temple, and Pegatron Corporation and other enterprise and organizations to jointly push forward the work of elderly health promotion.

三、積極深化社區健康促進

(一) 在財團法人歐巴尼紀念基金會的補助下進行「100年度歐巴尼防疫小尖兵計畫」。本計畫結合在地社區資源—自然公園、關渡國小、北投國小、北投區安親班、銘傳大學康福祉等團體，透過學校、衛生機關以及家庭共同合作，積極推展健康教育，讓國家未來主人翁擁有健康的知識、技能，進而改變健康行為，落實勤洗手、垃圾分類、環保的防疫觀念及健康行為，將傳染病防治工作往下紮根形成社區行動力，營造一個綿密牢固的防疫網絡，建立一個安全、有活力的健康社區。



歐巴尼防疫小尖兵

Urban Little Vanguard of Epidemic Prevention

(二) 為建構無菸害校園環境，100年度持續推動「青少年菸害防制」宣導活動，與學校志工家長會、學生社團、教職員社團合力推動無菸校園活動，並邀請校園周邊之便當店、餐廳、診所、藥局、腳踏車出租店、水果店等商家加入無菸社區營造活動，共同推動「菸害防制法新規定」。另外亦設立戒菸門診，由專人管理追蹤戒菸個案及菸害宣導成效，藉透過社區資源連結，走入校園辦理菸害防制活動，亦讓校園學生參與社區內禁菸活動。

(三) 北投區是臺北近郊的溫泉觀光勝地，為推動溫泉業者心肺復甦術（CPR）訓練之認證，教導溫泉業者正確急救知識與技能，讓泡湯民眾之健康多一層安全保障，於100年積極協助北投社區獨特產業—溫泉業者「安全促進—營造安心工作場所」計畫，包括舉辦溫泉業者安全管理員CPR講習與訓練、推動溫泉業者基本救命術訓練認證及意外傷害簡易處理、輔導溫泉業者完成急救箱及簡易急救設備之建置、宣導張貼心肺復甦術圖示海報、辦溫泉業者安全衛生管理人員種子師資培訓班等。此項計畫完成後，大幅強化公共安全場所之意識，並提升溫泉業者及工作人員主動參與之層次。



溫泉業者基本救命術訓練認證

Hot spring industry basic life support training certification



3. Actively Deepening Community Health Promotion

- 1) Subsidized by the Urbani Foundation to carry out 2011 Urbani Little Vanguard of Communicable Disease Prevention Project. The program combined local community resources – Guan Du Natural Park, Guan Du Elementary School, Beitou Elementary School, Beitou child care classes, Ming Chuan University Health and Welfare Society and other organizations. Through cooperation of schools, health institutions, and families, the program actively promoted health education, allowing the future masters of the country to have knowledge and skills of health and thus change and engage in good health habits such as frequent hand washing, waste separation, environmentally-friendly concepts of communicable disease prevention, and health behaviors, firmly rooting the work of communicable disease control, creating a close-knitted communicable disease prevention network, and building a safe and energetic healthy community.
- 2) To build up a tobacco-hazard-free campus environment, the hospital continued to push “2011 Youth Tobacco Hazards Control” advocacy activities, cooperated with volunteers and parents associations, student organizations, teachers organizations of schools to promote tobacco-free campus activities, and invited convenient stores, restaurants, clinics, pharmacies, bicycle rentals, fruit vendors and other businesses surrounding schools to join the creation of tobacco-free communities and jointly promote the new provisions of the Tobacco Hazards Prevention Act. In addition, the hospital set up a tobacco-cessation clinic with special personnel to manage and follow-up on cases and effectiveness of tobacco hazards advocacy. By connecting the community resources, the clinic conducted tobacco hazards prevention activities on campuses and allowed students to participate in community anti-tobacco activities.
- 3) Beitou District is a hotspring tourism hotspot in the outskirts of Taipei. To promote the certification of CPR training of hotspring industry to teach them correct first aid knowledge and skills and add another layer of safety assurance to the public, the hospital in 2011 assisted in the hotspring industry Safety Promotion project to create peace of mind in the workplace. Project included organizing CPR workshops and trainings for hotspring industry safety administrators, promoting hotspring industry basic life support training certification and simple handling of accidental injuries, counseling hotspring industry to complete installation of first aid kit and simple first aid equipment and to display CPR technique posters, organizing hotspring industry safety and hygiene administrators seed teachers training classes, etc. At the completion of the project, the awareness of public safety places was drastically improved and level of proactive involvement of hotspring industry and staff was increased.

四、永續辦理癌篩及執行預防醫學

- (一) 100年持續接受臺北市政府衛生局委託辦理「四大癌症篩檢宣導」計畫，全力落實癌症預防保健之宣導與防治，倡導個人和社區的健康認知，藉態度與行為的改變，尋求改善健康的方法。除提供民眾主要癌症（子宮頸癌、乳癌、大腸癌及口腔癌）篩檢服務及陽性個案之轉介與治療追蹤服務，更深入社區推動癌症防治宣導講座，以提升民眾對癌症預防之認識，並藉由獎勵措施，強化民眾將知識轉化為行為能力，提供社區民眾一個可近性、有效性之預防癌症之友善環境。
- (二) WHO自2005年開始結合病人安全推動手部衛生運動。100年延續倡導醫護人員在「接觸病人前」、「執行清潔或無菌技術前」、「暴觸病人血液或體液風險後」、「接觸病人後」、「接觸病人周遭環境後」5個洗手時機，並透過社區活動宣導洗手之重要，積極宣導病毒傳染防治觀念與洗手習慣，最後榮獲行政院衛生署手部衛生認證「優質醫院獎」、「研究貢獻獎」、「標章創意佳作獎」等3項殊榮。



老人流感疫苗注射
Influenza vaccination for the Elderly



推動手部衛生運動
Promotion of hand sanitation movement

五、推動青少年身心靈健康服務

- (一) 100年度以跨部門合作持續開設「青少年保健門診」，提供性態度、性取向、性別認同諮商服務。另開辦「青少年保健門診轉介及個案管理」、「校園健康及諮詢服務」、「諮詢專線及電子信箱」、「辦理青少年健康促進活動及教育訓練」、「開發青少年性教育部落格」、「發表青少年保健相關文章及舉辦相關之研習活動」、「參與青少年相關議題之醫療專業對談」等8大策略推展青少年性健康促進。



4. Sustained Cancer Screening and Implementation of Preventive Medicine

1) In 2011, continued to be entrusted by Department of Health, Taipei City Government to conduct the plan of advocating the four cancer screening to fully implement cancer prevention promotion and control, increase health awareness of individuals and communities to seek to improve health through changes in attitude and behavior. In addition to providing the public with major cancer (cervical cancer, breast cancer, colorectal cancer and oral cancer) screening services and referral and follow-up on positive cases, the hospital also promoted cancer control advocacy lectures deep in communities to improve the people's knowledge on cancer prevention and through an reinforcement system to help the people convert their knowledge into action. The community residents were provided with an accessible and effective cancer prevention friendly environment.

2) The WHO started the promotion of hand hygiene movement to ensure patients' safety from 2005. In 2011, the hospital continued to advocate the five instances requiring hand-washing: before contact with patient, before implementation of clean or aseptic technique, after exposure to blood or body fluid of patient, after contact with patient, and after contact with surroundings of patient. Also through community activities to advocate the importance of hand washing, the hospital actively promoted ideas of viral infection prevention and habit of hand washing. The hospital was awarded Excellent Hospital for Hand Hygiene certification, Research Contribution, and Creative Seal Excellent Work by the Department of Health, Executive Yuan.



衛生署洗手衛生認證優質醫院

Department of Health Hand-washing Hygiene Certified Excellent Hospitals

5. Promoted Youth Physical and Mental Health Services

1) In 2011, the Hospital continued to operate a cross-departmental Youth Health Clinics to provide sexual attitude, sexual orientation, and gender identity counseling services. In addition, the Hospital promoted adolescent sexual health through undertaking eight strategies, including the above-mentioned clinic, Youth Health Clinic referral and case management, campus health and counseling services, counseling hotline and electronic mailbox, youth health promotion activities and educational trainings, blogging for youth sexual education, publishing articles related to youth health and organized related learning activities, and participating in medical professional talks related to teenagers' issues.

(二) 該院身心科團隊自95年度起主動進入校園及社區內提供諮商服務，協助教師對學生問題行為的處理技巧。100年度由身心科主任領導精神科專科醫師、臨床心理師、身心科護理師及社區護理師運用醫療專業知識，深入校園及社區舉辦健康促進宣導，以提升教師、家長及醫療人員對青少年性教育之瞭解，提供個案討論及諮商輔導，深受學校師長的肯定，願意持續合作並設置「學校諮商特殊個案轉介流程」，針對有需要的個案進行轉介與治療。諮商個案經過輔導後，在行為問題上呈現明顯的改善，如注意力缺損過動症個案經由轉介該院門診就醫接受藥物治療、症狀亦明顯有改善。

六、病人安全全面動員

配合行政院衛生署病人安全週推動「病人安全我會應」活動，於1樓大廳最明顯處使用醫策會提供之蘋果樹、心寶立牌、海報進行布置，冀望民眾進入醫院即能感受病人安全之重要性及保障就醫安全自我應扮演之角色，該院以慢性病診療為主，故病人主動告知自我身心狀況及用藥情形於醫療過程中顯得非常重要，利用診間就診時由護理人員主動告知此次主題之宣導單張及抽獎聯，鼓勵民眾共同響應。

配合100年度全院性之病人安全成果發表會，並將成果海報展示公共區域使同仁及民眾了解病人安全的重要性及努力，另於候診區定時播放醫策會提供之病人安全衛教短片，至社區辦理多場病人安全有關之衛教宣導講座。此

次活動之主要特色由高層主管對病人安全之宣示政策，傳達院內提倡病人安全之重視，並由成果發表促使同仁單位間見賢思齊效用，以共同提升病人安全為目的，賡續病人安全議題之改善與創新，藉由民眾衛教宣導以求醫病關係和諧，共創健康人生。



獲頒醫策會病人安全全面動員獎

Received Full Mobilization for Patients' Safety Award of Taiwan Joint Commission on Hospital Accreditation



2) Since 2006, a team from the hospital's body and mind division initiatively has entered campuses and communities to provide counseling services to help teachers with handling skills in face of students' problematic behaviors. In 2011, director of the body and mind division led psychiatrists, clinical psychologists, nurses of the body and mind division and community nurses to conduct health promotion activities on campuses and in communities to improve understanding of youth sexual education of teachers, parents, and medical personnel, providing case discussion and counseling that were highly appraised by the teachers and the parents. The school teachers were willing to continue to cooperate and set up a protocol for school referral of special case for counseling to transfer and treat cases with needs. After counseling, the cases showed obvious improvement in behavior. Also, those with ADHD were referred to the hospital received chemical treatment and showed significant improvement in symptoms.

6. Full Mobilization for Patient Safety

In response to the Patients' Safety Week of the Department of Health, Executive Yuan, organized the "Patients' Safety - I Will Act" activity, decorating the most conspicuous place in the 1st floor lobby with apple trees, standing signs, and posters provided by Taiwan Joint Commission on Hospital Accreditation to help people feel the importance of patients' safety and the role they should play for their own medical care safety as they entered the hospital. The hospital prioritized in treatment of chronic diseases; therefore, patients initiatively disclosing their physical and mental condition and drug use were especially important in the medical care process. The nurses offered information leaflets on the activity and lottery tickets to encourage the public to act.

In collaboration with the Hospital-wide Patients' Safety Achievement Publication Conference 2011, the hospital displayed posters of achievement in public areas to help staff and public understand the importance of patients' safety and efforts put in in this matter. The Hospital also regularly played video clips on patient safety provided by Taiwan Joint Commission on Hospital Accreditation and held many sessions of educational advocacy lectures related to patients' safety. The main feature of the activity was to have administrative personnel advocate policies regarding patient safety to convey the hospital's concern with patient safety and to encourage colleagues of different units to do the same. The hospital also continued to make improvement and innovation on issues regarding patients' safety and through public health education and advocacy to build harmonious relationship between medical care providers and patients to create healthy lives.

七、永續優質社區醫院標竿

秉持「打造北台灣最優質社區醫院」目標，永續營造「健康社區、健康臺北」的院景，多年來榮獲多項國家獎項及殊榮。100年度再接再厲，榮獲多項國家優質獎項：包括臺灣地區醫院協會TCHA品管指標徵文佳作獎及入選獎、臺灣健康醫院學會第四屆健康促進創意計畫特優獎、臺北市護理師護士公會創新競賽多功能創意獎、行政院衛生署國民健康局社區健康營造績優獎、醫策會病人安全全面動員獎。



社區醫院標竿—非洲專班蒞院參訪

Community Hospital Benchmark – Special visiting class from Africa



7. Sustainable Quality Community Hospital Benchmark

Upholding the goal of creating the best community hospital of northern Taiwan, the hospital continued to “build a landscape of Healthy Communities, Healthy Taipei” and has won many national awards and honor for years. In 2011, the hospital continued in its excellence and won many national awards, including merit and judges' awards from a writing competition on quality control index of Taiwan Community Hospital Association (TCHA), an outstanding award from the 4th Health Promotion Creativity Project of Taiwan Institute of Health Hospital, a multifunctional innovation award from an innovation competition of Taipei City Nurses Association, an excellence award for creation of community health from Bureau of Health Promotion, Department of Health, Executive Yuan, and an award for full mobilization for the patients' safety from Taiwan Joint Commission on Hospital Accreditation.



陸

健全傳染病防治網絡



Part 6 Strengthening the Communicable Disease Control Network



第六篇 健全傳染病防治網絡

國民所得提高、國際交通便捷，使得交流、旅遊頻繁，而全球暖化及引進外勞等因素，使得境外移入傳染病機會大幅增加，衛生局積極推行具體、有效之防疫工作，建立現代化防疫體系，維護市民健康。

第一章 預防接種

第一節 嬰幼兒常規預防接種

預防接種是預防傳染病的有效途徑，各項疫苗接種自民國39年開始即陸續進行至今，目前持續辦理嬰幼兒卡介苗、B型肝炎疫苗、白喉破傷風非細胞性百日咳、b型嗜血桿菌及不活化小兒麻痺五合一疫苗、水痘疫苗、麻疹腮腺炎德國麻疹混合疫苗及日本腦炎疫苗等之常規預防接種，接種率平均達9成5以上，符合群體免疫效果並能保障嬰幼兒的健康。

接種疫苗都可能有一些輕微的副作用發生，發燒、注射的局部部位會有腫脹、發紅、結硬塊等些微反應是常見的症狀。有鑑於此，除了提供市民接種後照護相關衛教，並針對接受預防接種不良反應，協助辦理預防接種受害救濟審議。

第二節 流感疫苗接種

流感可透過飛沫傳染，散播力強，全球曾發生幾次流感大流行且造成眾人死亡，對人類健康具相當大威脅。流行性感疫苗僅對流行性感病毒引起的病症有效，接種疫苗後可降低住院率5至6成，降低死亡率8成，因此萬一感染時，其病狀的嚴重度、併發症會大大降低。



校園流感疫苗集中接種
Campus mass influenza vaccination



Part 6 Strengthening the Communicable Disease Control Network

Following an increase in international trade, tourism frequency, global warming, and importation of alien labor, the chance of people carrying communicable diseases in has been increased significantly. The Department has taken concrete and effective disease control measures and constructed a modern disease control system to maintain and protect the health of the people.

Chapter 1 Immunization

Section 1 Immunization for Infants and Children

Immunization is an effective way to prevent communicable diseases. Various types of vaccinations have been used from 1950 until now. Routine immunization of BCG, hepatitis B, combined DPT (diphtheria, pertussis and tetanus), polio oral vaccine, chickenpox, combined MMR (measles, mumps and rubella), and Japanese encephalitis is given to infants and young children at an immunization coverage rate of more than 95%, thus attaining the effect of herd immunity and protecting the health of infants and young children.

Vaccinations may have some minor side effects including fever, swelling where injected, redness, lumps, and other similar commonly seen reactions. For this reason, in addition to health education related to care after immunization, relief measures have been adopted against adverse effects are given to assist and relieve those who were hurt.

Section 2 Immunization Against Influenza

Influenza is a respiratory tract infectious disease transmitted by droplets. Global flu pandemics have occurred several times and have caused many deaths, remaining a significant threat to human health. Influenza vaccines are effective in stopping the spread of influenza; vaccination can reduce hospitalization rates by 50-60%, the mortality rate by 80%, and in case of infection the severity of influenza's symptoms will be greatly reduced.

98年因應H1N1新型流感大流行，臺北市共完成57萬2,689人次之疫苗接種。為照護市民健康、防範季節性流感發生造成之嚴重合併症，賡續辦理季節性流感疫苗接種計畫，免費施打對象為65歲以上老人、醫療機構之醫護等工作人員、罕見疾病患者、6個月以上至國小入學前幼兒、養禽業、禽畜屠宰、禽畜運輸、禽畜活體屠宰兼販賣從業人員、國小1至6年級學童及重大傷病患者等高風險族群。截至100年，臺北市共計29萬0,435人完成接種。



校園流感疫苗集中接種健康評估
Campus mass influenza vaccination health assessment

第三節 特殊預防接種

肺炎鏈球菌可存在於正常人的呼吸道內，是經由飛沫傳染的疾病，兒童或人多的處所（如托兒所、安親班、幼稚園）也會增加感染的危險性，當免疫功能有缺陷或是像幼兒免疫系統尚未完全者被感染，容易引起中耳炎、肺炎、敗血症及腦膜炎等嚴重疾病。

為照護弱勢族群及肺炎鏈球菌之高危險幼兒及老人之健康，並減輕感染肺炎鏈球菌之合併症嚴重度，衛生局續辦理設籍臺北市2至5歲低收入戶、身心障礙及重大傷病幼兒及75歲以上長者公費肺炎鏈球菌疫苗接種計畫。截至民國100年，完成1,298位幼童、8,213位75歲以上長者接種。

第二章 社區及新興傳染病防治

第一節 腸病毒、登革熱及社區傳染病防治

自9月9日於士林區永福里山區發生首例本土性登革熱案例，中正區於9月29日出現首例案例；累計本土案例至11月20日止共計23例（與士林區相關18例、與中正區林興里相關4例、與高雄相關1例）。因應此次本土



麥當勞叔叔校園巡迴洗手宣導
Ronald McDonald Hand-washing Advocacy Campus Tour



In 2009, in response to the H1N1 pandemic of novel influenza, Taipei City helped 572,689 people complete vaccinations. For the care of the residents of Taipei City and to prevent serious illness resulting from seasonal influenza vaccination, free immunization against influenza vaccination is given to the elderly 65 years and above, medical and nursing personnel of medical care institutions, patients of rare diseases, young children above 6 months but under the pre-school enrollment age, employees of poultry industries, slaughtering houses, poultry transportation, slaughtering and sales of live poultry, grades 1 through 6 school children, and patients of critical illnesses, and other such high risk groups. In 2011, Taipei City altogether immunized 290,435 people.

Section 3 Special Immunizations

Streptococcus pneumonia can be often present in the respiratory tract. The disease is transmitted by airborne droplets, and children or highly-populated areas (such as nurseries, after-school classes, and kindergartens) are most at risk. Those with immunization defects, or children who have immune systems that aren't fully developed, and those prone to otitis media, pneumonia, septicemia, meningitis, and other serious diseases have a higher risk of infection.

For the care of the children and elderly in disadvantaged groups and of those with a high risk of Streptococcus pneumonia, and to reduced the severity of symptoms of Streptococcus pneumonia, the Department instituted a vaccination program to vaccinate children aged 2-5 from low-income families, the disabled, children with serious injuries, and the elderly over 75. As of 2011, 1,298 children and 8,213 elderly people over the age of 75 have been given free vaccinations.

Chapter 2 Control of Communicable Diseases in Community

Section 1 Control of Communicable Diseases in Community, Enterovirus and Dengue Fever

Following the first occurrence of local dengue fever on September 9 in the Yongfu neighborhood in Shihlin District, the first case happened in Zhongzheng District on September 29. By November 20, the number of indigenous cases of dengue fever accumulated to 23 (18 related to Shihlin District, four to the Linxing neighborhood in Zhongzheng District, and one to Kaohsiung). In response to the local dengue fever epidemic, the Taipei City Government set up the Emergency Operations Center

性登革熱疫情，於9月16日成立「臺北市災害應變中心傳染病疫情二級開設」，並由臺北市政府副秘書長倪世標擔任指揮官，區級應變中心同時成立，動員區公所、衛生、環保、民政、教育、警察、里鄰長及志工等部門與人員，共同積極執行防治工作並依據流行病學持續監測結果。由於市府團隊共同努力，並配合「傳染病高危險點管理計畫」，中正區及士林區分別於11月1日及19日解除該波本土疫情警訊；業於11月22日市政記者會中，由郝龍斌市長宣布臺北市此波本土登革熱群聚警訊解除。

民國100年臺北市腸病毒重症共計1例，為避免腸病毒輕症於幼托、教保育機構內傳播並造成腸病毒重症，於7月19日公告「臺北市公私立高級中等以下學校、幼稚園、托育機構及收置學齡前兒童補習班應遵守之通報規定」，100年共有2所幼托機構因延遲通報而裁罰。



臺北市校園洗手查核
Taipei City campus hand-washing inspection



腸病毒洗手宣導記者會（活動劇）
Enterovirus hand-washing advocacy press conference
(active play)



腸病毒洗手宣導記者會行動劇
Enterovirus hand-washing advocacy press conference
action drama



登革熱市政記者會
Municipal press conference for Dengue fever



of Taipei City second level alert for Communicable Diseases and placed The Vice secretary, Taipei City Government Ni Shih-Piao as the commander. District emergency operations centers were simultaneously set up on September 16, mobilizing district offices, departments of health, environmental protection agencies, civil administration, education agencies, police, and neighborhood chiefs and volunteers; these groups worked together to carry out the work of epidemic control and monitor the results according to epidemiology. Due to the efforts of the teams at Taipei City Government and in compliance with the High-risk Management of Communicable Diseases Plan, Zhongzheng and Shihlin Districts retracted the local epidemic warnings on November 1 and 19. On November 22, during a municipal press conference, Mayor Hau Lung-bin announced that the wave of local dengue cluster warning was over.



防火巷淨空執行前後對照
Before and after of clearance of fire safety alleys

In 2011, there was 1 case of enterovirus infection in Taipei. In order to avoid the spread of a mild intestinal virus at child care centers and educational and conservation organizations from becoming serious, on July 19 it was announced that, “All public and private high schools, intermediate or lower schools, kindergartens, and nurseries in Taipei should comply with the notification requirements.” In 2011, there were 2 preschool organizations that delayed notification and were punished.

第二節 流感及新興傳染病防治

因應流感及新興傳染病流行，建立臺北醫療區域防疫網絡，培育突湧式人力資源，以確保各區之疫情可快速通報、偵測、防治。建立跨縣市聯防啟動機制，提升疫災防治處置及應變能力，使疫情危害降到最低。

第三章 傳染病監測網絡平台

針對傳染病進行長期、系統性觀察，以瞭解其發生、發展的情形，調查影響因素，確認變動趨勢和分布動態，以採取對應策略、措施與評價分析，期達到防治疫病之目的。

第一節 學校暨機關傳染病通報

為掌握學校、幼托機構等人口密集處所之疫情通報時效，同時採取及時之處置，由臺北市政府衛生局、教育局及社會局共同建置「臺北市學校暨機關傳染病通報系統」之資訊平臺，自99年1月1日啟用，藉此進行臺北市各公私立幼托機構及國小至大專院校等之傳染病通報、監測，學校可於該系統獲得即時公告及疫情相關資訊，系統情資可做為流行病學分析與防疫策略參考之重要依據。

第二節 法定傳染病通報

醫療院所依傳染病防治法規定進行法定傳染病個案通報，針對居住於臺北市之個案進行疫情調查與防疫處置，以監控臺北市傳染病流行趨勢，並據以辦理相關防治措施，民國100年通報5,947人次，確診3,375人次。



Section 2 Control of Influenza and Emerging Infectious Diseases

To allow an effective response to flu and new infectious disease epidemics Taipei regional health care and epidemic prevention network has been established and inrush-type human resources cultivated to ensure that epidemics in every region can be quickly reported, detected and prevented. A city and county joint epidemic prevention mechanism has been built and to improve epidemic prevention, handling and response capability, reducing the threat of epidemics to a minimum.

Chapter 3 Communicable Diseases Monitoring Network

Long-term and systematic observations have been conducted against communicable diseases in order to understand their genesis and development, investigate influencing factors, confirm the trends and changes in distribution, and to take the corresponding strategies, measures and evaluation and analysis in hopes of achieving the goal of controlling the diseases.

Section 1 Notification of Communicable Diseases of Schools and Organizations

To enhance the effectiveness of the outbreak communications at schools, preschools and other densely populated premises while taking immediate measures, the Department of Health, Taipei City Government, Department of Education and Department of Social Welfare collaboratively established an information platform for the reporting of communicable diseases for schools in Taipei City. The platform started operating on January 1, 2010, through which all schools in Taipei City, from preschool to colleges, public and private, receive notifications and monitoring on communicable diseases. System intelligence serves as important reference for epidemiological analysis and disease prevention strategy.

Section 2 Statutory Notification of Infectious Diseases

In accordance with the Communicable Disease Control Act, hospitals are mandated to notify cases of communicable diseases and conduct investigation and prevention of the outbreak against cases residing in Taipei City to monitor the trends of communicable diseases in Taipei City, and to perform relevant disease control measures. In 2011, cases had been reported 5,947 person-times and 3,375 person-times were confirmed to have contracted the diseases.

第三節 國際傳染病監測與情報交換

定期蒐集國際傳染病疫情資料，並與亞洲主要都市網會員國家交換防疫對策，除了電子郵件之訊息傳遞外，並於民國100年6月9日各會員城市進行結核病視訊會議。10月31日至11月3日由衛生局代表胡伯賢主任參加印尼雅加達亞洲主要都市網防疫對策會議（ANMC21 Conference on Combating Infectious Diseases）。

除了針對新型流行性感冒、登革熱、結核病、愛滋病等議題進行專題演講，並由首爾、東京、臺北、雅加達等會員城市進行防疫經驗分享，達以下共識：會員城市之間將加強傳染病情報之交流；亞洲城市流感監測系統（Influenza surveillance system）研究調查；透過亞洲城市結核病防治研究調查（The Joint Survey on Tuberculosis Control in Urban Settings in Asia），更能有系統的管理結核病；愛滋病的防治則要強化學校、家庭及社會的關懷和支持網絡。

第四章 慢性傳染病防治

第一節 結核病防治

臺灣的結核病防治工作受到開放觀光、外勞引進、國際往來頻繁、愛滋病併同結核病感染、多重抗藥性結核病等因素影響，成為公共衛生的重要問題。衛生局配合衛生署「結核病十年減半」之目標，及降低「抗藥性結核病」風險，辦理「結核病直接觀察治療（Directly Observed Treatment Short-course, DOTS，中文簡稱都治）執行計畫」，運用公衛、醫療、檢驗三大網絡，以「送藥到手、服藥到口、吃完再走」之策略，積極促進院際合作，提高結核病個案完成治療率，有效控制社區中傳染源。

自95年4月都治計畫試辦以來，臺北市管理中之結核病個案已由1,264人，大幅降至842人，減少33.3%，顯見全力推動結核病直接觀察治療執行計畫對於加強改善結核病完治頗具成效。



Section 3 International Diseases Monitoring and Information Exchange

Collected information of outbreaks internationally and exchanged disease control strategies with member countries of the Asian Network of Major Cities (ANMC21). Besides communication via emails, on June 9, 2011 a video conferencing meeting of Tuberculosis was held. From October 31 to November 3 the Department of Health Representative Hu Bo-xian attended the ANMC21 Conference on Combating Infectious Diseases.

In addition to giving keynote speeches on diseases like the novel influenza, dengue fever, tuberculosis and AIDS, member cities such as Seoul, Tokyo, Taipei, Jakarta, etc., shared experiences on disease control and reached the following consensus: the member cities will strengthen information exchange on communicable diseases; through the research of Influenza surveillance system and the Joint Survey on Tuberculosis Control in Urban Settings in Asia, to manage tuberculosis more systematically; the control of AIDS requires the strengthening of the care and support network of schools, families and societies.

Chapter 4 Control of Chronic Communicable Diseases

Section 1 Control of Tuberculosis

Due to opening up to tourism, the introduction of foreign labor, frequent international exchanges, and the flow of AIDS-related tuberculosis and multi-drug resistant tuberculosis, the control of tuberculosis in Taipei has become an important issue of public health. The Department has worked in accordance with the goal of the Department of Health, Executive Yuan to reduce tuberculosis infection by half in 10 years and to reduce the risk of drug-resistant tuberculosis. The Directly Observed Treatment Short-course (DOTs) has been promoted, using the 3 major networks of public health, medical, and testing, adopting the strategy of having patients receive and ingest medicine at the facilities and promoting cooperation between facilities, to improve the complete cure rate of tuberculosis patients and to effectively control the sources of infection in community.

Since the implementation of the pilot project of DOTs in April 2006, the number of cases managed by the Taipei City has dramatically declined from 1,264 persons to 842 persons - a 33.3% reduction; obviously efforts to promote the DOTs implementation plan had been rather effective in strengthening the improvements in tuberculosis treatment.

第二節 性病及愛滋病防治

依據統計資料顯示，自73年至100年臺北市HIV累積通報人數為2,980人，管理中人數為2,555人，年齡層主要為20至39歲，其中9成係藉由性行為傳染，尤其同性間傳染為主要危險因子，占性行為傳染近8成。100年為了配合世界愛滋日傳達愛滋防治觀念，由衛生局與新北市政府衛生局攜手辦理「2011愛在雙北—感染者暨關懷愛滋藝文聯展」活動，透過藝文創作與分享，使社會廣大民眾了解愛滋感染者，仍與社會大眾一般具有優異的文化素養及藝術天份，打破對感染者的刻板印象，並宣導正確的愛滋防治及關懷愛滋觀念。



「愛在雙北」活動宣告展開
Initiation of "Love at Two Taipei's" Advocacy

共用針具造成愛滋感染亦為愛滋防治宣導重點之一，為防治靜脈毒癮造成愛滋病的廣泛傳播，自94年起配合行政院衛生署「毒癮愛滋減害試辦計畫」，進行「清潔針具交換」及「美沙冬替代療法」等措施，截至100年已設置64個清潔針具交換點，含社區藥局、醫療院所及臺北市立聯合醫院院外門診部。96年成立「臺北市政府毒品危害防制中心」開辦「美沙冬替代療法」門診，100年「美沙冬替代療法」門診新收案人數計546人，其中愛滋感染者76人占13.9%，目前均獲有效控制。



代言人親自示範愛滋病毒篩檢流程
Demonstration of HIV screening procedure by Spokesperson



Section 2 Control of Sexually Transmitted Diseases and AIDS

Statistics shows that between 1984 and December 2011, the cumulative number of HIV reporting in Taipei was 2,980 cases and 2,555 cases were under management. The age group of the patients was mainly 20~39 years; of them, 90% were transmitted through sexual intercours; same-sex intercours were the major dangerous factor, leading to 80% of the cases. In 2011, conforming the World AIDS Day in conveying the concept of AIDS prevention, the Department of Health, Taipei City Government and the Department of Health, New Taipei City Government held an art exhibition with the theme of "love the two Taipei's and care for those with AIDS." Through the creation and sharing of art the community and general public can understand those infected with HIV—they can still be culturally literate and have wonderful artistic talent, and stereotypes of an AIDS patient can be broken and the public can have correct AIDS prevention and care information.

Another focus of AIDS control advocacy is HIV infection caused by needle sharing. To prevent the widespread of AIDS caused by intravenous drug use, the Department has promoted the pilot project of harm-reduction of AIDS in drug addicts in collaboration with the Department of Health of the Executive Yuan since 2005. Projects on the "exchange of clean needles and syringes" and "Methadone replacement therapy" have been implemented. By 2011, 64 needle exchange stations had been set up in community pharmacy, medical care institutions, and the outreach clinics of the Taipei City Hospital. In 2007, the Taipei City Drug Abuse Prevention Center was set up to offer the Methadone replacement therapy. In 2011, 546 persons had been accepted for treatment; of them, 76, or 13.9% were HIV-infected and have been under effective control.

第五章 營業衛生管理

第一節 衛生自主管理輔導及違規查處

為加強管理營業衛生，維護市民健康，辦理旅館業、理髮美髮美容業、浴室業、娛樂業、游泳場所業、電影片映演業等營業場所及從業人員之衛生管理。定期稽查營業場所環境衛生、人員及水質管理（游泳池、三溫暖、溫泉浴池）等重要項目，針對不合格項目輔導改善，並依規定處以罰鍰，截至100年共稽查7,127家次，輔導改善301家次，處罰210家次。浴池水抽驗（含溫泉）因總生菌數超量或大腸桿菌數陽性與規定不符之不合格率為6.17%；游泳池水抽驗因總生菌數超量或大腸桿菌數陽性與規定不符之不合格率為2.86%。

為提升營業場所從業人員衛生管理及傳染病防治知能，辦理從業人員衛生講習計23班次，計有1,179人次參加。為使營業場所負

責人可指定專人為衛生管理人員，負責管理衛生事項，辦理營業衛生管理人員培訓，100年各業別總計辦理8班次，全程參與研習並經測驗合格計724人。



衛生管理人員培訓情形

Scene from a health management personnel training



從業人員講習培訓情形

Scene from practitioner lecture training



Chapter 5 Health Management of Businesses

Section 1 Sanitation Self-management Counseling and Investigation of Violations

To reinforce health management of businesses and protect the health of the people, the Department conducted health management of business premises and practitioners of the hotel industry, hair and beauty industry, bathrooms, entertainment, swimming places, movie houses, etc. Items like the environmental health, staff, and management of water quality (of swimming pools, sauna, and spa bath) of business premises are inspected periodically. Failing items were given counseling on improvement and penalized according to the regulations. In 2011, 7,127 businesses were inspected, 301 were counseled to improve and 201 were penalized. Pool water testing (including spa) found 6.17% failure due to excess total plate counts or positive of *E. coli* while swimming pool water testing found 2.86% failure.

To improve the health management of business premises practitioners and increase their knowledge and capability in communicable disease control, 23 workshops for practitioners were held for 1,179 person-times. To help business premises designate a health management person to be responsible for managing health-related matters, health management personnel training for business premises had been conducted. A total of 8 sessions were held in 2011 for different industries; 724 persons attended and passed the tests.



第二節 營業場所衛生自主管理OK認證

輔導業者建立衛生全責理念，以主動管理方式，做好每日衛生檢查工作，輔以不定期稽查，養成從業人員良好衛生習慣，提升營業衛生水準，合格者頒給衛生自主管理認證標章，提供消費者衛生安全之服務，保障市民健康及權益。100年通過游泳池業、浴室業衛生自主管理OK認證共103家，由衛生局局長林奇宏授證鼓勵。



衛生自主管理授證典禮
Health Self-Management Certification Ceremony

第三節 受聘僱外國人健康檢查核備

為保障僱主及市民健康，依據「受聘僱外國人健康檢查管理辦法」受理外籍勞工健康檢查備查。不合格者，屬腸內寄生蟲檢查（痢疾阿米巴除外）通知於45日內複檢合格同意備查，痢疾阿米巴陽性需於75日內完成治療，並經3次複查均陰性時視為合格，其餘不合格者均不予備查並通知雇主辦理遣返事宜。截至100年，辦理受聘僱外國人健康檢查核備共計3萬1,996件，合格3萬1,856件；不合格140人，其中以腸內寄生蟲檢查之不合格率最高，占73.57%以上。





Section 2 The OK Certification for Sanitation Self-management of Business Premises

The Department provides guidance to operators to implement the concept of full responsibility for health, with irregular inspections to nurture practitioner good hygiene habits, to increase the level of business operating hygiene. Those who met requirements are awarded the OK Certification for Sanitation Self-management, providing hygienic services and protecting the health and rights of citizens. In 2011, 103 swimming pool and bathhouse operators were awarded the OK Certification for Sanitation Self-management and the certificates were granted by the Department of Health, Taipei City Government, Commissioner Chi-hung Lin to encourage them to maintain standards.

Section 3 Health Examination of Foreign Employees

In order to protect the health of the employers and the public, the Department processes health examinations of foreign workers for future reference in conformation to the Regulations Governing Management of the Health Examination of Employed Aliens. Those that failed the intestinal parasite examination (except amoebic dysentery) would be notified to pass a second examination in 45 days and to give consent for future reference. Those with amoebic dysentery are given 75 days to heal; if three reviews are negative and do not meet qualifications, they—along with all others that failed—would not be giving future reference and their employers would be notified to process their deportation. In 2011, health examinations of employed aliens totaled 31,996 cases; 31,856 cases passed the examination while 140 cases failed, with failure rate of internal parasite examination being the highest – above 73.57%.

柒 衛生統計

▼ Part 7 Health Statistics



第七篇 衛生統計

第一章 人口概觀

第一節 人口數及零歲平均餘命

根據戶籍登記，100年底臺北市人口為265萬968人，占全國總人口2,322萬4,912人的11.41%。

臺北市於56年改制為直轄市，57年7月1日將近郊內湖、南港、木柵、景美、士林、北投等鄉鎮劃入市域，致該年底人口數驟增為160萬4,543人。其後逐年增加，至79年底人口為271萬9,659人，達臺北市登記人口數之高峰，22年增加69.50%；自80年起人口逐年略減，直至87年始略有成長，惟90年後跌多漲少，至99年起人口又漸回升，係因人口自然增加率（粗出生率減粗死亡率）及社會增加率（遷入率減遷出率）均呈正成長所致。

臺北市人口100年較99年增加1.23‰，粗出生率為9.54‰、粗死亡率6.07‰、自然增加率為3.47‰。97至99年臺北市民平均壽命為82.42歲，男性為80.06歲，女性為84.81歲，較99年全國國民平均79.18歲，男性76.13歲，女性82.55歲為高。



Part 7 Health Statistics

Chapter 1 The Population

Section 1 Population and Life Expectancy at Birth

By household registration, the population of Taipei City at the end of 2011 was 2,650,968, accounting for 11.41% of the total national population of 23,224,912 people.

Taipei City was elevated to a national municipality in 1967. A year later, Neihu, Nangang, Muzha, Jingmei, Shilin and Beitou townships were included in the City. The year-end population then was 1,604,543. The population had increased year by year to a peak of 2,719,659 people in 1990, an increase of 69.50% in 22 years. The population began to decline slightly in 1991; increased again in 1998; and declined again since 2001; and increase again till 2010. This is due primarily to the yearly decline of the natural increase rate of population (crude birth rate minus crude death rate) and a positive social growth rate (move-in rate less move-out rate).

In 2011, the population of Taipei City increased by 1.23‰ over 2010. The crude birth rate was 9.54‰, and the crude death rate was 6.07‰, giving a natural increase rate of 3.47‰. From 2008 to 2010, the life expectancy of the residents of Taipei City was 84.42 years; 80.06 years for males and 84.81 years for females. They were both higher than the national average of 79.18 years; 76.13 years for males and 82.55 years for females in 2010.

表3 臺北市人口概況與平均壽命

Table 3 Population and Life Expectancy by Year, Taipei City

年別 Year	年底人口數 (人) Year-end Population (persons)	粗出生率 (‰) Crude Birth Rate (‰)	粗死亡率 (‰) Crude Death Rate (‰)	自然增加率 (‰) Natural Increase Rate (‰)	平均壽命(歲) (零歲平均餘命) Life Expectancy at Birth (years)	
					男 Male	女 Female
91年(2002)	2,641,856	9.72	5.13	4.60	78.34	82.60
92年(2003)	2,627,138	8.85	5.23	3.62	78.64	82.76
93年(2004)	2,622,472	8.44	5.34	3.10	78.92	83.20
94年(2005)	2,616,375	8.00	5.54	2.46	78.94	83.55
95年(2006)	2,632,242	8.06	5.34	2.72	79.19	84.13
96年(2007)	2,629,269	8.22	5.65	2.57	79.41	84.31
97年(2008)	2,622,923	7.88	5.94	1.94	79.70	84.38
98年(2009)	2,607,428	7.42	5.84	1.58	79.86	84.53
99年(2010)	2,618,772	7.09	5.89	1.20	80.06	84.81
100年(2011)	2,650,968	9.54	6.07	3.47

資料來源：臺北市統計年報、內政部統計處。

Source: Taipei City Annual Statistics Report, Office of Statistics of the Ministry of the Interior.

附註：配合內政部縣市資料發布以3年合併人口資料編算，例如臺北市99年資料係以97-99年人口數計算。

Note: The Ministry of the Interior publishes the last three years of population data; for example, the 2010 data on Taiwan is compiled from 2008-2010.

第二節 人口結構

100年底臺北市男性人口127萬6,343人，占全市人口48.15%，女性人口137萬4,625人，占全市人口51.85%，男女性比例（指男性人口對百位女性人口的比例，即男／百女）為92.85，性比例呈逐年下降走勢，係女性人口增加率較男性為高所致。

若以年齡結構觀之，幼年人口（14歲以下）38萬2,966人，占臺北市總人口數的14.45%；具生產能力人口（15~64歲）為192萬9,803人，占72.80%，老年人口（65歲以上）為33萬8,199人，占12.76%。

臺北市65歲以上老年人口占全市人口比率，自81年以後即超過7%，進入聯合國定義之高齡化社會，後續呈逐年增加，至97年底老年人口已超過12%，如將臺灣地區22縣市老年人口比率由高至低排序，100年底臺北市排名第9位。臺北市幼年人口所占比率則有逐年下降之趨勢，60年底幼年人口占全市人口比率為35.40%，後逐年減少，近幾年更因少子化之關係，幼年人口比率更下降至20%以下。



Section 2 Population Structure

At the end of 2011, the male population in Taipei City was 1,276,343 males, accounting for 48.15% of the city's population; and the female population was 1,374,625 females, accounting for 51.85% of the population. The male-female sex ratio (or the proportion of the male population per 100 of the female population) of 92.85. The sex ratio has been following a declining trend because the rate of female population growth is relatively higher than that of male population growth.

In terms of age structure, the young population (14 years and under) was 382,966 persons, accounting for 14.45% of the total population of Taipei City. The productive-age population (15-64 years) was 1,929,803 persons, accounting for 72.80% of all. The elderly population (65 years and above) was 338,199 persons, accounting for 12.76% of all.

In 1992, the proportion of the elderly population 65 years and above to the total population of Taipei City exceeded 7%, and Taipei City became an aging society as defined by the United Nations. This proportion increased year by year and reached 12% at the end of 2008. When the proportions of the elderly population to the total population in the 22 counties and cities in the Taiwan Area are arranged by high-to-low order, Taipei City comes at the 9th in 2011. The ratio of young population in Taipei City has declined year by year from 35.40% at the end of 1971 and, in recent years, has fallen to lower than 20%, due to the fewer number of children born in recent years.

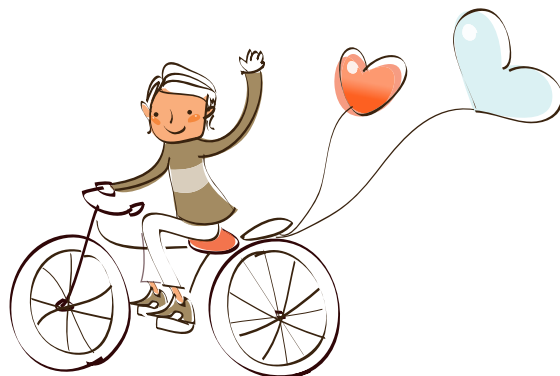


表4 臺北市人口指標
Table 4 Population Indexes

年底別 End of Year	年底人口數 (千人) Year-end Population (1,000persons)	人口結構(%) Population Structure (%)			人口指標(%) Population Indexes (%)			
		未滿15 歲 Under 15	15-64 歲 15-64	65歲 以上 Above 65	扶養比 Dependency Ratio	扶幼比 Youth Population Dependency Ratio	扶老比 Elderly Population Dependency Ratio	老化指數 Aging Index
91年底 End of 2002	2,642	18.77	70.97	10.25	40.90	26.45	14.44	54.61
92年底 End of 2003	2,627	18.19	71.23	10.58	40.38	25.53	14.85	58.15
93年底 End of 2004	2,622	17.71	71.37	10.92	40.11	24.81	15.31	61.70
94年底 End of 2005	2,616	17.11	71.60	11.29	39.67	23.90	15.76	65.95
95年底 End of 2006	2,632	16.50	71.86	11.64	39.17	22.96	16.20	70.55
96年底 End of 2007	2,629	16.07	71.97	11.96	38.95	22.33	16.62	74.43
97年底 End of 2008	2,623	15.56	72.13	12.31	38.65	21.58	17.07	79.13
98年底 End of 2009	2,607	15.10	72.31	12.60	38.30	20.88	17.42	83.43
99年底 End of 2010	2,619	14.65	72.67	12.67	37.61	20.17	17.44	86.48
100年底 End of 2011	2,651	14.45	72.80	12.76	37.37	19.84	17.53	88.31

資料來源：內政部。

Source: Ministry of the Interior



表5 臺北市兩性人口及性比例
Table 5 Gender Population and Sex Ratio in Taipei

年底別 End of Year	人口數 (千人) Population (1,000 persons)				性比例 (男/百女) Sex Ratio (Male/100 Female)
	男性 Male		女性 Female		
	年增率 Annual Growth Rate	年增率 Annual Growth Rate	年增率 Annual Growth Rate	年增率 Annual Growth Rate	
91年底 End of 2002	1,301	0.10	1,340	0.51	97.09
92年底 End of 2003	1,292	-0.75	1,335	-0.37	96.73
93年底 End of 2004	1,286	-0.42	1,336	0.06	96.27
94年底 End of 2005	1,280	-0.53	1,337	0.05	95.71
95年底 End of 2006	1,283	0.25	1,350	0.95	95.05
96年底 End of 2007	1,278	-0.40	1,352	0.16	94.51
97年底 End of 2008	1,271	-0.52	1,352	0.02	94.01
98年底 End of 2009	1,260	-0.83	1,347	-0.37	93.58
99年底 End of 2010	1,263	0.17	1,356	0.69	93.09
100年底 End of 2011	1,276	1.09	1,375	1.36	92.85

資料來源：臺北市政府民政局。

Source: Bureau of Civil Affairs, Taipei City Government

附註：人口數為戶籍登記資料，且不包括外僑人口。

Note: The registered population data does not include the alien population.

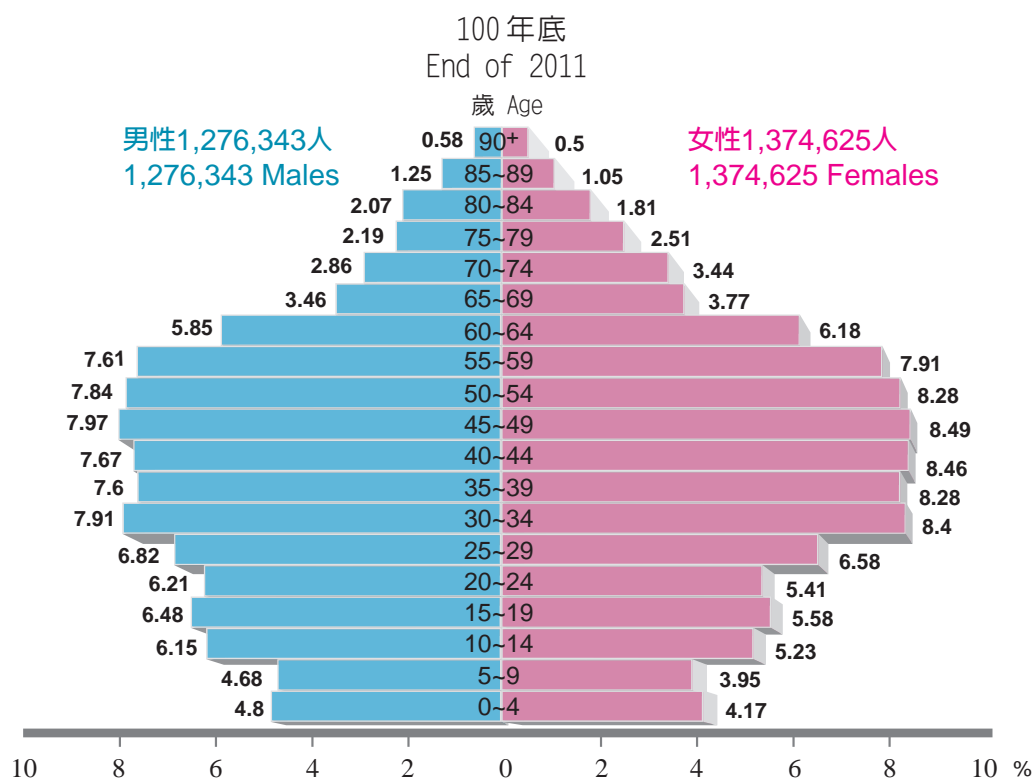


圖3 臺北市人口年齡結構圖
Fig.3 The population structure of Taipei

第二章 醫政統計

第一節 醫療院所數

臺北市醫療院所自62年底以來持續增加，85年底家數為2,701家，並開始逐年略減，90年底家數為2,633家，又呈增加趨勢，99年底計有3,147家，其中醫院39家，診所3,108家。99年底臺北市平均每—醫療院所服務人口數為832人，低於全國的1,119人；每萬人口所擁有的院所家數為12.02家，高於全國的8.93家。



Chapter 2 Medical Affairs Statistics

Section 1 Number of Medical Care Institutions

The number of medical care institutions in Taipei City has increased since 1973 to 2,701 hospitals and clinics by the end of 1996. The number began to decline to 2,633 by the end of 2001; and increased again to 3,147 by the end of 2010. Of them, 39 are hospitals and 3,108 are clinics. At the end of 2010, one medical care institution on average served 832 persons, lower than the national average of 1,119 persons. The number of medical care institutions per 10,000 population was 12.02, higher than the national average of 8.93.



表6 臺北市醫療院所數

Table 6 No. of Public and Private Medical Care Institutions by Year, Taipei City

單位：家 Units: firm

年底別 End of Year	合計 Total	醫院 Hospitals				診所 Clinics			
		小計 Subtotal	市立 Municipal	其他 公立 Other Public	非公立 Private Hospitals	小計 Subtotal	市立 Municipal	其他 公立 Other Public	非公立 Private Clinics
90年底 End of 2001	2,633	53	11	7	35	2,580	12	20	2,548
91年底 End of 2002	2,645	53	11	7	35	2,592	13	20	2,559
92年底 End of 2003	2,748	52	11	7	34	2,696	15	21	2,660
93年底 End of 2004	2,814	52	11	7	34	2,762	15	20	2,727
94年底 End of 2005	2,835	41	3	7	31	2,794	14	16	2,764
95年底 End of 2006	2,892	40	3	7	30	2,852	14	16	2,822
96年底 End of 2007	2,946	40	3	7	30	2,906	14	14	2,878
97年底 End of 2008	3,010	40	3	7	30	2,970	14	15	2,941
98年底 End of 2009	3,045	39	3	7	29	3,006	14	15	2,977
99年底 End of 2010	3,147	39	3	7	29	3,108	14	15	3,079

資料來源：行政院衛生署。

Source: Department of Health, Executive Yuan

附註：94年1月起臺北市10家市立醫療院所整合為1家市立聯合醫院。

Note: In January 2005, the 10 municipal hospitals were integrated into 1 Taipei City Hospital.

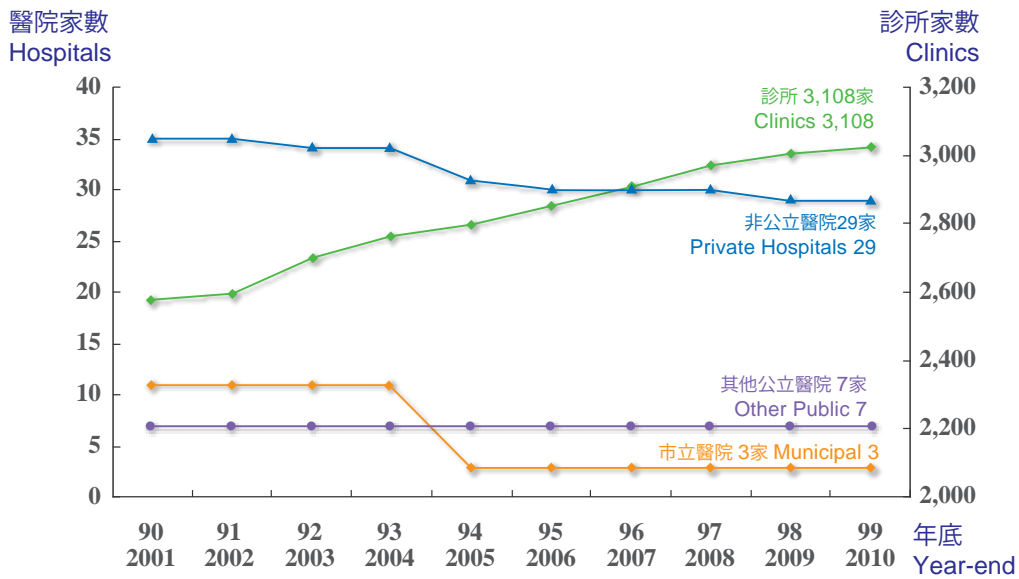


圖4 臺北市醫療院所數
Fig.4 The number of clinics and hospitals in Taipei

第二節 病床數

99年底臺北市醫療院所病床數共2萬4,220床，其中公立院所病床數1萬3,244床，占總病床數54.68%，非公立院所病床數1萬976床占總病床數45.32%；依病床性質別區分為，一般病床數1萬5,742床（占65.00%），特殊病床數8,478床（占35.00%）。平均每萬人口病床數92.49床，高全國的68.61床，每一病床服務108.12人，低於全國的145.75人。

表7 臺北市醫療院所病床數

Table 7 No. of Beds in Medical Care Institutions, Taipei City

單位：家、床、人 Units: firm, beds, persons

年底別 End of Year	家數 No.			病床數 No. of Beds			平均每萬人口 病床數 No. of Beds per 10,000	每一病床服務人口數 No. of Persons Served by One Bed
	合計 Total	公立 Public	非公立 Private	合計 Total	公立 Public	非公立 Private		
90年底 End of 2001	2,633	50	2,583	21,321	12,256	9,065	80.95	123.53
91年底 End of 2002	2,645	51	2,594	22,080	12,977	9,103	83.58	119.65
92年底 End of 2003	2,748	54	2,694	22,328	13,030	9,298	84.99	117.66
93年底 End of 2004	2,814	53	2,761	22,663	13,154	9,509	86.42	115.72
94年底 End of 2005	2,835	40	2,795	21,841	12,845	8,996	83.48	119.79
95年底 End of 2006	2,892	40	2,852	21,791	12,688	9,103	82.78	120.79
96年底 End of 2007	2,946	38	2,908	22,478	12,888	9,590	85.49	116.97
97年底 End of 2008	3,010	39	2,971	23,262	13,293	9,969	88.69	112.76
98年底 End of 2009	3,045	39	3,006	23,781	13,263	10,518	91.20	109.64
99年底 End of 2010	3,147	39	3,108	24,220	13,244	10,976	92.49	108.12

資料來源：行政院衛生署。

Source: Department of Health, Executive Yuan.



Section 2 Number of Hospital Beds

At the end of 2010, the total number of hospital beds in all public and private medical care institutions in Taipei City was 24,220. Of them, 13,244 beds were in public medical care institutions, accounting for 54.68% of all. The number of hospital beds in private medical care institutions was 10,976, accounting for 45.32% of all. By the nature of beds, 15,742 beds are general acute beds (65.00%), and 8,478 beds are special beds (35.00%). On average, the number of hospital beds per 10,000 population was 92.49 beds; higher than the national average of 68.61 beds. 1 bed on average served 108.12 persons, lower than the national average of 145.75 persons.

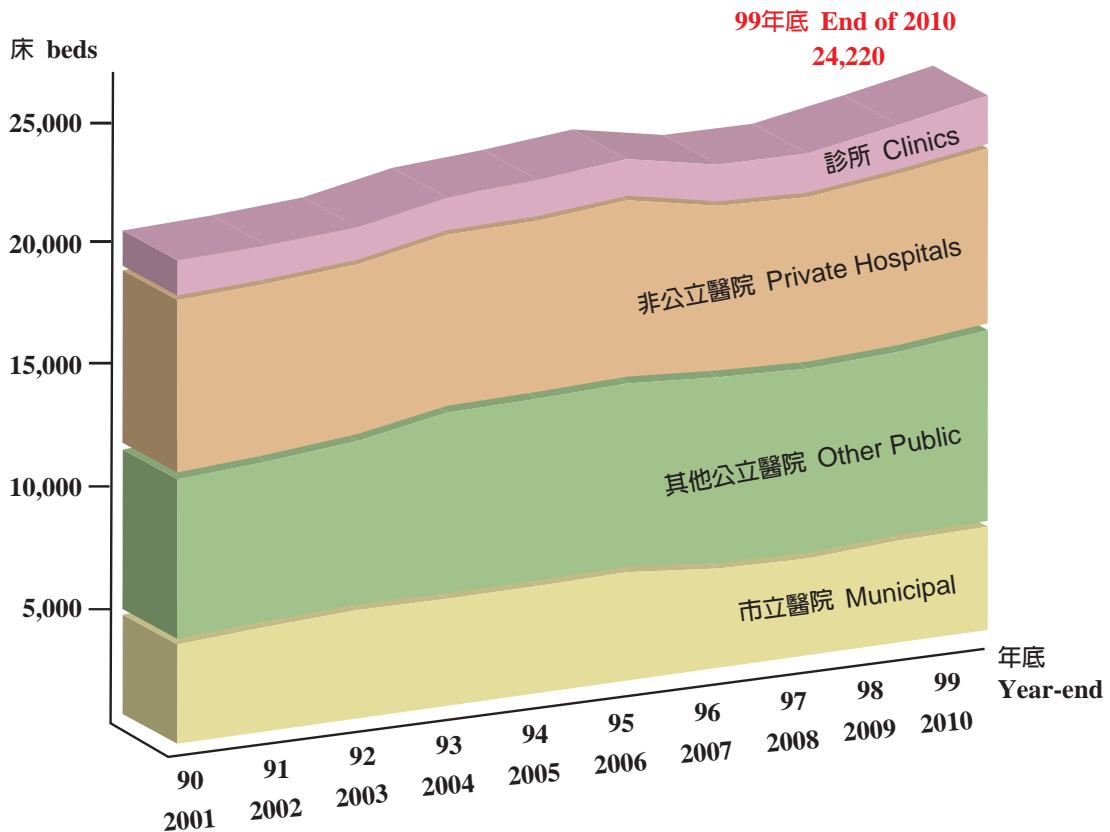


圖5 臺北市醫療院所病床數
Fig.5 Number Beds in Medical Care Institutions in Taipei City

第三節 醫院服務量

臺北市醫院平均每日門診、急診人次等醫療服務量均逐年增加，惟自91年起有下降趨勢，92年受SARS影響下降更鉅；99年門、急診平均每日就診人次分別為8萬139人次、3,099人次，平均住院日數8.08日，病床占床率為71.66%。

表8 臺北市醫院醫療服務量

Table 8 No. of Patients Served by Medical Care Institutions, Taipei City

年別 Year	平均每日人次 Average Person-Times per Day					平均住院日數 Average Days of Hospital Stay	剖腹產率% Rate of Cesarean Section (%)	佔床率% Bed Occupancy Rate (%)
	門診 Outpatient Clinic	急診 Emergency Room	血液透析 Hemodialysis	門診手術 Operation at Outpatient	住院手術 Operation under Hospital Care			
90年 2001	83,033	3,057	1,443	597	568	8.70	32.38	71.45
91年 2002	81,789	3,242	1,556	616	561	8.63	33.37	73.39
92年 2003	72,027	2,771	1,576	539	495	9.16	33.61	67.18
93年 2004	81,157	3,106	1,650	658	547	9.10	33.31	73.83
94年 2005	74,580	2,892	1,671	579	539	8.90	33.06	73.59
95年 2006	71,642	2,818	1,674	603	587	8.68	33.37	72.98
96年 2007	75,684	2,911	1,781	571	580	8.42	34.45	72.23
97年 2008	75,008	2,838	1,755	531	587	8.33	33.37	70.29
98年 2009	79,060	3,157	1,756	521	634	8.04	33.83	69.92
99年 2010	80,139	3,099	1,779	639	578	8.08	34.89	71.66

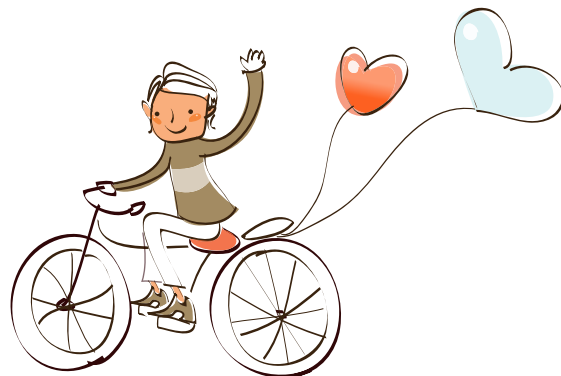
資料來源：行政院衛生署。

Source: Department of Health, Executive Yuan.



Section 3 Hospital Service Capacity

The number of patients served each day on average at clinics and emergency rooms in Taipei City has increased year by year; though declined since 2002, and particularly so during the SARS outbreak in 2003. In 2010, the number of patients served each day at clinics and emergency rooms was on average 80,139 and 3,099 person-times respectively; the average day of hospital stay was 8.08 days, and bed occupancy was 71.66%.



第四節 醫事人員

99年底臺北市醫療機構及醫事機構各類執業醫事人員計4萬4,869人，依各類人員統計，護產人員（含護理師、護士、助產師、士）占51.19%最多，醫師（含中、西、牙醫師）占25.90%次之，藥事人員（含藥師、藥劑生）占11.41%，醫檢人員（含醫事檢驗師、生、士、醫事放射線師、士）占6.62%，其他醫事人員（含鑲牙生、營養師、物理治療師、生、職能治療師、生、臨床心理師、諮商心理師、呼吸治療師、語言治療師、聽力師）占4.88%。平均每萬人擁有執業醫事人員數計有171.34人，其中醫師44.37人（含中、西、牙醫師），護產人員87.71人。

表9 臺北市醫療機構及醫事機構各類執業醫事人員數
Table 9 No. of Practicing Medical Personnel in Medical Care Institutions
and Medical Institutions in Taipei City

單位：人 Units: persons

底別 End of Year	合計 Total	西醫師 Western Medicine Physicians	中醫師 Chinese Medicine Physicians	牙醫師 Dentists	藥師 Pharmacists	
90年底 End of 2001	34,457	7,072	555	2,142	3,566	
91年底 End of 2002	36,008	7,085	582	2,122	3,657	
92年底 End of 2003	37,116	7,260	619	2,233	3,668	
93年底 End of 2004	38,306	7,262	645	2,252	3,790	
94年底 End of 2005	38,814	7,260	647	2,305	3,878	
95年底 End of 2006	39,695	7,409	660	2,362	3,938	
96年底 End of 2007	40,769	7,682	706	2,401	4,006	
97年底 End of 2008	42,447	7,877	730	2,452	4,163	
98年底 End of 2009	43,883	7,993	773	2,518	4,313	
99年底 End of 2010	44,869	8,245	771	2,604	4,370	

資料來源：行政院衛生署

Source: Department of Health, Executive Yuan.



Section 4 Medical Personnel

At the end of 2010, the total number of various medical personnel practicing in public and private medical care institutions and medical institutions in Taipei City was 44,869 persons. By category, 51.19% of them are nursing personnel (professional registered nurses, registered nurses, and midwives); 25.90% are physicians (Western medicine physicians, Chinese medicine physicians, and dentists); 11.41% are pharmaceutical personnel (pharmacists and assistant pharmacists); 6.62% are medical technicians (medical technologists, assistant medical technologists, technicians, medical radiological technologists and technicians); and 4.88% are other medical personnel (dental assistants, dietitians, physical therapists and technicians, occupational therapists and technicians, clinical psychologists, counseling psychologists, respiratory therapists, speech therapists, audiologists). On average, the number of practicing medical personnel per 10,000 population is 171.34 persons; of them, 44.37 are physicians (Western medicine physicians, Chinese medicine physicians, and dentists), and 87.71 are nursing personnel.

	藥劑生 Assistant Pharmacists	醫事檢驗師、生 Medical Technologists and Technicians	醫事放射師、士 Medical Radiological Technologists and Technicians	護理師及護士 Professional Registered Nurses and Registered Nurses	助產師、士 Midwives and Assistants	其他 Others
	948	1,581	769	17,050	15	759
	994	1,615	820	18,279	19	835
	925	1,669	858	18,949	15	920
	897	1,633	869	19,972	16	970
	870	1,693	898	19,899	15	1,349
	834	1,720	924	20,367	14	1,467
	796	1,731	940	20,919	13	1,575
	781	1,759	1,002	21,904	11	1,768
	765	1,839	1,039	22,721	4	1,918
	751	1,891	1,078	22,964	5	2,190

表10 臺北市平均每萬人擁有執業醫事人員數

Table 10 No. of Practicing Medical Personnel per 10,000 Population, Taipei City

單位：人 Units: persons

底別 End of Year	合計 Total	西醫師 Western Medicine Physicians	中醫師 Chinese Medicine Physicians	牙醫師 Dentists	藥師 Pharmacists	
90年底 End of 2001	130.83	26.85	2.11	8.13	13.54	
91年底 End of 2002	136.30	26.82	2.20	8.03	13.84	
92年底 End of 2003	141.28	27.63	2.36	8.50	13.96	
93年底 End of 2004	146.07	27.69	2.46	8.59	14.45	
94年底 End of 2005	148.35	27.75	2.47	8.81	14.82	
95年底 End of 2006	150.80	28.15	2.51	8.97	14.96	
96年底 End of 2007	155.06	29.22	2.69	9.13	15.24	
97年底 End of 2008	161.83	30.03	2.78	9.35	15.87	
98年底 End of 2009	168.30	30.65	2.96	9.66	16.54	
99年底 End of 2010	171.34	31.48	2.94	9.94	16.69	

資料來源：行政院衛生署

Source: Department of Health, Executive Yuan.



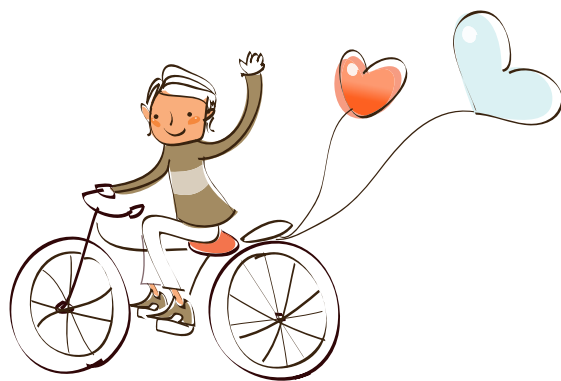
	藥劑生 Assistant Pharmacists	醫事檢驗師、生 Medical Technologists and Technicians	醫事放射師、士 Medical Radiological Technologists and Technicians	護理師及護士 Professional Registered Nurses and Registered Nurses	助產師、士 Midwives and Assistants	其他 Others
	3.60	6.00	2.92	64.74	0.06	2.88
	3.76	6.11	3.10	69.19	0.07	3.16
	3.52	6.35	3.27	72.13	0.06	3.50
	3.42	6.23	3.31	76.16	0.06	3.70
	3.33	6.47	3.43	76.06	0.06	5.16
	3.17	6.53	3.51	77.38	0.05	5.57
	3.03	6.58	3.58	79.56	0.05	5.99
	2.98	6.71	3.82	83.51	0.04	6.74
	2.93	7.05	3.98	87.14	0.02	7.36
	2.87	7.22	4.12	87.69	0.02	8.36

第三章 死因統計

第一節 十大死因及變化

臺北市99年惡性腫瘤仍位居臺北市民主要死亡原因之冠，而心臟疾病（高血壓性疾病除外）、腦血管疾病在80年以後分別位居市民主要死因之第2或第3順位，事故傷害死亡則大幅減少。99年臺北市死亡人數1萬5,047人，死亡率為每十萬人口575.83人，較全國死亡率625.34人低，其中惡性腫瘤死亡率為每十萬人口177.26人，死亡者占有所有死亡人數30.78%，心臟疾病（高血壓性疾病除外）死亡率65.94人，占11.45%，腦血管疾病死亡率40.07人，占6.96%；其餘死因依序為肺炎、糖尿病、腎炎、腎病症候群及腎病變、慢性下呼吸道疾病、敗血症、高血壓性疾病、骨骼肌肉系統及結締組織之疾病。

兩性十大主要死因第1至第3順位皆為惡性腫瘤、心臟疾病及腦血管疾病，其餘部分兩性與全體主要死因大致相同，其中女性僅順序不同，而男性則多出事故傷害（第7），另骨骼肌肉系統及結締組織之疾病未進入十大（第13）。





Chapter 3 Causes of Death

Section 1 Ten Leading Causes of Death and Their Changes

In 2010, malignant neoplasm was the leading cause of death of the residents of Taipei City. Disease of heart (except hypertensive diseases) and cerebrovascular disease have been the second or the third leading causes of death since 1991. Deaths from accidents (Unintentional Injuries) and adverse effects have declined sharply. In 2010, there were 15,047 deaths in Taipei City, giving a death rate of 575.83 per 100,000, lower than the national average of 625.34. Death rate of malignant neoplasm was 177.26 per 100,000, and the number of death from this cause accounted for 30.78% of all deaths. Death rate of disease of heart (except hypertensive diseases) was 65.94, accounting for 11.45% of all deaths. Death rate of cerebrovascular disease was 40.07, accounting for 6.96% of all deaths. Other leading causes of death are by order, pneumonia, diabetes mellitus, nephritis, nephrotic syndrome and nephrosis, chronic lower respiratory diseases, septicemia, hypertensive diseases, and diseases of the musculoskeletal system and connective tissue.

The top three of the ten leading causes of death for both sexes are malignant neoplasm, heart diseases, and cerebrovascular diseases, respectively. The rest of the leading causes are roughly the same for both sexes and overall population. For women, the only difference is in the order, while men had more deaths due to accidents (unintentional injuries) (No. 7). Diseases of the musculoskeletal system and connective tissue did not make the top ten (No. 13).

表11 ICD-10臺北市主要死亡原因

Table 11 Leading Causes of Death in Taipei City by ICD-10 Classification

民國99年 單位：人、%、人/每十萬人口

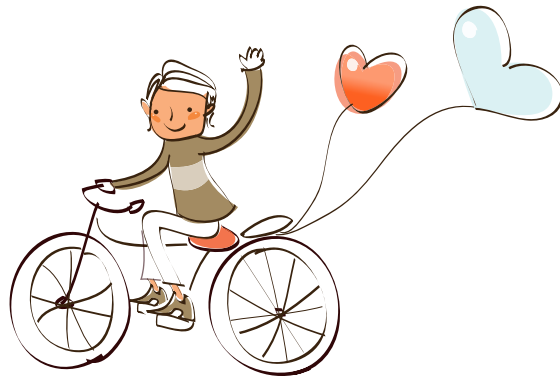
2010 Unit: persons、%、persons/100,000

順位 Order	死亡原因 Causes of Death	死亡人數 No. of Death	死亡百分比 Death %	每十萬人口死亡率 Death Rate per 100,000		
				計 Total	男 Male	女 Female
	所有死亡原因 All causes of death	15,047	100.00	575.83	704.08	456.13
1	惡性腫瘤 Malignant Neoplasms	4,632	30.78	177.26	219.66	137.69
2	心臟疾病 (高血壓性疾病除外) Disease of Heart (Except Hypertensive Diseases)	1,723	11.45	65.94	82.36	50.61
3	腦血管疾病 Cerebrovascular Diseases	1,047	6.96	40.07	47.72	32.92
4	肺炎 Pneumonia	899	5.97	34.40	43.44	25.97
5	糖尿病 Diabetes Mellitus	769	5.11	29.43	30.44	28.48
6	腎炎、腎病症候群及腎 病變 Nephritis, Nephrotic Syndrome and Nephrosis	474	3.15	18.14	18.55	17.76
7	慢性下呼吸道疾病 Chronic Lower Respiratory Diseases	465	3.09	17.79	26.56	9.62
8	敗血症 Septicemia	449	2.98	17.18	18.23	16.20
9	高血壓性疾病 Hypertensive Diseases	422	2.80	16.15	18.31	14.13
10	骨骼肌肉系統及結締組 織之疾病 Diseases of the musculoskeletal system and connective tissue	380	2.53	14.54	13.48	15.54
	其他 Others	3,787	25.17	144.92	185.33	107.21



- 附註：1.97年起死因統計資料配合衛生署改採國際疾病分類第十版（ICD-10）。
- 2.臺北市99年年中人口數，計2,613,100人，男性1,261,502人，女性1,351,598人。
- 3.本表順位以兩性合計死亡率排序。

- Notes: 1. In coordination with the policy of the Department of Health, Executive Yuan, the 10th International Classification of Diseases (ICD-10) was adopted in 2008.
2. The mid-year population of Taipei City in 2010 was 2,613,100 persons; 1,261,502 males and 1,351,598 females.
3. Orders of the causes of death are arranged by the combined male-female death rates.



第二節 十大癌症

臺北市99年癌症死亡人數4,632人，死亡率為每十萬人口177.26人，較全國死亡率177.37人略低；其中男性死亡人數2,771人，死亡率為每十萬男性人口219.66人，女性死亡人數1,861人，死亡率為每十萬女性人口137.69人。

十大癌症死亡原因之順位依序為氣管、支氣管和肺癌、肝和肝內膽管癌、結腸、直腸和肛門癌、女性乳房癌、胃癌、前列腺（攝護腺）癌、胰臟癌、非何杰金氏淋巴瘤、口腔癌、子宮頸及部分未明示子宮癌。另兩性與全體十大癌症死因不同之處，男性有食道癌及白血病進入十大，女性則多出卵巢癌及白血病（口腔癌未入十大）。



Section 2 Ten Leading Cancers

In 2010, there were 4,632 cancer deaths in Taipei City, giving a death rate of 177.26 per 100,000, slightly lower than the national average of 177.37. Of all cancer deaths, 2,771 were males, giving a death rate of 219.66 per 100,000 male population; and 1,861 were females, giving a death rate of 137.69 per 100,000 female population.

The 10 leading causes of cancer death are, by order, cancer of trachea, bronchus and lung, cancer of liver and intrahepatic bile ducts, cancer of colon, rectum and anus, cancer of female breast, cancer of stomach, cancer of prostate, cancer of pancreas, non-Hodgkin's lymphoma, oral cancer, cancer of cervix uteri and uterus, part unspecified. Two types of cancer in the leading ten that differ by gender are, for the males, esophageal cancer and leukemia, and for the females ovary cancer and leukemia (for women, oral cancer is not in the top ten).



表12 ICD-10臺北市主要癌症死亡原因

Table 12 Leading Causes of Cancer Death in Taipei City by ICD-10 Classification

民國99年 單位：人、%、人/每十萬人口

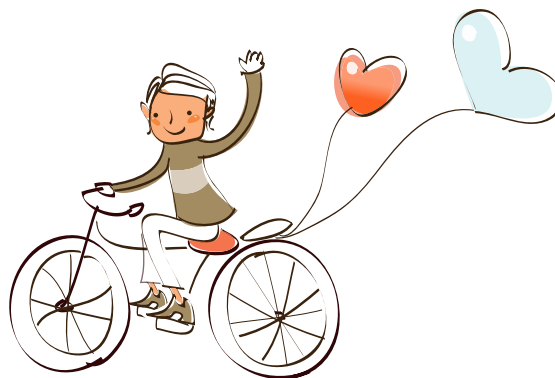
2010 Unit: persons、%、persons/100,000

順位 Order	死亡原因 Causes of Death	死亡人數 No. of Death	死亡 百分比 Death %	每十萬人口死亡率 Death Rate per 100,000		
				計 Total	男 Male	女 Female
	所有癌症死亡原因 All causes of cancer death	4,632	100.00	177.26	219.66	137.69
1	氣管、支氣管和肺癌 Cancer of Trachea, Bronchus, and Lung	990	21.37	37.89	48.91	27.60
2	肝和肝內膽管癌 Cancer of Liver and Intrahepatic Bile Ducts	644	13.90	24.65	35.12	14.87
3	結腸、直腸和肛門癌 Cancer of Colon, Rectum and Anus	570	12.31	21.81	26.24	17.68
4	女性乳房癌(1) Cancer of Female Breast (1)	266	5.74	19.68	-	19.68
5	胃癌 Cancer of Stomach	307	6.63	11.75	15.62	8.14
6	前列腺(攝護腺)癌(2) Cancer of Prostate (2)	144	3.11	11.41	11.41	-
7	胰臟癌 Cancer of Pancreas	211	4.56	8.07	9.99	6.29
8	非何杰氏巴瘤 Non-Hodgkin's Lymphoma (NHL)	152	3.28	5.82	8.09	3.70
9	口腔癌 Oral Cancer	151	3.26	5.78	11.02	0.89
10	子宮頸及部分未明示子宮癌(1) Cancer of Cervix Uteri and Uterus, Part Unspecified (1)	71	1.53	5.25	-	5.25
	其他 Others	1,126	24.31	43.09	53.27	33.59



- 附註：1.97年起死因統計資料配合衛生署改採國際疾病分類第十版（ICD-10）。
- 2.臺北市99年年中人口數，計2,613,100人，男性1,261,502人，女性1,351,598人。
- 3.本表順位以兩性合計死亡率排序。
- 4.（1）為女性死亡率（每十萬女性人口死亡數）。
- （2）為男性死亡率（每十萬男性人口死亡數）。

- Notes: 1. In coordination with the policy of the Department of Health, Executive Yuan, the 10th International Classification of Diseases (ICD-10) was adopted in 2008.
2. The mid-year population of Taipei City in 2010 was 2,613,100 persons; 1,261,502 males and 1,351,598 females.
3. Orders of the causes of death are arranged by the combined male-female death rates.
4. (1) Death Rate per 100,000 female population.
- (2) Death Rate per 100,000 male population.



附錄. 大事紀要

一月 January

大事紀要 Major Events

1 1 全國首創之「青少年戒菸教育e化數位教材」於臺北e大網站正式上線。

16 舉辦「優良藥師表揚暨全方位藥事服務學術研討會」，進行實務研討與經驗分享，更適逢藥師節，致贈感謝獎牌予平日積極配合推動公共衛生相關活動之優良藥師，約300餘人參與。

19 甘肅省人口文化促進理事花恆一等17人參訪臺北市立聯合醫院和平婦幼院區，就人口生育保健及婦幼議題做參訪交流。

20 「臺北市北投觀光醫療暨健康保健中心營運移轉（OT）案」簽約。

29 會同臺北市府消保官至臺北年貨大街進行年節食品稽查，現場稽查重點為：散裝食品標示檢查及現場販售情形是否符合食品良好衛生規範。共輔導稽查207家年貨大街之食品商家，其中輔導改善53家次，抽查包裝及散裝產品各1件。

二月 February

大事紀要 Major Events

2 16 臺北市立聯合醫院教研部設置之圖書館開幕啓用。

17 臺北市立聯合醫院中興院區舉行「106週年院慶」系列活動，至2月19日止。

18 江蘇省淮安市衛生局副局長鄔錦屏等25人參訪臺北市內湖區健康服務中心，就預防保健業務進行經驗交流。

18 配合臺北市府產業發展局執行上半年度八大行業營業場所聯合檢查，共174家業者，符合規定110家、不符合規定19家、停歇業及未營業34家，非臺北市營業衛生管理自治條例業管之八大行業11家，至3月15日止。



Appendix: Chronicle of Major Events

一月 January

大事紀要 Major Events

- 1** **1** The country's first e-books for young people to quit smoking were formally put online.
-
- 16** Held the "Praising Good Pharmacists and Complete Pharmaceutical Services Symposium" to share experiences and have a discussion; good pharmacists were thanked for often actively promoting public health related activities; about 300 people attended.
-
- 19** Director Heng-yi Hua from Gansu Provincial Population Culture and 17 others visited the Women and Children Branch of the Taipei City Hospital to exchange ideas relating to population, women and children issues.
-
- 20** Signed the Taipei Beitou Health & Wellness Center Operations Transfer (OT) Case.
-
- 29** In conjunction with the Taipei City Government Consumer Protection went to the street which selling New Year Foods and performed an on-site inspection focusing on bulk food labeling and whether the packaging was in accordance with good hygienic practices. A total of 207 firms and food vendors were inspected along the street; among those 53 were counseled to improve and one of each packaging and bulk food product was randomly inspected.

二月 February

大事紀要 Major Events

- 2** **16** The library was opened at the Taipei City Hospital Research Division.
-
- 17** The Zhongxing Branch of Taipei City Hospital held a series of activities ending on February 19 for their 106th anniversary.
-
- 18** Jin-ping Wu the Deputy Secretary of Health at Huaian Jiangsu, and 25 others visited Neihu District Health Services Center of Taipei City to promote cooperation in preventative health services.
-
- 18** Cooperated with the Department of Economic Development to implement inspections of 8 large industries for the first half of the year; in all there were 174 firms, 110 were found to comply with regulations, while 19 did not. 34 temporarily closed or firms not yet started were inspected; 11 were not in compliance with Taipei City's self-management regulations for the eight large industries. This ended on March 15.

二月 February

大事紀要 Major Events

- 2 18** 配合臺北市政府觀光傳播局執行電影院衛生檢查，共34家業者，皆符合規定，至6月10日止。
-
- 22** 山東省新泰市參訪團6人參訪臺北市立聯合醫院忠孝院區，就醫院管理議題進行交流。
-
- 26** 與臺灣乳房醫學會共同辦理「2011年臺北市乳癌篩檢共識論壇」。

三月 March

大事紀要 Major Events

- 3 1** 於臺北市政大樓沈葆楨廳辦理「健康減重啓動記者會」，由郝龍斌市長率市府團隊啓動「健康減重101 幸福臺北一第一」活動，並宣誓臺北市健康減重目標101公噸。
-
- 7** 賡續辦理臺北市各公私立幼托園（所）免費「學齡前兒童整合性社區篩檢服務」，共計服務4萬6,775人。
-
- 10** 於週一至週五上午8時至下午6時由專業營養師提供創全國先例之「體重控制電話營養諮詢服務」，以及為期12週之追蹤諮詢服務，協助市民於生活中落實健康均衡飲食。
-
- 13** 辦理「100年長期照顧用藥安全藥師訓練課程（初階）」，計8小時，共186名藥師參訓。
-
- 13** 與臺灣腎臟醫學會於信義區－香堤大道共同舉辦「2011世界腎臟日『全國愛腎護腎、腎利人生』園遊會」，共計3,000人參加。
-
- 14** 於臺北市立萬芳醫院護理之家辦理「護理之家火災緊急應變指揮體系示範觀摩演習」。
-
- 15** 3月15日及4月27日辦理市售食品標示講習：「食用油、健康食品等相關製造業者及大賣場、超市、藥粧店、直銷產品等販售業者」170人出席、「糖果餅乾麵食、製麵、麥類製品、冷凍製品等相關製造業者及超商、百貨公司等販售業者」208人出席；宣導食品標示新規範，並針對常見食品標示問題進行討論。



二月 February

大事紀要 Major Events

- 2 18** Cooperated with Department of Information and Tourism, Taipei City Government to perform sanitary inspections in movie theaters; all were found in compliance. This ended on June 10.
-
- 22** 6 people from Xintai City, Shandong visited the Zhongxiao Branch of the Taipei City Hospital to conduct exchanges on issues related to hospital management.
-
- 26** With the Breast Cancer Society of Taiwan held a forum on breast cancer screenings.

三月 March

大事紀要 Major Events

- 3 1** Held a press conference on healthy weight loss at Taipei City Government's Shen Pao-cheng Hall; Mayor Lung-bin Hau and leading Taiwan city groups started a healthy weight-control point collection activity and announced Taipei City's goal of a healthy weight loss of 101 ton.
-
- 7** Continued to hold free pre-school and primary integrated community inspections services in Taipei's public and private kindergarten, serving 46,775 people.
-
- 10** Professional nutritionists provide national weight control hotline and consultation services from Monday to Friday 8:00 AM to 6:00 PM; for a period of 12 weeks of tracked consultation assisted residents taking steps to a healthy dieting lifestyle.
-
- 13** In 2011, held elementary training classes for pharmacists regarding long term care and safe drugs; in all there were 8 hours and 186 pharmacists attended.
-
- 13** With the Taiwan Society of Nephrology co-hosted a garden meeting for 2011 World Kidney Day—"Protect Kidney's, Protect Life" at Xinyi District, Ashanti Square; 3,000 people attended.
-
- 14** The Taipei Municipal Wanfang Hospital nursing home held an observation exercise regarding the nursing home's fire emergency response system.
-
- 15** On March 15 and April 27 held commercial food labeling workshops: "Cooking oil, healthy food products, and related manufacturing industries, and general merchandise markets, supermarkets, pharmacies, and direct marketed goods"—170 people attended; "candies, crackers, dry noodles, noodles, wheat products, frozen products and related manufacturing industries and stores, departments stores, etc. and industries"—208 people attended.

三月 March

大事紀要 Major Events

3 17 3月17日及5月18日，大陸泉州第一醫院醫事人員參訪臺北市政府衛生局，就醫院管理及醫療服務議題進行交流。

18 配合臺北市體育處辦理游泳池安全管理聯合檢查，共查核95家，符合規定81家、不符合規定1家、停歇業13家，至5月13日止。

25 於臺北市立聯合醫院和平婦幼院區辦理全國首創8座「戶外半開放式吸菸區」啟動記者會，參與人員為臺北市前副市長邱文祥、臺北市政府衛生局局長林奇宏及林秀亮副局長、臺北市立聯合醫院總院長張聖原、行政院衛生署國民健康局主任游伯村，約有100人與會，戶外半開放式吸菸區設置地點為臺北市立聯合醫院中興（1座）、仁愛（2座）、忠孝（1座）、陽明（1座）、松德（1座）、和平婦幼（1座）等院區及臺北車站（1座）周邊非屬禁菸範圍之戶外空間。

27 3月27日、4月10日及17日辦理「100年長期照顧用藥安全藥師訓練進階課程」，計24小時，共126名藥師參訓。

28 臺北市政府衛生局召開臺北市政府查驗蔬果及禽畜水產品監測聯合執行小組第15次會議，邀請行政院原子能委員會進行專題分享，主題為「由日本福島核能電廠事故談輻射安全與防護」，全面提升臺北市政府輻射防護知能。

31 配合臺北市政府「100年度臺北市核災應變演習」於內湖垃圾焚化場舉行，指派三軍總醫院配合災難現場緊急醫療（臨時救護站之設立、傷患檢傷照護事項、放射線傷害醫療設施之建立等）演練，派員於演練期間進駐前進指揮所及醫護站。

31 臺北市士林區健康服務中心主任黃秋玉宣誓就職。



三月 March

大事紀要 Major Events

- 3 17** On March 17 and May 18, Quanzhou in the mainland China became the first hospital medical personnel to visit the Department of Health, Taipei City Government to conduct exchanges on issues of hospital management and medical services.
-
- 18** With the Taipei Sports Office held inspections of management and swimming pool safety; 95 places were inspected and 81 were found in compliance while 1 did not meet the regulations. 13 had been temporarily closed. Ended on May 13.
-
- 25** The Heping Fuyou Branch of the Taipei City Hospital held a press conference for the country's first 8 outdoor semi-open smoking areas; those in attendance included former Deputy Mayor of Taipei City Allen W. Chiu, Department of Health Taipei City Government's Chi-hung Lin and Deputy Commissioner Hsiu-lian Lin, Deputy Director of the Taipei City Hospitals Sun-yan Chang and Director of Bureau of Health Promotion, Department of Health, Executive Yuan Po-tswen Yu. About 100 people participated and outdoor smoking zones were set up at various sites of Taipei City Hospital including one in Zhongxing, two in Renai, one in Zhongxiao, one in Yangming, one in Songde, one in Heping Fuyou, and one in Taipei Station; the areas surrounding the zones were declared as non-smoking spaces.
-
- 27** On March 27, April 10 and April 17 held advanced training courses for pharmacists regarding long term care and safe drugs for 24 hours total; 126 pharmacists attended.
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- 28** Department of Health, Taipei City Government held Taipei City Government inspections of fruits and vegetables, poultry and aquatic products and held about 15 joint implementation meetings; they invited the Atomic Energy Commission, Executive Yuan to conduct a special session to increase Taipei City Government's knowledge of radiation protection with the topic of Radiation Safety and Protection in Japan's Fukushima Nuclear Power Plant Accident.
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- 31** The Taiwan City Government held 2011 Taipei Nuclear Disaster Drills at the Neihu trash incinerator and assigned the Tri-service General Hospital to establish disaster scene emergency medical care exercises (including a temporary ambulance station, casualty care, radiation and medical facilities establishment, etc.); staff was stationed at the posts during the drill.
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- 31** Chiu-yu Huang was sworn into the office of Director at the Shihlin District Health Service Center of Taipei City.

四月 April

大事紀要 Major Events

- 4 1** 針對市售食品，包括生鮮冷藏蔬果等8大類食品進行輻射量監測，檢測結果每日同步公布於臺北市衛生局網站「預防輻射傷害」專區。
-
- 6** 大陸上海市長寧區參訪團等14人參訪臺北市衛生局，就婦幼衛生政策進行經驗交流。
-
- 15** 輔導9家大賣場業者對於現場新鮮製作販售的烘焙產品及熟食食品標示熱量。
-
- 15** 臺北市立聯合醫院松德院區舉行創院42週年暨6樓屋頂花園啓用典禮。
-
- 18** 柬埔寨參訪團等13人參訪臺北市衛生局，就臺北市菸害防制業務議題進行交流。
-
- 18** 於臺北市立聯合醫院仁愛院區辦理設置場所「100年度心肺復甦術（CPR）加自動體外電擊去顫器（AED）教育訓練」，計130人參訓，合格126名（通過率達96%），至4月19日止。
-
- 20** 辦理「烘焙少負擔 媽咪更健康」100年母親節蛋糕熱量標示暨烘焙創意競賽，邀請烘焙業者研發具「減油」、「減糖」及「零反式脂肪」等健康概念的母親節蛋糕，並邀請世界青年盃烘焙比賽的國手表演，同時宣導市民朋友參考熱量標示選購，學習如何運用熱量標示實踐健康的飲食生活。
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- 21** 韓國蔚州郡衛生課課長參訪團等16人參訪臺北市衛生局，討論臺北市食品衛生管理相關議題。
-
- 21** 委托臺灣寄生蟲醫學會辦理臺北市學齡前兒童蟯蟲計畫，包括問卷調查、分析、研究及政策建議，由私立長庚大學教授王蓮成參與指導，計畫期程3年，100年為第2年辦理。



四月 April

大事紀要 Major Events

- 4 1** For commercially available foods, including fresh refrigerated fruits and vegetables and 8 major food-type products, established radiation monitoring tests; the results of these tests were daily published on the website for the Department of Health, Taipei City Government in the special section on preventing harm from radiation.
-
- 6** 14 people from the Shanghai Changning District, China visited the Department of Health, Taipei City Government to conduct an exchange of experiences on health policies related to women and children.
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- 15** Counseled nine general retail stores regarding the selling of on site fresh bakery products and calorie labeling for hot food products.
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- 15** The Songde Branch of Taipei City Hospital held a ceremony commemorating its 42nd anniversary on the sixth floor garden on the roof.
-
- 18** 13 people from Cambodia visited the Department of Health, Taipei City Government to conduct exchanges regarding tobacco hazards control and related issues.
-
- 18** The Renai Branch of Taipei City Hospital set up a training session for CPR and AED use; 130 people attended and 126 passed (a 96% pass rate). Ended on April 19.
-
- 20** Held a healthy baking for Mother's Day cake calorie labeling and baking creativity contest in 2011 and invited research and development of ideas for healthy Mother's Day cakes such as using less oil, sugar, and having zero trans-fat. Also invited performers from the World Youth Baking Cup Competition to advocate to the citizens how to use food calorie labels and learn how to use calorie labels to enter a healthy eating lifestyle.
-
- 21** 16 people from the Ulju-gun, Korean Health Division including the director visited the Department of Health, Taipei City Government to conduct exchanges regarding food hygiene management and related issues.
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- 21** Commissioned the Taiwan Parasite Association to initiate a "parasite plan" at pre-schools, including surveys, analysis, research, policy recommendations; Professor Lian-chen Wang from Chung Gung University is to guide the projected for three years, and 2011 is his second.

四月 April

大事紀要 Major Events

4 25 2010臺北國際花卉博覽會閉幕，於圓山、美術、新生及大佳公園設立4處醫療站、1處醫護室及1處假日醫護諮詢站，由臺北市各急救責任醫院協助支援救護事宜，另於臺北市政府衛生局網頁建置即時通報系統，隨時掌握傷情資料，自99年11月6日起全展期171天，共服務1萬2,376人次，醫療利用率1.3‰。

27 中央機關聯合視導臺北市政府毒品危害防制中心業務，教育部政務次長林聰明擔任中央領隊。

29 臺北市立聯合醫院仁愛院區58週年院慶活動。

五月 May

大事紀要 Major Events

5 1 透過臺北市政府資訊處簡訊發送平台的API發送簡訊給長期照顧管理系統申請民衆，發送數為6,897則。

2 辦理「100年度基層醫療機構督導考核工作」，至11月30日止。

2 與臺灣氣喘衛教學會於臺北市自來水博物館舉辦「氣喘控制靠你我、過敏不再跟著走」活動，共計2,500人參加。

4 編印「臺北市政府衛生局公務統計方案」分送臺北市政府衛生局相關處室參用。

6 於臺北市立聯合醫院昆明院區7樓會議室，召開「臺北市政府高病原性家禽流行性感冒及新興流感防治專家諮詢委員會」100年第1次會議，商討防治、衛教、臺北市禽畜養殖等相關工作人員上呼吸道感染醫療補助計畫修訂等相關事宜。



四月 April

大事紀要 Major Events

- 4 25** The 2010 Taipei International Flora Exposition came to a close; there were four nursing stations, one health care room and one Holiday Health Advisory Station set up in Yuanshan, Fine Arts, Xinsheng, and Dajia Parks from Taipei City's emergency care responsibility hospital for the emergencies and assisted ambulances. The Department of Health, Taipei City Government set up a website with a real-time reporting system to keep track of injury data, from November 6, 2010 for 171 days serving 12,376 person-times, a health care utilization rate of 1.3‰.
-
- 27** Central authorities joined the Taipei City Government Drugs Hazard Control Center to serve; Tsong-ming Lin the deputy minister of Ministry of Education was the leader of the Central Authority.
-
- 29** The Renai Branch of Taipei City Hospital held a celebratory activity for its 58th anniversary.

五月 May

大事紀要 Major Events

- 5 1** Through the Department of Information Technology, Taipei City Government 6,897 SMS with the API delivery platform for long-term care management was sent out.
-
- 2** Held the 2011 Clinic Supervise Assessment, ending November 30.
-
- 2** The Taiwan Asthma Educators and the Taipei City Museum of Drinking water jointly held a "Asthma is controlled by you and me, and allergies will no longer follow us" activity; 2,500 people attended.
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- 4** The Department of Health, Taipei City Government Statistics Report was sent to Department of Health, Taipei City Government and related departments for use.
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- 6** The Kunming Branch of Taipei City Hospital had meeting on the 7th floor convened by an expert advisory committee on the highly pathogenic avian influenza and the new influenza in Taipei; 2011 was the first meeting, and prevention, education, Taipei City's livestock breeding workers, and other work related to upper respiratory tract infections and other such issues were discussed.

五月 May

大事紀要 Major Events

5 6 美國華盛頓州衛生署署長Ms. Mary C. SELECKY、新罕布夏州公共衛生署署長Dr. José T. MONTERO、俄勒岡州多州公共衛生署署長Dr. Melvin A. KOHN、田納西州衛生署署長Ms. Susan R. COOPER、馬里蘭州衛生署署長Dr. Joshua M. SHARFSTEIN暨杜克大學政策與組織管理研究中心主任Dr. Pikuei TU及副主任Dr. Cheryl LIN參訪團參訪臺北市政府衛生局，拜會林奇宏局長及陳正誠副局長，由各業務處、臺北市立聯合醫院副總院長翁林仲陪同。

6 「100年全國各直轄市、縣（市）災害防救暨萬安34號演習」於信義區台北醫學大學旁空地及信義國中舉行，動員臺北市立聯合醫院（忠孝、仁愛、中興、和平婦幼、陽明院區）及臺北醫學大學附設醫院、臺北市立萬芳醫院、臺安醫院、國泰醫院以及三軍總醫院配合進行災區緊急醫療（大量傷病患）演練，臺北市信義區健康服務中心亦配合進駐緊急安置所啓動醫療服務及健康照護。

7 辦理社區戒菸諮詢站教育訓練課程，共114人參加，100年度新增20家戒菸諮詢藥局。

10 臺北市立聯合醫院陽明院區歡慶26週年院慶。

11 為慶祝一年一度的國際護師節，與台北市護理師護士公會辦理「國際護師節慶祝大會暨績優護理人員授獎典禮」。

17 與財團法人中華民國心臟基金會共同辦理「2011年世界高血壓日記者會」及5月22日「五鬆打虎健走」活動，記者會以「健康數字 健康血壓~Half in Five」為口號，期望達到5年內血壓控制率達50%的效果，健走活動現場包括健康檢測區及醫療諮詢區，共計780人參加。

19 美國杜蘭大學公共衛生學院陳紫郎教授、亞洲大學邱尚志助理教授、杜蘭及亞洲大學研究生25人參訪臺北市政府衛生局，就臺北市公共衛生及社區健康促進業務推動情形做研討。



五月 May

大事紀要 Major Events

- 5** **6** The Director of Health in Washington State (USA) Ms. Mary C. Selecky, the Director of New Hampshire Public Health Dr. Jose T. Montero, Oregon Multi-state Director of Public Health Dr. Melvin A. Kohn, Tennessee State Director of Health Ms. Susan R. Cooper, Maryland Director of Health Dr. Joshua M. Sharfstein and Duke University Policy Director at the Center for Organizational Research Dr. Pickuei Tu with deputy director Dr. Cheryl Lin visited Department of Health, Taipei City Government; Commissioner of Department of Health Chi-hung Lin and Deputy Commissioner Kevin J. Chen; accompanied by the operations branch and Taipei City Hospital Deputy Dean Lin-chung Woung.
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- 6** All of the directly governing cities and counties had a fire emergency drill (Wanan No. 34) held at open space at Taipei Medical University in the Xinyi District and Xinyi Junior High School. It was mobilized by fire and emergency personnel from Taipei City Hospital (the Zhongxiao, Renai, Zhongxing, Heping Fuyou, and Yangming Branch), Taipei Medical University Hospital, Taipei Municipal Wanfang Hospital, Taiwan Adventist Hospital, Cathay General Hospital, and Tri-Sevice General Hospital, and the drill included a large number of injured patients. Xinyi District Health Service Center used emergency equipment and provided health services and cares to start the exercise.
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- 7** Held a community training course for smoking cessation stations; 114 people attended. In 2011, 20 smoking cessation stations were added in pharmacies.
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- 10** The Yangming Branch of Taipei City Hospital held a celebratory activity for its 26th anniversary.
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- 11** Taipei City Government Nursing Association held a ceremony To celebrate the annual International Nurses Day.
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- 17** With the Republic of China Taiwan Heart Foundation held a press conference on 2011 World Hypertension Day and on May 22 held a Wu Song Tiger Fight Walk and a press conference on healthy blood pressure. Within five years expect to achieve 50% efficiency for the blood pressure control rate. The walking activity included a health inspection area and a medical consultation area; altogether 780 people attended.
-
- 19** Professor Ted Chen of Tulane University's Community Health Sciences, Assistant Professor Shang-zhi Qiu of Asia University, and 25 graduate students from Tulane and Asia University visited Department of Health, Taipei City Government and conducted seminars to promote Taipei public health and community health promotion.

五月 May

大事紀要 Major Events

- 5 19** 為推展長期照顧業務深植社區普及化，結合臺北市政府社會局所屬社區照顧關懷據點，推動社區愛心總動員計畫，共辦理20場相關教育訓練及服務資訊宣導。
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- 20** 5月20日、6月3日分別舉辦「專業關心生命。你我守護希望」－專業人員自殺防治與處遇知能系列研討會。
-
- 23** 辦理100年度社區藥局藥事服務政策推動座談會共5場，針對社區藥局常見之抗生素等醫師處方藥品之管理、管制藥品管理及藥事管理常見缺失等議題進行會談討論，共541人參加，至6月7日止。
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- 25** 臺北市政府衛生局網站設置「塑化劑資訊專區」，另設置內部管理用的「塑化劑污染專區」。
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- 27** 依據行政院衛生署公告「塑化劑污染食品之處理原則」，針對五大類食品凡含有昱伸香料有限公司起雲劑者，執行立即下架回收，五大類食品如含有起雲劑者，必須於3日內（100年5月31日零時前）提出安全證明，否則禁止販售，並配合於8月1日起全市停止適用該公告。
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- 31** 100年度臺北市立聯合醫院外部顧客意見調查（1月28日至5月30日完成調查）。

六月 June

大事紀要 Major Events

- 6 1** 桃園縣政府消防局及衛生局加入「OHCA 緊急醫療救護資訊系統」。
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- 1** 臺北市政府衛生局主任秘書姜郁美到任。
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- 14** 社團法人臺灣醫務管理學會邀請上海市醫院協會參訪團等13人參訪臺北市政府衛生局，就臺北市慢性病及性病防治做業務交流。
-
- 15** 於臺北市立動物園辦理「臺北市長青健康活力站大會師」，由臺北市前副市長邱文祥率領衛生、社會、教育、交通及民政局5局處首長共同展示高齡友善臺北之特色服務，並由長者進行大會師表演，共計600位長者共襄盛舉。



五月 May

大事紀要 Major Events

- 5 19** To advance the popularity of community long term care; joined Department of Social Affairs, Taipei City Government to establish community care locations; promoted community Love Story Program, and 20 sessions of training and information meetings.
-
- 20** On May 20 and Jun 3 held a series of seminars with suicide prevention professionals and those with knowledge on the matter about caring for protecting hope and life.
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- 23** Held 5 forums for community pharmacists and service policies aimed at discussions issues relevant to the management of community pharmacies and the control of prescription drugs, controlled drugs, and pharmacy administration; a total of 541 people attended. Ended on June 7.
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- 25** The Department of Health, Taipei City Government set up a plasticizer information zone on their website and a section on plasticizer contaminants for the use of those in the internal department.
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- 27** In accordance with the Department of Health, Executive Yuan's notice regarding principles of control of plasticizer contaminants in food products, established five categories of food products containing cloud agent contaminants from Yu Shan Spice Company and called for their immediate recall. The food products from the five categories containing cloud agents in the last three days (before May 31, 2011) had to come up with evidence of safety; otherwise it could not be sold and effective August 1 it would be announced to the city.
-
- 31** The Taipei City Hospital conducted customer surveys (from January 28 to May 30).

六月 June

大事紀要 Major Events

- 6 1** Fire Department and Department of Health, Tuoyan County's Government joined the OHCA emergency medical care information system.
-
- 1** The Department of Health, Taipei City Government welcomed the arrival of new Secretary Director, Yu-mei Chiang.
-
- 14** The Taiwan Medical Management Society invited 13 people from the Shanghai Municipal Hospital Association to visit the Department of Health, Taipei City Government to conduct exchanges regarding chronic and sexually transmitted diseases.
-
- 15** The Taipei City Zoo held a Taipei City Evergreen Health and Vitality collaboration, led by Taipei City Deputy Director Allen W. Chiu who conducted Commissioners of Department of Health, Department of Civil Affairs, Department of Education, Department of Transportation and Department of Social Welfare together and present the feature of age-friendly in Taipei City, in addition, the elders also do the performances, a total of 600 elderly participated.

六月 June

大事紀要 Major Events

- 6 16** 配合臺北市體育處辦理浴室業安全管理聯合檢查，共查核**28**家，符合規定**27**家、不符合規定**1**家，至**6月21**日止。
-
- 17** 中華文教經貿科技暨生活醫療暨觀光產業協會邀請福建省生殖保健協會等**24**人參訪臺北市政府衛生局，就慢性病及性病防治相關議題做交流參訪。
-
- 17** 辦理臺北市**12**區健康服務中心暨聯合醫院現場為民服務考評作業，至**6月30**日止，並於**11月1**日完成複檢及輔導作業。
-
- 20** 配合臺北市政府節能減紙計畫，推動電子公文線上簽核作業。
-
- 22** 召開**100**年度第**1**次臺北市保健旅遊商品審核委員會會議，計**4**家醫療機構、**1**家旅行社及**13**家溫泉旅館提案審查專案商品。
-
- 27** 辦理臺北市立萬芳、關渡醫院監督小組會議**100**年第**1**次會議。
-
- 28** 會同臺北市政府勞工局舉行「臺北市外籍勞工通報法定傳染病個案逃逸相關問題及處理流程」協商會議，共同討論因應措施。
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- 28** 辦理「**100**年度醫院督導考核工作」，至**9月26**日止。
-
- 28** **100**年度醫院督考已全數完成**46**家；配合行政院衛生署疾病管制局辦理「**100**年度醫院感染控制查核作業」，陪同感染管制專家委員至臺北市地區級以上醫院完成**43**家感控實務查核作業，以有效提臺北市醫院感染管制品質，至**10月21**日止。
-
- 30** 建置完成「生育補助計畫管理系統」。
-
- 30** 辦理「**100**年度化粧品業者講習會」**2**場，約**265**人參加。
-
- 30** 臺北市立聯合醫院忠孝院區舉行**24**週年院慶系列活動。

七月 July

大事紀要 Major Events

- 7 1** 辦理「生命膠著時的心靈流動～重病與癌症之心理社會照護」研討會。



六月 June

大事紀要 Major Events

- 6 16** Collaborated with Taipei Sports Office to conduct joint inspections against safety management of bathroom industry. A total of 28 businesses were inspected with 27 compliances and 1 non-compliance. Inspections concluded on June 21.
-
- 17** The Chinese Culture, Economy, Trade, Science, and Technology and Medical and Tourism Industry Association invited 24 people from the Fujian Association for Reproductive Health to visit Department of Health, Taipei City Government and conduct an exchange visit regarding issues of chronic and sexually transmitted diseases.
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- 17** The 12 District Health Centers in Taipei and Taipei City Hospital held an evaluation of how their work served the people; stopped on June 30 and the re-examination was completed on November 1.
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- 20** The Taipei City Government comes up with a plan to save paper by promoting electronic documents.
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- 22** The first meeting of 2011 regarding healthy tourist products in Taipei was held with a verification committee; four medical institutions, 1 hotel, and 13 hot springs hotels reviewed some of the products.
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- 27** Taipei Municipal Wanfang Hospital and Taipei Municipal Gan-Dau Hospital held their first supervise group meetings of 2011.
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- 28** With Taipei City Government Labor Bureau held meetings on preventing communicable diseases from Taipei's immigrant workers and other related issues; relevant issues and response measures were discussed.
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- 28** Held a 2011 hospital supervise assessment, ended on September 26.
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- 28** 46 hospitals had completed the supervision inspection; with the Centers for Disease Control, Department of Health, Executive Yuan inspected hospital infection controls, accompanied by infection control experts in the Taipei region to ensure quality control. Ended on October 21.
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- 30** Completed the maternity grant management system.
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- 30** Held two 2011 cosmetic industry workshops; about 265 people attended.
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- 30** The Zhongxiao Branch of the Taipei City Hospital held a series of activities in celebration of its 24th anniversary.

七月 July

大事紀要 Major Events

- 7 1** Held a seminar on societal care of the mentality of cancer patients.

七月 July

大事紀要 Major Events

- 7 1** 配合臺北市政府產業發展局執行100年下半年度八大行業營業場所聯合檢查共153家業者，符合規定110家、不符合規定15家、停歇業及未營業20家，非臺北市營業衛生管理自治條例業管之八大行業8家，至7月25日止。
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- 6** 行政院蒙藏委員會蒙事處召開「100年第一次臺蒙醫衛交流平臺會議」，由李會英主任秘書主持，臺北市政府衛生局由陳正誠副局長出席，討論1.內蒙古衛生廳來訪及臺灣團回訪與赴內蒙義診事宜、2.外蒙古烏蘭巴托市衛生局來訪事宜。
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- 7** 臺北醫學大學邀請大陸地區醫藥專業人士參訪團等17人參訪臺北市內湖區健康服務中心。
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- 8** 輔導4大超商的關東煮、熱狗、包子等熱食開始陸續標示熱量等營養資訊。因應夏日來臨，為協助消費者了解消暑飲品、冰品的熱量，輔導各家業者提供現煮咖啡飲品、冰品與現煮餐點、現烤麵包等各項非包裝餐飲的熱量標示，至少1,400間門市提供各種非包裝食品之熱量標示。
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- 11** 編印「99年臺北市衛生統計年報」分送相關機關及單位參用，並將資料上傳於臺北市政府衛生局網站「衛生統計資訊」專區。
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- 13** 「生育補助計畫管理系統」試辦機構教育訓練計6家，包括臺北市立聯合醫院、許世實婦產科診所、愛文診所、振興醫院、康寧醫院等。
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- 14** 輔導手搖杯飲料業者標示產品熱量資訊。目前已有約150家手搖杯業者已陸續實施熱量標示，並至業者門市，將標示的方式與資訊介紹給市民認識與參考，讓消費者可以針對自己的口味與熱量需求，量身訂做適合自己的飲料。



七月 July

大事紀要 Major Events

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| 7 | 1 | Collaborated with Department of Economic Development Taipei City Government in conducting the 2011 2nd semi-annual joint inspection against the business premises of the 8 industries. 153 businesses were inspected; of them, 110 met the requirements, 15 failed, 20 closed down or not yet in operation, 8 not of the 8 industries under the governance of Taipei City operation hygiene self-management regulations. Ended on July 25. |
| | 6 | Mongolian and Tibetan Affairs Commission summoned the 2011 1 st Taiwan and Mongolia Medicine and Health Exchange Platform Meeting, chaired by the Director of Secretary Hui-ying Li. Kevin J. Chen, Deputy Commissioner of Department of Health, Taipei City Government attended the meeting. Two issues were discussed during the meeting: 1. Visitation by Inner Mongolia Department of Health and Reciprocal visit by Taiwanese group and free clinic in Inner Mogolia; 2. Visitation by Mongolia Ulanbaatar City Department of Health. |
| | 7 | Taipei Medical University invited a 17 member medical professional delegation from mainland China to visit the Neihu Health Center in Taipei City. |
| | 8 | Counseled the 4 supermarkets to start labeling calorie and other nutrition information on oden, hot dogs, buns and other cooked foods. In response to the coming of summer, in order to help consumers understand calorie content of refreshing drinks and ice products, counseled businesses to provide calorie labeling on fresh brewed coffee drinks, ice products, fresh coked meals, fresh baked bread, and other non-packaged food and beverages. At least 1,400 stores provided calorie labeling on non-packaged foods. |
| | 11 | Published 2010 Taipei City Health Statistics Annual Report to be distributed to relevant mechanisms and units to use. Also uploaded the information on to Department of Health, Taipei City Government website under "Health Statistics Information". |
| | 13 | 6 firms received training as part of the pilot for the maternity grant management system, including Taipei City Hospital, Dr. Hsu Obsgyn Clinic, Patty's clinic, the Cheng Hsin Hospital, and the Kang-Ning General Hospital. |
| | 14 | Counseled the hand-blended drink industry on calorie information labeling of their products. There are currently about 150 companies in the industry that have started implementation of calorie labeling so that the public will have knowledge about the way in which retailers label calorie information and can reference it, allowing the consumer to drink according to her own taste and dieting and calorie needs. |

七月 July

大事紀要 Major Events

7 16 依據菸害防制法公告士林官邸正館為全面禁菸場所（另於9月15日、9月30日分別公告花博公園、松山文化創意園區為除吸菸區外全面禁菸場所，10月1日公告林安泰古厝民俗文物館為全面禁菸場所）。

19 為預防腸病毒疫情擴散新增公告，臺北市收置學齡前兒童補習班發現腸病毒疑似個案時，48小時內至系統完成通報，未依規定完成通報，依傳染病防治法第37條進行裁罰，另修正臺北市政衛生局99年6月15日公告腸病毒規定，將「托兒所」修正為「托育機構」。

19 辦理「臺北市政府衛生局暨所屬市立聯合醫院、12區健康服務中心公文不定期查考計畫」，至9月14日止。

24 推出「居家藥物安全檢查週」活動，並於7月30日辦理「居家用藥安全檢查暨檢收」宣導園遊會，約1,000人參與，至7月30日止。

24 辦理「臺北上海城市論壇暨市政參訪活動」由郝龍斌市長帶隊前往上海市，臺北市政府衛生局局長林奇宏暨臺北市立聯合醫院副總院長翁林仲前往，現場簽署臺北市與上海市衛生醫療交流合作備忘錄，並前往上海交通大學醫學院附屬瑞金醫院及上海市醫療急救中心參訪，至7月27止。

26 台北市文化教育交流發展協會邀請大陸天津市南開區參訪團等15人參訪臺北市政府衛生局，就醫療衛生管理及社區醫療議題做交流。

八月 August

大事紀要 Major Events

8 1 辦理100年度臺北市結核病個案管理師在職教育訓練，增加各醫療院所個案管理師結核病之用藥知能及溝通技巧，以提升結核病個案管理品質。

2 臺北市中正區健康服務中心主任何叔安宣誓就職。



七月 July

大事紀要 Major Events

7 16 In the Shilin Residence Hall, in accordance with the Tobacco Hazards Prevention Act enacted a full ban on smoking in certain places (on September 15 and 30 at the Flora Expo and in the Songshan Cultural & Creative Park; on October 1 at Lin An Tai Historical House & Museum.

19 A new announcement was made to prevent the spread of the epidemic of enterovirus requiring Taipei City tutoring centers enrolling pre-school children to complete notifications of suspected cases of enterovirus disease within 48 hours. All those that fail to complete notifications accordingly will be penalized according to No. 37 of Communicable Disease Control Act. In addition, the regulations regarding enterovirus announced on June 15, 2010 by Department of Health, Taipei City Government was amended, changing “nursery” to “care institutions”.

19 Held an examination of the plans relating to Taipei City Hospital, all of its subordinate hospitals, and the 12 District Health Centers; ended on September 14.

24 Launched the “Home Drug Safety Inspection Week’ activities and organized an advocating garden party on July 30 for “Home Drug Safety Inspection and Take Back” for about 1,000 participants. The activities ended on July 30.

24 Conducted the “Taipei Shanghai City Forum and Municipal Visit” activity: Mayor Lung-bin Hau led the team to Shanghai City. During the event, Director of Department of Health, Taipei City Government Chi-hung Lin and Vice President of Taipei City Hospital Lin-chung Woung. Signed a memorandum of cooperation of Taipei City and Shanghai City on exchanges on public health. Ended on July 27.

26 Taipei City Culture and Education Exchange and Development Association invited a 15-member delegation from Nankai District, Tainjin in mainland China to visit Department of Health, Taipei City Government for exchanges on medical health management and community medical matters.

八月 August

大事紀要 Major Events

8 1 Organized 2011 Taipei City On-the-job training for Tuberculosis case managers to enhance the knowledge of drugs and communication skills of Tuberculosis case managers in hospitals and improve the quality of Tuberculosis case management.

2 Shu-an Ho was sworn into the office of Director at the Zhongzheng District Health Center of Taipei City.

八月 August

大事紀要 Major Events

- 8 2** 湖北省標準化協會參訪團等22人參訪臺北市政府衛生局，就臺北市食品衛生管理—以塑化劑為例做交流。
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- 3** 8月3、11、17、18及19日於臺北市政府衛生局聯合稽查隊5區分隊，舉辦「100年度中藥商暨從業人員法規宣導講習會」，以提昇中藥商從業人員中藥業務管理及法規認知，會中邀請臺北醫學大學生藥學研究所副教授張憲昌，講授「易混淆中藥材之鑑別與用藥安全」及中醫藥委員會技士林吟囊，講授「中藥藥政管理面面觀」等課題，約330人參加。
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- 4** 召開100年度性別平等專案小組第1次會議，由臺北市政府衛生局企劃處報告衛生局實施計畫，邀請張菊惠委員做性別主流化概述演講，會議決議：1. 增列臺北市立聯合醫院總院長張聖原為衛生局性別平等專案小組委員之一；2. 增列衛生局性別議題聯絡人2人。
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- 9** 於國立科學教育館7樓辦理「沒有吸菸 沒有傷害 記者會，參與人員為臺北市政府衛生局局長林奇宏、藝人趙舜與其女兒、財團法人董氏基金會執行長姚思遠，約50人與會。
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- 16** 修正並實施「臺北市政府衛生局廉政會報作業要點」。
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- 22** 財團法人全球展望醫學基金會邀請河北省衡水市參訪團等6人參訪臺北市政府衛生局，就臺北市疾病防治業務做交流。



八月 August

大事紀要 Major Events

- 8 2** A 22-member delegation from the Standards Association of Hubei Province visited Department of Health, Taipei City Government for exchanges on Taipei City food hygiene management – using plasticizer as an example.

- 3** On August 3, 11, 17, 18, and 19, held the 2011 regulations advocacy workshops for Chinese medicine traders and practitioners at the 5 divisions of the joint inspection team of Department of Health, Taipei City Government to improve awareness of Chinese medicine industry management and regulations of Chinese medicine traders and practitioners. Associate professor Hsien-chang Chang of Taipei Medical University Graduate Institute of Pharmacy was invited to give lectures on identifying Chinese medicines and safety of use and Committee on Chinese Medicine and Pharmacy technologist Yin-yin Lin to give lectures on different aspects of Chinese medicine pharmaceutical affairs. About 330 people attended the workshops.

- 4** Held the 2011 1st meeting of Gender Equality Ad Hoc Group. The Research and Planning Division, Department of Health, Taipei City Government gave reports on implementation plans of the Department of Health. Committee Chu-hui Chang was invited to give an overview presentation on gender mainstreaming at the meeting. The meeting decided on two items: 1. Enlist President Sun-yran Chang of Taipei City Hospital as a committee of the Gender Equality Ad Hoc Group of Department of Health; 2. Enlist 2 Department of Health gender matters contact persons.

- 9** Held the “No smoking, no harm” press conference on the 7th floor of National Taiwan Science Education Center. Participants included Director of Department of Health, Taipei City Government Chi-hung Lin, actor Shun Zhao and his daughter, and CEO of John Tung Foundation Si-yuan Yao. About 50 people attended the press conference.

- 16** Amended and implemented “Points on reporting for Department of Health, Taipei City Government Independent Commission”.

- 22** The Global Vista Medical Foundation invited a 6-member delegation from Hengshui City, Hebei Province to visit Department of Health, Taipei City Government and conduct exchange on work of disease control in Taipei City.

八月 August

大事紀要 Major Events

- 8 22** 「行政院衛生署100年度中高階衛生行政人員工作坊暨台美公共衛生圓桌會議計畫」由行政院衛生署署長邱文達帶隊，參加美國杜克大學辦理的圓桌會議，臺北市政府衛生局由林奇宏局長參加，與美國國際友人、衛生官員、專家及重要領袖，分享及討論臺北市公共衛生議題，提升國際衛生交流視野及經驗，至9月2日止。
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- 24** 景美醫院邀請山東省防癆協會參訪團等22人參訪臺北市政府衛生局，就臺北市疾病防治業務做交流。
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- 25** 「臺北市市立醫療院所醫療基金監督管理委員會」成立常務委員會，並於9月16日及11月17日分別召開第1次與第2次常務委員會。
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- 26** 臺北市經貿協會邀請北京市西城區參訪團等14人參訪臺北市立聯合醫院陽明院區，就該院區之醫院管理進行交流。
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- 28** 舉辦「100年度流感疫苗接種合約說明會」，臺北市醫療院所約295家辦理合約簽訂，俾利臺北市各區於100年10月1日順利進行100年度流感疫苗接種。
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- 30** 編印「99年臺北市生命（死因）統計」分送相關機關及單位參用，並將資料上載於臺北市政府衛生局網站「生命（死因）統計資訊」專區。
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- 30** 100年度人口密集機構例行實地訪查，會同臺北市政府社會局老人福利科、兒童少年福利科及身心障礙科抽查護理之家、康復之家、身心障礙、老人安養、少年福利及育幼院等機構共完成21家，針對感染管制查核缺失進行輔導，並請受查機構改善，至9月15日止。



八月 August

大事紀要 Major Events

- 8 22** During the “2011 Department of Health, Executive Yuan workshop for middle and high rank administrative personnel and Taiwan and the United States Public Health Roundtable Program Director of Department of Health, Executive Yuan, Wen-ta Chiu led the team in attending the roundtable organized by Duke University in the U.S.. Director Chi-hung Lin represented the Department of Health, Taipei City Government in the event to shared and discuss Taipei City public health matters with international friends, public health officials, experts and key leaders in the U.S. and to enhance perspective and experience of international health exchanges. The event ended on September 2.
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- 24** Jingmei Hospital invited a 22-member delegation from the Anti-Tuberculosis Association, Shandong Province to visit the Department of Health, Taipei City Government to conduct exchanges on work of disease control in Taipei City.
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- 25** Taipei City Municipal Medical Institutions Medical Fund Supervision and Administration Commission set up a standing committee and summoned the 1st and 2nd standing committee meetings on September 16 and November 17, respectively.
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- 26** Taipei Economic and Trade Association invited a 14-member delegation from Xicheng District, Beijing to visit the Yangming Branch of Taipei City Hospital for exchanges on the branch’s hospital management.
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- 28** Organized the 2011 Influenza Vaccination Contract Briefings. About 295 Taipei City medical institutions conducted contract signings for all districts in Taipei City to successfully carry out 2011 influenza vaccination on October 1, 2011.
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- 30** Compiled and printed 2010 Taipei City Statistics on Life (Causes of Death) and distributed to relevant institutions and units for their use and uploaded the information onto the Department of Health, Taipei City Government website under “Life (Causes of Death) Statistical Information”.
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- 30** For 2011 routine site visits to densely populated institutions, cooperated with the division of elderly welfare, division of children and youth welfare, and division of physical and mental disabilities to inspect nursing homes, rehabilitation centers, and physical and mental disabilities, elderly care, youth welfare and orphanages and others institutions, a total of 21 institutions, for counseling on faults in infection control and requested the inspected institutions to make improvements. The project lasted till September 15.

八月 August

大事紀要 Major Events

- 8 31** 遠距照護站應用於職場模式試辦計畫，已建置大都會客運18個照護站及翡翠水庫管理局3個照護站，並針對使用有發現久未量測、量測結果異常等，客服中心將主動聯繫照護站負責人。

九月 September

大事紀要 Major Events

- 9 6** 與臺北市立萬芳醫院辦理「100年醫院震災教育訓練暨大量傷病患救護示範觀摩演練」，計200人參加。

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- 6** 於臺北市南港區行政中心辦理「100年度失智症樂齡活動照護成果發表會」，共計100人次參與活動。

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- 8** 臺北市南港區某國小發生百日咳群聚事件，至10月10日止共確診6例百日咳案例，持續健康監測至11月5日無新增個案，予以結案。

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- 8** 接獲醫院通報1例居住於臺北市士林區之疑似登革熱個案，9月9日經行政院衛生署疾病管制局研判為臺北市首例本土性登革熱確診個案。

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- 9** 召開100年度臺北市政府衛生局所屬醫療院所醫療收費基準審議委員會。

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- 9** 辦理全球自殺防治日「繽紛馬賽克」活動。

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- 9** 臺北市立聯合醫院和平婦幼（和平）院區舉辦「百年平安 健康九九一和平43週年慶」活動。

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- 13** 辦理100年「臺北市胃癌篩檢專家座談會」，邀請各領域專家學者提供寶貴見解，以作為未來推展胃癌篩檢業務之政策規劃參考，會議結論：針對低收入戶族群規劃胃癌篩檢及幽門螺旋桿菌治療補助之可行性進行評估。



八月 August

大事紀要 Major Events

- 8 31** The pilot program of applying telecare stations in workplaces had installed 18 telecare stations at Metropolitan Transport Corporation and 3 at Taipei Feitsui Reservoir Administration. Regarding stations that have not been measured in a long time or have abnormal measurements, the customer service center will contact personnel in charge of the telecare stations.

九月 September

大事紀要 Major Events

- 9 6** Conducted the 2011 hospital earthquake disaster educational training and demonstration and drill for rescuing large number of the injured and ill with Taipei Municipal Wangfang Hospital for 200 participants.

- 6** Conducted the 2011 Achievement Publication for Activities and Care of the elderly with dementia at Nangang District Administration Center in Taipei City for 100 person times participants for activities.

- 8** An incident of Pertussis clusters happened in an elementary school in Nangang District, Taipei City. Up till October 10, a total of 6 cases of Pertussis were diagnosed. The incident was closed when no new cases were found during health monitoring continued through November 5.

- 8** Received a notification from hospital of a case of suspected Dengue fever that resided in Shilin District, Taipei City. On September 9, Centers for Disease Control, Department of Health, Executive Yuan confirmed as the first local Dengue fever case in Taipei City.

- 9** Held the 2011 committee for the consideration of the basis of charges of Department of Health, Taipei City Government affiliated medical institutions.

- 9** Organized the "Colorful Mosaic" for the World Suicide Prevention Day.

- 9** Heping Fuyou Branch, Taipei City Hospital organized a 43th anniversary celebration.

- 13** Organized the 2011 Taipei Gastric Cancer Screening Experts Forum. Professionals and scholars from different fields were invited to give their precious suggestions to be a reference for policy planning for promotion of gastric cancer screening practice in the future. The meeting concluded that an assessment for the feasibility for planning of subsidies for gastric cancer screening and Helicobacter pylori treatment for low-income households was needed.

九月 September

大事紀要 Major Events

9 13 鑑於臺中市政府衛生局發生疫苗室冷藏溫度過低，造成約5萬瓶疫苗毀損，為避免臺北市衛生局疫苗冷藏系統發生類似狀況，進行溫度監控系統整修，增加保全溫度監控系統之偵測點及加強低溫管控功能，以確保疫苗品質，至9月23日止。

14 「臺北市衛生局及所屬健康服務中心受理實習及訓練要點」，因應業務需要，修正要點第8點附件。

15 與臺北市社會局共同召開「臺北市100年度ICF新制身心障礙鑑定及需求評估實驗計畫說明會」，針對臺北市計畫推動模式及合作方式進行說明，參與該計畫之23家鑑定醫院皆派員與會。

16 為預防本土性登革熱疫情擴散，成立「臺北市傳染病災害應變中心二級開設」，啟動跨局處相關防疫作為，經每日動員衛生、環保、區公所、警察、志工等人員密集進行孳生源清除工作，並於9月26日完成第2次家戶與環境大噴消，鑑於疫情趨緩，經指揮官裁示於9月27日下午5時撤除二級開設。

16 台灣客家文經發展協會邀請浙江省紹興市參訪團等6人參訪臺北市內湖區健康服務中心。

16 臺北市立聯合醫院松德院區舉行「卸任院長陳喬琪暨新任院長龍佛衛交接典禮」。

17 與社團法人臺灣失智症協會於國父紀念館西側廣場共同舉辦「臺北市國際失智症月活動」，現場也提供免費失智症篩檢、血壓檢測、健康卡積點及失智症患者指紋捺印等服務，共計1,100位民衆參加。



九月 September

大事紀要 Major Events

- 9 13** Due to low temperature in the vaccine refrigerator, Department of Health, Taichung City Government suffered damage of 50,000 bottles of vaccine. To avoid such loss, Department of Health, Taipei City Government conducted renovation of the temperature monitoring system to increase detection points of the preservation of temperature monitoring system and strengthen low-temperature control function to ensure vaccine quality. Renovation concluded on September 23.
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- 14** The appendix on the 8th point on “Points on accepting internship and training for Department of Health, Taipei City Government and its affiliated health centers” was amended in response to business needs.
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- 15** Summoned jointly with Department of Social Affairs, Taipei City Government briefings of experimental design of Taipei City 2011 ICF new assessments for mental and physical disabilities and needs. Model of promotion of the Taipei City plans and modes of cooperation were described. All of the 23 hospitals involved in the plans sent delegates to attend the briefings.
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- 16** To prevent the spread of local Dengue fever, the second level of Communicable Diseases Emergency Operations Center of Taipei City was established, initiating cross-departmental relevant disease control practices. By mobilizing daily personnel from health department, environmental protection department, district office, police and volunteers to conduct intensive breeding source removal work and completed the second household and environmental spraying on September 26. The epidemic slowly died out and the second level was lifted under the direction of the director at 5pm on September 27.
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- 16** Taiwan Hakkas Cultural and Economy Development Association invited a 6-member delegation from Shaoxing City, Zhejiang Province to visit Neihu District Health Center, Taipei City.
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- 16** Songde Branch of Taipei City Hospital held a handover ceremony for the leaving and new Directors, Chiao-chicy Chen and For-vey Lung, respectively.
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- 17** Organized jointly with Taiwan Alzheimer’s Disease Association the Taipei International Alzheimer’s Month activity on the west side plaza of National Sun Yat-sen Memorial Hall. Free Alzheimer’s screening, blood pressure reading, wellness card point collection, and fingerprinting for Alzheimer’s patients were provided. A total of 1,100 residents attended.

九月 September

大事紀要 Major Events

9 19 為保護及促進青少年健康，會同臺北市少警隊針對網咖、撞球場重點禁菸場所辦理聯合稽查，共稽查14場所，查獲3家撞球場提供吸菸有關器物及17名吸菸行為人，至9月30日止。

21 於臺北市市政大樓南區1樓空間設置「健康減重電梯屋展示物」1座，內容規劃「減重五四三」及減重知識六宮格遊戲，參觀人次1,037人次，共有25人現場報名減重活動，至10月21日止。

22 9月22、29及30日分別辦理「淨化廣告—食品業者講習班」、「淨化廣告—藥物、化粧品業者講習班」、「淨化廣告—傳播媒體業者講習班」，分別87家業者106人、115家業者140人、71家業者124人參加。

23 臺北健康城市在友善空間、城市安全、資訊科技、健康促進政策、健康環境、藝文休閒等成果獲「2011臺灣健康城市獎項評選」之創新成果獎。

23 與臺北市北投區健康服務中心、士林區健康服務中心、中山區健康服務中心舉辦成果展互相交流，使長者與照顧者認識更多的朋友，彼此聯絡情感，藉以拓展生活園地。另於北投區關渡自然公園辦理「100年度失智症樂齡活動照護成果發表會」，共計100人次參與。

23 臺北市立聯合醫院忠孝院區舉行「放射科高階電腦斷層啟用」開幕儀式。

23 臺北健康城市在友善空間、城市安全、資訊科技、健康促進政策、健康環境、藝文休閒等成果獲「2011臺灣健康城市獎項評選」之創新成果獎。

25 與華歌爾公司共同簽署加入「健康好站」暨乳癌防治宣導起跑記者會，由臺北市政府衛生局局長林奇宏與陳國鎮董事長簽署合作備忘錄，臺北市華歌爾公司7家直營店加入協助癌症篩檢轉介及健康宣導。



九月 September

大事紀要 Major Events

- 9 19** To protect and promote adolescent health, collaborated with the Youth Division of Taipei City Police Department to conduct joint inspections against internet cafes, billiards, and other focus non-smoking area. A total of 14 premises were inspected, finding 3 billiards providing tobacco-smoking related objects and 17 smokers. Inspections concluded on September 30.
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- 21** Installed a “Healthy Weight Loss Elevator Show-house” in the South Wing of 1st floor of the Taipei City Hall, displaying “Weight Loss 5-4-3” and 6-grid games on weight loss knowledge. There were 1,037 person times of visitation and 25 individuals signed up on the spot for weight loss activities. Ended on October 21.
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- 22** Organized “Purifying Advertisement” series of workshops for food industry practitioners, cosmetic industry practitioners, and media industry practitioners on September 22, 29, and 30. Respectively, 106 people from 87 businesses, 140 people from 115 businesses, and 124 people from 71 businesses attended.
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- 23** Taipei Healthy City was awarded the Innovative Achievement Award of 2011 Taiwan Healthy Cities Competition on its friendly spaces, city safety, information technology, health promotion policies, healthy environment, and arts and leisure.
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- 23** Conducted an achievement exhibition with Beitou, Shilin, and Zhongshan District Health Centers to allow the elderly people to enlarge their social circles by meeting more new friends and sharing sentiments. In addition, held a 2011 Achievement Publication for Activities and Care of the Alzheimer’s Elderlies at Guandu Nature Park for a total of 100 person-times participants.
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- 23** The Zhongxiao Branch of Taipei City Hospital held an opening exercise for the initiation of the high-end computed tomography radiology.
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- 23** Taipei Healthy City was awarded the innovative achievement award of the 2011 Taiwan Healthy Cities Selection for its friendly spaces, city safety, information technology, health promotion policies, healthy environment, arts and leisure.
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- 25** Signed to join the Health Good Station and Press Conference for Breast Cancer Prevention Advocacy Starting Line with Wacoal Co. Ltd; Chi-hung Lin, Commissioner of Department of Health, Taipei City Government and Chairman Guo-zhen Chen signed the memorandum of cooperation. 7 outlets of Walcoal C. Ltd in Taipei City joined in the referral for breast cancer screening and health promotion.

九月 September

大事紀要 Major Events

- 25** 辦理「全民一起動 健康來報到」健康減重宣導活動，由臺北市政府衛生局局長、南港運動中心及中正運動中心執行長、信義運動中心經理代表共同敲破「100,000」冰雕，宣布臺北市健康減重參與人數突破10萬人。
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- 26** 辦理臺北市「救護車營業機構督導考核」，與臺北市政府緊急醫療救護諮詢委員會委員共同實地考核，針對臺北市4家立案及3家外縣市跨區至臺北市營業之救護車營業機構進行年度督考，項目包含：「99年度督導考核建議事項改善情形」、「機構組織型態與管理」、「機構配合政策及法令作業相關事項」、「陳情案件」等考評指標，至10月3日止，並公布考核結果於臺北市政府衛生局網站。
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- 27** 辦理「健康100全國阿公阿嬤動起來長者健康促進競賽」，共計115支隊伍，3,988人參加。臺北市代表隊參加行政院衛生署國民健康局全國總決賽，分別榮獲金牌（大安區）、銅牌（中山區）及最佳精神獎（士林區）等佳績。
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- 29** 接獲醫院通報1例居住於臺北市中正區之疑似登革熱個案，9月30日經行政院衛生署疾病管制局研判為臺北市本土性登革熱確診個案。
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- 30** 召開「臺北市政府高病原性家禽流行性感冒及新興流感防治專家諮詢委員會」100年第2次會議，商討防治、衛教、臺北市流感大流行準備計畫修訂等相關事宜。
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十月 October

大事紀要 Major Events

- 10 1** 配合行政院衛生署疾病管制局開辦100年度流感疫苗接種計畫：臺北市流感疫苗合約院所294服務點，社區設站場次為392場，學校設站總計428場。自購疫苗為國小五、六年級（含特教學校國、高中職學生）接種。



九月 September

大事紀要 Major Events

25 Conducted a healthy weight loss promotion activity; the Commissioner of Department of Health, Taipei City Government, CEO of Nangang Sports Center and Zhongzheng Sports Center, Managerial representative of Xinyi Sports Center cracked the “100,000” ice sculpture and announced that the number of participants of the Taipei healthy weight loss program exceeded 100,000.

26 Organized the supervision and evaluation of ambulance business institutions and conducted field assessment jointly with Taipei City Government Emergency Medical Services Advisory Committee against 4 placed on file in Taipei and 3 “cross-county and –city to operate in Taipei” ambulance business institutions. Items of inspection included conditions of improvement on issues suggested by 2010 supervision and evaluation, type and management of institutions and organizations, issues related compliance of institutions to policies and regulations, petitions, and other evaluation indicators. The assessment concluded on October 3 and the results of assessment were published on the Department of Health, Taipei City Government website.

27 Organized the 2011 National Elderly Health Promotion Contest. 115 teams, and 3,988 people, participated. The Taipei teams participated in the Bureau of Health Promotion, Department of Health, Executive Yuan and were awarded the gold medal (Daan District), bronze medal (Zhongshan District), and Best Spirit Award (Shilin District) and other awards.

29 Received a notification from hospital of a case of suspected Dengue fever that resided in Zhongzheng District, Taipei City. On September 30, Centers for Disease Control, Department of Health, Executive Yuan confirmed as a Taipei City local Dengue fever case.

30 Summoned the 2nd 2011 Taipei City Government Advisory Committee for highly pathogenic avian influenza and emerging influence prevention and control professionals to discuss prevention, health education, Taipei City influenza epidemic preparedness plan amendments and other related matters.

十月 October

大事紀要 Major Events

10 1 With the Centers for Disease Control, Department of Health, Executive Yuan held a vaccination against influenza campaign; there were 294 service points contracted by the Center for Disease Control for vaccinations, 392 stations in communities, and 428 at schools. Vaccinations for fifth and sixth grades (including at special education and high schools) had been given.

十月 October

大事紀要 Major Events

- 10 2** 與中華民國心臟基金會假美麗華百樂門百貨—水舞廣場合辦「全球護心，家家齊心」闖關園遊會活動，以全球七大洲為主題設計闖關遊戲來提升民衆對心血管疾病的認識，共計500位民衆參加。
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- 2** 邀請外蒙古烏蘭巴托市衛生局局長TUUL Sodnomdarjaa等8人來臺參訪，安排至臺北市政府衛生局、信義區健康服務中心、臺北市立聯合醫院、蒙藏委員會及行政院衛生署臺北醫院考察交流，分享彼此施政理念及執行成效，至10月6日止。
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- 3** 截至10月2日止，本土個案確診9例（士林7例、中正2例），為積極與有效防治本土性登革熱疫情，於10月3日下午2時再次啓動「臺北市傳染病災害應變中心二級開設」，俾利動員臺北市政府相關單位因應此波疫情。
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- 4** 為降低臺北市學齡前兒童齲齒率、提升學齡前兒童口腔衛生保健知能，於10月4日、6日、12日及14日舉辦4場「100年寶貝刷刷樂」活動初賽，並於10月30日舉辦決賽，計約1,300人參加。
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- 7** 臺北市立聯合醫院與財團法人法鼓山社會福利慈善事業基金會合作辦理「2011年斯里蘭卡醫療義診」，由臺北市立聯合醫院支援醫事人員3名，公假前往協助義診活動，至10月20日止。
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- 8** 辦理2011憂鬱症篩檢日大型宣導活動。
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- 8** 辦理「尋找迷航中的心方向」稿件徵選活動頒獎典禮
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- 9** 辦理2011「Beyond Blue跨越憂鬱」全民心理健康城市健走活動
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- 11** 臺北市政府衛生局醫護管理處處長劉越萍到任。
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- 12** 舉辦「100年死因統計研習會」，邀請行政院衛生署長官及臺北市12區健康服務中心死因審核承辦同仁與會，會中除講解死因資料審核要點外，並講解製作統計表之注意事項。
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- 15** 結合社區資源，辦理社區藥局都治教育訓練，增加個案就近服藥便利性，以提升臺北市結核病病患都治率。



十月 October

大事紀要 Major Events

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| 10 | 2 | With the Taiwan Heart Foundation held a “Protect the Heart” activity at Miramar Plaza; formed a game using the world’s seven continents as a theme to increase understanding of cardiovascular diseases. In all 500 people attended. |
| | 2 | Invited Ulaanbaatar (Outer Mongolia) City Bureau of Health Director Tuul Sodnomdarjaa and 8 others to visit Taipei and arranged Department of Health, Taipei City Government, Xinyi District Health Center, Taipei City Hospital, Mongolian and Tibetan Affairs Commission, and the Department of Health, Executive Yuan to conduct exchanges to share the philosophy of governances and the effectiveness of administration. Ended on October 6. |
| | 3 | Declared over on October 2, there were nine (7 in Shihlin, 2 in Zhongzheng) confirmed cases of dengue fever; to actively and effectively prevent case of dengue fever, on October 13 at 2PM started again the second stage of the communicable disease emergency response center, set up to facilitate the response of Taipei City Government and related units to the epidemic. |
| | 4 | In order to reduce the cavity rate at Taipei pre-schools and improve preschooler’s knowledge of oral hygiene, on October 4, 6, 12, and 14 held four teeth brushing to music activities; the final round of these games were held on October 30, and 1,300 people attended. |
| | 7 | Taipei City Hospital and the Dharma Drum Mountain Social Welfare and Charity Foundation held a Sri Lanka medical health clinic supported by 3 medical personnel from Taipei City Hospital and an activity before the public holidays, ending on October 20. |
| | 8 | Held a large scale Taiwan depression screening day activity. |
| | 8 | Held a presentation ceremony for the Lost Direction of the Heart activity. |
| | 9 | Held “Beyond Blue—walking across depression,” an activity advocating mental health city. |
| | 11 | The Medical Affairs Division of Department of Health, Taipei City Government welcomed the new Director of Yueh-ping Liu. |
| | 12 | Held a workshop on the statistical causes of death and invited the Department of Health, Executive Yuan officials and audit contractor colleagues from Taipei’s 12 District Health Centers to not only explain the data but important parts of the statistical table as well. |
| | 15 | Combined community resources to train community pharmacists, facilitate pharmaceutical services, and improve Taipei’s City’s cure rate for tuberculosis patients. |

十月 October

大事紀要 Major Events

- 10 17** 為確保醫事檢驗業務品質與機構管理功能，辦理「100年度醫事檢驗所業務品質輔導訪查」，至11月9日止。
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- 22** 蒙藏委員會主辦2011臺灣醫療團，赴中國大陸內蒙古自治區考察，由臺北市政府衛生局副局長林秀亮等6人參加，與該地區衛生廳、衛生局及醫學院、醫院做專題演說及座談，分享臺北市執行公共衛生的經驗，至10月31日止。
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- 23** 為分享臺北市「發展遲緩兒童早期療育服務」業務執行現況，將臺北市整合衛生、教育、社會三單位資訊平台、推動早公衛醫群照護網、及擴充育服務資源之經驗，以「建構友善之城～早期療育照護網」為主題，參加全國健康城市工作坊評選，獲選為「資訊科技類」得獎作品。
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- 23** 臺北市與新北市共同辦理健走大串聯活動，由關渡碼頭出發至八里左岸公園終點站，全長約8.5公里，當日活動吸引3,060人參與，3,021人集滿5個拓印章完成紀念品兌換。
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- 24** 辦理A校結核病群聚擴大接觸者檢查及衛教說明會，並提供胸部X光檢查及結核菌素檢查，至10月25日止。
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- 26** 修訂臺北市政府維護公共安全方案食安指標，出現下列食品事件，即為「紅燈」：如食品檢出或經查證人為惡意添加有毒或有害物質、食品中檢出從未供作飲食且經證明有害人體健康、檢出之食品添加物超出「食品添加物使用範圍及限量暨規格標準」單一限量標準100倍以上且有安全風險疑慮者。
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- 27** 召開「100年廉政會報暨機關安全維護會報」，針對廉政工作規劃及執行情形進行研議、檢討。
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- 27** 擴大A校接觸者檢查，發放檢查結果及轉介單，請個案至臺北市LTBI合作醫院複查，至10月28日止。



十月 October

大事紀要 Major Events

- 10 17** To ensure the quality of the medical laboratory industry and institutional management capabilities held counseling visits on these matters. Ended November 9.
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- 22** Mongolian and Tibeta Affairs Commission sponsored the Taiwan Medical Corps to go to mainland China's Inner Mongolia autonomous region to investigate; 6 people from Department of Health, Taipei City Government went which including the Deputy Commissioner Hsiu-lian Lin as well as from the Regional Health Department, Bureau's of Health, and schools of Medicine. The hospital gave the keynote address and shared Taipei City's experience with public health. Ended on October 31.
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- 23** To share Taipei's services for early intervention of retardation developmentally delayed children, Taipei integrated health, educational, and social units to form an information platform, promoting a network of early treatment and public health and an expansion of health care information services. The theme of this was creating a friendly city with a network supporting early intervention care which was selected from a National Healthy Cities Workshop—it was the winning entry in the information technology category.
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- 23** Taipei City and New Taipei City held a series of walking activities, starting at the Guandu wharf terminus and ending at the Bali Left Coast park; altogether it was 8.5 km and attracted 3,060 people, and 3,021 people collected five seals to exchange for a souvenir.
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- 24** Held an examination of those in close proximity to tuberculosis and a health education seminar to provide chest x-rays and tuberculosis screenings. Ended on October 25.
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- 26** Amended Taipei City Government's food security indicators for public safety to include a 'red light' category, or those food products which contain (from malicious intent) additives or hazardous substances, food products that have proven harmful to human health, food products with additives exceeding the respective standards 100 times or more and have suspected risks.
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- 27** Reported in ICAC's organizational health and security, aimed at planning and executing honest and hard work at ICAC.
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- 27** Inspected A School tuberculosis patients and released the test results; cases referred to Taipei's LTBI for review in cooperation with the hospital. Ended on October 28.

十月 October

大事紀要 Major Events

- 10 29** 於新光摩天大樓廣場辦理「肺部保健 從戒菸起 記者會」，參與人員為臺北市政府衛生局局長林奇宏、新光醫院院長侯勝茂、董氏基金會主任林清麗及終身義工孫越、陳淑麗，共計200人與會。
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- 29** 臺北市立聯合醫院和平婦幼（婦幼）院區舉辦38週年慶—百年寶寶獎狀暨慶生活動。
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- 30** 2011臺北世界設計大展暨大會閉幕，自9月30日起共30天，於假日協助松山文創園區支援救護服務，並配合支援三大主題之夜緊急醫療救護事宜，活動期間救護站服務總計475人次。
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- 31** 江蘇省護理管理參訪團一行22人參訪臺北市立聯合醫院，就護理管理、醫療品質與病人安全等相關議題進行交流，並參訪產後護理之家。

十一月 November

大事紀要 Major Events

- 11 1** 「臺北市政府觀光醫療暨健康保健中心」建築物主體工程開工。
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- 1** 愛之味股份有限公司邀請北京首都農業集團參訪團等21人參訪臺北市政府衛生局檢驗室，就臺北市食品安全的管理及運作及檢驗業務做交流。
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- 1** 自9月8日通報第1例本土性登革熱個案起至11月19日監測期結束，臺北市本土性登革熱確診病例累計23位，其中與士林區相關18例、與中正區林興里相關4例、與高雄相關1例（居住於中正區）。此波本土性登革熱感染發生地主要為士林區及中正區。依據登革熱流行病學疫情監測結果，中正區林興里最後1位本土性登革熱確診個案之發病日（10月1日）後31天無再新增個案，該區疫情11月1日解除。
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- 5** 與麥當勞基金會合作至臺北市立聯合醫院婦幼院區辦理流感疫苗宣導活動，於門診區設置小兒科及家醫科二診免費接種。



十月 October

大事紀要 Major Events

- 10 29** Held a press conference in the Shin Kong Life Tower Square about lung health and quitting smoking. Those in attendance included Department of Health, Taipei City Government Commissioner Chi-hung Lin, Sheng-mou Hou of Shin Kong Hospital, the director of the John Tung Foundation Ching-li Lin and lifelong volunteers Yue Sun and Shu-li Chen. About 200 people attended.
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- 29** The Women and Children Branch of Taipei City Hospital held an activity commemorating its 38th anniversary and gave certificates to the babies born that year (2011, or the 100th year of the founding of the ROC) and celebrated their births.
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- 30** The 2011 Taipei International Design Exhibition and Conference came to an end, starting on September 30 and running 30 days; assisted Songshan cultural and creative park with emergency medical services and supported the three themed nights with emergency medical matters. During the time the emergency station serviced 475 people.
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- 31** A delegation of 22 people from Jiangsu Nursing Management visited Taipei City Hospital and conducted exchanges on nursing management, quality health care, patients' safety, and other related issues; after the visit the delegation visited the post-partum care center.

十一月 November

大事紀要 Major Events

- 11 1** Began building Taipei Beitou Health & Wellness Center.
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- 1** AGV Products Corporation invited 21 people from the Beijing Capital Agriculture Group to visit the laboratory of the Department of Health, Taipei City Government to exchange practices related to management of food safety and inspection.
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- 1** From September 8 there was one reported case of indigenous dengue fever; until November 19, after the monitoring period, there were a cumulative 23 confirmed cases of dengue fever in Taipei. There were 18 cases in the Shihlin District, 4 in the Zhongzheng District, and 1 in the Kaohsiung (living in the Zhongzheng District). The wave of indigenous fever infections occurred mainly in the Shihlin and Zhongzheng Districts. According to the monitoring results of the dengue epidemic, the last reported case of dengue was in the Lin Hing neighborhood of the Zhongzheng District in on October 1, and in the 31 days from that time there had been no reported cases; the epidemic ceased on November 1.
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- 5** The McDonald's Foundation and the Women and Children's Branch of Taipei City Hospital held activities promoting influenza vaccinations and set up a clinic for free vaccination for pediatrics and family medicine.

十一月 November

大事紀要 Major Events

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- 11 7** 於臺北市政府市政大樓1樓中庭沈葆楨廳辦理「臺北市游泳場所業及浴室（溫泉）業衛生自主管理授證活動」，共有103家業者通過認證。
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- 7** 臺北市政府衛生局聯合稽查隊5區分隊會同臺北市政府消費者保護官室同仁，針對臺北市連鎖藥粧店辦理專案稽查，計查核15家連鎖藥粧店，其中14家業者聘請之藥事人員於稽查當時皆不在現場執業、12家業者於藥師不在場時由非藥事人員結帳販售藥品於民眾，已依法續辦。
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- 9** 第16屆國際康復之路乳癌支持會議參訪團約400人至臺北市政府辦理歡迎酒會，會中國際抗癌聯盟（UICC）顧問Mr. Jeff Dunn、國際康復之路組織（RRI）現任主席Mrs Ann Steyn及前任主席Ms Ranjit Kaur、中央研究院院士彭汪嘉康、乳癌防治基金會董事長張金堅、中華民國乳癌病友協會理事長孫蘭玉等貴賓與會，由臺北市副市長陳雄文及臺北市政府衛生局局長林奇宏致詞。
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- 10** 召開「A校結核病聚集感染事件防治作為執行進度追蹤」第1次會議，會議決議結核病個案由臺北市政府衛生局專案處理，並持續追蹤接觸者複查結果及後續追蹤作業。
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- 11** 臺北市政府衛生局檢驗室主任許朝凱到任。
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- 12** 委請臺北市立聯合醫院於信義新光香堤大道舉辦「100年度臺北健康城市週暨臺北醫療區域病人安全週活動」，協辦單位包括新北市政府衛生局、基隆市衛生局、宜蘭縣政府衛生局、金門縣衛生局、連江縣衛生局。
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- 13** 於臺北榮民總醫院致德樓1樓辦理「遠離COPD、戒菸救健康記者會，參與人員為臺北市政府衛生局局長林奇宏、臺北榮民總醫院胸腔部呼吸感染免疫科主任江啓輝、董氏基金會終身義工孫越，約計360人與會



十一月 November

大事紀要 Major Events

- 11 7** The Taipei City Government held an activity on sanitary self management in the swimming and spa industries on the first floor of the Shen Shen Pao-Cheng Hall in Taipei City Hall; 103 businesses became certified.
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- 7** Department of Health, Taipei City Government and the investigative teams from five areas teamed with the Taipei City Government Consumer Protection Office to investigate drug-stores chain in Taipei; 15 such stores were investigated and 14 of them had hired pharmacists not currently qualified to work in the field. 12 of them did not have a pharmacist present when selling drugs to the public. These cases have already been processed for review.
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- 9** A delegation of about 400 people from the 16th International Symposium on Breast Cancer Support visited Taipei City Government which held a reception which included the following attendees: Mr. Jeff Dunn, consultant at Union for International Cancer Control (UICC); Mrs. Ann Steyn, President at Reach to Recovery International (RRI); Ms. Ranjit Kaur, former president of RRI; Dr. Jacqueline Whang-Peng from Academica Sinica; King-jen Chang, a Breast Cancer Prevention Chairman; Linda Sun, Director of the Taiwan Breast Cancer Alliance; Hsiung-wen Chen, Taipei City Deputy Mayor; and Chi-hung Lin (who gave a speech), Commissioner of the Department of Health, Taipei City Government.
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- 10** Held the first meeting regarding the prevention and tracking of A School tuberculosis; the resolutions of TB cases have been handled by the Department of Health, Taipei City Government, which continues to trace and review the results with follow-up operations.
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- 11** Chao-kai Hsu arrived as the Director of Laboratory Department of Health, Taipei City Government.
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- 12** Commissioned Taipei City Hospital to hold an activity at Xinyi Place, Ashanti Square regarding 2011 Taipei's Healthy City and Good Health Care week, organized by the Department of Health, New Taipei City Government and Keelung City, Ilan County Government, Kinmen County, and Lienchiang County Health Bureau's.
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- 13** Held a press conference on quitting smoking to save health on floor 1 of the Taipei Veterans General Hospital; those in attendance included Commissioner of Department of Health, Taipei City Government Chi-hung Lin, Department of Thoracic Department and Director of respiratory infections Chi-huei Chiang, and Yue Sun of the John Tung Foundation. About 360 people attended.

- 11 14** 於財團法人張榮發基金會國際會議中心辦理「2011臺北健康城市研討會」，計邀請國內外22位講員（含澳洲、奧地利、香港等講者）共襄盛舉，以「21世紀健康城市的新挑戰與新視野」為主軸，針對「規劃與治理良好的都市環境」、「營造健康的支持性環境」、「發展城市的緊急應變系統」、「建構安全的生活」、「推廣健康的行為」等五大主題，進行接力式討論，約345人與會，與會國家6國、8個外縣市政府代表出席，當日並展示各縣市健康城市成果海報，至11月15日止。
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- 14** 台北市經貿協會邀請陝西省銅川市參訪團等15人參訪臺北市立聯合醫院林森中醫院區，並安排參訪內雙溪森林藥用植物園。
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- 14** 辦理100年「建構健康飲食支持性環境計畫」之年度成果發表及頒獎，由臺北市12區健康服務中心、年度配合熱量標示業者及健康盒餐業者，現場展示多款健康化餐點並提供熱量標示，並宣導臺北市政府衛生局營造健康飲食支持性環境的成果，讓市民試吃體驗及學習如何運用這些熱量標示資訊來做為選購飲食參考，約1,000人次參與。
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- 17** 11月17日及23日召開化粧品廣告審查共識會，邀請化粧品業界、公會及行政院衛生署食品藥物管理局，共同討論審查原則及一致性。
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- 18** 召開A校結核病群聚事件後續處理研商會議，會議決議加強校舍空氣品質防疫機制，針對風險高之接觸者加以衛教勸說，將邀集臺北市LTBI合作醫院之醫師研議評估進入LTBI療程及標準作業流程。
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- 19** 臺北市女子美容商業同業公會之會員門市加入「健康好站」行列，召開記者會並與臺北市政府衛生局局長林奇宏簽署合作備忘錄，由門市人員協助癌症篩檢轉介及健康宣導，記者會現場設置癌症篩檢及免費的剪髮服務。
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- 19** 配合世界愛滋病日臺北市政府衛生局辦理100年度世界愛滋病日全民愛滋篩檢活動，結合臺北市醫事檢驗所及外展單位共計9處，提供民眾免費篩檢服務及愛滋病防治觀念衛教，至12月4日止。



十一月 November

大事紀要 Major Events

- 11 14** The Chang Yung-fa Foundation held a conference on the Taipei Healthy Cities Symposium and invited 22 domestic and foreign speakers (including some from Australia, Austria, and Hong Kong) to join the festivities. The main speech was on promoting a new vision for the 21st Century healthy city, and included talks from the five major themes: good governing and planning for a healthy urban environment; building a supportive environment; the development of urban emergency response systems; building a safe life; and encouraging healthy behavior. About 345 people attended the discussions with 6 countries being represented and 8 municipal counties which were showcased the results of the city's health campaign. Ended on November 15.
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- 14** The Taipei Business Association invited 15 people Shaanxi, Tongchuan to visit Linsen (TCM) Branch Taipei City Hospital, and arranged a visit to the Shuanghsi Forest's Medicinal Botanical Garden.
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- 14** Gave an award for accomplishments of building a healthy eating environment. Taipei's 12 District Health Centers in cooperation with the calorie labeling and healthy boxed meal industry gave live presentations of a variety of healthy meals with calorie labeling and promoted the Department of Health, Taipei City Government's initiative of creating a supportive environment for healthy eating, so the public can taste and learn how to use calorie labels to choose healthy dieting options. About 1,000 people participated.
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- 17** From November 17 to 23 held a review on cosmetic advertising and invited the cosmetic industry, associations, and Food and Drug Administration, Department of Health to discuss and review the consistency of principles.
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- 18** Held a meeting regarding follow-ups on A School tuberculosis issues and resolved to improve the air quality at schools as a prevention mechanism, to educate those with a high risk, and to invite the cooperation of Taipei's LTBI in the process of assessing the standards of and commenting on physicians at the hospitals.
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- 19** Member stores of the Beauty Business Trade Association of Taipei with Taipei Women's Beauty Association joined the "Health Station" and had a press conference with Commissioner of Department of Health, Taipei City Government Chi-hung Lin to sign a memorandum of cooperation regarding cancer screening health promotion; at the press conference free haircut services and free cancer screenings were set up.
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- 19** On World AIDS Day Department of Health, Taipei City Government held a national HIV screening activity; with Taipei City medical personnel and 9 other units supported free public screening services and AIDS prevention education. Ended on December 4.

十一月 November

大事紀要 Major Events

- 11 19** 依據登革熱流行病學疫情監測結果，士林區最後1位本土性登革熱確診個案之發病日（10月19日）後31天無再新增個案，該區疫情宣告解除。
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- 21** 辦理性侵害被害人驗傷採證教育訓練。
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- 22** 郝龍斌市長於市政記者會中宣布臺北市本土性登革熱疫情解除。
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- 24** 召開A校結核病群聚事件接觸者LTBI後續治療研商會議，會議決議因位個案情況不同，無法制定統一的流程，尊重醫師專業判斷，並密切追蹤醫院日回報接觸者檢查結果。
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- 25** 由臺北市政府、臺北市立聯合醫院、榮民總醫院高齡醫學中心與國立陽明大學共同於臺北市市府大樓12樓劉銘傳廳舉辦「高齡化友善環境論壇—政府部門的角色與作為」，邀請國內外專家學者及國外12國共18位專家共同與會，陳永仁秘書長致詞，由臺北市政府各相關局處含交通局、捷運局、都市發展局、資訊處、民政局、教育局、社會局、衛生局及臺北市立聯合醫院針對高齡友善環境推動的政策規劃與執行概況進行交流及分享。
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- 25** 辦理性侵害被害人驗傷採證教育訓練。
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- 25** 臺北市立聯合醫院昆明院區與新北市共同舉辦「2011年雙北市 愛在北市 感染者暨關懷愛滋藝文聯展」，至12月16日止。
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- 26** 辦理2011年臺北市精神康復病友廚藝競賽活動。
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- 30** 召開「A校結核病聚集感染事件防治作為執行進度追蹤」第2次會議，會議決議評估風險高之A系甲、乙兩班陽性個案接觸者，逐案衛教勸說加入LTBI治療，對尚未接觸者檢查之個案將依法函請儘速完成檢查，以有效控制疫情。



十一月 November

大事紀要 Major Events

- 11 19** According to the results of the monitoring of the dengue fever epidemic, the last case of confirmed dengue fever was reported in Shihlin District 31 days in the past (on October 19) and the district epidemic was declared over.
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- 21** Held an educational and training session for those collecting evidence of and inspecting the injuries of sexual assault victims.
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- 22** Lung-bin Hau announced in a press conference that Taipei's dengue fever epidemic was declared over.
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- 24** Convened a meeting to discuss follow up of the A school tuberculosis issue; resolved that because every case was different, there was no one process that would work for all cases; resolved to respect the professional judgment of the physicians, and closely track the daily results of the test of those who had come into contact.
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- 25** The Taipei City Government, Taipei City Hospital, Center for Geriatrics and Gerontology of Veterans General Hospital and National Yangming University held a forum on creating The Age-friendly Environments Forum and the government's role and action in this on the 12th floor of the Taipei City Hall, Liu Ming-chuan Hall. Scholars from home and abroad were invited, and there were eighteen professionals from 12 countries including the Secretary-General Yeong-ren Chen Speech, a number of Taipei City Departments including the Department of Transportation, the Transit Authority, Urban Development Bureau, Information Department, Civil Affairs Bureau, Educational Bureau's, Social Bureau's, Health Bureau, and Taipei City Hospitals. Ideas as to how to promote policy and planning to create a friendly environment for senior citizens were discussed and shared.
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- 25** Held an educational and training session for those collecting evidence of and inspecting the injuries of sexual assault victims.
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- 25** The Kunming Branch of Taipei City Hospital and New Taipei City held an art exhibition for showing the love and care of AIDS victims in Taipei. Ended on December 16.
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- 26** Held a culinary contest for Taipei psychiatric patients in rehab.
-
- 30** Convened Second meetings to discuss follow up of the A School tuberculosis issue; resolved to assess the high risk of A patients and formed two groups, treating them on case by case basis; resolved to complete the inspections of those not yet come into contact according to law to effectively control the epidemic.

十二月 December

大事紀要 Major Events

- 12 1** 依據行政院衛生署疾病管制局公告：自12月1日起至101年3月31日止，放寬公費藥劑使用條件，類流感患者之危險徵兆增加「高燒持續48小時之類流感患者」及「家人／同事／同班同學有類流感發病者」均可使用公費藥劑，俾利提供市民就診用藥之可近性、便利性。臺北市政府衛生局積極協調臺北市醫療院所納入公費克流感藥劑合約配置點，以利高危險族群與重症患者儘早使用抗病毒藥劑治療，減少併發流感重症及死亡率。
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- 2** 辦理100年度政府補助款公衛PK賽審查會議，12月6日至15日於臺北市立聯合醫院各院區辦理100年度政府補助款公共衛生政策任務（H100-H800）質性指標實地考評。
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- 5** 推出「居家藥物安全檢查週」活動，至12月10日止。
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- 7** 福建省生殖保健協會一行18人至臺北市立聯合醫院和平（婦幼）院區參訪，就慢性病及性病防治做經驗交流。
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- 9** 於財團法人張榮發基金會國際會議中心舉辦「100年度臺北市長照志工暨優良照護機構頒獎典禮」。
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- 9** 於財團法人張榮發基金會國際會議中心辦理「100年度臺北市長照志工暨優良照護機構頒獎典禮」，表揚58位長照志工及68個優良醫療、護理及精神復健機構。
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- 12** 於臺北市市政大樓1樓沈葆楨廳舉辦「健康減重101 幸福臺北第一」年終成果發表會，頒獎表揚績優團體及個人，並展示臺北市政府衛生局、體育處、商業處、環境保護局、交通局及產業發展局肥胖防治施政成果海報及文宣品。



十二月 December

大事紀要 Major Events

- 12 1** In accordance with the Centers for Disease Control, Department of Health, Executive Yuan's announcement that from December 1 until March 31, 2012 the requirements over publicly funded pharmaceutical use would be relaxed, influenza patients whose dangerous symptoms had increased, who had had a continuous fever for at least 48 hours and whose family, colleagues, or coworkers were also sick, were allowed to use publicly funded pharmaceuticals to facilitate the accessibility and convenience of public pharmaceuticals. Department of Health, Taipei City Government actively coordinated with Taipei City Hospitals to contract out publicly funded Tamiflu; the use of these antiviral agents at an as early stage as possible benefits high-risk groups and severely ill patients and decreases the emergence of severe symptoms and the death rate.
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- 2** Held a review conference in 2011 of government grants regarding public health; from December 6 to 15 at all of the branches of Taipei City Hospital a field evaluation of the quality indicators of the 2011 annual government subsidy for public health policy was held.
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- 5** Held an activity regarding inspections of residential pharmaceuticals, ending on December 10.
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- 7** 18 people from the Fujian Reproductive Health Association came to the Women and Children Branch of Taipei City Hospital and conducted exchanges regarding chronic and sexually transmitted diseases.
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- 9** The Chang Yung-fa Foundation held a prize presentation ceremony at the International Convention Center in honor of Taipei City's volunteers and excellent care facilities.
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- 9** The Chang Yung-fa Foundation held a prize presentation ceremony at the International Convention Center in honor of Taipei City's volunteers and excellent care facilities, praising 58 long-term care volunteers and 68 excellent medical, care, and psychiatric rehabilitation institutions.
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- 12** An end of the year meeting was held on the first floor of Shen Pao-Cheng Hall of the Taipei City Municipal Building to release the results of Taipei's "Healthy Weight Loss 101, Happy Taipei Number One" program to lose 101 tons.

十二月 December

大事紀要 Major Events

12 13

於臺北市市府1樓中庭沈葆楨廳，與台北市糕餅商業同業公會共同主辦「2011繽紛聖誕·分享愛」聖誕派對公益健康烘焙點心競賽暨衛生優良自主管理OK標章認證宣導。請烘焙業者展示多款聖誕派對點心並提供熱量標示，研發健康化全麥點心，並宣導臺北市政府衛生局輔導食品業衛生優良自主管理OK標章認證成果，讓市民試吃體驗及學習如何運用OK標章認證及熱量標示資訊來做為選購飲食參考。

13

臺北市立聯合醫院與巴林王國衛生部簽署醫衛合作備忘錄，日後雙方將就醫療與公共衛生展開人員交流與代訓，並將提供巴林病患轉診醫療服務，協助巴林紓解境內各項醫衛需求；該簽署儀式由外交部亞西司副司長楊心怡、臺北市政府衛生局局長林奇宏出席，由臺北市立聯合醫院總院長張聖原及巴林王國衛生部副次長Dr. Ameen Abdulkarim Al Saati共同簽署。

17

結合財團法人董氏基金會於臺大校友會館辦理全民力挺無菸環境—臺北市拒菸志工授證典禮，參與人員為臺北市政府衛生局局長林奇宏、財團法人董氏基金會執行長姚思遠執行長、藝人李璿、熊家婕、孫越、陳淑麗等，計授證105位志工。

18

為廣績落實嬰幼兒健康照護政策，規劃自101年1月1日起提供滿1歲未滿5歲且領有臺北市兒童醫療補助卡之幼兒，公費肺炎鏈球菌疫苗。辦理臺北市醫療院所合約說明會，第一波完成簽約含臺北市立聯合醫院忠孝、陽明、和平、婦幼、仁愛、中興院區、附設12區院外門診部及臺北市具意願之合約醫療院共計119家。

20

於財團法人臺北市私立愛愛院辦理「100年度臺北市長期照顧藥事服務成果發表暨學術研討會」。



十二月 December

大事紀要 Major Events

- 12 13** The Taipei City Government and Taipei Baker Association jointly sponsored an activity in the atrium of Shen Pao-Cheng Hall—"Fun Christmas, Share the Love" to promote healthy baked goods via a competition and health self-management by choosing products with the OK Stamps. The baking industry displayed a variety of baked goods with calorie labels and the research and development of healthy whole wheat snacks, and announced the results of Department of Health, Taipei City Government's supervision of the food industry via excellent self management by using the OK Stamps, which allows the public to taste products and learn how the OK Stamps program works, as well as about calorie labeling information and how to choose a healthy diet.
-
- 13** Taipei City Hospital and the Kingdom of Bahrain Ministry of Health signed a bill of cooperation stating that in the future both sides will continue to conduct exchanges among personnel regarding training and medical and public health, and to provide health services regarding patient referrals to Bahrain and cooperate with them in all aspects of health care according to their needs. The signing ceremony was attended by the Ministry of Foreign Affairs West Deputy Director Xin-yi Yang, Commissioner of Department of Health, Taipei City Government Chi-hung Lin, and was signed by Taipei City Hospital president Sun-yan Chang and the Vice Minister of the Kingdom of Bahrain's Ministry of Health, Dr. Ameen Abdulkarim Al Saati.
-
- 17** Cooperated with the John Tung Foundation to hold a ceremony advocating a smoke-free environment in Taiwan by using volunteers at the Alumni Hall at National Taiwan University. Those in attendance included Commissioner of Department of Health, Taipei City Government Chi-hung Lin, the chief executive of the John Tung Foundation Si-yuan Yao, artists Luo Li, Jia-jie Xiong, Yue Sun, Shu-li Chen, and others; in all there were 105 volunteers.
-
- 18** Continued the implementation of the infant and preschool health care policy, starting from Jan. 1, 2012 providing health care to children from one to five by giving them the streptococcus pneumoniae vaccine at public expense. Held meeting in with Taipei City Hospitals and clinics explained that the first contract includes the Zhongxiao, Yangming, Heping, Women and Children, Renai, and Zhongxing branches of Taipei City Hospital and 12 outpatient departments in Taipei of various Medical Centers for a total of 119 contracted firms.
-
- 20** The Taipei Ai-ai foundation held its 2011 conference releasing the results of Taipei City's long-term care and pharmaceutical services.

十二月 December

大事紀要 Major Events

-
- 12 21** 臺北第1所「兒童呼吸照護病房」於臺北市立聯合醫院陽明院啓用，由郝龍斌市長主持啓用典禮。
-
- 24** 議員提案12月24日為病童關懷日，臺北市政府衛生局於12月份由臺北市12區健康服務中心配合辦理響應相關議題之宣導活動，並協助指導於11月23日、12月10日、12月23日辦理之「送愛到兒癌」系列活動，提供該系列活動相關之宣導品暨宣導單張。
-
- 26** 辦理臺北市立萬芳、關渡醫院監督小組會議100年第2次會議。
-
- 27** 辦理100年「多元性別友善醫療環境意見交流研討會」。
-
- 27** 於臺北市立聯合醫院仁愛院區檢驗大樓6樓禮堂，與臺北市政府民政局合辦「2011多元性別友善醫療環境意見交流研討會」。
-
- 28** 與臺北市政府資訊處於臺大醫院國際會議中心辦理「臺北市民健康生活照護服務研討會暨成果發表會」介紹國內外遠距照護發展現況與趨勢，現場示範血壓計無線傳送服務，並邀請獨居長者經驗分享，且開放民衆體驗遠距照護服務，共計200人與會。
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十二月 December

大事紀要 Major Events

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- 12 21** Taipei's first Children's Respiratory Ward opened in the Yangming district of Taipei City Hospital; Mayor Lung-bin Hau presided over the ceremony.
-
- 24** Members proposed that December 24 be set apart as a day for caring for the sick, and Department of Health, Taipei City Government declared that in December Taipei's 12 District Health Centers would jointly hold an advocacy and related issue activity and assisted by declaring that a series of activities-sending love to children with cancer-would take place on November 23, December 10, and December 23 and provided goods and leaflets.
-
- 26** Held the second meeting with the oversight panels of Taipei Municipal WanFang Hospital and Taipei Municipal Gandau Hospital.
-
- 27** Held a seminar and exchanged advice regarding a gender friendly health care environment.
-
- 27** The Renai Branch of Taipei City Hospital, with Bureau of Civil Affairs, Taipei City Government, held a seminar on a gender friendly health care environment on the 6th floor of the Laboratory Building.
-
- 28** Department of Information Technology, Taipei City Government in the NTUH International Convention Center, held a seminar on the results of Public Tele-health Service introducing the development and status of the domestic Telecare program; there were on-site demonstrations of the sphygmomanometer wireless service, and elderly people living alone were invited to share their experiences as well as those who had experienced Telecare services; about 200 people participated.
-

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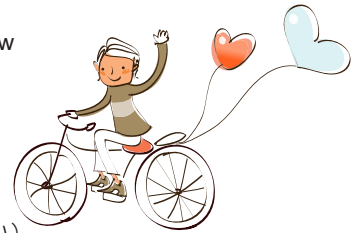
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