

TAIPEI 臺北市

衛生 Annual Report 醫療年鑑

Public Health of Taipei City

2015



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序

隨著時代變遷與環境改變，國民平均餘命普遍延長，社會邁向老年化及少子化，市民生活及教育水準提高，健康議題普受重視，對於衛生醫療政策與服務更要求質量並進。臺北市政府衛生局以「謙卑關懷、誠信樸實、團隊當責、創新卓越」為核心價值，透過「促進市民健康」、「強化食品安全」、「整合緊急救護」、「推廣貼心醫療」、「落實銀髮照顧」、「精進防疫減毒」六大策略主題，積極促進市民健康安全，努力打造亞洲第一健康城市。

為促進市民健康，提供市民從孕育到成長、從青春到終老每一人生階段的健康照護，積極推動健康城市及安全社區，讓市民能提升健康識能，落實健康生活化，並結合豐富醫療及社區資源，推動健康促進及預防保健服務，從促進市民健康角度出發，提供符合市民健康需求的健康政策與服務。

為強化食品安全，在臺北市市長柯文哲帶領下，成立「臺北市政府食品安全委員會」，完成「制定食安自治條例」、接軌中央「推動餐飲衛生分級」、「制定學校午餐標準作業流程」、「統一食材登錄平台中文品名」及「廢食用油回收管制」等 5 大食安政策，保障民眾食品安全。為達「食品安全資訊透明化」，於臺北市政府衛生局官網首頁設立「食品資訊專區」，主動公布食品安全稽查與抽驗相關結果，藉由政府與全民共同監督，使消費者取得正確的食安與消費資訊。

為打造安全城市，讓市民都能獲得即時、適當之高品質緊急醫療服務，臺北市政府衛生局整合緊急救護，推廣分齡分眾專業急救技能，實施校園急救技能 (CPR+AED) 紮根計畫，並於臺北市設置自動體外心臟電擊去顫器 (AED) 安心場所，以多元方式宣導民眾正確就醫觀念，並整合大臺北地區急救醫療體系，積極改善急診壅塞問題並落實醫院緊急傷病患能力分級制度，讓病人能獲得即時、妥善的醫療照護，以提升整體急診處置效率，保障市民生命安全。





Foreword

Changing times and environment have led to increasing the average life expectancy of fellow citizens. An aging society, falling birthrates and improvements to the quality of life and educational standards meant health topics have gained increasingly important and demand similar improvements to be made for both the quality and accessibility of public health policies and services. The Taipei City Government Department of Health (the Department) has adopted *humility, caring, trust, practicality, team work, responsibility, innovation and excellence* as its core values as it actively promotes citizen health and safety and establish Taipei as the healthiest city in Asia. Various policies have been initiated and implemented along the six major strategic themes of promoting citizen health, improving food safety, integrating emergency *care, promoting human-oriented services, implementation of elderly care and improvement on epidemic and drug abuse prevention*.

To promote citizen health and provide healthcare for every individual in every stage of their lives from cradle to grave, the Department has been actively promoting the concepts of a Healthy City and Safe Communities, allowing fellow citizens to improve their health capacities and knowledge, and to make health as part of their lifestyles. A rich selection of medical and community resources have been integrated to implement health promotion and preventive healthcare services. Health policies and services that satisfy the citizens' health requirements were also provided with the goal of improving public health.

To strengthen and safeguard food safety for the public, Taipei City Mayor Ko Wen-Je paved the way to establish the *Taipei City Government Food Safety Committee* which then pursued 5 major food safety policies, including the formulation of the *Self-Governing Regulations for Food Safety*, alignment to the *promotion of classification of food sanitation management* of the central government, stipulating *SOPs for school lunches, standardization of Chinese item names in Food Tracer Taipei platform, and controlling the recycling of waste cooking oil*. To attain *transparency of food safety information*, a *food information section* was established on the official website of the Department which actively published results of food safety audits and relevant sampling tests, allowing joint monitoring by government agencies as well as the general public who will also be able to access accurate food safety and consumer information.

To build a safe city where citizens could receive emergency treatment of suitable quality in a timely manner, the Department integrated emergency care services, promoted age group based cardiopulmonary resuscitation (CPR) techniques amongst the public, and implemented programs to improve first-aid techniques (CPR + AED) in school campuses. Other measures include establishing automated external defibrillator (AED) safe zones throughout the whole Taipei City while using a diverse selection of methods to promote correct concepts on the use of medication amongst the public. The Department also integrates the emergency medical care system in Greater Taipei to solve emergency department overcrowding issue and created a triage system based on patients conditions in order to provide patients with timely and suitable treatment. These improvements enhance the overall efficiency of emergency treatment services and safeguard the life and safety of fellow citizens.



在貼心醫療方面，為積極推動失智症照護政策，以公共衛生三段五級概念為架構，從疑似失智症個案篩檢、確診，到確診個案之個案管理關懷，共同營造失智友善社區。另推動「社區關懷醫師整合性照護試辦計畫」，重新建構醫療網絡及照護服務，照顧社區弱勢族群，提供民眾周全性、協調性與持續性的醫療照護，以落實全人、全家、全社區的整合照護。

面對 65 歲以上老人所占人口比率急遽攀升，為讓銀髮長者受到良好的照護，臺北市政府衛生局結合醫療衛生及社會福利體系的公、私部門相關機構、組織等各項資源，提供完整的長期照顧服務，並積極營造長青樂齡環境，強化長者的健康體能、自我照護能力及參與活動認知，增加長者健康生活型態，達在地老化及健康老化之目的。精進高齡醫療照護服務品質及推動居家安寧照護，讓銀髮長者活得好，也能活得好，以達完善之全人照護。

在精進防疫減毒方面，為降低市民傳染病及毒品威脅的風險，臺北市政府衛生局著手建置傳染病防治、毒品防制業務專責管理，建構跨市之傳染病防治、毒品防制與緊急疫災應變工作體系，以機動化、資訊化、專業化、全民化之精神，即時因應並掌控疫情，落實各項傳染病通報作業，提升疫情處置效率，並加強防疫減毒人員專業知能與人才培育，辦理多元化傳染病及反毒之衛教宣導，運用跨單位資源與動員機制，有效達到傳染病防治及遏止毒品人口的增加。

臺北市政府衛生局定位為衛生福祉的全方位領航者，在不斷追求卓越、超越巔峰的精神下，導入資訊科技、人文關懷理念與創新思維，提供各族群健康服務、推廣優質醫療、強化食藥粧管理及傳染病監測與防治，以促進市民健康安全為使命，努力打造臺北市成為亞洲第一健康城市。

臺北市政府
衛生局局長

黃世傑 謹識





For human-oriented healthcare services, the Department created a 3-Level 5-Stage public health framework as it actively promulgated policies for promoting care for patients with dementia. This care management framework covered from the screening, confirmation, and verification of suspected cases to jointly establish communities that are friendly to dementia patients. This Department also promoted a *Pilot Trial for Integrated Services by Primary Care Physicians* to rebuild healthcare network and services, providing care for underprivileged groups within the community as well as comprehensive, well-coordinated and contiguous public healthcare systems that offer integrated care for the individual, families, and the entire community.

Given the rapid growth in the proportion of elderly above 65 years of age, the Department has combined various resources offered by public and private healthcare institutions, social welfare systems and other organizations to provide comprehensive long-term care services while actively establishing age-friendly environments designed to improve the knowledge for physical health, self-care abilities and activity participation amongst senior citizens in order to achieve the goals of healthy lifestyles, aging in place and healthy aging. The quality of medical services for the elderly as well as home-based palliative care was also improved on to establish a holistic healthcare program helping the elderly live well and age well.

Epidemic and drug abuse prevention were implemented to reduce the risk of communicable diseases and the threat of illegal drugs. To achieve these goals, the Department established a dedicated entity to be responsible for managing the prevention of communicable diseases and narcotics addiction. Working frameworks spanning multiple cities were established to respond to issues in the prevention of communicable diseases, narcotics addiction and emergency pandemics and disasters. The motto of mobile deployment, digitalization, professionalism and total public support was adopted to ensure timely response and effective control of the spread of any epidemic. Other measures include care reporting, improving the efficiency of disease handling, enhancing the competences of personnel involved in epidemic and drug abuse prevention and professional training. Health education and awareness campaigns were initiated for a wide range of communicable diseases and drug dependency while resources from multiple departments and mobilization systems have been deployed to effectively contain these diseases as well as the population of addicts.

The Department views itself as a total pioneer in the field of health and welfare, and has continuously sought to achieve greater heights in excellence by introducing information technology, social care and creative mindsets. Services provided include healthcare services for various demographics, promotion of excellent medical services, improvement to food, pharmaceuticals and cosmetics management, and monitoring and prevention of communicable diseases. The Department shall commit itself to establishing Taipei City as the healthiest city in Asia while pursuing its mission of improving public health.

Huang Shier-Chieg
Commissioner
Department of Health
Taipei City Government

Public Health of Taipei City





Part 1

Administrative organization
and general descriptions

第 1 篇

行政組織與概述



第一篇 行政組織與概述

第一章 行政組織架構

臺北市政府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，遂於民國 92 年至 93 年間檢討修正衛生局及所屬醫療院所組織編制，衛生局由七科八室重整為五處七室外，10 家醫療院所整併為臺北市立聯合醫院，十二區衛生所改制為十二區健康服務中心。全案經臺北市議會 93 年 7 月 7 日第 9 屆第 10 次臨時大會第 8 次會議三讀審議通過，臺北市政府 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，經臺北市議會民國 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，臺北市政府 100 年 12 月 2 日府法三字第 10034218700 號令發布，自 100 年 12 月 4 日生效。

臺北市立聯合醫院自民國 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，經臺北市政府 101 年 7 月 17 日第 1689 次市政會議審議通過，臺北市政府 101 年 8 月 16 日府法三字第 10132354700 號令發布，溯自 100 年 12 月 4 日生效。



Part 1 Administrative Organization and General Descriptions

Chapter 1 Organization

The Department of Health of the Taipei City Government and medical institutions under it (hereinafter referred to as “the Department”) have responded to global trends in healthcare development in order to transform Taipei into a world-level healthy city. The Department is working with central health organizations to create a dedicated system with consolidated executive powers and authority for these purposes. The system has divided the various responsibilities to ensure that every organization fulfills its duties and obligations and achieves the best performance at current human resource allocation levels, and improve the efficiency of the services provided. The organization of medical institutions under the Department of Health was reviewed and revised from 2003 and 2004. The structure of the 7 divisions and 8 offices was reorganized into 5 divisions and 7 offices. A total of 10 medical institutions were merged into the Taipei City Hospital, while the 12 health stations were reorganized into 12 district health centers. The entire proposal was thrice reviewed and approved at the 8th Meeting during the 10th Interim Meeting of the 9th City Council held on July 7, 2004. The Taipei City Government officially released the proposal in the *Fu-Fa-3* Order No. 09312728300 of August 4, 2004 which came into effect on January 1, 2005.

Given the importance of disease prevention as well as the emergence of new infectious diseases (such as the H5N1 influenza), preventive measures shall be constantly enacted at all times to ensure the integrity of the disease prevention network. Joint audit task forces and teams were also established to consolidate auditing work and improve work performance. Organizational by-laws and framework of the Department were amended. These amendments were thrice reviewed and approved at the 8th Meeting during the 2nd Regular Meeting of the 11th City Council held on November 2, 2011. The Taipei City Government officially released the proposal in the *Fu-Fa-3* Order No. 10034218700 of December 2, 2011 which came into force on December 4, 2011.

After removing the registration of the 10 medical institutions in Taipei City and consolidating them into a single Taipei City Hospital on January 1, 2005, nursing institutions such as nursing homes, home care and postpartum nursing care center as well as occupational workplaces and other sheltered workshops for mental rehabilitation were established by Taipei City Hospital to promote the long-term care policy. To formulate a documented basis for establishing the aforementioned institutions and to integrate public health administrative tasks that have yet to be clearly defined such as those concerned with city-wide disease monitoring, infectious diseases in communities, control of emerging diseases, and eugenic health, the authority governing these topics were moved back to the Department in 2005 to ensure consistency in command and supervision responsibilities. The organizational structure and framework of the Department were adjusted in order to comply with the standards of hospital accreditation and *Standards for Allocating Personnel for Medical Positions in Various Agencies* jointly released by the Examination Yuan and Executive Yuan. These adjustments were passed by the Taipei City Government in the 1,689th City Government Meeting of July 17, 2012 and then released by the Taipei City Government in the *Fu-Fa-3* Order No. 10132354700 of August 16, 2012, and shall be retroactively effective starting from December 4, 2011.



衛生局組織重整設五處七室業務職掌如下，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。

原臺北市立仁愛、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。

臺北市十二區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。





The organization of the Department was restructured into 5 divisions and 7 offices. The paragraph below lists these subdivisions and their responsibilities. The Division for Disease Control and Prevention is responsible for: Epidemic monitoring, investigations, training, and nosocomial infection controls; planning and enforcement of vaccination policies; prevention of community epidemics and emerging infectious diseases; disease prevention amongst foreign laborers and personnel in health-related industries; and commissioning Taipei City Hospital in activities related to disease prevention. Food and Drug Division is responsible for: Drug policies, pharmaceuticals, medical devices, cosmetics, hygiene food management and promotion of healthy diets, consultation services and management. Medical Affairs Division is responsible for: Hospital policies, hospital management, nursing administration, medical equipment supply, emergency treatment, special treatment and mental health consultation. Health Promotion Division is responsible for: Promotion, monitoring, planning and assessment of health management and healthcare services. Research and Planning Division is responsible for: Integrated projects, research and development, control assessment, international health collaboration, public relations, meetings, promotion of integrated activities and health-related training. Laboratory: Testing of food, drugs and other samples related to public health, testing of samples taken from audits related to public health, testing of samples from reported complaints, and food and drugs testing for licensing purposes. Systems Administration: Planning, implementation and management of digitalization of services and office automation; supervision and consultation of IT related activities of various units. Administrative Services Office: Documentation, filing, billing, general affairs, financial management and other tasks not under the responsibility of other organizations. Accounting Office: Handles financial accounting and general accounting according to the law. Statistics Office: Statistics related activities carried out according to the law. Personnel Office: Management and implementation of HR activities according to law. Government Ethics Office: Management and enforcement of government ethics according to the law.

To achieve the objectives of proper supervision, consultation and formulation of overall operational strategies, a total of 10 municipal medical institutions (Renai, Zhongxiao, Heping, Zhongxing, Yangming, Fuyou, the Sanatorium, Traditional Chinese Medicine (TCM), Chronic Diseases and sexually transmitted disease (STD) control) were integrated to form the Taipei City Hospital to improve system performance, quality management, medical training, community healthcare, logistics and purchasing, human resource, accounting, and other coordination, planning and management. The Department also participated in local health policy planning, analysis and performance assessments to define separate responsibilities for stipulating and enforcing relevant policies and to support local public health administrative systems.

The 12 regional health stations in Taipei City were reorganized into health centers which carried out different missions, tasks and functions. Health centers primarily focused upon case management and health promotion to strengthen the implementation of public health services. Relevant activities include: consultation for the establishment of community health stations, promotion of healthy workplaces, management of volunteer groups, promotion of breastfeeding, prevention of sports accidents, improvement of mental health in various communities and advocacy of health related topics and prevention measures. The original health stations' responsibilities for disease prevention was transferred to the Division for Disease Control and Prevention of the Department as well as the Taipei City Hospital.



臺北市政府
Taipei City
Government

衛生局
Department
of Health

疾病管制處

疫情監測、營業衛生管理、
急性傳染病、慢性傳染病

Division for Disease Control and Prevention

Epidemic monitoring, workplace health management, and control of acute and chronic infectious diseases

食品藥物管理處

證照管理、稽查取締、違規處理、
產業輔導、衛生查驗、消費者保護

Food and Drug Division

License management, audit and seizure, offense management, industrial guidance, hygiene inspection and consumer protection

醫護管理處

心理衛生、緊急救護、品質管理、
特殊照護、醫事管理

Medical Affairs Division

Mental health, emergency medical service (EMS), quality management, special care and medical affairs management

健康管理處

健康促進、婦幼及優生保健、
兒童及青少年保健、癌症防治、
成年及中老年保健、菸害防制

Health Promotion Division

Health promotion, women and infant healthcare, eugenic care, children and adolescent healthcare, cancer prevention and control, adult and elderly healthcare, and tobacco hazards control

企劃處

研究發展、國際合作、管制考核、
綜合計劃

Research and Planning Division

R&D, international cooperation, control and evaluation, and integrated programs

檢驗室

公共衛生檢驗及食品檢驗

Laboratory

Public health inspection and food

資訊室

公共衛生與國際資訊管理

Systems Administration

Public health and global information management

秘書室

財產、文書管理、庶務及出納

Administrative Services Office

Assets and document management, general affairs, and general accounting

會計室

歲計、會計

Accounting Office

Financial accounts and general accounting

統計室

生命統計、公務統計

Statistics Office

Vital statistics and administration statistics

人事室

人事行政管理

Personnel Office

Personnel affairs, administration and management

政風室

貪瀆不法之預防及查處、
公務機密維護

Government Ethics Office

Prevention, investigation and discipline of corruption; maintenance of administrative security.



臺北市立聯合醫院
Taipei City Hospital

中興院區
Zhongxing Branch

仁愛院區
Renai Branch

和平婦幼院區
Heping Fuyou Branch

忠孝院區
Zhongxiao Branch

陽明院區
Yangming Branch

松德院區
Songde Branch

林森中醫昆明院區
Linsen Chines
Medicine Kunming Branch



委託經營醫院
Commissioned hospitals

臺北市立萬芳醫院
Taipei Municipal Wanfang Hospital

臺北市立關渡醫院
Taipei Municipal Gandou Hospital



十二區健康服務中心
12 regional health services centers

松山區
Songde Branch

信義區
Xinyi District

大安區
Daan District

中山區
Zhongxing Branch

中正區
Zhongshan District

大同區
Datong District

萬華區
Wanhua District

文山區
Wenshan District

南港區
Nangang District

內湖區
Neihu District

士林區
Shilin District

北投區
Beitou District

圖 1 臺北市政府衛生局 104 年組織系統圖

Figure 1 Organizational structure of the Department of Health, Taipei City Government, in 2015



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 2,175 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 5 人，佔 0.23%；薦任人員 398 人，佔 18.3%；委任人員 175 人，佔 8.05%；雇員 16 人，佔 0.74%；醫事人員 1,580 人，佔 72.64%。

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 434 人，佔 19.95%；具學士學歷者 1,016 人，佔 46.71%，具專科學歷者 619 人，佔 28.46%；具高中（職）學歷者 104 人，佔 4.78%；其他學歷者 2 人，佔 0.09%。

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 497 人，佔 22.85%；具普考資格者 348 人，佔 16.00%；具特考資格者 104 人，佔 4.78%；其他考試資格者 523 人，佔 24.05%（含初等考試及升等考試）；依其他法令進用者 703 人，佔 32.32%。

第三章 104 年度主管預決算

一、主管預算

衛生局暨所屬聯合醫院與健康服務中心 104 年度主管預算，計列新臺幣 49 億 9,485 萬元，占臺北市地方總預算新臺幣 1,620 億 1,796 萬元之 3.08%，醫療基金預算計列業務總支出新臺幣 136 億 759 萬元。

二、主管決算

衛生局暨所屬聯合醫院與健康服務中心 104 年度主管決算計列新臺幣 48 億 3,233 萬元，占臺北市地方總決算新臺幣 1,541 億 8,907 萬元之 3.13%，醫療基金決算計列業務總支出新臺幣 138 億 4,010 萬元。





Chapter 2 Overview of Human Resources

1. By Position

The Department of Health currently employs 2,175 individuals (not including staffs of the Taipei Municipal Wanfang Hospital and Gandou Hospital). The current staff is composed of 5 senior-ranking officers (0.23%), 398 recommended-rank officers (18.3%), 175 commissioned-rank officers (8.05%), 16 Clerk (0.74%), and 1,580 medical personnel (72.64%).

2. By Education

The following lists the distribution of academic background amongst the currently employed personnel (not including those of the Taipei Municipal Wanfang Hospital and Gandou Hospital). 434 individuals have either a doctorate or a master's degree (19.95%), 1,016 individuals have a bachelor's degree (46.71%), 619 individuals have a junior college degree (28.46%), 104 individuals were graduates of senior high school or vocational schools (4.78%), while 2 individuals have other academic backgrounds (0.09%).

3. By Qualifying Examinations

The following lists the distribution of examination qualifications among the currently employed personnel (not including those of the Taipei Municipal Wanfang Hospital and Gandou Hospital). 497 individuals passed the national examinations (22.85%), 348 individuals passed the general examinations (16.00%), 104 individuals passed the special examinations (4.78%), 523 individuals passed other examinations (24.05%) such as elementary and promotion examinations. Finally, 703 individuals were employed under other regulations (32.32%)

Chapter 3 2015 Budget and Financial Statement

1. Budget

The 2015 budget for the management of the Department and its affiliated Taipei City Hospital and health centers amounted to NT\$ 4,994,850,000, accounting for 3.08% of the total Taipei City Government budget of NT\$ 162,017,960,000. The budget for expenditure from medical care funds was NT\$ 13,607,590,000.

2. Financial Statement

The 2015 financial statement for the management of the Department and its affiliated Taipei City Hospital and health centers amounted to NT\$ 4,832,330,000, accounting for 3.13% of the total Taipei City Government final statement of NT\$ 154,189,070,000. The budget for expenditure from the medical care funds was NT\$ 13,840,100,000.





第四章 服務品質

第一節 全面提升服務品質

臺北市政府衛生局本著為市民創造優質醫療照護，提升醫療服務品質水準，透過醫療保健為民提供多元服務，涵蓋預防保健、菸害防制、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。

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」。民國 104 年本府評核結果，第一線服務機關部分，士林區健康服務中心評定等第特優，並受推薦參與行政院第八屆政府服務品質獎，文山區健康服務中心、大同區健康服務中心、市立聯合醫院松德院區評定等第優等；服務規劃機關部分，市立聯合醫院院本部評定等第為優等。並配合中華民國國家發展委員會及臺北市政府研究發展考核委員會修訂相關計畫，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，為簡化公文處理成效檢核作業，二年分別採「全面檢核」及「複檢輔導」輪流交互運作方式辦理，因民國 103 年公文處理成效檢核屬「全面檢核」，故 104 年公文處理成效檢核為接續辦理之「複檢輔導」，由衛生局企劃處、秘書室、政風室與人事室共同組成「公文處理成效檢核小組」針對 103 年成績評定非屬「特優」及「優等」前 6 名之機關進行複檢輔導工作；另單一檢核分項成績低於 80 分者，該分項亦納入複檢之範圍。

為利各項業務之稽核管考、追蹤進度，建置指標管理系統，民國 104 年計有 209 項指標，每月進行稽核並定期於衛生局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。



Chapter 4 Service Quality

Section 1 General Improvements in Service Quality

To provide citizens with an excellent healthcare environment and to improve the quality of medical services, the Department released a range of services and promoted various public health policies that included preventive healthcare, tobacco hazards control, diseases control, integration of medical resources, and the management of business establishments, drugs, cosmetics and food sanitation.

The Department formulated the *Taipei City Department of Health and Affiliated Institution Government Service Quality Implementation Program* to continuously improve on the public service quality, revitalize organizational functions and provide fellow citizens with quality health and medical services. Results of evaluations carried out by the Department in 2015 are described in the following. For front-line health institutions, Shilin District Health Center attained the *Outstanding* rating and was nominated for the Executive Yuan's 8th Government Service Quality Award; health centers in Wenshan District and Datong District as well as Taipei City Hospital Songde Branch attained the *Excellent* rating. For the evaluation of planning agencies, the Taipei City Hospital headquarters achieved the *Excellent* rating. The Department is also working with the National Development Council (NDC) and Taipei City Government Research, Development and Evaluation Commission to revise relevant programs in order to supervise the services provided by the affiliated institutions, divisions and offices and build a positive image for the Department as a public service provider.

The Department expects all affiliated agencies to comply with the Taipei City Government's standards when processing official documents and related paperwork to ensure timeliness and quality of the resulting documentation. To streamline the inspection of official document processing, the inspection process was divided into *overall inspection*, and *re-inspection and consultation* which were carried out interchangeably over a 2-year period. The inspection of official document processing carried out in 2014 was an overall inspection, which meant that inspection efforts in 2015 focused on the subsequent *re-inspection and consultation*. A *Task Force for the Inspection of Official Document Processing* was jointly established by the Research and Planning Division, Administrative Services Office, Government Ethics Office and Personnel Office of the Department in order to carry out re-inspection and consultation of the top 6 agencies that failed to receive the ratings of Outstanding and Excellent in the 2014 inspections. Agencies which received a score below 80 points in any single inspection category were also included within the scope of the re-inspection.

An index management system was established to support the inspection, evaluation and progress follow-up of various services and activities. In 2015, a total of 209 indices were established which were then inspected on a monthly basis and regularly presented and discussed during departmental staff meetings. Every business unit was capable of identifying lagging programs (those that failed to achieve 80% of the goals) in a timely manner to propose revisions and improvement strategies to better achieve business goals and meet public demands.

第二節 服務績效

臺北市政府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憲章之行動綱領（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」為守護市民健康的目標，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！

依據民國 104 年施政計畫管制規定，選定「華山市場大樓耐震補強暨屋頂防漏工程」計畫為年度施政計畫報府核定列管，華山市場為本市重要建物，除 1、2 樓做為市場使用供民眾採購用餐外，3 樓以上為機關辦公室、開放民眾使用之空間（公民會館及嬰幼兒物資交換中心），為維持華山市場大樓建物結構安全，確保購物及洽公民眾和執行公務同仁工作環境品質及安全，故辦理耐震補強計畫。經結構補強後，依建物使用年限 50 年推估，預期可延長建物使用年限至民國 119 年。本計畫原預計 104 年 11 月 3 日開工（實際開工日為 104 年 10 月 31 日），業於 105 年 2 月 27 日竣工。

第五章 醫療資訊網站及系統

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，同時介接衛生福利部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。

「大事曆系統」以專案管理概念，供衛生局及所屬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，並結合行政資訊系統之員工通訊錄，提供同仁線上發送 Email 及公務手機簡訊，除了讓訊息傳達更便捷外，同時也達到節省公帑之效果。





Section 2 Service Effectiveness

The Department has actively implemented a 3-Phase 5-Level concept for many years and integrated the WHO Ottawa Charter for Health Promotion in every service (such as stipulation of healthy public policies, creating a supportive environment, placing proper emphasis on community participation, enhancing personnel competences, and orienting health service directives to better achieve the objectives of health promotion) in order to create a *Healthy Taipei City*, guard the health of fellow citizens, provide them with the best services, and align the Department to global health systems to transform Taipei into a world-class healthy city.

Regulations governing administration programs in 2015 were referenced to select the *Earthquake Resistance Reinforcement and Rooftop Leakage Improvement Program for the Huashan Market Building* project to undergo City Government review and evaluation. The Huashan Market is an important building in Taipei. The 1st and 2nd floors of the building were set aside as a public market for the sale of groceries and food eateries. The rest space of the building from the 3rd floor upwards was used either as agency offices or public areas (public guildhalls as well as trade centers for children's products). The earthquake resistant structure reinforcement project was initiated to maintain the structural integrity of the Huashan Market Building and to ensure the quality and safety of the environment for shoppers, official visitors and fellow workers. As the original building has a usage life of 50 years, the reinforcements were expected to extend building usage life up to 2030. This project was expected to start in November 3, 2015 (the actual starting date was October 31, 2015) and completed in February 27, 2016.

Chapter 5 Medical Information

The primary goals of the information system operations in the Department of Health mainly include planning, supervision, development and execution of various departmental information systems, integration of all IT systems used by the Department and its affiliated health centers, providing comprehensive public health information for public inquiries, connecting to the national healthcare information system of the Ministry of Health and Welfare (MOHW), and achieving effective improvements to the IT-based health systems in the Department.

Section 1 Development of Information Systems

IT operations within the Department were developed along the principles of transparency, consistency, accuracy, timeliness and mutual sharing of medical resources. These developments allowed a gradual integration of IT and application systems across multiple functions to improve decision making and management performance.

The *Chronicle of Major Events System* is based on the case management concepts so that the Department and its affiliated health centers could complete and generate information, documents and records for historical activities as well as annual projects. This system provides data storage and management support for various organizations, integrates staff communication records within the Administrative Information System and allows staff members to send e-mail and service phone messages in order to facilitate rapid communications while reducing the use of public funds.





「研討會線上報名系統」提供辦理研討會或訓練之網路報名管理平台，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 125 場次參與人數達 8,500 人次，強化、提升相關的知識與技能。

「台北卡—健康服務」專區，提供民眾台北卡申辦、查詢及相關即時的資訊，並導入健康雲服務—「台北卡—健康服務集點兌點服務」管理系統，提供民眾查詢自身健康點數，提供各單位發卡、集點及兌點使用，建立無障礙辦卡服務。

第二節 配合衛生福利部之資訊系統

衛生福利部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。

一、「衛生資訊網路通報系統」

含括「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」及「長期照顧資訊網系統」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、「衛生局單一簽入與目錄服務系統整合」

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

為管理幼兒篩檢情形，透過「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。





The *Online Conference Registration System* provides an online registration and management platform for conferences or training. The Department organizes an average of 125 training activities every year for about 8,500 attendees which include various medical personnel, caregivers, volunteers and specialists of its divisions and offices as well as members of the public, with the number of attendees helping to strengthen and promote relevant knowledge and skills.

The *Taipei Card - Health Service* area allows the public to apply, inquire and acquire immediate information on the Taipei Card as required. To establish a barrier-free card service platform, the *Health Cloud - Taipei Card - Health Service Point Collecting and Exchanging Service* management system was also introduced so that Card holders could check how many points they had collected while allowing various institutions to carry out card issuance as well as point collection and exchange systems.

Section 2 Coordinate with the Information Systems of the Ministry of Health and Welfare

To integrate health service information systems throughout the entire country, the Ministry of Health and Welfare (MOHW) has continued to develop new IT systems. Various organizations under the Department are thus providing data maintenance and management in response to the developments in the MOHW.

1. Health Information Network Reporting System

This System includes a number of sub-systems such as the Suicide Prevention Reporting System, Psychiatric Care Reporting Integration System, and Online Application System for Medical Advertisements, Online Account Application System for Medical Institutions and Long-term Care Information System. IT and network connection technologies were used to promote health data communication and reporting by medical care institutions in order to reduce useage of paperwork. Public health nurses were also provided with immediate access to information for incoming cases while conducting home visits and case management to effectively improve the management and follow-up of nursing cases.

2. Single Sign-in Page and Integration of Contents and Service Systems

The national government has developed an ever increasing number of IT systems. Establishing a dedicated portal for various systems could help facilitate subsequent management. Integrated systems include the Health Information Reporting System, Medical Affairs Management System, health center websites and Controlled Drugs Management System, all of which can be accessed through a single sign-in page to connect to all health information reports thus greatly improving the efficiency of health administration and public services.

Section 3 Promotion of Public Health Information

The *Information System for Medical Services Relating to Early Intervention in Delayed Development in Children* was used to manage early intervention assessments, treatment information and application processes as well as to digitalize management data to ensure the accuracy of subsidies allocated and provided, reduce the wastage of medical resources and improve the administrative efficiency of health centers and medical institutions.



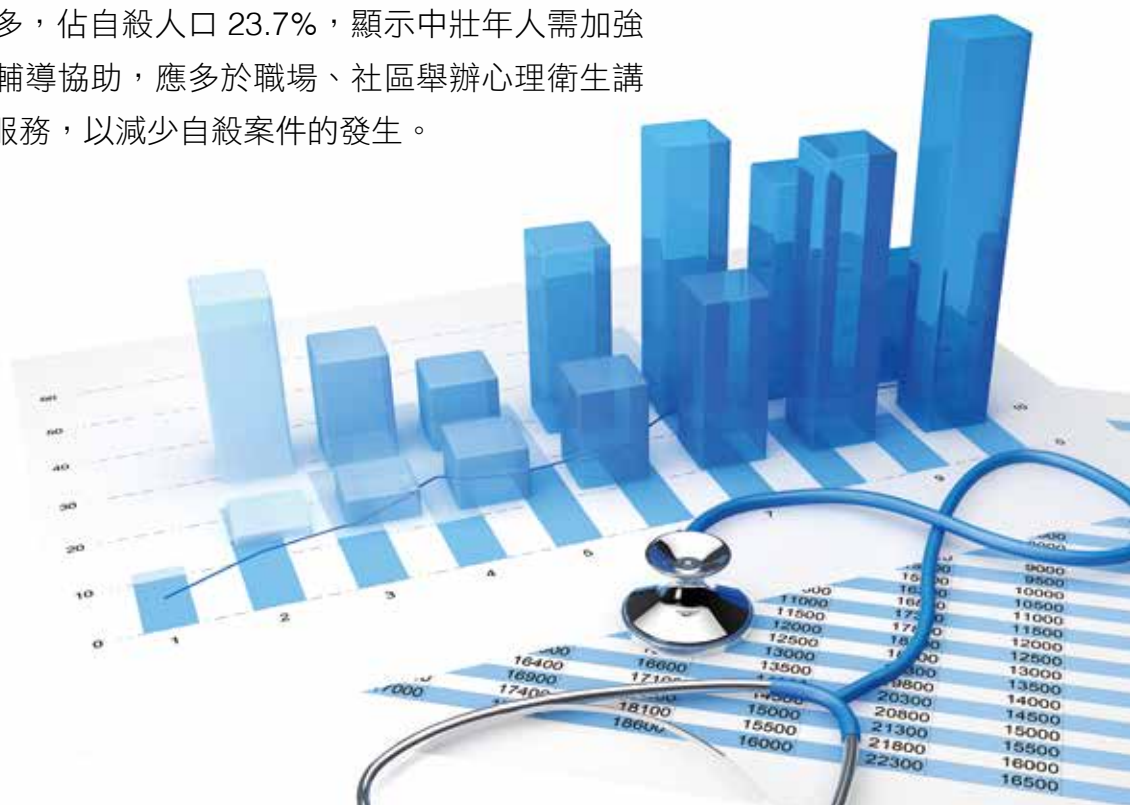
臺北市為積極打造成為智慧城市，建置「健康雲」資訊平台，民眾使用雲端量測儀器和進入健康雲的身分辨認卡證，提供照護者「生理量測異常提醒」、「衛教指導」、「個人健康紀錄查詢與下載」、「社區健康促進活動通知」服務，並以主動健康關懷偏遠住民及獨居長者。

「mHealth 行動公共衛生資訊管理系統」讓健康服務中心第一線公共衛生護理人員可以在個案訪視之現場能即時地使用行動載具完成個案訪視資料的蒐集與填寫，讓資料的有效性、完整性，還有智慧行動便民服務的即時性能予以落實，提升臺北市公共衛生服務品質與民眾的滿意度。

透過公共衛生資料庫整合計畫，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、自殺趨勢以進行分析。另為推動資料開放政策，已提供 37 項資料集於臺北市政府資料開放平台，供市民瀏覽及程式開發者加值應用。

某區三高個管人數的統計分析，死亡人數高居全市第一位，衛生局則可在該區多舉辦有關老人保健常識，增加老人陪伴志工，加強老人聯誼會，以滿足其生活上喜歡有人關懷，進而產生社區向心力。從三高統計分析，針對各個行政區加強飲食宣導，每天 5 蔬果，以達正常血壓血脂。並在該區舉辦健康飲食觀摩比賽，以加強民眾健康飲食觀念。從死亡人口分析，加強環境改善勸導，同時增加肺部健康的保健常識，如多種盆栽，在辦公室減少以紙張傳閱，改用電子郵件等。

近年來由於經濟環境變動、失業率激增等因素，臺北市自殺人口以 30-39 歲居多，佔自殺人口 23.7%，顯示中壯年人需加強心理健康的促進與輔導協助，應多於職場、社區舉辦心理衛生講座及提供心理諮商服務，以減少自殺案件的發生。





The Taipei City Government has established a *Health Cloud* information platform as part of its many efforts in developing a Smart City. People can use cloud-linked measurement instruments as well as Easy or Taipei Cards to access the Health Cloud. Caregivers could also use services such as Physical Abnormality Reminders, Educational Instructions, Personal Health Record Search and Download, and Community Health Promotional Event Notices. Additionally, the Health Cloud offers active healthcare services to residents living in remote areas as well as those elderly who live alone.

The *mHealth Mobile Public Health Information Management System* allows front-line healthcare personnel working in health centers to use their mobile devices to immediately collect and record case visiting information during site visits to ensure the effectiveness and comprehensiveness of data collected and achieve the desired immediacy of access by Smart mobile services for public conveniences. Such measures have promoted public health service quality in Taipei City and enhanced public satisfaction.



The integration project of the public health databases was used to compile and analyze nearly 10-years' worth of data on demographics, three-hypers (high blood pressure, blood sugar and cholesterol), mortality structure, ranking of cancers, enterovirus notification, state of medical subsidies and suicide trends. To promote open data policies, a total of 37 data sets were published on the Taipei City Government open data platform for public perusal and value added applications by APP developers.

Statistical analysis for the three-hypers cases of a district has revealed that the mortality of the district was ranked the highest in the entire city. To solve this issue of the district, the Department host classes on general health knowledge for the elderly, improve the deployment of volunteers to accompany senior citizens and enhance gathering parties organized for senior citizens in order to satisfy preferences for personalized care while building a community identity. Outcomes of statistical analysis of the three-hypers allowed the Department to reinforce the dietary awareness programs in each district and promote the consumption of 5 kinds of vegetables and fruits a day, in order to , achieve normal blood pressure and cholesterol levels. Healthy diet competitions would also be held in the district to promote public health diet concepts. Results from the analysis of mortality data were used to reinforce environmental improvements and consultation. Health seminars on lung health were increased. Measures include the planting of potted vegetation and encouraging the use of e-mail communications in offices to reduce the use of printed documents.

Recent changes to the economic environment and sudden increases in unemployment rates meant that the majority of suicides in Taipei City occurred among people who were 30 to 39 years of age (accounting for 23.7% of the total suicides). This showed that young adult individuals require consultation and support programs for their mental health. More mental health seminars and psychological counseling services should be held in workplaces and communities in order to reduce the incidence of suicide.

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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，及以民眾使用便利性的觀點作為設計開發的原則，讓資訊一目了然，提供民眾更順暢的瀏覽網站，網站同時符合行政院研究發展考核委員會「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台，提供民眾對醫療保健方面的疑難雜症，同時也提供每月電子報。網頁內容有以下的特色：

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、健康主題

收集各類與健康相關之衛教議題，如：台北卡、食品安全、藥物及化粧品、美容醫學、健康促進、婦幼優生、兒童及青少年衛教與保健、成人及中老年保健、口腔與視力保健、特殊照護(失智症、心理衛生、自殺防治、身心障礙...等)、疾病防治、癌症防治、菸害防制、毒品防制、緊急救護等主題，供民眾能查閱。





Section 4 Internet Services

The official website of the Department of Health was designed using vibrant colors, pictures and enriching contents. Primary design principles focused upon visitor convenience to provide a clear display of information while offering a smooth browsing experience. The website also fulfills the *Accessible Web Development Guidelines* stipulated by the Research, Development and Evaluation Commission of the Executive Yuan.

The health information website has consolidated various medical resources to provide the public with easy access to medical news and health information, serve as a professional knowledge exchange platform for various medical institutions, offer public visitors with answers to various questions related to medical care, health and various diseases and the publication of monthly e-paper. The following lists the features of the website contents:

1. Express news

Information on the Department's latest activities and issues of interest to the public is placed in conspicuous locations on the home page for easy reading and quick access.

2. Health topics

This section is a collection of various health-related educational topics that the public could use as references. These topics include: Taipei Card, food safety, drugs and cosmetics, medical cosmetology, health promotion, women and children, eugenic health, health education and healthcare for children and youths, healthcare for adults and senior citizens, oral and visual care, medical care for special groups (including dementia, mental health, suicide prevention and physical and mental disabilities, etc.), disease prevention, cancer prevention and control, tobacco hazards control, drug abuse prevention and emergency care.



Public Health of Taipei City





Part 2
Promoting Public Health

第 **2** 篇

促進市民健康

第二篇 促進市民健康

第一章 健康促進與維護

第一節 婦幼及優生保健

一、優生保健

辦理人口政策宣導活動、提供各項優生保健補助措施服務等。「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 8,884 人獲得補助。提供特殊群體（已婚智障、精障及未成年生育婦女）生育調節（結紮、裝置子宮內避孕器及人工流產）補助，共計 13 案。辦理產前遺傳診斷、優生健康檢查補助，共 1 萬 58 案，新生兒先天性代謝篩檢補助訪視，協助早期接受診療，減少殘、智障發生。民國 104 年新生兒先天性代謝篩檢確診陽性個案 102 案。

二、新移民健康照護

執行新移民健康關懷訪視，提供優生保健、生育保健知能宣導，共完成訪視新婚登記個案 1,073 案，新移民子女出生登記個案 1,062 案；自懷孕期即介入照護管理，提供新移民懷孕婦女產前訪視，計 258 案。於十二區設置「保健諮詢站」，由新移民志工及通譯員提供醫療衛生資訊與通譯服務，計 4,661 人次及 2,463 小時外語通譯服務；製作多語化臺北市新移民健康照護隨身 call 小冊、新婚優生保健手冊、孕產婦保健手冊、嬰幼兒保健手冊、寶寶健康記事簿等資源，提供新移民使用。成立新移民支持團體，提供新移民身心照護相關活動 25 場，共 838 人次參加。

三、母乳哺育

民國 104 年輔導臺北市機構設置哺集乳室，累計 973 家，依法應設置哺集乳室之機構，計 435 家，皆已完成設置。推動「優良哺集乳室認證」評選，共 550 家通過。持續辦理社區母乳支持團體及健康講座，共 108 場次，社區母乳志工共 188 位；設置母乳諮詢專線，提供婦女諮詢服務，共 2 萬 7,259 人次。辦理母乳哺育護理人員、母乳志工、保母教育訓練共 4 場次，計 714 人參訓。輔導 23 家醫院通過母嬰親善醫療院所認證，1 月至 12 月純母乳哺育率於住院期間為 58.9%。



● 周麗芳副市長共同響應國際哺乳週
Deputy Mayor Chou Li-Fang was supporting the World Breastfeeding Week event



Part 2 Promoting Public Health

Chapter 1 Health Promotion and Maintenance

Section 1 Maternal and Child Health and Eugenic Health

1. Eugenic Health

The Department organizes various activities to advocate official population policies and to provide various subsidies for eugenic health services. The *Help Your Pregnancy* program offers subsidies for post-marital and pre-pregnancy health inspections and Down's syndrome screening for pregnant women, benefiting a total of 18,884 individuals. Special groups (women with mental retardation or mental health issues who are married or of childbearing age) were provided with reproductive modulation subsidies (that include tubal ligation, installation of intrauterine devices and induced abortion). A total of 13 cases benefited from these services. Subsidies were also provided to a total of 10,058 cases of pre-natal genetic screening and eugenic health inspection. Newborn screening for congenital metabolic disorders were also subsidized to support early treatment and prevent the incidence of physical or mental disabilities. In 2015, a total of 102 newborns tested positive for congenital metabolic disorders.

2. Healthcare for New Immigrants

The Department conducts new immigrant healthcare visits to promote awareness of eugenic healthcare and knowledge on child bearing. A total of 1,073 visits were conducted for newly-wed couples while a total of 1,062 newborns were registered. Healthcare intervention and management were implemented during pregnancy, performing a total of 258 pre-natal visits for expecting new immigrant mothers. Healthcare Consulting Stations were also established in the 12 districts. These stations were staffed with new immigrant volunteers and interpreters to provide healthcare information and interpretation services, benefiting 4,661 individuals with a total of 2,463 hours of interpretation work. The Department also generated the Taipei City New Immigrant Ready On Call Healthcare Booklet, Eugenic Health Manual for Newly Weds, Pregnant Women's Healthcare Manual, Baby Health care Manual, Baby Health Diary, and other multi-language resources for the benefit of new immigrants. The Department established new immigrant support groups and organized a total of 25 activities related to physical and mental health care for new immigrants that were attended by a total of 838 individuals.

3. Breast-feeding

In 2015, the Department helped a total of 973 Taipei City agencies (to date) in setting up breastfeeding rooms and completed the setting up of a total of 435 breastfeeding rooms according to law. The Department also initiated the *Certification of Good Breastfeeding Rooms assessment* program, with a total of 550 rooms successfully passing the assessment. Continuing support was provided to the community breastfeeding support groups and a total of 108 relevant health seminars were held. A total of 188 breastfeeding support community volunteers were recruited as well. A breastfeeding counseling helpline was established to provide women with inquiry services, receiving a total of 27,259 incoming calls. A total of 4 training sessions were offered for breastfeeding nurses, volunteers and childcare workers, with 714 individuals having participated in the training. The Department helped 23 hospitals to pass assessments conducted by the Baby-Friendly Hospital Initiative. Breastfeeding rates during hospital stays from January to December were at 58.9%.



四、兒童預防保健及發展篩檢

臺北市政府衛生局與社會局、教育局攜手合作，針對 0 至 6 歲兒童進行篩檢服務，截至民國 104 年 12 月 31 日，臺北市提供 0-6 歲兒童共 14 萬 1,794 人次接受兒童預防保健服務，發現其中疑似異常或遲緩兒童 257 人次，轉介社會局及轄區健康服務中心追蹤與管理。辦理 2 場「兒童預防保健暨發展篩檢教育訓練」，共 201 人次參加。運用各類行銷管道，增加民眾對兒童發展篩檢認知，並建置「兒童發展圖像篩檢互動網」，網站可下載宣導單張、多語版兒童發展檢核表單等。



● 宣導定期參加兒童發展篩檢之重要性
Advocate the importance of conducting regular developmental screening for children

五、新生兒聽力篩檢

民國 104 年臺北市共有 33 家特約醫療院所提供新生兒聽力篩檢服務，104 年共 3 萬 2,586 名新生兒接受聽力篩檢，篩檢率達 98.3%，完成（疑似）異常個案轉介共 514 人。

六、新生兒危急型先天心臟病篩檢

民國 104 年臺北市共有 28 家特約醫療院所提供新生兒危急型先天心臟病篩檢服務，104 年共 3 萬 60 名新生兒接受危急型先天心臟病篩檢服務，篩檢率達 99.2%，完成（疑似）異常個案轉介共 71 人。

第二節 兒童及青少年保健

一、學齡前兒童視力、聽力、口腔篩檢與保健

- (一) 於臺北市公、私立幼兒園進行免費「兒童整合性篩檢服務」，共服務 5 萬 4,419 人。
- (二) 辦理 5 場「104 年臺北市學齡前兒童整合性社區篩檢實務訓練」初階及進階研習會，邀請臺北市十二區健康服務中心及合約醫療機構相關人員參訓，共 262 人參加。
- (三) 為提升衛生局學齡前兒童整合性篩檢及塗氟服務品質，辦理 3 梯次「104 年臺北市學齡前兒童整合性社區篩檢計畫暨塗氟說明會」，邀請臺北市公、私立幼兒園教保人員參訓，以提升篩檢服務之專業知能，共計 442 人參加。
- (四) 民國 104 年臺北市提供 6 萬 3,207 位滿 3 歲至未滿 6 歲兒童塗氟，牙齒塗氟利用率達 80.73%。



4. Preventive Healthcare and Development Screening for Children

The Department of Health of Taipei City is working with the Department of Social Affairs and Department of Education to conduct screening services for children from 0 to 6 years of age. As of December 31, 2015, preventive healthcare services were provided to a total of 141,794 children from 0 to 6 years of age, of which 257 children were identified to have abnormal or delayed development. These children were referred to the Department of Social Affairs and health centers of the relevant districts for follow-up and case management. A total of 2 sessions on *Training for Preventive Healthcare and Development Screening for Children* were held. The training sessions were attended by a total of 201 individuals. Various promotion channels were used to promote public awareness for children developmental screening. The Department also established an *e-Screening Interactive Website of Child Development* where users can download promotional leaflets and multi-language children developmental screening checklists.

5. Newborn Hearing Screening

As of 2015, a total of 33 medical institutes in Taipei City were commissioned to provide hearing tests for newborns. A total of 32,586 newborns were screened in 2015 with a 98.3% screening rate. A total of 514 cases of abnormalities or suspected abnormalities were referred accordingly.

6. Newborn Critical Congenital Heart Disease Screening

As of 2015, a total of 28 medical institutes in Taipei City were commissioned to provide critical congenital heart disease screening for newborns. A total of 30,060 newborns were screened in 2015 with a 99.2% screening rate. A total of 71 cases of abnormalities or suspected abnormalities were referred accordingly.

Section 2 Children and Adolescent Healthcare

1. Vision, Hearing and Oral Health Screening and Health Care for Pre-school Age Children

- (1) The Department provided free Integrated Screening Services for Children in various public and private kindergartens in Taipei City, serving a total of 54,419 children.
- (2) A total of 5 basic and advanced Practical Training Sessions for the 2015 Taipei Pre-School Age Children Integrated Community Screening Scheme were held for 262 staffs from the 12 district health centers and contracted medical institutions.
- (3) A total of 3 sessions of 2015 Taipei Pre-School Age Children Integrated Community Screening Scheme and Fluoride Treatment Information Meetings were held in order to improve the quality of integrated screening and fluoride treatment services for pre-school children. A total of 442 teachers and educators from the public and private kindergartens in Taipei participated in these meetings to enhance their professional knowledge in screening services.
- (4) In 2015, a total of 63,207 children from 3 to 6 years old underwent fluoride treatment with a utilization rate of 80.73%.

二、國小學童減度防齲

(一) 結合臺北市 85 家、新北市 42 家眼科醫療院所提供臺北市國小二、三年級學童免費專業視力檢查，計服務 6 萬 2,303 人次。

(二) 民國 104 年 9 月 23 日至 11 月 30 日針對國小學童辦理護眼探員出任務活動，於期間辦理 2 場「護眼隊長、探員培訓」課程，總計 200 人參加，共有 583 位護眼探員、95 位護眼小隊長以及 50 位護眼隊長完成護眼任務。

(三) 結合臺北市 519 家牙科合約醫療院所，提供國小一年級學童第一大臼齒窩溝封填及掛號費補助，計服務 3 萬 3,884 人次，封填顆數 4 萬 8,360 顆，封填率 98.8%，掛號費補助 7,016 人次。

(四) 於臺北市公私立國小一年級學童進行免費塗氟服務，計服務 3 萬 5,731 人次，並於 151 所國小辦理 420 場口腔衛教講座。

(五) 分別於民國 104 年 10 月 4 日假臺北市立動物園、10 月 25 日假信義區香堤大道與台北市牙醫師公會共同辦理

「健康寶貝召集令」活動，邀請臺北市國小一至三年級學生，持完成「專業視力檢查」及「窩溝封填」核章之「護眼護照」及「護齒護照」兌換宣導品，計 800 人完成兌換，活動計 2,000 人參與。

(六) 民國 104 年 11 月 4 日假美麗華百樂園辦理「健康寶貝召集令暨路跑活動」，邀請臺北市國小一至三年級學生，持完成「專業視力檢查」及「窩溝封填」核章之「護眼護照」及「護齒護照」兌換宣導品，計 500 人完成兌換，活動計 1,000 人參與。

三、青少年健康促進

鼓勵並輔導醫療院所、相關專業團體，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。

(一) 於臺北市國、高中(職)學校辦理 40 場青少年性教育校園巡迴講座，共計 1 萬 6,377 人參與。



● 臺北市護眼隊長、護眼探員培訓
Taipei City eye protection captain and detective training



● 牙醫師到校提供學童牙齒塗氟服務
Dentists provides fluoride treatment for schoolchildren on campus



2. Prevention of Short-Sightedness and Tooth Decay for Elementary School Children

- (1) Ophthalmology medical institutions from Taipei (85 institutions) and New Taipei City (42 institutions) provided professional visual acuity tests for free to a total of 62,303 grade 2 and grade 3 schoolchildren in Taipei City.
- (2) The Eye Protection Investigator Missions program was held from September 23 to November 30, 2015, providing 2 *Eye Care Captain and Investigator Training* sessions to 200 school children. A total of 583 Eye Protection Investigators, 95 Eye Protection Team Leaders, and 50 Eye Protection Captains managed to successfully accomplish their respective eye protection missions.
- (3) A total of 519 contracted dental care institutions were mobilized to provide a total of 33,884 grade 1 schoolchildren with 1st molar sealing services and subsidized registration, with 48,360 molars sealed with a sealing rate of 98.8% and offering registration subsidies to a total of 7,016 individuals.
- (4) Free fluoride treatment was provided to a total of 35,731 grade 1 children in public and private elementary schools in Taipei City. A total of 420 oral health seminars were held in 151 elementary schools throughout the city.
- (5) The Department worked with the Taipei Dental Association to organize the *Healthy Baby Mobilization* event at the Taipei City Zoo and Xinyi District Xiangti Boulevard on October 4, 2015 and October 25, 2015, respectively. Taipei City school children from grades 1 to 3 were invited to use their *Eye Protection Passes* and *Teeth Protection Passes* that demonstrate their completion of *professional visual acuity tests* and *molar sealing* in exchange for promotional materials and gifts. A total of 2,000 children participated in the event, of which 800 successfully received gifts from the exchange.
- (6) The Healthy Baby Mobilization and Road Run Event was held at the Miramar Entertainment Park on November 4, 2015. Taipei City school children from grades 1 to 3 were invited to use their *Eye Protection Passes* and *Teeth Protection Passes* that demonstrate their completion of the *professional visual acuity tests* and *molar sealing* in exchange for promotional materials and gifts. A total of 1,000 children participated in the event, of which 500 individuals successfully received gifts from the exchange.

3. Health Promotion for Adolescents

Medical institutions and relevant professional organizations were encouraged and provided with consultation time in developing featured adolescent health promotion programs so that they may actively enter campuses and communities to support health awareness efforts and promote adolescent health.

- (1) A total of 40 campus tour seminars on sex education for adolescents were carried out in junior high, senior high and vocational schools in Taipei City. A total of 16,377 people participated in these seminars.





● 104 年氣喘防治工作坊暨親子體驗營
2015 Asthma Prevention Workshop and Family Experience Workshop

(二) 臺北市國小學童氣喘防治及照護

1. 「臺北市氣喘學童及家長支持性團體」成員新增至 450 人。
2. 於民國 104 年 5 月 4 日假臺北市立動物園辦理 2015 年世界氣喘日「過敏氣喘勤保養，適當運動身體好」嘉年華，參與人數計 2,500 人。
3. 於民國 104 年 9 月 19 日、9 月 20 日假臺北市兒童新樂園辦理 4 場「氣喘防治工作坊」暨「親子體驗營」，參與人數計 250 人。

(三) 臺北市國小校園巡迴列車衛生保健計畫

為培養學童健康的生活習慣與態度，積極結合各項衛生保健觀念及專業醫療院所、相關學、協會，辦理國小校園巡迴列車活動，針對視力、健康體位及菸害防制等 3 類健康套餐課程，民國 104 年委託 10 家醫療院所於 105 所臺北市公、私立國民小學辦理 116 場校園巡迴列車程宣導講座，共計 1 萬 6,000 人參與。

(四) 於民國 104 年 5 月 25 日至 6 月 30 日針對臺北市國小五、六年級學童，辦理「定期量腰圍 快樂好健康」親子互動量腰圍活動，共計 7,482 人參與。

第三節 成人及中老年保健

一、心血管疾病預防與保健

民國 104 年臺北市 40 歲以上民眾接受三高篩檢者，共 29 萬 233 人次，其中血壓異常 2 萬 9,903 人、血糖異常 1 萬 853 人、血膽固醇異常 1 萬 6,747 人，異常個案追蹤轉介就醫完成率達 99.52%。臺北市心血管疾病防治網，104 年認證醫事人員累計 2,734 人，認證醫療機構累計 295 家次。於 104 年 5 月 30 日辦理 2015 年世界高血壓日—「Know Your Numbers」園遊會活動，計 464 人參加。及 104 年 10 月 24 日辦理「2015 台灣世界中風日教育宣導園遊會」，計 500 人參加。



- (2) Asthma Prevention and Care for Elementary School Children in Taipei City
 1. A total of 450 new members signed up with the *Taipei City Asthma Sufferers and Parents Support Group*.
 2. The Department held the *Managing Allergy and Asthma Right, Living Smarter and Energize* carnival for the 2015 World Asthma Day at the Taipei City Zoo on May 4, 2015. About 2,500 individuals participated in the Carnival.
 3. A total of 4 *Asthma Prevention Workshops* and *Family Experience Camps* were held at the Taipei Children's Amusement Park on September 19-20, 2015. About 250 individuals participated in the event.
- (3) The Taipei City Elementary School Campus Tour Bus Healthcare Plan

To develop healthy living habits and attitudes amongst school children, the Department actively integrated various healthcare concepts and worked with a number of professional medical care institutions, academic organizations and associations to organize the Elementary School Campus Tour Bus activity. The Tour Bus offered 3 categories of health packages and courses for visual acuity, healthy weights and tobacco hazards control. In 2015, a total of 10 medical care institutions were commissioned to conduct 116 Campus Tour Bus Healthcare Awareness Seminars in 105 public and private elementary schools in Taipei City. About 16,000 individuals attended these seminars.
- (4) From May 25 to June 30, 2015, the Regular Waistline Measurement for Happiness and Health waistline measurement program for the family was held for grade 5 and grade 6 school children in Taipei City. A total of 7,482 individuals participated in the event.

Section 3 Healthcare for Adults, Middle Aged and the Elderly

1. Prevention and Care of Cardiovascular Diseases

In 2015, a total of 290,233 individuals above 40 years of age participated in the screening for the *three-hypers*. Of which, 29,903 individuals were found to have abnormal blood pressure, 10,853 individuals were found to have abnormal blood sugar levels, while 16,747 people were found to have abnormal cholesterol levels. 99.52% of these cases completed follow-up checks and were referred for medical aid. The Cardiovascular Diseases Prevention Network of Taipei City certified a total of 2,734 medical personnel and 295 medical institutions in 2015. The 2015 World Hypertension Day - Know Your Numbers parade activity was held on May 30, 2015. The parade attracted a total of 464 participants. The 2015 World Stroke Day - Education Parade in Taiwan was held on October 24, 2015 and attracted a total of 500 participants.



● 2015 台灣世界中風日教育宣導園遊會
2015 World Stroke Day - Education Parade in Taiwan



二、糖尿病及腎臟疾病預防與保健

辦理糖尿病防治宣導 96 場，共 4,100 人次參與；臺北市糖尿病共同照護網截至民國 104 年 12 月 31 日止，認證醫事人員達 1,839 人（醫師 679 人、護理人員 675 人、營養師 342 人、藥師 126 人、牙醫師 1 人、檢驗師 16 人）；認證醫療機構累計 212 家；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與個案討論會 4 場，共 865 人參加。於 104 年 3 月 8 日與台灣腎臟醫學會假臺北信義區香堤大道合作辦理「2015 世界腎臟病日『愛腎護腎·健康一生』園遊會」，共 1,500 人參與。

三、失智症預防與保健

於民國 104 年 9 月 19 日結合社團法人台灣失智症協會假松山文創園區 4 號及 5 號倉庫共同舉辦 2016 國際失智症月「珍愛記憶嘉年華—記得我」活動，共計超過 3,000 人參加。

四、老人健康檢查

設籍臺北市滿 65 歲以上市民及 55 歲以上原住民，每年可免費接受老人健康檢查 1 次，民國 104 年提供 3 萬 7,561 名。自 3 月 2 日開辦，截至 104 年 12 月 31 日止已預約 3 萬 7,561 人，預約率 100%，已完成受檢 3 萬 7,544 人，受檢率 99.95%。

五、社區健康照護網

針對獨居長者、腦血管疾病、失智者、身障、高血壓、高血脂及糖尿病等慢性病市民，提供關懷訪視、健康諮詢、三合一健康篩檢、健康需求評估等服務，共計服務獨居長者 2 萬 7,426 人次、腦血管疾病患者 681 人次、多重障礙 154 人次、肢障 289 人次、智障 40 人次。

六、市民健康生活照護

為維護市民健康、照顧弱勢族群、促進社區健康服務、建立民眾自主健康管理並關懷慢性病患者之健康，自民國 98 年 4 月起開辦「市民健康生活照護服務」，提供民眾自主便利量測服務，截至 104 年 12 月底，共設置 1,136 個「遠距照護站」，生理量測服務達 226 萬 98 人次，話務服務量達 23 萬 811 通。



● 2015 國際失智症月「珍愛記憶嘉年華」
Cherish Your Memories Carnival for
the 2015 World Alzheimer's Month



2. Prevention and Healthcare for Kidney Diseases and Diabetes Mellitus

A total of 96 seminars were held to promote awareness on the prevention of diabetes which were attended by 4,100 individuals. As of December 31, 2015, the Taipei Diabetes Shared Care Program certified a total of 1,839 medical personnel (679 physicians, 675 nurses, 342 dietitians, 126 pharmacists, 1 dentist, and 16 medical technologists) and 212 medical institutions. The Department also held a total of 4 medical personnel certification, continuing educational training and case study seminars for the Taipei Diabetes Shared Care Program which were attended by 865 individuals. The Department also worked with the Taiwan Society of Nephrology to organize the *2015 World Kidney Day - Love Your Kidneys and Stay Healthy for Life Parade* held on Xiangti Boulevard at the Xinyi District of Taipei City on March 8, 2015. A total of 1,500 individuals participated in this Parade.

3. Prevention and Care of Dementia Patients

The Department worked with the Taiwan Alzheimer Disease Association to hold the *Carnival of Loving Memories - Remember Me* event for the 2016 World Alzheimer's Month at Warehouse No. 4 and No. 5 of the Songshan Cultural and Creative Park on September 19, 2015. Over 3,000 individuals participated in this Carnival

4. Health Check-ups for Senior Citizens

All citizens above 65 years of age and aborigines above 55 years of age with a household registration in Taipei City can receive 1 free senior health examination every year. A total of 37,561 individuals benefited from this service in 2015. From the initiation of the program on March 2 to December 31, 2015, a total of 37,561 individuals were registered with a registration rate of 100%, while 37,544 individuals completed their health examinations for an examination rate of 99.95%.

5. Community Healthcare Network

Care services such as home visits, health counseling, three-in-one screening and assessment of health requirements were provided for senior citizens living alone and patients with chronic disease such as cerebro-vascular diseases, dementia, physical disabilities, high blood pressure, high blood lipids and diabetes mellitus. Services were provided to 27,426 senior citizens living alone, 681 individuals with cerebro-vascular diseases, 154 individuals with multiple disabilities, 289 individuals with physical disabilities, and 40 individuals with learning difficulties.

6. Healthy Lifestyle and Care Services for Citizens

To support citizen health, provide care for the underprivileged, promote community health services, establish a culture for independent health management, and monitor the health of those with chronic diseases, the Department began providing *Citizen Health and Lifestyle Care Services* in April 2009 to provide the public with convenient self-use measurement services. By the end of December 2015, a total of 1,136 *Remote Care Stations* were established, providing physiological measurement services to a total of 2,260,098 individuals. A total of 230,811 incoming calls were served as well.



● 民眾使用健康便利站量測血壓服務
Blood pressure measurement services at the Health Automated Teller Machine



七、台北悠活體驗館

「悠活體驗館」為全國首座銀髮健康智慧生活館，以健康關懷為主體概念，運用通用設計傳達健康生活理念，營造高齡友善之居家與社區氛圍，提供市民健康促進體驗、銀髮資源、輔具展示與諮詢服務，亦針對高齡長者提供健康體能、心靈、代間教育與志願服務等設計相關體驗及活動，強化長者對於健康老化與在地老化的健康識能與行為，讓臺北市長者能健康活躍在地老化。截至民國 104 年 12 月底共計 250 個團體、12 萬 5,593 人次參訪。



● 外賓參訪台北悠活體驗館
Foreign visitors at the Taipei Active Ageing Pavilion

第四節 原住民族保健

一、健康檢查服務

- (一) 臺北市 55 歲以上原住民參加醫院型老人健康檢查，計 629 人，家戶訪視人數 2,461 人次。
- (二) 提供社區原住民健檢 12 場，健檢項目異常率以子宮頸抹片檢查 (59.1%) 為最高，其餘依序為心電圖檢查 (45.1%)、血壓 (41.2%)、血膽固醇 (36.0%)、血糖 (32.0%)、生化檢查—球蛋白 (29.4%)。

二、健康促進講座

與臺北市政府原住民族事務委員會及臺北市立聯合醫院合作舉辦 12 場「原住民健康促進講座」，計服務 1,010 人次。

第五節 菸害防制

一、稽查執法輔導

- (一) 民國 104 年 1 至 12 月菸害防制稽查取締，共執行 (含商家、行為人) 6 萬 4,642 件、稽查 26 萬 1,889 件次；裁處 481 件，裁罰新臺幣 691 萬 8,000 元整。
- (二) 針對於臺北市就學及設籍於臺北市但未就學之未滿 18 歲青少年違規吸菸辦理戒菸教育，共完成 131 件。
- (三) 針對臺北市販賣菸品場所進行喬裝考評測試，測試 240 家，合格 143 家，合格率為 59.58%。



7. Taipei Active Ageing Pavilion

The *Active Ageing Pavilion* is Taiwan's first smart and healthy lifestyle facility for senior citizens based upon the primary concept of healthcare and support. Universal designs were used to convey lifestyle principles and create a residential and social atmosphere that is friendly to senior citizens. The Pavilion also offers health promotion experiences, resources for senior citizens, assistance technology exhibits and inquiry services. A series of experiences and activities for senior citizens such as physical fitness, mental and spiritual health, cross-generation education and volunteer services were also organized to improve knowledge and behaviors related to healthy ageing and local ageing for the elderly. All these amenities and services allow the elderly in Taipei to age locally in a healthy and active fashion. As of the end of 2015, a total of 250 groups and 125,593 individuals have visited the Pavilion.

Section 4 Healthcare for the Indigenous Peoples

1. Health Check-up Services

(1) Hospital-based health checkups for senior citizens were provided for aborigines aged 55 years-old or older. A total of 629 elders received health check-ups while a total of 2,461 home visits were conducted.

(2) A total of 12 health examinations were conducted for aborigines living within the community. The following lists the top abnormalities uncovered during the health examination process, in descending order: cervical smear test (59.1%), EKG (45.1%), blood pressure (41.2%), blood cholesterol (36.0%), blood sugar (32.0%), and the biochemical test item of globulin (29.4%)

2. Health Promotion Seminars

The Department worked with the Indigenous Peoples Commission of the Taipei City Government and organized a total of 12 *Health Promotion Seminars for Indigenous Peoples* that served a total of 1,010 individuals.

Section 5 Tobacco Hazards Control

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

(1) A total of 64,642 cases (shop owners and violators) and 261,889 incidents were inspected from January to December 2015. A total of 481 violations were cited with total fines amounting to NT\$ 6,918,000.

(2) A total of 131 educational sessions were carried out for adolescents under the age of 18 years-old studying in Taipei City or those not in school but have their household registration located in Taipei City.

(3) Undercover assessments were conducted for a total of 240 venues selling tobacco products in Taipei City, of which 143 passed the test for a qualifying rate of 59.58%.

二、多元戒菸服務

(一) 強化人員專業技能，提供便利戒菸服務

1. 結合臺北市藥師公會、國泰醫院、臺北榮民總醫院、三軍總醫院、藥師公會全聯會、台灣護理學會、三軍總醫院北投分院，共辦理 11 場戒菸衛教訓練，臺北市醫事人員共計 971 人；另鼓勵醫事人員參與衛生福利部國民健康署辦理戒菸治療或衛教高階訓練課程，計 254 人合格。
2. 結合臺北市 14 家醫院，共辦理 40 班次戒菸班，共計有 576 人參加，課後 1 個月之點戒菸成功率達 40.63%。
3. 結合醫療與社區資源，提供 1 萬 9,760 位吸菸者戒菸治療及衛教服務。

(二) 辦理菸害防制教育宣導，降低吸菸率

1. 結合臺北市十二區健康服務中心及臺北市立聯合醫院，辦理 1,002 場菸害防制宣導講習，透過電子平面媒體（如：跑馬燈、網路、廣播、海報等），鼓勵吸菸者及早接受二代戒菸治療。
2. 於民國 104 年 1 月 1 日至 2 月 28 日及 8 月 1 日至 10 月 31 日止，結合臺北市醫療院所實施 2 次「戒菸門診免收掛號費」服務，各計有 48 家及 68 家醫療院所響應參與。
3. 結合臺北市政府環保局、董氏基金會，於民國 104 年 12 月 4 日假士林區行政中心辦理「勇健您的肺—戒菸一定會成功」記者會。

(三) 結合建構無菸醫院網絡，營造戒菸共同照護網

為促進醫院提供多元便利戒菸服務與落實營造無菸醫院環境，自民國 100 年起輔導臺北市醫院參與衛生福利部國民健康署「無菸醫院評鑑」。國民健康署於 104 年 12 月 15 日假臺大國際會議中心辦理「104 年戒菸服務及無菸醫院成果發表會」，臺北市計有國立臺灣大學醫學院附設醫院北護分院、臺北長庚紀念醫院、中國醫藥大學附設醫院臺北分院通過評鑑（累計 23 家通過），且均獲得「金獎」。



● 「勇健您的肺 - 戒菸一定會成功！」記者會
Embolden your Lungs - You Will Quit Smoking Successfully! press conference



2. Diverse Smoking Cessation Services

(1) Improving Professional Competence of Service Providers and Providing Convenient Smoking Cessation Services

A. The Department worked with the Taipei Pharmacists Association, Cathay General Hospital, Taipei Veterans General Hospital, Taiwan Pharmacist Association, Taiwan Nurses Association, and Tri-service General Hospital Beitou Branch to conduct a total of 11 Smoking Cessation Education Training for 971 medical personnel in Taipei City.

The Department also encouraged medical personnel to participate in courses in Smoking Cessation Treatment or Advanced Training for Health Education organized by the Health Promotion Administration (HPA) of the Ministry of Health and Welfare (MOHW). A total of 254 individuals successfully passed the training courses.

B. The Department worked with 14 hospitals in Taipei City and organized a total of 40 smoking-cessation classes for 576 participants. Smoking cessation success rate reached 40.63% 1 month after finishing the course.

C. The Department integrated medical and community resources to provide smoking cessation treatment and educational services to 19,760 smokers.

(2) Education and Promotional Efforts for Tobacco Hazards Control to Reduce Smoking Rate

A. The Department worked with 12 district health centers and Taipei City Hospital to organize 1,002 sessions of Tobacco Hazards Control Seminars. Electronic and printed media (such as marquee lights, the Internet, broadcasts, and posters) were utilized to encourage smokers to check themselves into the Second Generation Cessation program for treatment.

B. A total of 2 sessions of *Free Registration for Outpatient Smoking Cessation Services* were held in Taipei medical care institutions from January 1 to February 28, 2015 (attended by 48 institutions) and from August 1 to October 31, 2015 (attended by 68 institutions)

C. The Department joined with the Department of Environmental Protection of Taipei City Government as well as the John Tung Foundation to organize the *Defend your Lungs - Success Guaranteed in Smoking Cessation* press conference at the Shilin District Administration Center on December 4, 2015.

(3) Construction of a Smoke-Free Hospital Network and Reinforcing the Mutual Care Network for Smoking Cessation

To encourage hospitals to provide a diverse selection of smoking cessation services and to create a smoke-free environment within hospitals, the Department began providing counseling services for hospitals in Taipei City participating in the *Smoke-Free Hospital Certification Inspection* organized by the Health Promotion Administration (HPA) of the Ministry of Health and Welfare (MOHW). The HPA hosted the *Conference for the Presentation of Outcomes of the 2015 Smoking-cessation Service and Smoke-free Hospital Programs* at the NTUH International Convention Center on December 15, 2015. Hospitals in Taipei City that won the prestigious Gold Award included the National Taiwan University Hospital Beihu Branch, Taipei Chang Gung Memorial Hospital, and China Medical University Hospital Taipei Branch (a total of 23 passed).



● 「爸爸去哪兒？爸爸戒菸去」記者會
“Where are you going, Dad? I'm off to quit smoking” press conference



三、青少年菸害防制宣導與教育

- (一) 結合臺北市十二區健康服務中心，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 2,844 家；辦理 395 場高中職以下校園菸害防制宣導，計 4 萬 5,157 人次參與。
- (二) 配合衛生福利部國民健康署於民國 104 年 4 月至 5 月間辦理「國中生、高中職生吸菸行為調查」，計完成 2,562 名學生調查（22 所學校、81 個班級）。
- (三) 結合臺北市政府社會局，於民國 104 年 8 月 17 日召開「超商賣場齊響應『我支持不賣菸酒檳榔予兒少』」記者會。
- (四) 結合臺北市政府教育局、董氏基金會，於民國 104 年 10 月 14 日假靜修女中辦理「美麗不蒙塵～戒菸就對了！」記者會。
- (五) 配合青春專案，結合臺北市十二區健康服務中心與民間單位，辦理青少年菸害防制宣導活動 3 場次；運用臺北市政府衛生局開發戒菸教材、手冊、海報與摺頁，提供 8,236 位吸菸青少年戒菸衛教諮詢服務。

四、營造戶外無菸環境，保障民眾健康權益

- (一) 依據菸害防制法規定，公告臺北市政府體育局所屬行政大樓、臺北體育館及臺北網球場之前方戶外區域，自民國 104 年 1 月 1 日起為全面禁止吸菸場所。
- (二) 依據菸害防制法規定，公告臺北市民生副中心大樓周邊人行道，自民國 104 年 3 月 1 日起為全面禁止吸菸場所。
- (三) 結合臺北大眾捷運股份有限公司，公告「臺北市立兒童新樂園之大門前廣場及第二出入口周邊戶外區域」，自民國 104 年 8 月 1 日起為全面禁止吸菸場所。
- (四) 依據菸害防制法規定，公告「臺北市青少年發展處所屬周邊戶外區域」，自民國 104 年 11 月 1 日起為全面禁止吸菸場所。



● 兒童新樂園大門入口處禁菸線
Lines delineates no smoking zones at the main entrance of the Taipei Children's Amusement Park



● 青少年發展處戶外區域禁菸線
Lines delineates no smoking zones in outdoor areas of the Taipei City Youth Development Office



3. Education and Promotion of Tobacco Hazards Control amongst Adolescents

- (1) The Department worked with the 12 district health centers of Taipei City to promote awareness amongst a total of 2844 vendors selling tobacco products around schools about the law prohibiting the sales of tobacco products to youths under 18 years of age. A total of 395 lectures on tobacco hazards prevention in school campuses were provided to schools below senior high and vocational school levels for a total of 45,157 attendees.
- (2) The Department worked with the Health Promotion Administration (HPA) of Ministry of Health and Welfare (MOHW) to conduct the *Smoking Behavior Survey amongst Junior High and Senior High and Vocational School Students* from April to May 2015 which surveyed a total of 2,562 students (from 22 schools and 81 classes).
- (3) The *Joint Supermarket Declaration - We Do Not Support the Sale of Tobacco, Alcohol, and Betel Nuts to Children or Adolescents* press conference was jointly held with the Department of Social Affairs of Taipei City Government on August 17, 2015.
- (4) *The Perfect Beauty - the Best Reason to Quit!* press conference was jointly organized with the Department of Education of Taipei City Government and the John Tung Foundation at Blessed Imelda's School on October 14, 2015.
- (5) As part of the Youth Project, the Department worked with the 12 district health centers and non-governmental organizations (NGOs) to host 3 sessions of promotional activities of tobacco hazards control among adolescents. Teaching materials, manuals, posters and leaflets for smoking cessation developed by the Department of Health of Taipei City Government were used to provide 8,236 smoking youths with smoking cessation counseling services.



● 「美麗不蒙塵！戒菸就對了」記者會
Perfect Beauty - the Best Reason to Quit Smoking! press conference

4. Creating Smoke-Free Outdoor Spaces to Safeguard the People's Right to Health

- (1) Regulations of the *Tobacco Hazards Prevention Act* stipulate that smoking is completely prohibited in outdoor areas in front of all administrative buildings of the Department of Sports of the Taipei City Government, Taipei Gymnasium, and Taipei Tennis Court.
- (2) Smoking along pedestrian sidewalks around the Taipei City *Minsheng Fuzhongxin* Building was completely prohibited starting on March 1, 2015 according to the provisions of the *Tobacco Hazards Prevention Act*.
- (3) The Department also worked with the Taipei Rapid Transit Corporation to publicly announce the complete prohibition of smoking at the Entrance Plaza of *Taipei Children's Amusement Park and Outdoor Areas Around Exit 2* starting on August 1, 2015.
- (4) Non-Smoking area was established in Areas Surrounding the Taipei City Youth Development Office since November 1, 2015 according to the provisions of the *Tobacco Hazards Prevention Act*.



(五) 結合臺北市政府教育局及學校，新增公告 29 所學校周邊人行道為全面禁止吸菸場所，截至民國 104 年 12 月 31 日止，臺北市計有 52 所學校無菸人行道。

表 1 臺北市學校無菸人行道

類別 (家數)	學校名稱
國小 (25 家)	健康、民生、西松、興雅、三興、古亭、長安、五常、河堤、忠孝、延平、華江、雙園、溪口、興隆、萬興、興華、南港、大湖、社子、雨聲、北投、清江、關渡、天母
國中 (11 家)	介壽、螢橋、民權、重慶、誠正、三民、內湖、士林、北投、關渡、蘭雅
高中職 (10 家)	西松高中、松山工農、師大附中、成功高中、育成高中、南港高工、麗山高中、內湖高中、木柵高工、陽明高中
大專院校 (6 家)	大同大學、實踐大學、國立臺北科技大學、康寧大學、國立臺北商業技術學院、國立臺北護理健康大學

五、辦理 25 場拒菸志工課程，計 539 人參訓，協助巡邏禁菸場所，計 2 萬 1,481 次。

第六節 健康體位

- 一、「臺北體重管理 APP」新增每日已攝取及剩餘熱量加總、飲食（含飲水量）與運動提醒功能，並搭配計算運動消耗的卡路里、查詢常見的食物熱量功能靈活運用，協助市民進行自主健康體位管理，截至民國 104 年 12 月 31 日止，共 18 萬 8,122 人次下載使用。
- 二、整合臺北市產、官、學、民各項資源，推動致胖環境評估及改善，建立市民規律運動及健康飲食的健康生活型態。
- 三、開辦 51 班「體重控制班」，計 1,267 位民眾參與，共減重 2,201 公斤。
- 四、辦理「健康體重管理」獎勵活動，共計 8 萬 7,855 人參與，合計減重 15 萬 8,183.2 公斤（158 公噸）。
- 五、以捷運站為起點，增設 29 條都會上班族健走步道；於鄰里間營造 45 座健走公園；另完成 12 處夜市 / 商圈、100 家攤商 / 142 道產品提供熱量標示。
- 六、民國 104 年 12 月 23 日臺北市政府衛生局獲頒衛生福利部國民健康署「縣市減重破百獎」、「縣市減重達標獎」及「社區健康生活型態營造創新獎」之肯定。



- (5) The Department also worked with the Department of Education of Taipei City Government and various schools to include pedestrian sidewalks around 29 schools as non-smoking areas. As of December 31, 2015, these non-smoking areas were expanded to include sidewalks around 52 schools in Taipei.

Table 1 Smoke-free sidewalks of schools in Taipei City

Category (number of schools)	Name of school
Elementary schools (25)	Jiankang、Minsheng、Xisong、Xingya、Sanxing、Guting、Changan、Wuchang、Heti、Zhongxiao、Yanping、Huajiang、Shuangyuan、Xikou、Xinglong、Wanxing、Xinghua、Nangang、Dahu、Shezi、Yusheng、Beitou、Qingjiang、Guandu、Tianmu
Junior high schools (11)	Jieshou、Yingqiao、Minquan、Chongqing、Chengzheng、Sanmin、Neihu、Shilin、Beitou、Guandu、Lanya
Senior or vocational high schools (10)	Xisong High School、Songshan High School of Agriculture and Industry、The Affiliated Senior High School of National Taiwan Normal University、Chenggong High School、YuCheng High School、Nangang Vocational High School、LiShan High School、Neihu Senior High School、Muzha Vocational High School、National Yang Ming Senior High School
Colleges and universities (6)	Tatung University、Shih Chien University、National Taipei University of Technology、University of Kang Ning、National Taipei University of Business、National Taipei University of Nursing and Health Sciences

5. A total of 25 Anti-Smoking volunteer training classes was held for 539 participants. These volunteers conducted a total of 21,481 patrols in non-smoking areas.

Section 6 Healthy Body

1. The *Taipei Weight Management APP* has added new functions of displaying daily calories consumed, daily calories remaining, meals (and drinking of water) reminders, and sports reminders. The APP also provides flexible functions such as calculating calories expended during athletic activities and queries for the energy content of common food items, allowing users to easily manage their body weight by themselves. This APP was downloaded by a total of 188,122 individuals as of December 31, 2015.
2. The Department integrated various resources from businesses, government agencies, academe and NGOs in Taipei City to assess and improve obesity-inducing environments as well as to promote healthy lifestyles with regular exercise habits and healthy diets.
3. A total of 51 Weight Control Classes were held for 1,267 participants, losing a total of 2,201 kgs.
4. *Healthy Weight Management* incentive events were held for a total of 87,855 participants who lose a total of 158,183.2 kg (158 tons).
5. A total of 29 metropolitan walking trails centered around the metro stations were constructed for commuters in addition to a total of 45 walking parks constructed in various neighborhoods. Food caloric content labels were also established for 100 vendors and 142 products in 12 night markets/commercial districts.
6. On Dec. 23, 2015, the Department of Health of Taipei City Government received commendations and rewards including the *Beyond 100 - County and City Weight Loss Award*, *Target Achievement Award for County and City Weight Loss Programs*, and *Innovation Award for Healthy Community Lifestyles* provided by the Health Promotion Administration (HPA) of the Ministry of Health and Welfare (MOHW) in recognition of its efforts.



七、辦理電話訪問調查發現，臺北市民 18 歲以上民眾有進行體重管理的比率，自民國 101 年 58.3% 提升至 104 年 67.6%。

第七節 癌症防治

辦理婦女子宮頸抹片檢查、乳房攝影檢查、大腸癌篩檢、口腔癌篩檢與肝癌篩檢等服務。

一、癌症醫療網

臺北市參與衛生福利部國民健康署「104 年醫院癌症篩檢 / 診療品質提升計畫」，共 26 家醫療院所；通過「乳房 X 光攝影醫療機構認證」，共 27 家醫院及 8 家診所。

二、辦理多元性篩檢、宣導活動，以提升民眾篩檢認知及受檢意願

- (一) 民國 104 年「台北卡—二代健康卡」四癌篩檢集點活動，辦理台北卡並完成癌症篩檢即可兌換悠遊卡加值金，乳房攝影檢查 2 萬 3,170 人次、大腸癌篩檢 3 萬 1,264 人次、口腔癌篩檢 1 萬 425 人次、子宮頸抹片檢查 1 萬 692 人次，共篩檢 7 萬 5,551 人次。
- (二) 民國 104 年 1 月 28 日與財團法人肝病防治學術基金會假好心肝服務中心共同辦理「免費肝炎及肝癌大檢驗活動」記者會，臺北市政府衛生局局長黃世傑親臨致詞，約有 80 人參加。
- (三) 民國 104 年 2 月 26 日與臺北市中正區健康服務中心及內政部警政署警察廣播電臺假臺北市中山堂前廣場舉辦園遊會活動，設置癌症篩檢及衛教攤位，共計 800 人參與活動。
- (四) 民國 104 年 4 月 18 日配合「104 年幼兒園幼兒健身操及親子趣味園遊會」活動，宣導四癌篩檢並由台北市牙醫師公會提供口腔黏膜檢查，共計 250 人參加。
- (五) 民國 104 年 4 月 25 日與財團法人乳癌防治基金會假乳癌防治基金會視聽教室辦理「乳癌癌篩 男人給女人最好的母親節禮物」記者會，由臺北市市長柯文哲、衛生局局長黃世傑及臺北市立聯合醫院總院長黃勝堅皆親臨致詞，共有 80 人參加。
- (六) 民國 104 年 5 月 1 日辦理「參訪新北市政府衛生局所屬新莊衛生所癌症防治業務」，由衛生局副局長林秀亮領隊，衛生局與臺北市十二區健康服務中心主任及代表，共計 22 人參加。





7. Outcomes of telephone surveys conducted by the Department revealed that the proportion of Taipei citizens above 18 years of age who require weight management rose from 58.3% in 2012 to 67.6% in 2015.

Section 7 Cancer Prevention

Provided services such as pap-smear screening for cervical cancer, mammography examinations, colorectal cancer, oral cavity cancer and liver cancer.

1. Cancer Medical Care Network

A total of 26 medical care institutions from Taipei City participated in the *2015 Hospital Cancer Screening / Treatment Quality Improvement Plan*, while 27 hospitals and 8 clinics successfully obtained *Certification of Medical Institutions Providing X-ray Mammography Services*.

2. Diverse screening and health promotion programs were conducted to improve public knowledge for the screening processes and willingness to undergo screening.

- (1) The 2015 Taipei Card - *The Second Generation Wellness Card* program as well as the Four Cancer Screening and Point Collection Event were organized. Users could apply for a Taipei Card and complete cancer screening in exchange for EasyCard value. A total of 75,551 individuals were screened, of which 23,170 individuals were for breast cancer, 31,264 individuals for colorectal cancer, 10,425 individuals for oral cavity cancer and 10,692 individuals for cervical smear tests.

- (2) The Department worked with the Liver Disease Prevention & Treatment Research Foundation to organize the *Free Screening Event for Hepatitis and Liver Cancer* press conference held at the Good Liver Clinic on January 28, 2015 which was attended by about 80 individuals. Commissioner Dr. Huang Shier-Chieh of the Department of Health, Taipei City Government was also present to give an address.

- (3) A fair was organized together with the Zhongzheng District Health Center as well as the Police Broadcasting Service of the National Police Agency of the Ministry of the Interior in front of the Zhongshan Hall plaza in Taipei City on February 26, 2015. Stalls promoting cancer screening and health education were displayed in the fair, and a total of 800 individuals participated in the event.

- (4) On April 18th, 2015, the *2015 Health Exercises for Kindergarten Children and Creative Family Fair* were held on April 18, 2015 for a total of 250 participants. The screening for the 4 major cancers was promoted and the oral mucosal screening was provided by the Taipei Dental Association.

- (5) The Department worked with the Taiwan Breast Cancer Foundation to organize the *Breast Cancer Screening - The Best Mother's Day Present* press conference at the audio-visual classroom of the Foundation on April 25, 2015. This conference was attended by about 80 individuals, Taipei City Mayor Ko Wen-Je, Commissioner Dr. Huang Shier-Chieh of the Department of Health, and Superintendent Dr. Huang Sheng-Jean of the Taipei City Hospital who each gave their respective addresses.

- (6) A 22-member delegation composed of directors and representatives of the Department and 12 district health centers led by Deputy Commissioner Lin Hsiu-Liang of the Department of Health attended the *Observation of Cancer Prevention Activities at the Xinzhuang Health Center of New Taipei City Government Department of Health* on May 1, 2015.



- (七) 民國 104 年 5 月 23 日與臺北市中正區健康服務中心、遠東聯合診所，結合家樂福員工家庭日，假台北中山堂辦理四癌篩檢，共計 800 人參加。
- (八) 民國 104 年 8 月 7 日與臺北市立聯合醫院共同辦理「健康活力爸爸節 父親愛篩檢」活動，子宮頸抹片檢查 182 人、乳癌篩檢 114 人、口腔癌篩檢 42 人及大腸癌篩檢 163 人。
- (九) 民國 104 年 9 月 1 日辦理「愛咪咪方程式—乳癌首次篩檢個案獎勵活動」，截至 9 月 30 日止，共計 2,041 人參加。
- (十) 民國 104 年 10 月 1 日起舉辦「愛咪咪 2 部曲—健康女人上下齊守！」乳癌首次篩檢及 6 年以上未接受子宮頸抹片個案獎勵活動，活動至 11 月 15 日截止，共 1,959 人參加。
- (十一) 民國 104 年 10 月 1 日起至 11 月 10 日，臺北市政府衛生局響應財團法人癌症希望基金會舉辦「2015 Running for HOPE 希望妳在 為妳而跑」女性癌症宣導活動，以黃世傑局長手持活動標誌之照片於該會社群網站宣導癌症防治相關訊息。
- (十二) 民國 104 年 10 月 3 日與台灣癌症基金會假 Y17 臺北市青少年育樂中心辦理「2015 粉紅運動 Care HER2—愛波舞后舞林召集令」活動，約 200 人與會。
- (十三) 民國 104 年 10 月 4 日配合口愛特攻隊活動於臺北市立動物園提供民眾口腔癌篩檢服務，共計 30 人參與篩檢。
- (十四) 民國 104 年 10 月 25 日配合口愛特攻隊活動於信義區香堤廣場提供民眾口腔癌及大腸癌篩檢服務，參與口腔癌篩檢人數 14 人，大腸癌篩檢人數 5 人。
- (十五) 民國 104 年 11 月 25 日與臺北市內湖區健康服務中心及內湖皇冠計程車車隊共同合作舉辦計程車司機口腔癌篩活動並發布新聞稿宣導口腔癌防治，參與口腔癌篩檢民眾共計 47 人、大腸癌篩檢民眾共計 21 人。



● 黃世傑局長參與財團法人癌症希望基金會「2015 Running for HOPE 希望妳在，為妳而跑」宣導活動
Commissioner Dr. Huang Shier-Chieh participated in the promotional event for the 2015 Running for HOPE of the Hope Foundation for Cancer Care



- (7) Screening for the four major cancers were jointly held at the Taipei Zhongshan Hall on the Carrefour Family Day, May 23, 2015, with the Zhongzheng District Health Center of Taipei City and Far Eastern Polyclinic. A total of 800 people participated in these screening activities.
- (8) *Healthy and Energetic Father's Day - Dad Loves to Screen* event was held together with the Taipei City Hospital on August 7, 2015. A total of 182 individuals received cervical smear tests, 114 individuals received breast cancer tests, 42 individuals received oral cavity cancer tests, and 163 individuals received colorectal cancer tests.
- (9) *Loving your Breasts - Rewards for 1st Time Recipients of Breast Cancer Screening* was initiated on September 1, 2015. A total of 2,041 individuals participated in the program as of September 30, 2015.
- (10) *Loving your Breasts Chapter 2 - Healthy Women Protects their Upper and Lower Body* was initiated on October 1, 2015. This program offered rewards for women undergoing breast cancer screening for the first time as well as those who have not received cervical smear tests for more than 6 years. A total of 1,959 individuals participated in the program as of November 15, 2015.
- (11) The Department worked with the Hope Foundation for Cancer Care to organize the *2015 Running for HOPE* gynecological cancer awareness event from October 1 to November 10, 2015. The photograph of Commissioner Dr. Huang Shier-Chieg holding the event logo was used to promote information related to cancer prevention on the social network website of the Foundation.
- (12) The *2015 Pink Movement Care HER2 - Loving Dancer Mobilization Program* was organized together with the Formosa Cancer Foundation at the Y17 Taipei Youth Activity Center on October 3, 2015. About 200 individuals participated in this event.
- (13) The Department held the Oral Health Task Force to provide the general public with oral cavity cancer screening services at the Taipei Zoo on October 4, 2015. A total of 30 individuals received the screening services.
- (14) The Department held the Oral Health Task Force to provide oral cavity cancer and colorectal cancer screening services to the general public at Xiangti Plaza in Xinyi District on October 25, 2015. A total of 14 individuals underwent oral cavity cancer screening while 5 individuals underwent colorectal cancer screening.
- (15) Oral cavity cancer screening as well as release of press articles promoting the prevention and treatment of oral cavity cancer was jointly organized with the Neihu District Health Center, Taipei City and Neihu Crown Taxi on November 25, 2015. A total of 47 individuals underwent oral cavity cancer screening while 21 underwent colorectal cancer screening.



● 104年11月本局推廣乳癌篩檢紅絲帶照片
Pink ribbons symbolizes the promotion of breast cancer screening by the Taipei City Department of Health in November 2015



- (十六) 民國 104 年 11 月 27 日配合衛生福利部國民健康署辦理「檳榔防制日口腔癌 OUT」活動，由臺北市中山醫院及臺北市萬華區健康服務中心提供民眾口腔癌篩檢服務暨相關癌症防治宣導。
- (十七) 民國 104 年 12 月 3 日上午假臺北市政府市政大樓 1 樓沈葆楨廳辦理「市府免費健康檢查暨四癌篩檢活動」，成人健檢 111 人、子宮頸抹片檢查 62 人、乳癌篩檢 31 人、口腔癌篩檢 18 人及大腸癌篩檢 25 人。
- (十八) 民國 104 年 12 月 13 日參與財團法人台灣癌症基金會辦理「第九屆抗癌鬥士頒獎典禮」，共計 400 人參與。

三、癌症篩檢及防治

(一) 子宮頸癌篩檢

民國 104 年臺北市 30 歲至 69 歲婦女共完成子宮頸抹片檢查 23 萬 8,219 人，2 年以上未抹完成子宮頸抹片檢查數，共計 6 萬 6,446 人；6 年以上未抹完成抹片檢查數，共計 1 萬 5,173 人，376 人確診為子宮頸癌。

(二) 乳癌篩檢

民國 104 年接受乳房 X 光攝影共計 9 萬 4,100 人，其中 616 人確診為乳癌。

(三) 大腸癌篩檢

民國 104 年共篩檢 13 萬 6,371 人，其中 243 人確診為大腸癌。

(四) 口腔癌篩檢

1. 民國 104 年共篩檢 8 萬 6,572 人，其中 63 人確診為口腔癌。
2. 民國 104 年共辦理「非牙科、耳鼻喉科專科醫師口腔黏膜檢查教育訓練」3 梯次，總計 80 名醫師完訓。

(五) 整合性預防保健服務

民國 104 年共辦理 56 場次，篩檢 1 萬 53 人。

(六) 「癌症篩檢管理中心」進行高危險群癌症篩檢及轉介困難個案追蹤與管理

民國 104 年高危險群篩檢困難個案催檢並完成篩檢共 5,601 人，篩檢陽性轉介困難個案追蹤並完成確診共 4,006 人。



● 黃世傑局長參與財團法人台灣癌症基金會辦理「第九屆抗癌鬥士頒獎典禮」活動
Commissioner Dr. Huang Shier-Chieh participated in the 9th Cancer Warrior Award Ceremony organized by the Formosa Cancer Foundation



- (16) *The Betel Nut Prevention Day - Oral Cavity Cancer OUT* event was held with the Health Promotion Administration (HPA) of the Ministry of Health and Welfare (MOHW) on November 27, 2015. Oral cavity cancer screening services and promotion of information on the prevention and treatment of related cancers were jointly provided by the Chung Shan Hospital and the Wanhua District Health Center of Taipei City.
- (17) *Free Health Check-up and Screening for the Four Cancers at the City Hall* were carried out at the Shen Baozhen Hall at the 1F of Taipei City Hall in the morning of December 3, 2015. A total of 111 people served with adult health examinations, 62 received cervical smear tests, 31 received breast cancer tests, 18 received oral cavity cancer checks, and 25 colorectal cancer tests were carried out.
- (18) The Department participated in the *9th Cancer Warrior Award Ceremony* held by the Formosa Cancer Foundation on December 13, 2015. The ceremony was attended by 400 individuals.

3. Prevention and Screening of Cancer

(1) Cervical Cancer Screening

In 2015, a total of 238,219 women from 30 to 69 years old received Pap smear tests. Of which, 66,446 individuals had not undergone the test for over 2 years, while 15,173 individuals had not undergone the test for more than 6 years. Test results confirmed 376 cases of cervical cancer.

(2) Breast Cancer Screening

In 2015, a total of 94,100 individuals had X-ray mammography. Test results confirmed 616 cases of breast cancer.

(3) Colorectal Cancer Screening

In 2015, a total of 136,371 individuals underwent colorectal cancer screening. Test results showed 243 confirmed cases of colorectal cancer.

(4) Oral Cavity Cancer Screening

1. In 2015, a total of 86,572 individuals underwent oral cavity cancer screening. Test results confirmed 63 cases of oral cavity cancer.

2. A total of 3 sessions of *Oral Mucosal Screening Training for non-Dentists and non-Otorhinolaryngology Physicians* were held in 2015, with a total of 80 physicians completing the training course.

(5) Integrated Preventive Healthcare Screening Services

A total of 56 screening services were provided to 10,053 individuals in 2015.

(6) The Cancer Screening Center conducts cancer screening for high risk groups and provides referral services to difficult cases for follow-up and management.

In 2015, a total of 5,601 individuals from high risk groups and difficult cases were screened. Of these cases, 4,006 cases that tested positive for cancer and referred for difficult cases follow-up have confirmed their diagnostics.





第八節 「台北卡」健康服務（健康雲）

一、「台北卡」健康服務集點兌點服務

為整合臺北市政府各局處發行多種證卡及各項市政服務，結合民眾使用率高及通路多元化之悠遊卡，發行「台北卡」。臺北市政府資訊局自民國 103 年 10 月 13 日主政辦理「台北卡整合服務」，整合衛生局二代健康卡、社會局敬老卡、教育局數位學生證、公共運輸處愛心卡及愛心陪伴卡等 5 種卡證，原衛生局二代健康卡提供市民「台北卡」歸戶及「台北卡—健康服務」註記作業。

為強化市民自我健康管理的效能，臺北市政府衛生局導入科技規劃，建構雲端化的健康照護模式，藉由「台北卡」將民眾個人的相關預防保健健康資料，放置雲端，方便民眾隨時可查詢自己個人的健康資料，以利自我健康管理。民國 104 年衛生局辦理 20 項健康篩檢服務（兒童發展篩檢、學齡前兒童整合性篩檢、癌症篩檢、肺結核篩檢、心情溫度篩檢、失智症篩檢、結核病 X 光主動篩檢及婚後孕前篩檢），及健康促進活動（糖尿病人保健康、雲端血壓量測保健暨健康便利站、兒童牙齒塗氟服務、學童家長健康量腰圍、台北悠活體驗館、新移民享健康、指紋捺印服務、健康服務歸戶及台北卡加入健康雲會員等），給予集點兌換悠遊卡加值金的獎勵。

二、「台北卡」健康服務集點兌點服務活動成效

臺北市政府「台北卡整合服務」自民國 103 年 10 月 13 日起開辦，截至 104 年 12 月 31 日「台北卡—健康服務」共申辦 14 萬 7,422 張（中低收入戶、低收入戶、原住民、新移民及 0-6 歲兒童等特殊族群 6 萬 5,489 張、一般市民 8 萬 1,933 張）。104 年辦理「台北卡—健康服務」集點兌點服務提供 20 項健康篩檢及健康促進集點方案，已於 104 年 11 月 15 日兌點截止，共集 1,236 萬 4,175 點，計 20 萬 8,314 人集點，兌換 694 萬 7,000 點。





Section 8 Taipei Card Health Services (Health Cloud)

1. Taipei Card Health Service - Point Collection and Exchange Services

The *Taipei Card* was issued as a solution for integrating multiple cards, passes and government services issued and provided by various departments and offices of the Taipei City Government while combining the highly used EasyCard with its multiple sales channels. The Department of Information Technology of the Taipei City Government was placed in charge of the *Taipei Card Services Integration* project since October 13, 2014. A total of five card services, namely the 2nd Generation Health Card from the Department of Health (DOH), Senior Service Card from the Department of Social Welfare (DOSW), Digital Student Pass of the Department of Education (DOE), and the Love Card and Love Companionship Card from the Taipei City Public Transportation Office (PTO), were combined. The 2nd Generation Health Card of the Department (DOH) allowed citizens to register their *Taipei Card* as well as the *Taipei Card - Health Services*.

To strengthen and facilitate independent health management among citizens of Taipei, the Department introduced a technological plan to establish a cloud-based healthcare model. Users may use the *Taipei Card* to upload personal health and disease prevention information to the Cloud while allowing access to health information at any time. In 2015, the Department organized 20 health screening services (children developmental screening, integrated screening for pre-school children, cancer screening, tuberculosis (TB) screening, mood temperature screening, dementia screening, active X-ray screening for TB, and pre-pregnancy screening for married women) as well as health promotion activities (health of diabetics, cloud-based blood pressure measurement and healthcare stations, fluoride treatment for children, healthy waistline measurements for school children and their parents, Taipei Active Ageing Pavilion, healthcare services for New Immigrants, fingerprinting services, personal health services, and Health Cloud membership through the Taipei Card). Users may collect points through these screening services and activities in exchange for EasyCard cash value.

2. Outcomes of the Taipei Card Health Service

Point Collecting and Exchanging Service

Since the initiation by the Taipei City Government of the *Taipei Card Services Integration* project on October 13, 2014 till December 31, 2015, a total of 147,422 applications for the *Taipei Card - Health Service* were received (65,489 cards were issued for medium income households, low income households, indigenous peoples, new immigrants, children from 0 to 6 years old, and other special groups, while 81,933 cards were issued for ordinary citizens). As of November 15, 2015, the *Taipei Card - Health Service* point collecting and exchanging program provided for 20 health screening and health promotion activities in 2015 saw a total of 208,314 individuals collecting a total of 12,364,175 points, of which 6,947,000 points were exchanged for rewards.



第二章 健康城市

第一節 健康城市

一、推動臺北健康城市

(一) 臺北市政府衛生局暨相關局處及臺北市民間團體參加「第7屆台灣健康城市暨高齡友善城市獎項及成果海報展示」評選，於健康城市暨高齡友善城市之健康政策、生活、產業、親老、無礙、康健及特色等各施政成果表現亮眼，臺北市榮獲1項健康城市卓越獎鄉鎮市區組（中山區）、10項創新成果獎及4項成果海報展示優勝。



● 台灣健康城市暨高齡友善城市頒獎
Taiwan Healthy City and Age-friendly City award ceremony

(二) 民國104年10月21日至10月23日，臺北市政府出席在印尼辦理之「第47屆亞太公共衛生學術聯盟國際研討會」，臺北市政府衛生局以口頭發表「臺北市民對建置戶外無菸友善環境之支持度及可能影響支持度因素探討」及海報展示「臺北市學童健康起步計畫—減度防齲專案」，與其他城市進行交流。

二、職場健康促進

(一) 民國104年臺北市計280家職場通過衛生福利部國民健康署「健康職場認證」，其中55家為大型職場、25家中型職場、200家小型職場，通過之認證標章類別分別為「健康促進」標章238家（其中36家為大型職場）、「健康啟動」標章42家。

(二) 「104年臺北市績優健康職場獎勵計畫」共有10家事業單位獲得「臺北市績優健康職場」獎項，獲獎名單分別為中華電信股份有限公司臺灣北區電信分公司、英業達股份有限公司、台灣富士全錄股份有限公司、華碩電腦股份有限公司、資誠聯合會計師事務所、中租控股股份有限公司、台灣中油股份有限公司總公司、荷蘭商台灣戴爾股份有限公司台灣分公司、台北富邦商業銀行股份有限公司、中華電信股份有限公司臺灣北區電信分公司台北營運處。

(三) 臺北市民國104年1月至12月特別危害健康作業勞工接受特殊健康檢查共6,360人，健檢結果屬第1級管理者3,522人、第2級管理者2,670人、第3級管理者146人、第4級管理者22人；一般作業勞工接受檢查人數18萬9,316人，需健康追蹤檢查人數共7萬8,415人、需治療或採其他措施人數共6,202人。



Chapter 2 Healthy City

Section 1 Healthy City

1. Promoting Taipei Healthy City

- (1) The Department of Health of the Taipei City Government (the Department) and NGOs in Taipei City participated in the *7th Taiwan Healthy City and Age-friendly City Awards and Achievements Poster Display* competition and demonstrated spectacular achievements in administrative efforts for health policies, lifestyle, industries, age-friendliness, accessibility and wholesome living, and unique features for building a Healthy City and Age-friendly City. Taipei City won 1 Healthy System Excellence Award in the Township and District Division (Zhongshan District), 10 Innovative Awards, and 4 Poster Display Excellence Awards.
- (2) Taipei City Government attended the *47th Asia-Pacific Academic Consortium for Public Health* held in Indonesia from October 21 to 23, 2015. The Department gave an oral presentation on *Investigation of the Level of Support and Potential Factors that May Influence Support for Establishing Outdoor No Smoking and Friendly Areas in Taipei City* and a poster presentation titled *Improvements to Short-Sightedness and Tooth Decay Prevention Project - Health Starter Project of School Children in Taipei City* and discussed information and knowledge with other cities.

2. Workplace Health Promotion

- (1) A total of 280 workplaces passed the Health Workplace Certification organized by the Health Promotion Administration (HPA) of the Ministry of Health and Welfare (MOHW). These workplaces include 55 large workplaces, 25 medium workplaces, and 200 small workplaces. A total of 238 workplaces were given Health Promotion labels (36 of these were large workplaces) while 42 received Health Activating labels.
- (2) A total of 10 companies received the *Award of Excellence for Health Workplace in Taipei City* that was part of the *2015 Taipei City Excellent Workplace Reward Program*. These companies were: Chunghwa Telecom Northern Taiwan Business Group, Inventec Corporation, Fuji Xerox Taiwan Corporation, ASUSTeK Computer Inc., PwC Taiwan, Chailease Holding Company Limited, CPC Corporation, Taiwan, Dell Taiwan, Taipei Fubon Commercial Bank Co., Ltd., and Chunghwa Telecom Northern Taiwan Business Group Taipei Branch.
- (3) From January to December 2015, a total of 6,360 laborers involved in special and health hazardous work received special health checks. The results showed that a total of 3,522 required class 1 management, 2,670 required class 2 management, 146 required class 3 management, and 22 required class 4 management. A total of 189,316 laborers engaged in normal operations underwent health checks. Results showed that 78,415 individuals required follow-up examinations, while 6,202 individuals required treatment or other measures.



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七大指標，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，民國 104 年推動成果如下：

一、為瞭解社區事故傷害發生情形，與臺北市 10 家醫療院所急診室合作建立傷害監測機制，目前共收集約 1 萬 3,426 件事務傷害案件資料，妥善運用於社區安全促進方案之發展與評值。

二、推動安全社區營造

(一) 辦理 104 年臺北市社區安全促進輔導計畫，輔導臺北市內湖區、中正區、信義區、大同區、文山區及南港區六區永續營造安全社區。

(二) 民國 104 年 11 月 22 日至 11 月 25 日至泰國參加「第 22 屆國際安全社區研討會」，海報展示 4 篇，分享臺北市推動安全社區營造之經驗與成果，與各國推動安全促進實務工作者經驗交流。

(三) 民國 104 年 12 月 4 日臺北市內湖、文山、南港、大同及信義五區榮獲國際安全社區再認證，內湖安全社區更率全國先例通過第 3 次認證，展現對於社區安全與健康的行動力。

三、推動「原住民、新住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，民國 104 年完成訪視 1,864 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。



● 內湖安全社區榮獲第三次國際安全社區認證
Neihu Safe Community successfully won the International Safe Community certificate for the 3rd time

第三節 高齡友善城市

為使臺北市成為「高齡友善城市」，民國 104 年結合臺北市政府 19 個局處、臺北市十二區健康服務中心、轄區內醫療院所、民間團體等共同推動，召開 2 場次跨局處會議，1 場次教育訓練及 3 場次工作坊，104 年臺北市榮獲衛生福利部國民健康署與台灣健康城市聯盟合辦之「2015 年第 7 屆臺灣健康城市暨高齡友善城市」15 項大獎肯定。

臺北市政府衛生局以社區為基礎，整合產、官、學、民之相關單位資源，建立支持性環境，辦理高齡友善城市八大議題〈含老人防跌、規律運動、健康飲食、心理健康促進、口腔保健、菸害防制、社會參與、篩檢服務等〉，截至民國 104 年底共計 14 萬 2,474 人次參與，藉由提供健康促進服務，提供長者健康促進課程及相關健康資訊。



Section 2 Safe Community

In accordance with the 7 major indicators of a safe community developed through years of practical experiences of countries around the world in preventing accidents and injuries, the Department of Health (the Department) adopted the objectives of integrating resources from multiple departments, strengthening action capacities, and developing accident prevention and safety promotion strategies that meet local needs. The following lists the outcomes of activities carried out in 2015:

1. To better understand the background of accidents that occur in communities, the Department worked with 10 emergency departments of medical institutions in Taipei City to establish the Injury Monitoring System which has compiled information from a total of 13,426 accidents to date. This information would then be properly utilized to develop and evaluate community-level safety improvement plans.
2. Building Safe Communities
 - (1) The 2015 Taipei City Safe Communities Counseling Project was carried out to advise the 6 districts of Neihu, Zhongshan, Xinyi, Datong, Wenshan, and Nangang to build sustainable and safe communities.
 - (2) The Department attended the *22nd International Safe Community Conference* held in Thailand in November 22-25, 2015 and mounted 4 poster exhibits that shared the experiences and outcomes of efforts implemented by Taipei City in building safe communities. Experiences were also shared with professionals around the world promoting safe communities in their respective countries.
 - (3) In December 4th, 2015, a total of 5 districts in Taipei City, namely Neihu, Wenshan, Nangang, Datong, and Xinyi, successfully passed International Safe Community Re-certification. Neihu District was also the first in the entire country to become certified for Safe Community standards for the 3rd time, highlighting the efforts and activities conducted towards community safety and health.
3. The Department carried out the *Home Environment Safety Inspection and Counseling Project for Indigenous Peoples, New Immigrants and Disadvantaged Groups* where families with young children below the age of 6 were provided with home environment safety inspection and education. A total of 1,864 visits were conducted in 2015 to achieve a better understanding of home environment safety, encourage improvements to home environments and reduce the incidence of accidents of children at home.

Section 3 Age-friendly City

In order to become an *Age-friendly City*, the 19 departments of the Taipei City Government, 12 district health centers of Taipei City, affiliated medical institutions, and NGOs joined forces to convene a total of 2 cross-department meetings, 1 training session and 3 workshops towards this objective. In recognition of its efforts, Taipei City received 15 major awards in the *7th Taiwan Healthy and Age-Friendly City* event of 2015 that was jointly organized by the Health Promotion Administration (HPA) of the Ministry of Health and Welfare (MOHW) and the Taiwan Alliance for Healthy Cities (TAHC).

The Department of Health of the Taipei City Government (the Department) established a supportive environment by combining resources from businesses, government agencies, academe and NGOs. Efforts were focused on the community to tackle 8 major themes of age-friendly cities (prevention of falls, routine exercise, healthy diets, promotion of mental health, oral health, tobacco hazards control, community participation and provision of screening services). As of the end of 2015, a total of 142,474 individuals participated in the age-friendly city program and enjoyed health promotion services that include health promotion courses and relevant health information for senior citizens.

Public Health of Taipei City





Part 3
Enhancing Food, Drugs,
and Cosmetics Safety

第 **3** 篇

強化食藥粧安全



第三篇 強化食藥粧安全

第一章 建構食藥粧安全消費環境

第一節 食藥粧安全資訊透明化

臺北市政府衛生局主動公布食品安全稽查與抽驗、化粧品標示與品質及藥政稽查與宣導相關資訊，民國 104 年 1 月至 12 月共發布 133 則結果，網站瀏覽人次 5,470 人次。

鑑於市民關切食品安全意識抬頭，並讓臺北市餐飲業者了解應遵循之規範，臺北市政府衛生局分析比較國外先進城市執行餐飲衛生管理經驗，發現各國政府衛生部門均主動於政府網站公告餐飲業管理相關資訊，以達資訊公開透明，並維護市民食的安全。食品安全制度透明化政策重點為：使食品業者與消費者熟稔食品安全衛生管理的基本規範及提供市民食品安全相關資訊。故臺北市政府衛生局民國 104 年 1 月 26 日於官網首頁設置「食品資訊」專區，主動公開食品衛生稽查表單及檢查作業流程 6 項次，供食品業者及消費者點閱下載，並表列餐飲業者應遵循之食品衛生規範項目 21 項次，供業者自主檢核學習，亦陸續於「食品資訊」專區新增反式脂肪專區、餐飲衛生管理分級評核專區、衛生講習及廚師證書辦理單位專區、食材交互作用相關資訊。

此外，業者近年來隨著消費者對各類產品的渴求與認知，廣告申請與時俱增，臺北市政府衛生局於民國 104 年 12 月 7 日於官網首頁增設「藥物及化粧品廣告申請專區」，主動提供業者申請之應備文件、表格及申辦方式，並整理廣告申請 Q&A 等相關資訊供業者參考，期使業者能在送件前對申請相關流程充分了解，期減少退、補件次數，以提升整體廣告申請流程之順暢，藉由提供便民措施，讓藥物及化粧品廣告於刊登前經政府單位審核，以確保消費者取得正確的消費資訊。





Part 3 Enhancing Food, Drugs, and Cosmetics Safety

Chapter 1 Building a Safe Consumer Environment for Food, Drugs and Cosmetics

Section 1 Transparency of Information related to Food, Drugs and Cosmetics

The Department of Health of Taipei City Government (the Department) has taken the initiative in publicly releasing information related to food safety audits and random inspections, cosmetics labeling and quality, and pharmaceutical audits. A total of 133 test results from January to December 2015 were released and the website was perused by a total of 5,470 visitors.

In response to the growing public awareness for food safety issues and to help food service businesses in Taipei City gain a better understanding of regulations that they should comply with, the Department analyzed the experiences of food sanitation management in advanced cities around the world, and found that various public health agencies in various countries have published information on food service businesses to achieve better transparency of information while safeguarding food safety among citizens. Key policies in enhancing the transparency of food safety systems include: familiarizing food services and consumers with the basic standards of food safety and sanitation management, and providing fellow citizens with information related to food safety. The Department therefore established a *Food Information* section on the home page of its official website on January 26, 2015, actively publishing a total of 6 food sanitation audit checklists and inspection processes and listed a total of 21 food sanitation specifications that food service businesses must comply with, allowing business owners to conduct self-inspection and acquire relevant information. The *Food Information* section would later be divided into sub-sections providing various information on trans-fat, food sanitation management assessment schemes and rating levels, health seminars and chef certification organizers and mutual reactions between food ingredients.

As business owners face increasing demands from consumers for various products and product information, the number of advertisement applications has increased as well. The Department therefore established a *Pharmaceuticals and Cosmetics Advertisement Application Section* on the home page of its official website on December 7, 2015. This section actively provides business owners and applicants with information on the documents to prepare, the application process, as well as standard forms. Advertisement application Q&A and other relevant information were provided as reference information with the hopes that business owners can gain a full understanding of the application process before submitting their documents in order to reduce the number of rejects or re-submission of missing documents and ensuring better application success. These public convenience services also ensure that all pharmaceuticals and cosmetics advertisements were reviewed by government agencies prior to release so that the consumer is provided only with accurate information.



第二節 餐飲衛生管理分級

近年來國內食品安全重大事件頻傳，雖未造成人體立即危害，卻造成整體經濟及民眾信心損害。鑑於民眾食品安全意識抬頭，外食人口逐漸增多，為使市民吃得安心，並回應民眾期待，臺北市政府衛生局即依循市政白皮書「食安·10安」及「安心外食」之施政目標，鎖定外食族飲食安全，並遵循衛生福利部食品藥物管理署訂定之「餐飲衛生管理分級評核制度」，擬針對臺北市餐飲業者進行分級評核，藉以提升臺北市餐飲衛生安全，並提供消費者選擇參考。

經臺北市政府於民國 104 年 3 月 16 日召開第 1 次食安委員會議決議，餐飲衛生管理制度應與中央制度接軌，故自 104 年起，臺北市政府衛生局即依循衛生福利部食品藥物管理署規劃之「餐飲衛生管理分級評核制度辦理注意事項」，規劃臺北市餐飲衛生管理分級制度。期望藉由確實執行臺北市餐飲衛生管理分級評核制度，呼應市政白皮書之內容，將外食族及學校午餐、上班族外食便當列為優先施政重點，加強要求供應商提升品質，保障學生與上班族吃的安心。104 年計畫預定目標，為完成臺北市業者至少 100 家通過評核。本案專家學者會議於 7 月 30 日召開，研擬 104 年優先評核業別（中式盤菜餐廳、轉運站美食街、自助餐廳及一般餐廳），並制訂評核手冊，後於 8 月 4 日、8 月 6 日及 8 月 29 日召開 3 次輔導及評核人員共識會議，以統一本案各輔導及評核人員之標準，取得共識，以達最大公平性。同時更舉辦 7 場次業者說明會，讓業者能瞭解本評核制度相關評核細節及注意事項，並有效強化業者衛生自主管理能力，以達進一步提升食品衛生安全之目標。

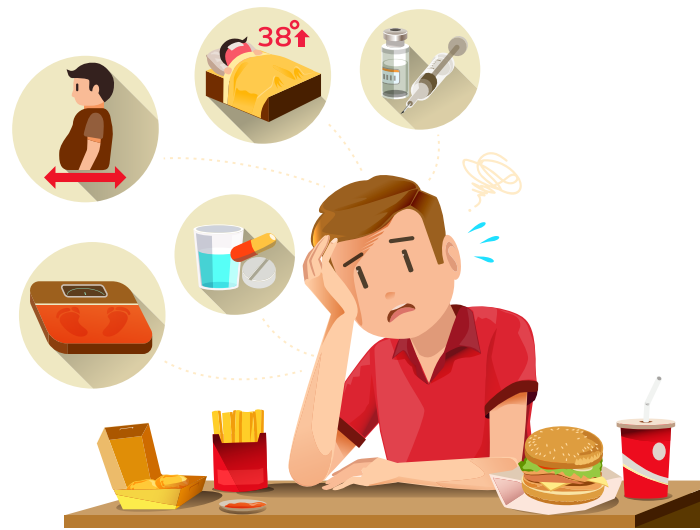




Section 2 Food Sanitation Management and Grading

A number of major food safety incidents have occurred in Taiwan. Although these incidents dealt no immediate harm to the human body, they still negatively impacted the overall economy as well as public confidence in food safety. In response to growing public awareness for food safety and the growing number of people having meals outside their homes, the Department has referred to the Taipei City Government white paper of *10 Food Safety Requirements* and the administrative objective of *Safe Dining Services* to target food safety for people consuming outside food to sustain public confidence and meet the relevant expectations. The Department also complied with the *Food Sanitation Management and Assessment Grading System* stipulated by the Taiwan Food and Drugs Administration (TFDA) of the Ministry of Health and Welfare (MOHW) and planned to adopt this system for grading food service businesses, improve food sanitation and safety in Taipei City, and provide consumers with a reference when choosing their dining options.

The 1st Food Safety Committee Meeting of the Taipei City Government held on March 16, 2015 resolved to align the city's Food Sanitation Management System to that of the central government. In 2015, the Department began planning the Taipei City Food Sanitation Management and Assessment Grading System in accordance with the *Reminders for Implementing a Food Sanitation Management and Assessment Grading System* established by the Taiwan Food and Drugs Administration (TFDA) of the Ministry of Health and Welfare (MOHW). The aim is to ensure proper implementation of the Taipei City Food Sanitation Management and Assessment Grading System in response to the Taipei City Administration White Paper. The top administrative focuses include lunches for people eating outside and school children as well as takeaway meals. Requirements are strongly enforced upon food service vendors to improve quality so that both students and working people could have confidence in the safety of the food that they eat. Objectives planned in 2015 include completing assessments for at least 100 food service vendors in Taipei City. Subject matter expert (SME) meeting for this project was convened on July 30 to formulate a list of priority food service vendors for 2015 (Chinese food restaurant, the food court in the Taipei Bus Station, buffet restaurants and general restaurants) and to generate an assessment manual. A total of 3 consensus meetings were held for consultants and auditors on August 4, August 6, and August 29 in order to establish a unified standard for consultants and auditors who were part of the project, build general consensus and maximize the objectivity of the assessment process. A total of 7 interpretation conferences were also held for food businesses so that business owners could gain a proper understanding of the relevant details and key areas of the assessment process, significantly improve self sanitation management capacities, and achieve the objective of improved food sanitation and safety.





● 餐飲衛生管理分級期中成果發表會出席人員合影

Group photograph of attendants of the mid-term results presentation conference for the classification of food sanitation management

此案參與之餐飲業者經專家學者 2 次實地輔導及 1 次評核，民國 104 年總計完成評核 182 家次業者，通過評核業者共計 135 家（優級業者總計 65 家，良級業者總計 70 家），通過評核比率約為 74%，高於 104 年預期目標數。臺北市政府衛生局於 104 年 9 月 24 日舉辦期中成果發表會，由市長頒發第 1 階段通過評核業者獎狀及標章貼紙，並吸引更多未參加之業者未來能共同參與，為市民外食把關。未來將持續努力，預計於 4 年度達成輔導臺北市至少 1,000 家業者通過本評核制度，以達維護民眾外食安全之目標。

藉由餐飲分級評核制度之施行，可提升業者衛生自主管理的能力，使餐飲業之食品衛生安全更趨完善，並藉由臺北市政府衛生局聯合稽查隊之追蹤評核，有效監督業者，以維持標章公信力。未來通過評核業者之名單將彙整回報衛生福利部食品藥物管理署協助轉知各縣市，增加業者之競爭力。民眾亦可以藉由餐飲分級評核制度，選擇衛生優良且衛生安全之店家，可擁有安全的消費環境。

第三節 淨化食藥粧廣告

一、透過建置「藥物及化粧品廣告線上申辦暨查詢系統」提供業者多元申辦管道，鼓勵業者線上申辦，以提升便民服務，民國 104 年線上申請件數共計 7,002 件。

二、民國 104 年查獲違規廣告共計 3,147 件（食品 1,084 件、藥物 251 件、化粧品 1,812 件）；處分違規廣告共計 1,010 件（食品 294 件、藥物 55 件、化粧品 661 件），杜絕誇大不實的違規廣告，以保障消費大眾的權益與健康，並減少消費爭議。



A total of 182 food businesses that were part of this project underwent 2 site consultations and 1 site inspection by SMEs. Of these, 135 passed the inspection (with 65 being rated as *Excellent* and 70 rated as *Good*) with a passing rate of 74% which was higher than the expected goal of 2015. The Department held a mid-term results presentation on September 24, 2015 where the Taipei City Mayor awarded certificates, labels, and stickers for businesses that passed Phase 1 of this assessment program. The presentation was aimed to encourage more food businesses to take part in order to better safeguard food safety for citizens who dine outside their homes. The Department shall continue to commit efforts to ensure that at least 1,000 food businesses in Taipei City successfully pass the assessments within the next 4 years to attain the objective of ensuring food safety for people who dine outside.

The Assessment Grading System for food services could help improve self-management capacities of food businesses, enhance the comprehensiveness of food sanitation and systems of food service providers, and allow inspection teams from the Department to conduct follow-up assessments, ensure proper monitoring of food service providers and maintain public confidence for food safety labels. The list of qualified food businesses shall be compiled and reported to the Taiwan Food and Drugs Administration (TFDA) of the Ministry of Health and Welfare (MOHW) which could then be communicated to various counties and cities to improve the competitiveness of food businesses that successfully passed these assessments. The public may also refer to the outcomes of the Food Service Assessment Grading System and select food vendors that achieved excellence in sanitation and safety in order to enjoy a safe dining environment.



- 衛生福利部食品藥物管理署署長姜郁美、臺北市市長柯文哲參與餐飲衛生管理分級期中成果發表會
Director-General Chiang Yu-Mei of the Ministry of Health and Welfare Food and Drugs Administration and Taipei City Mayor Ko Wen-je attended the results presentation conference for the classification of food sanitation management

Section 3 Management of Advertisements for Food, Drugs, and Cosmetics

1. The Department established the *Online Application and Query System for Advertisements of Drugs and Cosmetics* to provide business owners with a diverse selection of application channels and encourage them to submit applications online for improved convenience and services. In 2015, a total of 7,002 online applications were received.
2. A total of 3,147 illegal advertisements were identified in 2015 (1,084 for food, 251 for drugs, and 1,812 for cosmetics). Of these 1,010 individuals were penalized (294 for food, 55 for drugs, and 661 for cosmetics). Such measures sought to eliminate advertisements with illegal exaggerations to better protect consumer rights and health and reduce consumer disputes.



- 三、透過適時發布新聞，提醒消費者，勿聽信宣稱誇大不實之廣告，避免因購買違規廣告所宣稱之產品，而導致金錢損失及傷害身體。民國 104 年 3 月 30 日發布「違規廣告『綠膳纖』居冠—臺北市政府衛生局公布 103 年度違規廣告查處成果」，公布產品違規廣告王「綠膳纖」下架封存並持續監督，以及食品、藥物及化粧品違規廣告查處結果，呼籲消費者勿輕信誇大不實之廣告，宣導民眾正確的消費觀念。
- 四、配合民國 105 年施行之不適合兒童長期食用之食品廣告及促銷管理辦法，加強輔導及管理不適合兒童長期食用食品之促銷及廣告，104 年即先行監錄不適合兒童長期食用食品之廣告，共計 24 件，並輔導業者須依照法規規定刊播，另將衛生福利部食品藥物管理署製作之宣導海報及單張提供發放予十二區健康服務中心、區公所、醫學中心、兒童頻道電視臺、超商、速食業者及相關公(協)會等等以廣為宣導。

第四節 食藥粧業者職能教育

民國 104 年辦理「淨化廣告—食品、藥物及化粧品業者暨傳播媒體業者(含網路平台業者)講習班」共計 3 場次，計 494 家、725 人次參加，講授食品、藥物及化粧品廣告管理之相關規範及刊播廣告注意事項暨案例說明，期提升業者對於廣告刊登合法性之認知，並加強業者自主管理，以達到淨化廣告之目的；辦理社區藥局藥事服務政策推動座談會，共計 5 場次、375 人次參加，講授藥品優良運銷規範、中藥使用注意事項與毒劇藥認知、社區藥師執業法規暨管制藥品實務宣導等，提供產、官、學界跨領域經驗交流的機會；辦理化粧品業者標示講習，共計 2 場次、117 人次參加，講授化粧品標示相關法規及最新釋示介紹、化粧品廣告送審應注意事項等，以增強業者的法規知能；辦理食品業者衛生講習班，共計 48 場次，參加食品業者家數達 3,100 人次，講授食品安全衛生管理法、食品良好衛生規範準則、食品添加物用量範圍及標準、最新公告之食品標示及營養標示規定、牛肉標示、食品廣告、各類食品衛生標準外，也一併宣導臺北市食品安全自治條例(草案)。



● 淨化廣告 - 食品、藥物及化粧品業者暨傳播媒體業者講習班
Cleaning up the ads - Seminar for food, drugs and cosmetic companies and media corporations



● 社區藥局藥事服務政策推動座談會
Conference for promoting policies for pharmaceutical services in community pharmacies



● 化粧品業者標示講習
Seminar on labeling regulations for cosmetics companies



3. Press articles on illegal advertisements were released in a timely manner as a reminder to consumers from being misled by exaggerated and untruthful advertisements, help them avoid buying the illegally advertised products and prevent any subsequent monetary loss or physical injuries. “*The most reported illegal Ad is Lushanxian (green meal fibers) - Public Release by the Department of Health of Taipei City Government on the Outcomes of Illegal Advertisement Reviews*” in 2014 was released on March 30, 2015. This article announced the removal of the Lushanxian (green meal fibers) product from store shelves, subsequent sealing and continuous monitoring as well as the outcomes of illegal advertisement reviews for foods, drugs and cosmetics. Consumers were awared to avoid being misled by exaggerated or untruthful advertisements and information was provided to teach the public on proper consumer concepts.
4. To incorporate with the *Regulations Governing Advertisement and Promotion of Food Products Not Suitable for Long-term Consumption by Children* which will come into force in 2016, the Department has strengthened consultation services and exerted better control over advertisements and promotions for food products not suitable for long-term consumption by children. In 2015, advertisements of food products unsuitable for long-term consumption by children were pre-recorded (for a total of 24 ads). Counseling was then provided to business owners on the need to play these advertisements in accordance with the law. Promotional posters and leaflets prepared by the Taiwan Food and Drugs Administration (TFDA) of the Ministry of Health and Welfare (MOHW) were then distributed to the 12 district health centers, district offices, medical centers, children’s TV channels, supermarkets, fast food businesses and other relevant trades or professional associations.

Section 4 Professional Competence Training for Food, Drugs and Cosmetics Businesses

In 2015, a total of 3 sessions of *Ads Management Seminar for Foods, Drugs, and Cosmetics Businesses and Advertisers (Including Internet Platform Providers)* were held and 725 individuals from 494 companies attended. The seminars provided instructions on specifications related to the management of foods, drugs and cosmetics advertisements, reminders for broadcasting advertisements and various case studies. The purpose was to improve awareness for legal compliance of advertisements and self-management capacities of business owners for better management in the advertisements. A total of 5 conferences for the implementation of policies on pharmaceutical services provided by community pharmacies were held and attended by 375 individuals. The conferences provided lectures on good distribution practices (GDP) of pharmaceuticals, reminders for Traditional Chinese Medicine usage, information on strongly poisonous drugs, laws governing license to practice for community pharmacists and information on practical applications concerning controlled drugs. These conferences also provided businesses, government agencies and academe with opportunities of exchanging experiences across different sectors. A total of 2 seminars on labeling regulations for cosmetics businesses were organized and attended by 117 people. These seminars were provided to improve legal knowledge of business owners and included lectures on laws related to the labeling of cosmetics, introduced the latest interpretations of the said laws and key reminders when submitting cosmetics advertisements for review. A total of 48 seminars on food business sanitation were held and attended by 3,100 individuals from various food businesses. The seminars provided lectures on *Governing Food Safety and Sanitation Act*, *The Regulations on Good Hygiene Practice for Food* (GHP), usage range and standards for food additives, the latest regulations governing food labeling and nutritional information that have been released, beef labeling, food advertisements and various standards of food sanitation. The *Taipei City Self-Governing Regulations for Food Safety (draft)* was introduced as well.



第二章 強化食藥粧風險管理

第一節 食藥粧專案查驗

- 一、針對各類食品(含節慶及高風險產品)主動稽查及訂定相關稽查輔導與專案抽驗計畫,擬定監測至少 3,600 件市售食品,除了擴充檢驗單位能量,以縮短檢驗時程,另機動調整抽樣時機,即時攔截不合格產品。民國 104 年查驗市售食品、食品容器器具等計 3,980 件,不合格 257 件(不合格率 6.5%)。如發現有不符規定者,除立即命販售業者下架不得販售外,並通知轄區衛生局進行產品後續追查與查處,以利源頭管理及防範不合格產品在市面上流通,同時將抽驗結果即時發布新聞並宣導業者及消費者正確食品衛生觀念,104 年共計發布 60 則食品抽驗結果新聞,並將不合格業者列入年度重點稽查對象,不定期追蹤查驗。
- 二、市售食品標示稽查共 7 萬 8,360 件產品(包裝食品 7 萬 1,777 件、散裝食品 6,593 件),查獲 638 件違規產品,處分 21 件。其中標示稽查專案部分,1 月至 3 月執行「年節食品年菜及禮盒標示」及「重組肉標示」專案稽查共計稽查 6 件產品,查獲 4 件產品標示不符規定,已依程序處辦。4 月至 6 月執行「衛生福利部審核通過之健康食品外包裝標示」及「基因改造食品標示」專案稽查共計稽查 326 件產品,查獲 7 件產品標示不符規定,其產品來源 1 件為外縣市業者,已依程序移請權管衛生局辦理,另 6 件為臺北市業者,已依程序處辦。7 月至 9 月執行「市售包裝維生素礦物質類之錠狀膠囊狀食品營養標示、膠囊、錠狀食品標示」、「特殊營養食品之病人用食品標示」及「過敏原標示稽查專案」專案稽查共計稽查 409 件產品,查獲 15 件產品標示不符規定,已依程序處辦。10 月至 11 月執行「火鍋湯頭標示」及「全穀產品宣稱標示」專案稽查共計稽查 245 件產品,查獲 12 件產品標示不符規定,其產品來源 7 件為外縣市業者,已移請權管衛生局辦理,另 5 件為臺北市業者,已依程序處辦。臺北市政府衛生局於民國 104 年 1 月至 12 月間針對民眾所關心之臺北市公共飲食場所(含一般餐廳、外燴飲食業、自助餐飲業、宴席餐廳…等)、食品販賣業(含超市、大賣場、超商…等)、製造業、食品工廠(含乳品、肉及加工品、蛋及加工品、水產及加工品…等)、物流業及醫事照護機構(如醫療院所)等民生相關之食品



● 衛生稽查現場照片
Actual hygiene inspection
on site



Chapter 2 Strengthening Risk Management of Foods, Drugs and Cosmetics

Section 1 Inspection Programs for Food, Drugs and Cosmetics

1. Active audits, audit counseling and random inspection programs were established for various food products (including festive foods and high risk products), and plans were made to monitor at least 3,600 food products sold on the market. In addition to expanding the capacity of inspecting agencies, efforts were also made to shorten the inspection cycle time. Sampling schedules were also flexibly adjusted to intercept unqualified products in a timely manner. In 2015, a total of 3,980 foods and food containers sold on the market were inspected, 257 of them were found to be non-conforming (with a nonconformance rate of 6.5%). Sales of products found to be non-conforming shall be prohibited, and retailers shall be ordered to immediately remove the said products from the shelves. The district health centers shall also be notified to conduct subsequent follow-up checks, inspections and disposal of the said non-conforming products to facilitate source management and prevent the said products from entering market circulation. Press release articles on the outcomes of the sampling inspection shall also be released in a timely manner while proper food sanitation concepts were promoted among both business owners and consumers. In 2015, a total of 60 press articles on the outcomes of food sampling and inspection were released. Unqualified businesses were listed as key audit targets and were subjected to unannounced follow-up inspections.
2. A total of 78,360 products were subjected to food labeling audits (71,777 for packaged foods and 6,593 for bulk foods), 638 of them were found to be non-conforming products and 21 cases were penalized accordingly. *Labels for Festive Food Products, New Year Foods and Gift Packages* as well as *Labels for Restructured Meat Products* audit projects were conducted from January to March. A total of 6 products were reviewed, of which 4 were found non-conforming to product labeling regulations and were handled according to regulations. The *External Packaging Labels for Health Foods Reviewed and Approved by the Ministry of Health and Welfare* and *Labels for Genetically Modified Foods* audit projects were conducted from April to June. A total of 326 products were audited, of these 7 were found to be non-conforming. One of these non-conforming products was sourced from a business based in another county/city, and this case was then transferred to the responsible health department/bureau for subsequent handling. The remaining 6 non-conforming cases were from Taipei City and have been handled according to regulations. The audit projects of *Nutrition Labeling as well as Capsule and Tablet Food Markings for Packaged Dietary Vitamins and Minerals in Tablet and Capsule Form Sold in the Market, Food Labeling for Special Nutrition and Food Products for Patients and Allergen Labeling Audit Project* were conducted from July to September for a total of 409 products, of these 15 product labels were found to be non-conforming. These non-conforming products have been handled according to regulations. The *Labels for Hot Pot Stock and Labels and Claims of Whole Grain Products* audit projects were conducted from October to November. A total of 245 products were audited, of these 12 were found to be non-conforming. Seven of these non-conforming products was sourced from a business based in another county/city, and these cases were transferred to the responsible health department/bureau for subsequent handling accordingly. The remaining 5 non-conforming cases were from Taipei City and have been handled according to regulations. The Department conducted sanitation inspections and counseling from January to December 2015 for areas of public concern, including public eateries



業者進行衛生稽查與輔導，替臺北市市民把關食品安全衛生成效頗豐，104 年衛生稽查與輔導臺北市食品業者總計為 2 萬 49 家，其中輔導改善 1,889 家，限期改善 1,840 家，均複查完成。

三、加強監測藥物品質，抽驗市售藥物及膠囊錠狀食品共計 190 件，無不合格件數、市售藥物包裝標示檢查共計 1 萬 913 件，不符規定 139 件；針對公園、寺廟及菜市場、檳榔攤、雜貨店、工地及彩券行等非正規場所進行販賣不法藥物及含酒精類產品稽查，共計 5,033 家次；進行管制藥品例行性查核，共計 2,237 件；另外，也密切聯繫檢、警、調單位，執行不法藥物的查緝工作，查獲偽、劣、禁藥共計 147 件、不良及不法醫療器材共計 92 件。

四、抽驗市售化粧品產品共計 157 件，不符規定 9 件，移送法辦 6 件。檢查市售化粧品包裝標示，共計 1 萬 55 件，不符規定 324 件（含臺北市政府衛生局及外縣市移入案件）。

五、針對市面化粧品販售地點進行稽查抽驗：

(一) 面膜化粧品抽驗：共送驗 15 件，檢驗結果皆符合規定，標示檢查不符規定 12 件。

(二) 牙齒美白劑化粧品抽驗：共送驗 12 件，2 件檢驗結果不符合規定，另標示檢查不符規定計 7 件。

(三) 睫毛膠化粧品稽查：共抽驗 15 件產品，檢驗結果皆符合規定，標示檢查不符規定 10 件。

(四) 唇彩類化粧品抽驗：共抽驗 15 件產品，檢驗結果皆符合規定，標示檢查不符規定 11 件。





(including general restaurants, caterers, buffet restaurants and banquet restaurants, etc.), food dealers (including supermarkets, malls and convenience stores, etc.), manufacturers, food factories (including those manufacturing dairy products, meat and processed meat products, eggs and processed egg products, and aquaculture and processed aquaculture products, etc.), logistics, medical care institutions (such as hospitals and clinics) and any other food businesses related to daily commodities and services. The Department also achieved significant results in safeguarding food safety and sanitation on behalf of the fellow citizens of Taipei. In 2015, a total of 20,049 food businesses in Taipei underwent health inspection and counseling, of these 1,889 businesses received counseling support for improvements while 1,840 were required to make corrections within a specified duration, all of which were completed upon re-inspection.

3. Drug quality is strictly monitored, with a total of 190 drugs sold on the market as well as food in capsule or tablet forms being sampled and tested. No non-conforming products were found. A total of 10,913 drug packaging labels were inspected, of these 139 were found to be non-conforming. Inspections were conducted on the sale of illegal drugs and alcohol-containing products at a total of 5,033 unqualified venues that included parks, temples, grocery markets, betel nut stands, grocery stores, construction sites and lottery shops. A total of 2,237 cases of routine inspection of controlled drugs were carried out. The Department also maintained close communication with the police as well as investigation and prosecution authorities to conduct inspections of illegal drugs. A total of 147 cases of counterfeit, inferior, or prohibited drugs as well as 92 cases of inferior and illegal medical devices were identified.
4. A total of 157 cosmetics sold on the market were randomly sampled and tested. A total of 9 were found to be non-conforming, of these 6 were referred to the courts for legal prosecution. A total of 10,055 labels of cosmetic products sold on the market were inspected, of these 324 non-conformities were found (including cases referred by the Department of Health of the Taipei City Government and cases transferred from other counties and cities).
5. Inspection and random sampling and testing of retail locations of cosmetics:
 - (1) Cosmetic mask: A total of 15 products were submitted for inspection. Outcomes revealed that all products have conformed to the regulations. A total of 12 labeling non-conformities were identified.
 - (2) Teeth whitening cosmetic: A total of 12 products were submitted for inspection, of which 2 were found to be non-conforming. An additional 7 labeling non-conformities were identified.
 - (3) Eyelash fixer: A total of 15 items were randomly sampled and inspected. Outcomes revealed that all products have conformed to the regulations. A total of 10 labeling non-conformities were identified.
 - (4) Lipsticks and lip coloring: A total of 15 products were submitted for inspection. Outcomes revealed that all products have conformed to the regulations. A total of 11 labeling non-conformities were identified.



● 臺北市政府食品安全委員會第一屆委員合影

Group photograph of the 1st Taipei City Government Food Safety Committee

第二節 成立食品安全委員會

臺北市政府於民國 104 年由市長領軍，成立「臺北市政府食品安全委員會」(以下簡稱委員會)，廣納食品科學、餐飲管理、分析化學、毒理學、醫學、法學專業者，以及食品產業、公民團體及消費者保護團體代表共同參與。另由教育局局長湯志民、產業發展局局長林崇傑、環境保護局局長劉銘龍、法務局局長楊芳玲及衛生局局長黃世傑擔任府內委員，委員共計 19 名。委員會運作方式為至少每三個月召開會議 1 次，必要時，得召開臨時會議。委員會任務內容包含審議食品安全政策及規範、審議食品安全管理制度、督導食品安全委員會工作小組執行、督導消費者食品安全正確觀念之宣導。

委員會下設工作小組，由衛生局副局長擔任執行秘書，每月召開 1 次會議，工作小組成員為教育局、產業發展局、警察局、衛生局、環境保護局、法務局、市場處及商業處之專門委員層級以上人員兼任組成。

委員會分別於民國 104 年 3 月 16 日、5 月 20 日、8 月 31 日及 11 月 24 日召開 4 次會議，104 年度成果包括：

- 一、督導餐飲衛生管理分級制度。
- 二、逐條審議「臺北市食品安全自治條例(草案)」。
- 三、通過臺北市食材登錄平台中文品名統一化。
- 四、通過學校午餐停餐 SOP 修訂。
- 五、審議臺北市廢食用油回收制度。

第三節 提升專業稽查知能

針對臺北市政府衛生局衛生稽查同仁，辦理 3 場「衛生稽查實務研習班」，課程內容包含稽查實務技巧與蒐證、食品中毒處理流程、食品標示、追蹤追溯管理、菸品查緝及基層醫療機構督考重點等，藉由實務經驗豐富之講師分享歷年查察技巧，以加強同仁稽查實務時之技能。另因應新興食品及新型態的違規手法，衛生局特於民國



Section 2 Establishing the Food Safety Committee

Under the leadership of the City Mayor, the *Taipei City Government established a Taipei City Government Food Safety Committee* in 2015 (hereinafter referred to as “the FSC”) (photo 28). Membership to the FSC was composed of representatives from a wide selection of fields that include the food sciences, food service management, analytical chemistry, toxicology, medicine, legal professions, food industries, NGOs and consumer protection associations. The FSC was composed of 19 committee members which includes the following city government members: Commissioner Dr. Tang Chih-Min of the Department of Education, Commissioner Lin Chung-Chieh of the Department of Economic Development, Commissioner Liou Ming-Lone of the Department of Environmental Protection, Commissioner Yang Fang-Ling of the Department of Legal Affairs, and Commissioner Huang Shier-Chieh of the Department of Health. The FSC shall convene a meeting at least once every 3 months. Interim meetings may be convened when necessary. The tasks of the FSC shall include the review of food safety policies and specifications, review of food safety management systems, supervise the work carried out by the FSC task force and supervise the promotion of proper food safety concepts amongst consumers.

A task force shall be established under the FSC and the Deputy Commissioner of the Department of Health shall act as its executive secretary. The task force shall meet once every month. Members of the task force shall include senior specialists or a higher ranking personnel from the Department of Education, Department of Economic Development, Police Department, Department of Health, Department of Environmental Protection, Department of Legal Affairs, Market Administration Office, and Office of Commerce.

The FSC convened a total of 4 meetings on March 16, May 20, August 31, and November 24 in 2015. Outcomes of the 2015 meetings include:

1. Supervision of the Food Sanitation Management and Grading System.
2. Article-by-article review of the *Taipei City Self-Governing Regulations for Food Safety (draft)*.
3. Standardize Chinese names of products on the Food Tracer Taipei platform.
4. Approve amendments to the SOP for suspending school lunch services.
5. Review the waste cooking oil recycling system in Taipei City.

Section 3 Enhancing Knowledge and Competence for Professional Auditing

A total of 3 *Seminars for the Conduct of Sanitation Audits* for sanitation auditors in the Department of Health of Taipei City Government (the Department). Course contents include actual practice of inspections and evidence collection, handling of food poisoning, food labeling, traceability and follow-up management, inspection and seizure of tobacco products and key focuses for the supervision of base-level medical institutions. Lecturers with extensive experiences in audit practices shared years of inspection techniques in order to strengthen the auditing skills of fellow staff members. In response to the emerging food product categories and types of violations, the Department also arranged lessons provided by professional lecturers in 2015. Contents included plastic containers, characteristics of modified starches and other specialized products, and risk identification in order to improve auditor knowledge and awareness when collecting evidence and information on various products. Due to the emergence of new management and assessment methods in 2015,



104 年針對塑膠容器具、修飾澱粉等特殊產品之特性與風險辨別安排專業講師講解，以即時增進對產品蒐證之知能認知。針對 104 年新的管理及考核方式，亦安排精實管理、平衡計分卡等管理課程，讓同仁更能有效掌握工作績效。104 年課程共計 35 小時，另針對課程進行抽樣調查，滿意度平均達 93 分。105 年將持續辦理相關課程。

第四節 強化檢驗服務，提升檢驗量能

一、辦理食品衛生檢驗 33 萬 1,927 項件、營業衛生檢驗 7,890 項件、中藥摻加西藥 1 萬 486 項件、醫事檢驗 107 項件、受理人民委託檢驗 5 萬 3,938 項件，合計 40 萬 4,348 項件。

二、民國 104 年 12 月 9 日通過財團法人全國認證基金會 (TAF) 展延及新增項目認證評鑑，此次認證新增項目包含水質微生物（總菌落數及大腸桿菌群）、殺菌劑；展延項目包含中藥摻西藥、生菌數、食品中重金屬（汞）、食品中塑化劑。

三、民國 104 年 12 月 11 日通過 104 年食品藥物管理署 (TFDA) 新增項目認證評鑑、定期查核及外部查核，此次認證新增項目包含二甲基黃及二乙基黃、脂肪酸。

四、民國 104 年 9 月 15~16 日協助辦理 104 年度全國食品衛生檢驗科技研討會，並於會中發表 1 篇口頭論文及 4 篇壁報論文，獲頒 104 年度食品衛生檢驗科技研討會「卓越貢獻獎」及「最佳口頭論文獎」。

五、新檢驗技術開發，為有效提升檢驗效能，開發檢驗技術項目如下：

- (一) 食品中二甲基黃及二乙基黃檢驗方法。
- (二) 食品中動物用藥殘留檢驗方法—巨環類抗生素。
- (三) 食品中動物用藥殘留檢驗方法—β-內醯胺類抗生素。
- (四) 食用藻類中無機砷檢驗方法。



● 財團法人全國認證基金會 (TAF) 展延及新增項目認證評鑑
Taiwan Accreditation Foundation (TAF) accreditation for certificate extension and newly added assessment items



● 104 年食品藥物管理署 (TFDA) 新增項目認證評鑑
2015 Food and Drugs Administration (TFDA) accreditation for newly added assessment items



the Department also arranged management courses such as lean management and balanced scorecards so that fellow staff members could assess work performances in a more effective manner. Up to 35 hours of courses were provided in 2015. Staff members were randomly sampled to provide satisfaction surveys. Average satisfaction of the courses was 93 points. The Department shall continue to hold relevant courses in 2016.

Section 4 Improving Inspection Services and Expanding Laboratory Testing Capacity

1. The Department conducted a total of 404,348 tests, including 331,927 food sanitation tests, 7,890 operational hygiene tests, 10,486 tests for adulteration of pharmaceutical substances in Traditional Chinese Medicine, 107 medical examinations and 53,938 tests commissioned or petitioned by the public.
2. The Department successfully passed the certification inspection for extended and newly added items conducted by the Taiwan Accreditation Foundation (TAF) on December 9, 2015. New items certified in this audit include water quality microbes (colony forming units (CFU) and *E. coli*) and disinfectants. Extended items include adulteration of Traditional Chinese Medicine by pharmaceutical drugs, plate counts, heavy metals in food (mercury), and plasticizers in food.
3. The Department successfully passed the certification audit for the newly added items of 2015 as well as regular audits and third party audits conducted by the Taiwan Food and Drugs Administration (TFDA) on December 11, 2015. The newly added items of this audit included dimethyl yellow, diethyl yellow and fatty acids.
4. The Department provided support in organizing the 2015 Annual National Food Safety Inspection Technology Seminar held during September 15 to 16, 2015, and gave 1 oral paper presentation and 4 poster exhibits. The Department also received the Outstanding Contribution and Best Oral Paper Presentation awards during the Seminar as well.
5. To effectively improve testing performance, the following new testing techniques have been developed:
 - (1) Testing Method for Dimethyl yellow and diethyl yellow in food.
 - (2) Testing Method for residual veterinary drugs in food - Macrocyclic antibiotics.
 - (3) Testing Method for residual veterinary drugs in food - β -lactam antibiotics.
 - (4) Testing Method for inorganic arsenic in edible algae.



● 104 年度全國食品衛生檢驗科技研討會
2015 National Conference on Food Sanitation Testing Technologies



第三章 落實消費者權益保護

第一節 強化法規政策

《臺北市食品安全自治條例》在短短的7個月內獲得朝野共識，順利通過行政院核定並於民國105年1月13日臺北市政府正式公告施行，這不僅創下臺北市政府衛生局歷年來送議會審議通過衛生法令的最快速度，也兌現柯市長施政白皮書推動並制定《臺北市食品安全自治條例》的承諾。《臺北市食品安全自治條例》主要是針對臺北市餐飲業及販售業進行規範，共計5章20條，包含「市民參與」、「資訊透明」及「安心外食」，其中之五大重點為：賦予臺北市食材登錄平台登錄之法源依據；強化行政效率，明定24小時內自主通報，48小時內完成產品下架及網路平台業者移除拍賣訊息；強制業者參與餐飲衛生管理分級認證；定期檢查產品之有效日期及完整標示，且庫存區與報廢區明顯區隔及外燴業者報備查核大量膳食製備。條例中另有5條須另行公告業別後實施，目前預擬之第一波公告對象分述如下：第7條食材登錄平台對象為超市、超商及大賣場、學校午餐及連鎖飲冰品業者；第11條餐飲衛生管理分級認證對象為觀光飯店、學校及醫院中央廚房、學校自設廚房及餐盒食品業等大量製備餐飲業者；第12條定期檢查過期食品對象為超市、超商及大賣場；第14條外燴報備對象為觀光飯店、供餐20桌以上之中式盤菜餐廳及第16條定期實施自主檢驗對象為醫院中央廚房、學校自設廚房及餐盒食品業等實施餐飲業食品安全管制系統之業者，後續將召開專家會議討論並辦理公聽會或業者說明會，加強與公告業別之業者溝通，減少觸法的可能，期所有食品業者都能符合食安自治條例內容規範。食安自治條例以「強化食品安全，提升餐飲衛生水準」為目標，為臺北市民打造一個健康消費食在安心的環境。



● 臺北市食品安全自治條例公告施行
Promulgation of the *Taipei City Self-Governing Regulations for Food Safety*



Chapter 3 Protecting Consumer Rights

Section 1 Strengthening Regulations and Policies

Both the opposition and ruling parties arrived at a consensus within a short period of 7 months for establishing the *Taipei City Self-Governing Regulations for Food Safety*. The Act was successfully ratified by the Legislative Yuan and shall be formally promulgated by the Taipei City Government and enter into force on January 13, 2016. The ratification of this Act achieved a historical milestone for the Department of Health of Taipei City Government (the Department) for the time it took to complete reviews and approval after submission to the Legislative Yuan. This also lived up to the commitment of City Mayor Ko in implementing the administrative white paper and stipulate the *Taipei City Self-Governing Regulations for Food Safety*. The *Taipei City Self-Governing Regulations for Food Safety* included regulations governing food services and retailers in Taipei City, and was divided into 5 chapters with 20 articles which include *public participation, transparency of information, and safe dining services*. The 5 key focuses of this Act includes: (1) provide a legal basis for registrations on Food Tracer Taipei; (2) improve administrative efficiency and require voluntary notification within 24 hours, complete removal of specified products from the shelves or removal of sales information by the Internet platform providers (IPP) within 48 hours; (3) mandatory requirement of businesses to participate in the food sanitation management and grading certification; (4) regular inspection of effective shelf life and labeling integrity of the products and clear segregation storage areas and scrapping areas; and (5) registration and inspection of mass food preparation for caterers. Another 5 articles within the Act shall be enforced after another public announcement. The following lists the targets specified in the articles within the first public release of the Article 7 of the Act: Targets specified for the Food Tracer Taipei shall be supermarkets, convenience stores, malls, school lunches, as well as beverage and ice product franchises; Article 11: Targets specified for the food sanitation management and grading certification system shall be central kitchens in tourist hotels, schools and hospitals, independent kitchens within schools, boxed meal producers and food businesses engaged in mass food preparation. Article 12: Targets specified for routine inspection for expired food products shall be supermarkets, convenience stores and malls; Article 14: Targets specified for catering registration shall be tourist hotels and Chinese catering restaurants preparing food for 20 or more tables; Article 16: Targets specified for regular self-inspections shall be central kitchens in hospitals, independent kitchens in schools, boxed meal manufacturers and other businesses that implement the food safety management system for food businesses. Subject matter expert (SME) meetings shall be convened for further discussion. Public hearings or interpretation conferences for businesses shall also be organized to improve communication with business owners included within the articles of the released Act with the hope that all food businesses are capable of complying with the provisions of the *Self-Governing Regulations for Food Safety*. The *Self-Governing Regulations for Food Safety* was established with the aim of *improving food safety and enhancing food service sanitation standards* in order to create a healthy consumer environment and build confidence in food safety for the citizens of Taipei.

第二節 優化食材登錄平台

「臺北市食材登錄平台」民國 104 年 1 月 1 日至 12 月 31 日網頁瀏覽人次突破 15 萬 2,575 人次。臺北市政府衛生局透過優化平台系統及操作介面、強化平台管理品質、行銷推廣臺北市食材登錄平台及輔導食品業者加入平台等策略優化食材登錄平台，成果包括：

- 一、引進第三方董氏基金會進行外部稽核，並導入專案管理概念，6 月與平台登錄業者召開 3 場共識會議。
- 二、完成臺北市食材登錄平台學校午餐、賣場、飲冰品、伴手禮、夜市、機關員工餐廳 6 大專區操作手冊，並放置於平台供業者下載使用。
- 三、同時使用衛生福利部食品藥物管理署「臺灣地區食品營養成分資料庫」建立食材資料庫，統一食材中文化品名，建立巨量資料庫。
- 四、透過「臺北市食品安全自治條例」賦予平台法源依據。
- 五、與資訊局合作，將食材登錄平台巨量資料庫公開於臺北市政府資料開放平台 (<http://data.taipei/>)。
- 六、新增「機關員工餐廳專區」，納入臺北市政府、臺北市政府警察局、臺北市政府公務人員訓練處、審計部、國家文官學院等 5 家機關員工餐廳，揭露食材來源。
- 七、臺北市食材登錄平台飲冰品專區再加入 5 家知名飲冰品連鎖業者，包含 CoCo 都可茶飲、茶湯會、鮮茶道、快樂檸檬、五十嵐等 5 家業者，飲冰品專區共計 28 家業者。



● 104 年臺北市食材登錄平台
Food Tracer Taipei in 2015

第三節 消費爭議調處

- 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 8,042 件。
- 二、為促進企業經營者有效處理消費爭議損害事件，提供民眾消費申訴管道，保障消費者權益，共受理消費爭議案 505 件，其中 269 件調處成功，236 件未獲妥處 (151 件移由臺北市政府法務局消保官繼續進行調處，3 件移其他縣市政府辦理，其他包含消費者主動撤銷申訴或無法聯繫申訴者共計 82 件)。



Section 2 Optimizing the Food Tracer Taipei Platform

From January 1 to December 31, 2015, total visitor count to the *Food Tracer Taipei* exceeded 152,575. The Department of Health of the Taipei City Government (the Department) made use of a number of strategies to perfect Food Tracer Taipei, including optimization of platform systems and operating interfaces, enhancements to platform management quality, promotion of the Food Tracer Taipei platform and counseling food businesses to become part of the platform. Achievements include:

1. Introducing the John Tung Foundation to conduct 3rd party audits and introduce project management concepts. A total of 3 consensus meetings were held in June with food businesses registered to the platform.
2. User manuals were composed for the 6 major sections of the Food Tracer Taipei, namely school lunches, malls, beverages and ice products, souvenirs, night markets and staff canteens in agencies. These manuals were made available for downloading on the platform.
3. The food ingredient database within the *Taiwanese Food Nutritional Contents Database* established by the Taiwan Food and Drugs Administration (TFDA) of the Ministry of Health and Welfare (MOHW) were used to standardize food and food ingredient names in Chinese when building Big Data.
4. Legal basis for the platform was provided by the Taipei City *Self-Governing Regulations for Food Safety*.
5. Worked with the Department of Information Technology to publicly display the Big Database generated by the Food Tracer Taipei platform on the Taipei City Government Open Data Platform (<http://data.taipei/>).
6. Added the *Staff Canteen in Public Agencies Section* in order to include staff canteens from 5 public agencies including the Taipei City Government, Police Department, Department of Civil Service Development, National Audit Office and National Academy of Civil Service to disclose food origins.
7. A total of 5 renowned ice beverage franchises were added to the Beverages and Ice Products Section of the Food Tracer Taipei, namely CoCo Fresh Tea & Juice, Tea Patea, Presotea, Happy Lemon, and 50 Lan, for a total of 28 businesses in the Beverages and Ice Products Section.

Section 3 Mediation for Consumer Disputes

1. A consumer service helpline (02)-2720-8777 was established to provide a suitable channel for inquiries or appeals for any incidents consumer encountered. A total of 8,042 cases of consumer reports on drugs, cosmetics and foods were received.
2. To encourage business owners to respond effectively to consumer disputes and grievances and to safeguard consumers' rights, the public was provided with a consumer appeal system. A total of 505 cases of consumer disputes were received and handled, of these 269 cases were successfully mediated while 236 cases have yet to be settled (151 cases were transferred to the consumer protection group under the Department of Legal Affairs of the Taipei City Government for continued mediation, 3 were transferred to other counties or city governments, while 82 were either rescinded by the consumer or that contact could no longer be contacted with the complainant).



第四節 用藥安全及藥物濫用防制宣導

- 一、民國 104 年用藥安全暨藥物濫用防制宣導計 679 場次，16 萬 666 人參與，結合臺北市十二區健康服務中心、區公所、戶政事務所、市立聯合醫院各院區等，與民間團體（含臺北市醫學中心、地區醫院、區域醫院、臺北市藥師公會、台北市藥劑生公會、臺北市社區藥局、北區反毒教育資源中心、社區鄰里長辦公處、及大專院校等單位）合作辦理，深耕地方藥物濫用防制活動宣導，舉辦多元活動宣導，號召市民參與藥物濫用及反毒活動，將正確觀念深入社區民眾日常生活中。
- 二、配合衛生福利部食品藥物管理署「暑期保護青少年—青春專案」，於 5 月 1 日至 8 月 31 日暑假期間結合臺北市政府各局處及所屬聯合稽查隊、健康服務中心、小學國（高）中、區公所、鄰里長辦公處、臺北市藥師公會及轄內各醫學中心、區域醫院等單位共同辦理反毒、藥物濫用防制等多樣性宣導活動，辦理 521 場次，宣導 6 萬 8,042 人次。
- 三、暑假期間配合臺北市政府產業發展局（商業處）、消防局、都市發展局（建築管理處）、警察局等單位執行營業衛生聯合稽查，於娛樂場所（如網咖、PUB、KTV、舞廳、撞球場、電影院等）等場域進行反毒、藥物濫用防制等現場衛教宣導，計 87 場次，宣導 1,253 人次。
- 四、專為青少年安排一項有意義之反毒活動，採跨領域合作模式，辦理反毒相關宣導活動並鼓勵親子共同參與：
 - （一）結合各單位於暑假期間合作舉辦大型活動宣導，為貼近親子互動遊戲，同時設計「無毒大富翁」遊戲桌布及「攜手反毒 健康幸福」加油棒，以期活潑吸睛方式達宣導之效果。
 - （二）暑假期間辦理「小小藥師體驗營」，以「正確用藥」、「毒品危害暨藥物濫用教育」為主題，藉由童樂的氛圍，加入「小小藥師」角色激發學童的批判思考能力，讓民眾及學童從日常生活中提升對「用藥」、「毒品危害暨藥物濫用」的正確觀念；透過實際模擬藥師業務操作，從中給予學童一個充滿教育性、體驗性及學習性的假期開端。



● 小小藥師體驗營
Little Pharmacist Camp



Section 4 Promotion of Safe Drug Use and Prevention of Drug Abuse

1. A total of 679 sessions *Advocating Safe Drug Use and Prevention of Drug Abuse* were held for 16,066 attendees in 2015. The Department of Health also worked with 12 district health centers, district offices, household registration offices, various branches of the Taipei City Hospital and NGOs (including Taipei medical center, community hospitals, regional hospitals, Taipei Pharmacists Association, Pharmacist Association of Taipei, community pharmacies, Northern Anti-Drug Education & Resource Center, neighborhood offices within various districts and various colleges and universities of Taipei City) to promote local activities in preventing drug abuse, host diverse activities and advocacy programs, encourage citizens to participate in activities against drug abuse and narcotics, and establish strong concepts of proper drug use as part of everyday life among community residents.
2. The Department worked with the Taiwan Food and Drugs Administration (TFDA) of the Ministry of Health and Welfare (MOHW) to organize the *Summertime Protection for our Youths - Youth Project*. During the period of May 1 to August 31, we joined forces various departments and offices of the Taipei City Government and the joint audit teams, health centers, elementary, junior high, and senior high schools, district offices, neighborhood offices, Taipei Pharmacists Association and various medical centers and regional hospitals and other organizations within the respective areas of jurisdiction to implement a wide range of activities that advocate anti-drugs and narcotics prevention concepts. A total of 521 activities were held to promote such concepts for 68,042 individuals.
3. During the summer, joint inspections for healthy environments in business locations were conducted with the Taipei City Government Department of Economic Development (Office of Commerce), Fire Department, Department of Urban Development (Construction Management Office), Police Department and other departments. A total of 87 sessions advocating anti-drugs and narcotics prevention concepts and other health education activities were conducted at entertainment venues (such as Internet cafes, PUB, KTV, discos, billiard halls, and movie theaters) for 1,253 individuals.
4. The Department specifically arranged a meaningful anti-drug activity for youths. Collaborative models spanning multiple departments were employed to implement relevant promotional activities and encourage family participation:
 - (1) Large scale promotional activities were jointly organized by various organizations during summer time. In order to encourage family interaction and games, the *Drug-Free Monopoly* board game and *Working Together Against Drugs for Health and Happiness* cheering stickers were used to create eye-catchers to improve the effectiveness of promotional efforts.
 - (2) Summer vacation activities that were organized include the *Kid Pharmacists Camp* that covered the themes of *Proper Drug Use and Education on the Hazards of Narcotics and Drug Abuse*. A fun atmosphere for children together with the *Kid Pharmacists* role helped both the public visitors and school children to strengthen the habit of *proper drug use* in their daily lives while gaining proper concepts about the *hazards of narcotics and drug abuse*. By emulating actual practice of pharmacists in their work, school children were provided with an educational and immersion learning activity to start their vacation.



(三) 透過「親子共賞微電影 齊心攜手反毒害」寫作比賽，透過欣賞反毒微電影，寫觀後心得，於決賽選出前三名及佳作，提供獎金，鼓勵家長與孩子共同參與毒品危害防制議題。

五、設計溫馨易辨識之「藥物濫用防制諮詢站」標章，讓民眾能清楚辨識並善加運用，藉由臺北市社區藥局諮詢站在地性及便利性，透過專業藥師服務，形成社區守護網，並提供藥物濫用及毒品危害等相關諮詢服務與宣導單張，以期達到早期偵測藥物濫用問題，並適時提供正確就醫管道，預防藥物濫用問題惡化。

六、為使民眾理解隨意丟棄剩餘或過期藥物可能造成環境汙染及生態衝擊，解決藥物處理不當的問題，藉由藥事專業人員協助民眾瞭解家中儲存藥物環境並提供民眾正確用藥的觀念，臺北市自民國 99 年 4 月 2 日起正式啟動居家廢棄藥物檢收站計畫，於臺北市十二行政區設置檢收站 360 站（社區藥局 300 個站點、醫院藥局 48 個站點、健康服務中心 12 個站點）。自 99 年 4 月 2 日啟動至 104 年底，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，檢收之廢棄藥物共 13 萬 3,983.4 公斤。



● 親子共賞微電影 齊心攜手反毒害
Micro-cinema appreciation for the family - combining strengths to fight against the threat of narcotics





- (3) The *Family Appreciation of Microcinema - Working Hand in Hand Against the Hazards of Narcotics* essay competition was organized. Families would watch Microcinema on anti-drug programs and compose their reviews. The top 3 reviews would be selected and provided with monetary rewards, encouraging parents and children to jointly participate in the discussions of preventing narcotics hazards .
5. The *Drug Abuse Prevention Query Station* logo was designed with warm harmonious elements for easy identification by the public in order to encourage proper use. The localized and accessible nature of community pharmacies in Taipei City as well as services provided by professional pharmacists help to create a defense network for the entire community and provide inquiry services and promotional leaflets regarding the hazards of narcotics and drug abuse. The aim is to achieve early detection of drug abuse, provide proper and timely referral for medical assistance and prevent the problem of drug abuse from deteriorating further.
6. Professional pharmaceutical personnel provided support to the public in assessing drug storage environments and gave lessons on proper drug use concepts in order to improve public understanding of the environmental pollution and ecological impact caused by improper discarding of unused or expired drugs and eliminate the issues caused by such actions. Taipei City Government formally initiated the Household Medical Waste Collecting Stations on April 2, 2010, and established a total of 360 Collecting Stations across the 12 administrative districts of the city (300 stations are located in community pharmacies, 48 stations in hospital pharmacies and 12 stations in health centers). Since their activation in April 2, 2010 to the end of 2015, the Collecting Stations located in community pharmacies, Taipei City Hospital, Taipei Municipal Wanfang Hospital, Taipei Municipal Gandou Hospital and health centers have collected 133,983.4 kgs of unused drugs.



Public Health of Taipei City





Part 4
Integrating Emergency
Treatment

第 **4** 篇

整合緊急救護

第四篇 整合緊急救護

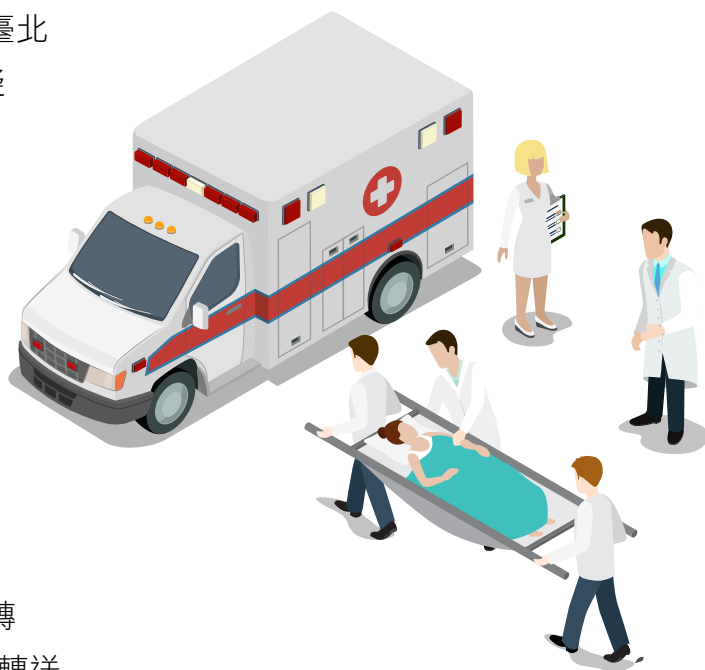
第一章 提升緊急醫療效能

第一節 提升急診暨轉診品質

輔導轄內醫院配合衛生福利部計畫，並整合雙北市 38 家急救責任醫院，形成雙北網絡，由臺大醫院擔任基地醫院，基地醫院底下共分亞東、雙和、馬偕、三總與北榮等 5 個次網絡，並配合改善急診轉診安全與品質作業，精進急診轉診流程，督促與輔導臺北市急救責任醫院使用衛生福利部之轉診電子作業平台，完成轉診單開立、回復與登錄轉診相關資料並請病患填寫「緊急傷病患轉診同意書」，且督導各醫院轉院前需妥適聯繫，經由電話及線上電子轉診系統聯繫交班，落實轉診交班程序，依規定完成標準作業程序再進行院際間轉診。

各網絡醫院於急診收治病患須轉診時，應根據其他網絡醫院專長，先啟動平行轉診，避免病人過度集中於壅塞醫院（基地醫院），或推動基地醫院下轉機制，促進網絡內醫院病床使用效率，以紓解並改善急診壅塞情形。另宣導民眾為保障其就醫權利，若該醫院急診無法提供適切治療或因病患，或者病患家屬要求醫院轉診時，醫院應告知其可能之風險，記載於病歷，並取得病患或其家屬填寫之轉診同意書，再讓病患進行轉診，當病患主動要求至他家醫院接受治療，得向院方人員申請病歷摘要或檢查報告等資料，供欲前往醫院即時了解病況，以提升轉診安全。

臺北市政府衛生局負責督導與協調網絡內之醫院轉診相關疑義，本年度已完成修訂「大臺北地區急救責任醫院急重症病患院際間轉診疑義反應表」，與新北市政府衛生局及臺北市急救責任醫院確認實施運用，衛生局亦提供單一窗口，受理協調並釐清疑義雙方之轉診問題點，及回應疑義雙方，並將相關案例於衛生福利部 104-105 年度「雙北市提升急診暨轉診品質計畫」網絡委員會會議中討論適切執行方案，透過醫院督考強化監督改善，以落實緊急傷病患轉診安全與品質並冀減少爭議之發生，民國 104 年臺北市醫院院際間轉診爭議案件共查辦 36 案；醫院與消防局間轉送爭議案件共查辦 19 案。





Part 4 Integrating Emergency Treatment

Chapter 1 Improving the Performance of Emergency Medical Services

Section 1 Improving the Quality of Emergency Care and Referrals

The Department provided consultations to hospitals in its jurisdiction and worked with the Ministry of Health and Welfare (MOHW) project to integrate a total of 38 emergency responsibility hospitals in the Greater Taipei Network (including Taipei City and New Taipei City). The National Taiwan University Hospital (NTUH) was selected as the base hospital while Far Eastern Memorial Hospital, Shuang Ho Hospital, Mackay Memorial Hospital, Tri-Service, and Taipei Veterans General Hospital formed the 5 secondary networks. Improvements were made to the safety and quality of emergency care and referrals as well as to expedite its procedures. The Department supervised and counseled emergency responsibility hospitals in Taipei City on the use of the Ministry of Health and Welfare (MOHW) online referral platform to issue, respond and register referral data while requesting the patient to complete the *Emergency Care Patient Referral Agreement*. The Department also supervised various hospitals on the need to conduct proper communications such as the use of the telephone or the online e-referral system for transferring shift handover data and proper completion of standard operating procedures (SOPs) required by the regulations for shift handovers before any inter-hospital transfers (IHT).

Where network hospitals needed to implement horizontal transfer of patients admitted into emergency care and prevent the overcrowding of certain hospitals (such as the base hospital), the specialization of other hospitals within the network shall be referenced to patients. The Department also encouraged base hospitals to transfer their patients to other subsidiary network hospitals to improve the effectiveness of bed occupancy rates while alleviating the emergency department overcrowding issue. In order to protect the people's right of seeking medical service, if the emergency care service of a hospital is unable to provide the proper treatment or if a patient or his/her family members demand a transfer, the hospital is required to inform them of the possible risks, include the actions taken in the medical records and acquire a letter of agreement of the transfer from the said patient or his/her family members before transferring the patient. To ensure transfer safety, a patient who initiates a transferal demand for treatment may ask the medical personnel to provide his/her medical history summary, medical diagnosis report, and other information to the receiving hospital to ensure proper understanding of patients' medical conditions.

The Department was responsible for supervising, coordinating and responding to any questions regarding IHT processes for hospitals within the network. In 2015, the Department completed the revisions for the *Q&A Checklist for Inter-hospital Transfers of Critical Patients between Emergency Responsibility Hospitals in the Greater Taipei Region* and verified the checklist with emergency responsibility hospitals under the New Taipei City Government's Department of Health and in Taipei City for subsequent applications. The Department also provided single-counter services to coordinate and resolve transfer-related issues and responded to the parties involved. Relevant case studies were presented and discussed during the *Emergency Care and Referral Quality Improvement Project in the Greater Taipei Region* network committee meeting in 2015 and 2016. Hospital supervision was increased to ensure proper improvements, enhance the quality of transfer services for emergency care patients and minimize the incidents of medical disputes. A total of 36 IHT-related disputes as well as 19 disputes related to transfers between hospitals and the Fire Department were handled in 2015.



第二節 強化正確就醫觀念

囿於國人就醫習性，遇急症則習慣前往大醫院急診，造成醫學中心急診過度壅塞，為使臺北市民養成「小病到小醫院，大病到大醫院」之正確就醫觀念，並宣導民眾善用急診資源，讓醫學中心充分發揮執行緊急醫療業務，提供重症患者妥善、安全醫療服務，廣續推動臺北市「醫學中心急診待床轉院」計畫，針對醫學中心到院後待床超過 24 小時之病患，由醫師建議病患轉診至就近適當之急救責任醫院，雙方醫院再協調安排救護車協助病患轉院並直接入住病房，期降低病患於急診室候床的時間，亦減輕民眾及其家屬於急診室候床之辛勞，當符合之個案進行轉院成功，由派車端醫院得申請轉院救護出勤費，該經費由衛生局支應，104 年計服務 276 人次。

於民國 104 年首推「臺北市立聯合醫院與醫學中心(臺大醫院)轉診計畫」，該計畫建置各院區單一窗口服務，透過臺大醫院窗口提供欲轉院病人之基本資料，另告知欲入住之院區、病床別等資訊以找尋合適床位，透過 LINE 群組即時回復，轉出醫院則提供病人檢驗、檢查相關結果，並派遣救護車轉送病患，以利後續病情評估與治療。統計 104 年自臺大醫院急診直入臺北市立聯合醫院病房共 408 人。

為保障醫療服務品質，醫學中心依地緣區域性完成到院前病患分流之規劃，與鄰近區域級醫院建立合作機制，疏解急診滿床壓力，如遇有非重症病患欲前往已報備急診滿床之醫院時，消防局救護人員將向民眾充分解釋後建議其接受轉介至該院之合作醫院，可讓病患儘速獲得良好的醫療照護及處置，於民國 97 年 6 月 1 日實施「到院前急診分流」計畫，104 年經臺北市政府消防局輔導送醫 3,157 件中，計 349 件(11.05%)同意接受到院前急診分流(前往非壅塞之急救責任醫院)，以落實醫院緊急傷病患能力分級制度。





Section 2 Strengthening the Concepts of Seeking Proper Medical Care

People in Taiwan tend to seek medical aid at large hospitals in response to emergency conditions and this habit has led to the overcrowding of emergency departments at medical centers. The Department therefore continued to implement the *Transfer Services for Emergency Care Patients at Medical Centers and advocated the proper concept of Seeking Help for Minor Ailments at Small Hospitals and Major Conditions at Large Hospitals* amongst the citizens of Taipei to encourage people to make better utilization of emergency care medical resources, allow medical centers to fulfill its primary role providing emergency medical services, and

provide critical patients with proper and safe medical services. For patients who spent more than 24 hours waiting for a bed after being admitted to a medical center, the physician would recommend a transfer to a suitable emergency responsibility hospital nearby. Both hospitals will then make the necessary arrangements and ambulance services to transfer the patient to an available bed. This strategy is expected to reduce the waiting times for beds while reducing the stress experienced by the patient and their family members while waiting in emergency departments. After successfully transferring a patient who meets the criteria, the hospital dispatching the ambulance may also claim transfer ambulance fee subsidies from the Department. There were a total of 276 individuals benefited from this transfer service in 2015.

The Department initiated the *Taipei City Hospital and Medical Center (National Taiwan University Hospital) Transfer Project* for the first time in 2015 which established single-counter services at hospital branches. To find a suitable bed, the National Taiwan University Hospital (NTUH) counter would provide basic information of the patient demanding the transfer as well as the desired hospital branch and the bed category. An instant response would be provided through a LINE group chat. The transferring hospital would then provide the patient's relevant diagnostics and testing results to facilitate subsequent medical assessment and treatment, and dispatch an ambulance to transfer the patient to the specified destination. Data showed that a total of 408 cases were transferred from the NTUH emergency department to Taipei City Hospital in 2015.

To ensure medical service quality, medical centers shall reference the features of local regions to establish a plan for patient triage. Partnerships were established with neighboring hospitals in the region to relieve the pressure of the fully occupied emergency department. If a non-critical patient intends to be admitted to a hospital where the emergency department is fully occupied, the Fire Department medical staff shall provide a full explanation of the situation and recommend admission to a partner hospital to ensure that the patient obtains prompt and quality medical care and treatment. On June 1, 2008, the Department initiated the *Pre-Admission Triage for Emergency Care*. A total of 3,157 cases submitted by the Taipei City Government Fire Department for processing in 2015, 349 cases (11.05%) were accepted in the pre-admission triage for emergency care (and transferred to emergency responsibility hospitals with available space) in order to implement triage of emergency and critical patients in hospitals.



第二章 救護資源管理

第一節 公共急救設施推廣

為加深民眾對急救技能及 AED 的印象，一方面將 CPR 急救訓練內容簡化，並增加實用的教具，以深化民眾學習效果，提高旁觀者施救意願；另將 AED 納為各類大型活動（如跨年、端午嘉年華及 102 全國運動會等）救護站必備裝備，增加能見度並保障與會人員安全。

緊急醫療救護法增修條文於民國 102 年 1 月 16 日公布實施，除要求特定公共場所應設置體外電擊心臟去顫器（簡稱 AED）外，亦揭櫫「救人不受罰」的精神，強調全民共同把握黃金時間搶救生命。衛生福利部則於同年 5 月及 7 月公告「應設置自動體外電擊心臟去顫器（AED）之公共場所」以及「公共場所必要緊急救護設備管理辦法」，臺北市政府則於同年 3 月 19 日率先宣示響應，在每日旅運量 170 萬人次的捷運各場站設置 AED，並已達成 3 年內設置 1,000 臺的目標，透過各單位及企業機關紛紛響應，設置或捐贈 AED 的意願及觀念有顯著提升。

臺北市 AED 設置政策自民國 98 年推動以來，公、民單位積極配合中央政策，市府各單位亦持續宣導及推動公共場所設置 AED，設置量已具規模，截至 104 年底已設置 1,257 臺 AED，設置密度達每十萬人口 46.47 臺，超越德國（17.9）、英國（25.6）及澳洲（44.5）。臺北市 AED 設置場所皆依規定於「衛生福利部公共場所 AED 急救資訊網」完成資料登錄，供民眾查詢及緊急救護使用，讓 AED 充分發揮效益。

臺北市政府衛生局更提供充分的免費課程，輔導 AED 設置場所申請「AED 安心場所」認證，凡通過認證者，代表該場所有 70% 員工接受 CPR 及 AED 訓練，管理員完成 220 分鐘 AED 管理員訓練並取得證照，場所有清楚標示 AED 所在位置，可在發生緊急事故時即刻拿到 AED，更有許多受過訓練的人員協助搶救，把握黃金救援時刻，獲得即時處置提高存活率，全面建置臺北市成為健康城市、安全社區，更保障市民生命安全。特藉柯市長主持之「感恩的心 感謝有妮」捐贈記者會，同時辦理「AED 安心場所」公開授證，包含百貨公司、旅館、餐廳、政府機關、運動中心、公司及學校等，臺北市累計已有 257 處場所取得「AED 安心場所」認證。



● 104 年 10 月 12 日「安心認證 你我心安」授證記者會

October 12th 2015 Press conference of the Safety Accreditation to Put Our Minds at Ease certification



Chapter 2 Managing Emergency Resources

Section 1 Promotion of Public Emergency Treatment Facilities

To enhance public awareness for first aid skills and the use of AED, to achieve better learning outcomes and to improve the willingness of bystanders to provide assistance as required, the Department made steps on simplifying the contents of CPR and first aid training and provided more practical teaching tools. AED was also included as mandatory equipment at first aid stations during various large scale events (such as the New Year Countdown, Duanwu Carnival and the 2013 National Sports Day). Measures were also taken to improve visibility and protect the safety of visitors attending these events.

Additional articles to the *Emergency Medical Services Act* were promulgated and enforced on January 16, 2013. The new provisions required public places to be furnished with Automated External Defibrillators (AED) and stipulated that *those attempting to rescue people should not be subject to legal punishments* so that bystanders would be encouraged to make full use of the golden time and save lives. The Ministry of Health and Welfare (MOHW) also announced a *list of public venues that must furnish AEDs as well as Gonggong Changshuo Biyao Jinji Jiuhu Shebei Guanli Banfa* [Regulations Governing Public Places Required to Provide Emergency First Aid Equipment] in May and July of the same year. The Taipei City Government was the first to demonstrate support as early as March 19 of the same year. All metro stations with daily ridership exceeding 1.7 million were furnished with AEDs. The City Government also successfully achieved the objective of deploying 1,000 units of AEDs within 3 years. Various government agencies and private companies also showed their support and demonstrated increased willingness to setup or donate AEDs.

Since 2009, the national policy for setting up AEDs has been actively supported by both government agencies and NGOs in Taipei City. Various Taipei City Government departments have continued to promote and advocate the provision of AEDs in public areas and numerous venues were furnished with these first-aid equipment. By the end of 2015, a total of 1,257 units of AEDs were provided for a density of 46.47 units per 100,000 individuals, higher than that of Germany (17.9), the UK (25.6), and Australia (44.5). To ensure that all AEDs are used to its maximum potential, every area furnished with AEDs has complied with the relevant regulations and completed data registration on the *MOHW Public Area Emergency First Aid and AED Information Network*. The public could check the registered information and utilize the emergency equipment available.

The Department also provided many free training courses and counseling for venue management who furnished AEDs in their venues to apply for *AED Safe Areas* certification. Being certified means that over 70% of the employees in the venue had undergone CPR and AED training while the management staff had completed a 220-minute long AED Management Training Course and received the relevant certification. The venue also provided clear labeling of the AED locations so that they could be immediately accessed during emergencies. The training courses and certification process would help encourage trained personnel to be involved in emergency treatment processes, take advantage of the golden time and ensure better survivability with timely rescue. Such efforts would help transform Taipei into a healthy city with safe communities and proper protect for the health and safety of its citizens. The Department was also supported by the *Grateful Heart and Grateful to You* donation press conference organized by Mayor Ko of Taipei City. The *AED Safe Area* certification of public venues was also carried out for department stores, hotels, restaurants, government agencies, sports centers, companies and schools. To date, a total of 257 venues in Taipei City have successfully obtained the *AED Safe Areas* certification.



第二節 防止救護資源濫用

因臺北市救護量逐年攀升，為遏止緊急救護資源濫用，提升到院前緊急救護品質及效率，臺北市政府衛生局與消防局共同研議規劃，並自民國 101 年 12 月 8 日起實施「臺北市民眾濫用消防局救護車收費計畫」，針對民眾指定 119 救護車至「非」急救責任醫院及「未」赴急診室檢傷掛號者之民眾進行收費；收費標準依照「臺北市救護車設置機關（構）救護車收費基準」計算，每趟次收取 1,800 元救護車使用費。與消防局及社會局共同組成「臺北市政府緊急救護審核小組」，定時召開會議，針對疑義個案進行逐案審查，其中列管之高救護量使用者不乏遊民、低社經非重症者、酒醉路倒者等，除醫療外並評估個案社福需求，包含就業、安置、關懷訪視、社會救助及相關福利之供給，整合社會福利資源並提供適切服務及輔導，以落實弱勢族群權益之維護及社會資源合理分配。

依據臺北市政府消防局統計資料顯示，民國 104 年 119 救護出勤案件與 103 年相比，非緊急個案明顯下降 15.9%，緊急個案則上升 2.6%，顯示輔導訪視及替代資源轉介與收費制度已有成效，且自 101 年迄今已開立 62 張救護車使用費繳款單，除 6 張尚未繳納，其餘均已繳納。

第三節 救護車管理

為建立完善的緊急醫療救護系統，提供合法的救護運輸設備及救護技術員，提升臺北市市民對於緊急醫療救護的重視及信賴，臺北市政府衛生局對所轄救護車之人員配置、設備及救護業務每年均進行定期及不定期檢查，並辦理急救責任醫院及救護車營業機構督導考核加強管理。

臺北市救護車民國 104 年初數量共計 192 輛，上半年度新設置救護車共計 8 輛，扣除定檢時已廢止之救護車 17 輛，應完成定檢之數量為 175 輛，均依規定完成定期稽查，合格率達 100%；另不定檢部分，扣除不定檢時已廢止之救護車 19 輛，應完成不定檢之數量為 181 輛，除臺北市政府消防局所屬 3 輛救護車因車禍事故維修，無法進行不定檢，其餘 178 輛均依規定完成不定期稽查，檢查結果均合格，合格率達 100%；臺北市政府衛生局並於 104 年 3 月及 9 月間分別於臺北榮民總醫院及臺北醫學大學附設醫院，採不預警方式，依衛生局訂定救護車業務不定期抽查表進行救護車到達醫院之檢查，檢查結果均合格。





Section 2 Preventing the Abuse of Emergency Resources

In response to the growing number of medical emergencies in Taipei City, measures had to be taken in order to improve the quality and efficiency of pre-hospital emergency treatment as well as to prevent the abuse of emergency rescue resources. The Taipei City Government Department of Health (the Department) thus worked with the Fire Department to enact the *Taipei Charging Scheme in Cases of Public Misuse of Fire Department Ambulances* which entered into force on December 8, 2012. Under this Scheme, members of the public shall be liable to pay a fee if they called an ambulance to a non-emergency responsibility hospital and if the patient had not visited the emergency room for examination. The said fee shall be based upon the *Taipei Ambulance Installation Organization Ambulance Fees Criteria* and charges NT\$ 1,800 for each ambulance call out. The Department also worked with the Fire Department and the Department of Social Welfare to form a *Taipei City Government Emergency Rescue Evaluation Team* that holds regular meetings to review suspected cases of emergency resource abuse. Frequent users of emergency rescue resources such as the homeless, non-critical patients from less privileged socio-economic backgrounds and intoxicated individuals who passed out by the roadside were subject to relevant management measures. In addition to medical treatment and evaluation of social welfare requirements, other forms of welfare such as employment, sheltering, home visits and social aid were provided. Social welfare resources were integrated to provide individual cases with proper service and counseling in order to protect the rights of the underprivileged and ensure a fair distribution of social resources.

Statistics from the Taipei City Government Fire Department showed that the number of non-emergency 119 ambulance dispatches in 2015 significantly dropped by 15.9% compared to 2014, while emergency response cases rose by 2.6%. These outcomes demonstrated the effectiveness of counseling visits, alternative resource referrals and the Charging Scheme. Since 2012, a total of 62 ambulance bills have been levied. All bills, with the exception of 6, were paid by the users.

Section 3 Ambulance Management

To establish a comprehensive emergency medical treatment system, provide legally qualified ambulance equipment and operators, and build confidence and appreciation amongst Taipei City citizens for emergency medical treatment service provided by city hospitals, the Department of Health of the Taipei City Government (the Department) conducted regular and unannounced inspections of personnel deployment, equipment and emergency treatment services of hospitals under its jurisdiction, supervised and evaluated emergency responsibility hospital and ambulance operating organizations, and increased the stringency of management measures.

At the start of 2015, there were a total of 192 ambulances in Taipei City. A total of 175 vehicles were inspected. Eight were added in the first half of the year while 17 were removed from the list due to obsolescence. In other words, all vehicles underwent and passed regular inspections according to the regulations for a qualifying rate of 100%. For random inspections, 181 vehicles were to be reviewed with the exception of 19 vehicles which were removed from the list due to obsolescence. However, 3 vehicles under the Taipei City Government Fire Department were under repairs due to accidents and therefore did not undergo the inspections. In other words, a total of 178 vehicles underwent and passed random inspections according to the regulations for a qualifying rate of 100%. In March 2015 and September 2015, the Department also conducted unannounced checks at Taipei Veterans General Hospital and Taipei Medical University Hospital using the *Checklist for Unannounced Inspection of Ambulance Services stipulated by the Department* to evaluate ambulance arrival at the hospital. Both hospitals successfully passed this unannounced inspection.



臺北市輔導合法立案之救護車營業機構共計有 5 家，分別為仁光、一心、聯安、和興及駿龍救護車有限公司，另有外縣市跨區至臺北市營運之救護車營業機構為九九九、順新、和安及桃聯救護車有限公司共計 4 家，臺北市政府衛生局並於民國 104 年 11 月 17 日至 11 月 24 日辦理救護車營業機構進行督導考核，考核結果除上傳衛生局外網提供予民眾參考外，為保障臺北市市民救護運送之安全與權益，亦函知臺北市各醫療院所（含護理機構）暨臺北市政府社會局轉知安養護機構作為選擇合約救護車營業機構之參考。

藉由加強臺北市救護車稽查工作，提升救護車設置機關（構）管理效能、建立正確緊急救護作業觀念及提供良好的緊急救護服務品質，保障臺北市市民救護運送之安全與權益。截至民國 104 年底，臺北市總計 27 家救護車設置機關（構），救護車總數為 187 輛（一般型 158 輛；加護型 29 輛），包含消防機關 78 輛、醫療機構 61 輛、救護車營業機構 42 輛及其他單位 6 輛。

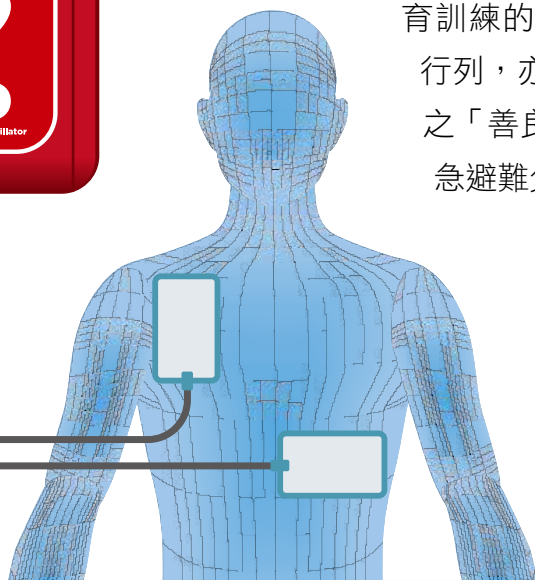
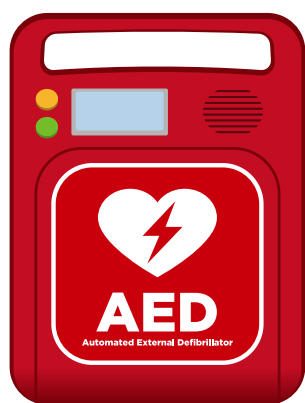
第三章 推動市民急救教育訓練

第一節 分齡分眾之教育

學校是建立安全觀念、知識、態度、習慣以及訓練技能的最佳場所，尤其高中職生身心逐漸成熟，可以考駕照，可以參與公共事務，故以高中階段學生為目標族群向下扎根，推動 CPR 加 AED 急救技能，為此臺北市規劃各學制急救教育訓練，由臺北

市政府衛生局、消防局與教育局共同合作改善高中校園急救教育訓練課程，以「足量教具」、「律定教材」及「統一授課方式」等三大原則實施，以生動活潑的教學方式強化高中生相關急救 CPR+AED 知識；以一人一教具的比例確保學生

有足夠的練習 CPR 技術時間，以提升急救教育訓練的成效。倡議並鼓勵學生加入救人行列，亦闡明新修訂「緊急醫療救護法」之「善良的撒瑪利亞人法」精神，適用緊急避難免責之「救人不罰」規範。





Taipei City has a total of 5 legally registered ambulance companies counseled by the Taipei City Government, namely Renguang, ES, Lian An, Hexing and Junlong, as well as 4 cross-county or city ambulance companies, namely 999 Ambulance, Shunxin, He An and Tao Lian. The Department supervised and evaluated these ambulance companies from November 17 to 24 in 2015. Outcomes of these evaluations were posted on the Department's official website for public reference to safeguard the rights and interests of ambulatory services for Taipei City citizens. Results were also sent to various medical institutions in Taipei City (including nursing institutions) as well as the Taipei City Government Department of Social Welfare to notify affiliated nursing homes and provide them with a reference while choosing ambulance operators to sign a contract with.

Enhancing ambulance audits would help improve the management efficiency of ambulance operators or institutions with ambulance vehicles in Taipei, establish proper concepts in the provision of emergency treatment, ensure excellence in the quality of emergency medical services provided and safeguard the safety and interests of Taipei City citizens. Up to the end of 2015, the Department audited 27 ambulance companies or institutions with ambulance vehicles and inspected a total of 187 vehicles (158 general vehicles and 29 intensive care vehicles), of which 78 were from fire departments and agencies, 61 from medical institutions, 42 from ambulance companies and 6 from other agencies.

Chapter 3 Promoting Emergency Rescue Training amongst Fellow Citizens

Section 1 Age-based Training

Schools are the perfect places to teach proper safety concepts, knowledge, attitudes, and habits and to provide training for various skills. Senior high and vocational school students, in particular, would soon be entering adulthood and permitted to acquire their driving licenses and participate in public events. The Department therefore targeted senior high and vocational school students as the target demographic for implementing training of CPR + AED emergency first aid skills. For these purposes, the Taipei City Government organized emergency treatment education and training for various school systems. The Department worked with the Fire Department and Department of Education to improve emergency treatment training courses in high schools along the 3 major principles of (1) availability of teaching tools; (2) standardized teaching materials; and (3) group teaching approach. A dynamic and lively teaching approach was adopted to enhance student knowledge on CPR + AED emergency treatment. Each student was provided with 1 set of teaching tools to ensure that everyone gets enough training time to practice CPR techniques and improve the effects of emergency first aid training. Students were also encouraged to rescue those in need by conveying the spirit of the good Samaritan law in the revised *Emergency Medical Services Act* and the corresponding law where rescue attempts would be exempt from liabilities or punishments.



● 於東山高中辦理急救教育訓練課程

Emergency treatment training held at the Taipei Private Dongshan high school

第二節 全民救人觀念推廣

為強化民眾體認 CPR 及 AED 的需要及必要性，臺北市政府衛生局分三層面進行宣導：「有沒有 AED？會不會救？敢不敢救？」，期降低死亡與失能的風險，培養市民對人的關懷及對生命的尊重，進而主動負起旁觀者施救之責任，進而提高旁觀者施救率。爰積極推廣市民急救技能訓練教授市民學習 CPR+AED。除由臺北市政府消防局、臺北市十二區健康服務中心、臺北市立聯合醫院等公家單位共同推行辦理外，衛生局另委託專業團體辦理急救技能訓練，開發實用教案，針對不同場域人員推動急救教育訓練，加強輔導受訓民眾，使參訓民眾充分正確練習操作，以臨危不亂應變，截至民國 104 年，臺北市已設置 1,257 臺 AED；有關辦理簡版急救技能（CPR+AED）訓練，總計 1,997 場次，訓練達 11 萬 3,196 人次。

第四章 重大災害緊急救護

第一節 災防救護建置

臺灣位於亞熱帶與熱帶交界屬於副熱帶季風區，又位於歐亞板塊與菲律賓海板塊的交界地震帶，所以天然災害頻繁。如發生於民國 88 年的「921」集集大地震，造成全國 2,000 人以上死亡，1 萬餘人受傷，造成社會衝擊影響。此外，104 年 2 月 4 日復興空難、同年 6 月 27 日八仙樂園粉塵爆燃事件亦造成多人死傷。當災害導致大量傷患，考驗災難現場的緊急醫療救護，若有良好的防救災準備與緊急醫療應變計畫，則可降低災害帶來的傷亡和損失。為提升臺北市政府衛生局處理災害緊急應變能力，制定「臺北市政府衛生局災害業務執行計畫」，作為處理災害防救業務之依據。以災害預防、整備、應變及復建重建四階段分別敘述：



一、災害預防

（一）災害防救資料之建置與管理

無論是災前的預防或是災時的緊急應變，皆須依靠平時建置之各類防災資料，每年完成更新製作。包含：臺北市政府衛生局災害防救措施手冊、醫院緊急狀況聯絡人通訊錄、各行政區緊急安置所醫護組對應窗口連絡人通訊錄、臺北市醫療機構病床數清冊等。



Section 2 Promoting the Concept of All-out Rescue Operations

To help the public understand the necessity of CPR + AED skills and knowledge, the Department advocated these concepts along with the 3 principles of: “Availability of AED, Competence of CPR and Willingness to Implement Rescue Measures.” The purpose is to increase bystander rescue rate, reduce the risk of mortality and promote mutual consideration and respect for life. People were encouraged to be a responsible bystander and act out their duty of rescuing others. The Department therefore actively advocated public learning of first aid techniques such as CPR + AED. In addition to joint deployment of training activities by the Taipei City Government Fire Department, 12 district health centers, Taipei City Hospital, and other public agencies, the Department also contracted with professional groups and organizations in implementing first aid technique training and developed practical teaching plans and materials. First aid skill trainings were provided to people in various fields. Improved counseling was provided so that trainees participating in these sessions could acquire proper knowledge in the practice of first aid techniques and gain the ability to respond to emergencies in a calm manner. By 2015, the Taipei City Government had furnished a total of 1,257 units of AEDs. A total of 1,997 sessions of simple first aid technique training (CPR + AED) attended by 113,196 individuals were held in 2015.

Chapter 4 Emergency Rescue for Major Disasters

Section 1 Setting Up Disaster Prevention and Rescue Measures

Taiwan is located at the boundaries of the sub-tropical region and the tropical region and has sub-tropical monsoon climate. The island is also located on the boundaries of the Eurasian Plate and the Philippines Sea Plate. This location exposes it to many natural disasters. The September 21 Jiji Earthquake of 1999 killed over 2,000 people throughout the country and resulted in over 10,000 injuries, causing severe social impact. Recent disasters such as the February 4 TransAsia Airways disaster as well as the June 27 Formosa Fun Coast Explosion in 2015 have led to horrendous casualties as well. Mass-casualty incidents (MCI) would put on-site emergency medical service (EMS) capabilities to the test. Good disaster prevention measures, preparations and EMS response plans could help reduce casualties and losses to property caused by various disasters. To improve disaster and emergency response capabilities, the Taipei City Government Department of Health (the Department) has stipulated the *Disaster Response Implementation Plan of the Taipei City Government Department of Health* as a standard reference for handling and responding to disaster events. The Plan is divided into 4 phases of disaster prevention, preparation, response and reconstruction. Descriptions are provided as follows:

1. Disaster prevention

(1) Disaster prevention information setup and management.

Pre-disaster prevention or emergency responses while actual disasters happen must rely on disaster prevention information prepared during routine activities. Such information must be revised and updated every year and includes: Taipei City Government Department of Health Disaster Prevention and Rescue Implementation Manual, Hospital Emergency Contact List, contact list for the contact windows of emergency shelters and medical treatment groups in various districts, and a list of beds available in Taipei’s medical institutions.



(二) 災害緊急通報系統

為因應本市天然災害及突發之重大事故時，能儘速成立緊急應變小組暨臺北市醫療院（所）及急救責任醫院參與災害防救任務，建立良好的通訊網路系統，俾利資訊傳遞並提供決策者正確的判斷依據，包含：無線電通報系統、有線通訊系統、緊急醫療資訊網等。

(三) 臺北市政府衛生局緊急及災難應變指揮中心（EMOC）資訊整合系統

建立臺北市政府衛生局緊急及災難應變指揮中心專屬網頁及整合防救災醫療資訊，內容包含：災難管理、急重症轉診、事件管理及通報自殺防治專線等資訊整合通報功能。

(四) 醫院設施減災與補強

為確保災害發生時醫院能發揮最大的緊急救護功能並維持正常運作，臺北市政府衛生局要求轄內醫院需每年提報「災害復舊計畫」及訂定各項緊急災害應變措施，期於災害發生時，能立即發揮醫院緊急醫療能力。

二、整備

(一) 災害應變中心作業準則

依據臺北市各級災害應變中心作業要點，訂定衛生局災害應變工作事項。

(二) 災情通報準則

臺北市急救責任醫院、非急救責任醫院及各行政區健康服務中心制定災情通報準則，以供災害發生時緊急通報。

(三) 計畫及標準作業程序之研修訂定

臺北市政府衛生局訂定災害應變相關計畫、標準作業程序及備妥相關防救災資源，當災害發生時，即可依照既定之應變計畫及程序執行各項應變行動，迅速掌握災害情況，達成災害搶救任務。





(2) Disaster and emergency notification system

The disaster and emergency notification system must be provided to quickly establish an Emergency Response Team (ERT) with Taipei City hospitals (and health centers) as well as emergency responsibility hospitals to initiate disaster prevention and rescue missions in the event of a disaster. The notification system provides an excellent communication network to facilitate data transfer and provide decision makers with the information needed to make the correct judgments, and includes the following sub-systems and facilities: wireless communication, land line communication and emergency medical data network.



(3) Data Integration System for the Taipei City Government Department of Health Emergency Medical Operating Center (EMOC)

Independent website and integrated medical service information for disaster prevention and rescue were established by the Taipei City Government Department of Health Emergency Medical Operating Center (EMOC). The website and data provide information on disaster management, referrals for severe or critical injuries or diseases, incident management and notification, suicide prevention hotlines and data integration and notification functions.

(4) Enhancing after-disaster mitigation capabilities of medical facilities

To ensure that hospitals could maintain normal operations and realize their maximum potential through immediate provision of emergency rescue services in the event of a disaster, the Department has requested all hospitals under its jurisdiction to submit *Disaster Recovery Plans and* set up various emergency and disaster response measures.

2. Preparations

(1) Operating standards for the Emergency Operations Center (EOC)

Disaster response tasks of the Department were established according to key EOC operating requirements at various levels of the Taipei City Government.

(2) Disaster notification standards

Emergency responsibility hospitals, non-emergency responsibility hospitals and health centers of all districts in Taipei City were required to stipulate standards for providing emergency notifications in the event of a disaster.

(3) Developing and amending disaster response plans and standard operating procedures (SOPs)

The Department has stipulated a number of plans and SOPs for disaster response and prepared relevant resources for disaster prevention and rescue. In the event of a disaster, rescue organizations could refer to existing response plans and SOPs to implement various response actions, assess disaster situations quickly and carry out various disaster rescue missions.



(四) 防災教育訓練及演習

辦理防災教育訓練及演習以提升防災人員對災害的認知及強化防救災整備、應變能力(包含心理衛生)。每年定期督導本市醫療機構實施緊急災害應變演習並針對臺北市 17 家急救責任醫院及民間救護車機構進行督導考核。辦理緊急醫療救護及各項災害之相關議題教育訓練。配合臺北市政府及相關單位參與災害防救演習，包含風災、震災、核化災、氣體油料、人為事故及交通事故等。

(五) 臺北市政府衛生局危機管理應變機制

為因應臺北市政府衛生局權管業務發生突發且重大事件時，建立有效因應危機管理機制，應成立緊急應變小組，並由局長指派相關人員負責。

三、應變

(一) 災害防救人員編組

依各災害防救法規，臺北市政府衛生局編制有緊急應變小組、健康服務中心緊急應變小組、市醫災難醫療救援隊、14 大醫事公會、民防法及全民防衛動員體系。

(二) 災害應變中心成立與運作程序

當災害發生，臺北市災害應變中心成立，臺北市政府衛生局進駐醫衛環保組，負責緊急醫療救護之相關工作聯絡事項及傷病患統計等事宜。

(三) 現場救護站規劃與傷病患救護

當發生災害或大量傷患時建立現場緊急醫療救護指揮、協調系統及掌握臺北市緊急醫療動員能量，視災害規模開設現場救護站。即時掌握災區緊急救護需求及臺北市緊急救護之動員能量。如災情嚴重，超出臺北市之緊急醫療救護處理能力時，消防局及臺北市政府衛生局協調、聯絡鄰近地區或鄰近縣市之救護人員、救護車及醫療機構跨區支援現場緊急醫療救護與傷患之收治，並協調衛生福利部啟動國家級災難醫療救護隊協助臺北市救護工作。



- 辦理防災教育訓練及演習以提升防災人員對災害的認知及強化防救災整備、應變能力

Disaster prevention training and exercises designed to improve disaster-related knowledge, preparations for disaster prevention and rescue, and response capabilities amongst rescue workers



- 當災害發生，臺北市災害應變中心成立

Establishing the Taipei City Disaster Response Center in response to disasters



(4) Disaster prevention training and exercises

Disaster prevention training and exercises were carried out to improve disaster-related knowledge and to enhance disaster prevention and rescue preparations and response capabilities (as well as mental health) of the rescue workers. The Department regularly supervises the implementation of emergency and disaster response exercises in various medical institutions in Taipei. Supervision and assessment of 17 emergency responsibility hospitals and ambulance companies in Taipei City were also carried out as well. The Department also organized training sessions for topics related to emergency medical treatment and various types of disasters. We worked with the relevant agencies of Taipei City Government to carry out prevention and rescue exercises in response to calamities that include typhoons, earthquakes, nuclear or chemical disasters, gas or oil explosions, man-made disasters or traffic accidents.

(5) Crisis Management and Response Systems of the Taipei City Government Department of Health

In response to major contingencies of the Department's operations, the Department has established an effective crisis management system as well as an Emergency Response Team (ERT) led by personnel appointed by the Commissioner.

3. Response

(1) Disaster prevention and rescue personnel

The Department has established an Emergency Response Team (ERT), health center ERTs, city hospital disaster medical support teams, 14 major medical associations, civil defense laws and all-out defense mobilization systems in compliance with various disaster prevention and rescue regulations.

(2) Establishment of the Emergency Operations Center (EOC) and its operations

The Taipei EOC shall be established in the event of a disaster. The Department shall be stationed at the medical and environmental protection team and be in charge of communication work related to emergency medical services (EMS) and compiling of injury and disease statistics.

(3) Planning of on-site treatment stations and treatment of the patients and injured

During disasters or mass-casualty incidents (MCI), the Department shall establish an on-site emergency medical treatment command and coordination systems and mobilize the emergency medical service (EMS) capacities of Taipei City. On-site treatment stations shall be established according to the scale of the disaster. We shall also continuously monitor emergency treatment requirements and mobilization capacities of EMS resources of Taipei City. If the disaster proves to be severe and beyond EMS capacities of Taipei City, the Department shall work with the Fire Department to coordinate and contact rescue workers, ambulances and medical institutions in neighboring regions, counties or cities to offer on-site EMS for the patients and the injured. We shall also work with the Ministry of Health and Welfare (MOHW) to deploy its national-level disaster and medical rescue teams to support disaster rescue work in Taipei City.



(四) 緊急傷病患救護與後續治療緊急動員

衛生局及急救責任醫院於災害現場完成緊急醫療處置，持續辦理後續傷患醫治、人力及資源調度等事宜，以降低失能及災損。各醫療機構在接獲通報準備收治大量傷病患後，應立即啟動院內大量傷病患救護機制，並在接收傷患後儘速登錄傷情。接獲災區指揮官之藥品及醫材需求時，臺北市政府衛生局將立即調撥動員重要藥品醫材儲存處之醫院提供儲備藥品及醫材。

(五) 緊急收容安置計畫之配合

依據臺北市「地區災害防救計畫」，配合教育局、社會局等相關局處辦理緊急安置所災民衛生保健醫療事項。

四、復健重建

能於災後迅速了解災情，研判災害所造成之受創、受損程度，擬訂復原重建計畫，依據標準作業程序循序完成重建計畫。

(一) 災情監視、通報及處理

各級醫院之受災情形調查與處置，臺北市政府衛生局提供必要之協助，使轄內之醫療功能得以正常運作，確保市民之就醫品質。

(二) 受災民眾及工作人員心理重建及後續治療

由專業人員提供有心理需求的民眾心理支持，視需要開設安心會談室或安心諮詢專線及提供一線救災人員減壓服務。

第二節 復興航空空難事件

復興航空 235 號班機空難發生於民國 104 年 2 月 4 日上午 10 時 55 分，該班機原定於臺灣臺北松山機場飛往金門尚義機場，在起飛後不久即墜毀於臺北市南港區基隆河，造成 43 人死亡。



● 復興航空 235 號班機墜機災害現場 - 醫護人員執行傷病患搶救

Site of the TransAsia Flight 235 disaster - medical personnel work hard to rescue the wounded victims



- (4) Emergency treatment of the patients and injured and emergency mobilization of resources for subsequent treatment

After providing EMS at the disaster area, the Department and emergency responsibility hospitals shall continue to coordinate subsequent treatment of the patients and injured and deploy relevant manpower and resources to minimize any potential disabilities and losses resulting from the disaster. Upon receiving notification for accepting a large number of the patients or injured, medical institutions shall immediately activate its internal mass-casualty incident rescue system and promptly register the conditions of injuries of the admitted patients. After receiving requests for medicine and medical supplies from the commander of the disaster site, the Department shall immediately notify and mobilize hospitals responsible for storing critical medical supplies to deploy the required supplies.

- (5) Supporting the Emergency Sheltering Plans

The Department shall work with the Department of Education, Department of Social Welfare and other Taipei City Government agencies to provide emergency shelters and relevant sanitation, healthcare and medical support required by disaster victims in compliance with the *Regional Plan of Disaster Prevention and Response of Taipei City*.

4. Recovery and Reconstruction

Proper recovery and reconstruction entail quick assessment of the extent of the disaster, determining the scope and degree of damage caused and formulation of recovery and reconstruction plans. The said reconstruction plans shall be implemented according to the relevant SOPs.

- (1) Monitoring, Notification and Handling of the Disaster

The state of disasters in the hospital at various levels shall be assessed and handled accordingly. The Department shall also provide assistance where needed to ensure normal operations of hospitals under its jurisdiction and the quality of medical services provided to fellow citizens of Taipei City.

- (2) Mental Reconstruction and Subsequent Treatment for Disaster Victims and Rescue Workers

Professionals shall be deployed to provide psychological support to people with such requirements. Safe consulting rooms, counseling helplines and stress alleviation services for frontline rescue workers shall be provided where required.

Section 2 TransAsia Disaster

The TransAsia Flight 235 disaster occurred at 10:55 AM on February 4, 2015. This flight was originally scheduled to depart from Taipei Songshan Airport and head to its destination of Kinmen Shang Yi Airport. Shortly after take-off, the plane crashed at Keelung River in Nangang District of Taipei City and 43 people were killed.



臺北市政府衛生局接獲消防局通報後立即啟動大量傷病患緊急醫療救護機制協助救援，並通知臺北市 4 家醫院執行雙軌救護，與臺北市政府消防局共同負責現場緊急醫療救護及傷患後送作業；因應搶救作業持續進行，於 2 月 5 日至 2 月 7 日由臺北市立聯合醫院出動雙軌救護及夜間待命。

傷患經檢傷分類後，分別後送至臺北市 7 家醫院，共計收治 27 名傷患。後續由臺北市政府衛生局社區心理衛生中心心理輔導員及市立聯合醫院社區精神科醫師、臨床心理師等安心服務專業團隊進駐提供傷患與家屬心理衛生服務，並轉由各權責機關介入傷者與家屬之社會福利、就業輔導轉介等後續支持與援助。

第三節 八仙塵爆事件

八仙樂園派對粉塵爆炸事故發生於民國 104 年 6 月 27 日 20 時 32 分左右，於新北市八里區「八仙樂園」，活動中，以玉米澱粉及食用色素製作之色粉發生引爆粉塵爆炸及迅速燃燒而導致火災事故。此事件造成 499 人傷亡，共計 15 人死亡，484 人輕重傷。

臺北市政府衛生局於第一時間接獲通報後立即啟動大量傷病患緊急醫療救護機制協助救援，與消防局共同負責現場醫療救護及傷患後送作業。請醫院預作準備收治傷患、派遣醫護人員及救護車輛協助支援現場醫療救護、盤點醫療能量清點各院空床數及燒燙傷病床、協調傷患後送分流及後續每日持續傷情追蹤並調查傷患轉院需求協助欲返鄉傷患轉院服務。臺北市 11 家醫院共計收治 273 名傷患。衛生局於事件發生當時調派醫護人力及救護車；啟動後續災難心理衛生合作事宜並建置心理衛教宣導網頁；協調醫療機構緊急調度燒燙傷物；並協助臺北市醫院傷患轉診作業，持續彙整傷情；並整合醫事資源，於民國 104 年 7 月 5 日至同年 10 月 29 日間，提供醫事人力支援、志工媒合、按摩舒壓及安心服務。衛生局仍持續追蹤傷者就醫動向，並轉由各權責機關介入傷者與家屬之心理衛生輔導、社會福利、就業輔導轉介等後續支持與援助。





Upon receiving notification from the Fire Department, the Department immediately activated its mass-casualty incident (MCI) emergency medical treatment system and notified 4 hospitals in Taipei City to provide ALS ambulance services. We worked with the Taipei City Government Fire Department to provide emergency medical treatment at the disaster site and helped transport the injured to their respective hospitals. As rescue operations continued, the Department mobilized Taipei City Hospital from February 5 to 7 to provide ALS ambulance services and remain on standby during night shifts.

A total of 27 disaster victims were provided injury inspections before transferring them to 7 hospitals in Taipei City. Psychological counselors from the Taipei Community Mental Health Center under the Department, community psychiatrists from Taipei City hospitals, clinical psychologists and other professional teams offering mental health consultation were mobilized to provide services to victims and their family members. Cases were then transferred to the relevant authorities who then intervened on the behalf of the victims and their family members to attain social welfare, employment counseling and referrals, and other subsequent support and services.

Section 3 Formosa Fun Coast Explosion

The Formosa Fun Coast Explosion occurred around 8:32 PM on June 27, 2015. The dust explosion occurred at Formosa Fun Coast in Bali District of New Taipei City. Colored dust made from corn starch dyed with food coloring that was used during the event created a dust explosion. The rapid combustion caused the fire. This incident caused 499 casualties, including 15 deaths and 484 cases of various states of injuries.

Upon receiving notification of this incident, the Department immediately activated its mass-casualty incident (MCI) emergency medical treatment system and worked with the Taipei City Government Fire Department to provide emergency medical services (EMS) at the disaster site and transported the injured to hospitals for further treatment. Measures implemented by the Department include asking hospitals to make preparations for receiving the injured, deployment of medical personnel and ambulances to support EMS at the disaster site, assessment of EMS capacities and compiling information on the number of available beds and burn injury care wards, coordination of subsequent transfers of the injured, carrying out daily monitoring of the conditions of injuries and investigating transfer requirements of the injured and providing assistance to those who wished to be transferred to a hospital located at their hometowns. A total of 273 injured individuals were admitted by 11 hospitals in Taipei City. The Department carried out the following measures at the time of the disaster: deployment of medical personnel and ambulances; activation of subsequent disaster mental health partnerships and setting up a website advocating mental health education; supporting medical institutions through emergency deployment of medical supplies for treating burns; and supporting Taipei City hospitals in conducting transfer services for the injured. The Department then continued to monitor the progress of the injuries and integrated medical resources as needed. Medical personnel support, massage and stress relief services, and mental counseling services were also provided from July 5 to October 29, 2015. The Department continued to monitor medical treatment and activities of the injured and transferred the disaster victims to the responsible authorities to intervene on behalf of the injured and their family members to provide mental health counseling, social welfare, employment counseling and referrals, and other forms of subsequent support and assistance.

Public Health of Taipei City





Part 5
Promoting Human-
Oriented Health Services

第 **5** 篇

推廣貼心醫療

第五篇 推廣貼心醫療

第一章 整合社區關懷及醫療之可近性

第一節 社區關懷醫師整合照護

臺北市政府衛生局為照顧更多社區弱勢族群，於民國 104 年 9 月委託臺灣家庭醫學醫學會推動士林區、北投區「社區關懷醫師整合性照護試辦計畫」，建構社區網絡資源，連結北投文化基金會、社福單位、在地里長、健康服務中心等團隊，並號召當地基層醫師，以健康、專業、關懷為核心，提供低收、中低收、身心障礙及獨居長者關懷訪視服務，共收案 390 人，提供 532 人次訪視服務，期望藉由主動關懷、健康守護，成為市民最貼心的醫師朋友。

中央健康保險署於民國 92 年推動「全民健康保險家庭醫師整合性照護計畫」，由同一地區 5 家以上基層診所與合作醫院共同組成「社區醫療群」，服務對象主要為慢性病及門診高利用個案。臺北市 104 年約有近 200 家診所，250 位醫師加入社區醫療群，佔基層醫師比例 12%，且 104 年服務個案約 14 萬 5,000 人，僅佔臺北市總人口 5%，顯示臺北市仍有許多個案未獲得妥切服務。此外，因應高齡化社會的來臨及安寧緩和醫療於全球之發展與推廣，極需藉由基層醫師以專業與熱忱，提供訪視關懷服務，除了解疾病的構面，更深入家庭給予醫療衛教指導，除落實家庭醫師照護功能，更建立家庭健康紀錄檔案。

第二節 醫院型家庭責任醫師照護

臺北市立聯合醫院自民國 104 年 4 月起推動「醫院型家庭責任醫師」制度，共有 19 萬 969 位民眾簽署家庭責任醫師計畫同意書；提供 2,961 位有需求的弱勢族群到宅服務，民眾滿意度達 90%；104 年底與中央健康保險署爭取進行居家醫療服務，期望提供都會偏鄉地區，例如社子島居民訪視關懷與醫療介入，中央健康保險署承諾將此建議納入 105 年居家醫療規劃方針。此居家關懷政策成功結合臺北市衛政、民政、社政體系，將醫療資源及社會福利帶入社區，並建置「家庭醫師醫療資料系統」，由家庭醫師負責資料建檔，藉由數據資料庫進行分析及提供客製化個案管理，以提升市民醫療服務的品質。



● 洪德仁醫師與李秋霞里長到宅訪視

Home visits by Dr. Hung Te-Jen and Village Chief Li Chiu-Hsia



● 李世澤醫師在宅訪視檢視用藥情形

Dr. Li Shize conducts home visits to inspect medication use



● 李世澤醫師夫婦穿梭於社子的巷弄中

Dr. Li Shize and his wife walk in the alley ways of Shezi



Part 5 Promoting Human-Oriented Health Services

Chapter 1 Integrating Community Care and Accessibility of Medical Treatment

Section 1 Integrated Services by Community Doctors

To support more underprivileged people in the community and provide social network resources, the Department commissioned the Taiwan Association of Family Medicine (TAFM) in September 2015 in implementing a *Pilot Trial for Integrated Services by Primary Care Physicians* in Shilin and Beitou districts. During the Pilot Trial project, links were established with the Beitou Culture Foundation, social welfare agencies, local village chiefs and health centers to mobilize community doctors in the area to provide healthy, professional and caring medical services to low and medium income households, the disabled and senior citizens living alone. A total of 390 cases were served in this Project and a total of 532 visits were carried out. It is hoped that active care and health protection services provided by the doctors will help foster close friendships with the local residents.

In 1993, the National Health Insurance Administration (NHIA) began implementing the *NHI Integrated Healthcare Plan of Family Doctors*. A total of 5 or more primary care clinics and partner hospitals worked together to establish a *Community Medical Group* aimed at providing services to patients with chronic diseases or those who frequently use outpatient services. In 2015, nearly 200 clinics and 250 doctors (12% of primary care physicians) became part of these Community Medical Groups in Taipei City, offering services to about 145,000 cases during the same period. However, this was only 5% of the total population of Taipei City and showed that many people have yet to receive proper care. As their population ages, various countries have pursued and encouraged developments in palliative care. Such services demand professionalism and dedication on the part of primary care physicians to provide the necessary visits and care. In addition to improving their understanding of various diseases, physicians could provide medical and health instructions and training to various families more effectively and establish family health records while performing their roles as family medicine physicians.

Section 2 Hospital-based Family Physicians System

In April 2015, Taipei City Hospital activated its *Hospital-based Family Physicians System* and a total of 190,969 individuals signed agreements to participate in the family physicians project. Home services were provided to 2,961 underprivileged individuals with special requirements. Overall public satisfaction for the service reached 90%. Towards the end of 2015, the Department began a committed application for home-based medical services with the National Health Insurance Administration (NHIA) with the hope of providing remote areas in the city, such as residents of Shezi Island, with medical visits and intervention. The NHIA has promised to include this proposal as a directive in the 2016 home-based medical service plan. This home care policy successfully integrated health, civil and social administrative systems of Taipei City and directly introduced medical and social welfare resources into the community. A *Family Physician Data System* was also established so that family physicians could establish case records and use digital databases to analyze and provide customized case management solutions in order to improve overall medical service quality provided to fellow citizens of Taipei City.



民國 104 年家訪行動服務臺北市 2.1% 的低收入戶及中低收入戶、40% 獨居長者及 1.9% 身心障礙者，真正做到讓醫療團隊走出白色巨塔，走進社區，回歸以人為本的全人照護，也獲致社區基層極大迴響、互動與回饋支持，讓聯醫的醫護團隊更有動力投入家醫訪視行列。

第三節 居家安寧

臺北市立聯合醫院民國 104 年共 1,243 位各職類同仁完成健保乙類社區安寧 13 小時訓練人數，全國第一；具有申請全民健康保險甲、乙類居家安寧費用資格同仁有 254 位，占全國 10%。104 年 1 月 9 日全院啟動社區安寧照護服務，各院區組成社區安寧團隊共 558 位同仁（包含醫師、護理師、藥師、營養師、心理師等各職類醫事人員、社工師及行政人員），出隊訪視 2,071 次，各專業人員共出勤訪視 6,882 人次。

第二章 強化醫療人文關懷

臺北市政府衛生局結合在地健康照護、社區醫療與慢性疾病管理並以人為中心，推行居家安寧療護及出院病人 VIP 關懷，除強調全人、全家、全程、全隊之外，更進一步結合社區基層照護資源，形成五全概念。

第一節 出院病人 VIP 關懷

臺北市立聯合醫院針對高風險再住院病人出院後提供個案管理、持續追蹤等關懷服務，於病人出院後進行電話關懷追蹤服務，培養醫病良好互動關係，改善病人健康及生活品質降低再入院率，減少醫療支出及提升社會資源運用，進而達到落實執行「五全健康照護」的理念。第一階段自民國 104 年 2 月 1 日起於胸腔內科開始執行，於病人出院後第 1、3、7、14 天進行電訪關懷主動追蹤，至 104 年 3 月 31 日，收案人數 331 人，出院病人 VIP 級關懷達成率達 8 成以上；第二階段自 104 年 5 月 15 日起全面執行，於病人出院後第 3、6 天進行電訪關懷主動追蹤，至 104 年 12 月 31 日止，收案人數 5,421 人，出院病人 VIP 級關懷達成率達近 8 成。





In 2015, the home visits helped 2.1% of the low-income and middle-low-income income households, 40% of senior citizens living alone and 1.9% of the disabled in Taipei City. This System allowed medical teams to go down from their ivory towers and enter various communities to provide human-oriented medical services. Medical teams of the Taipei City Hospital were also warmly welcomed by the community and enjoyed mutual interaction and varying degrees of feedback and support, giving them greater motivation to become part of the family medicine home visit program.

Section 3 Home-based Palliative Medicine

In 2015, a total of 1,243 staff members of various levels of Taipei City Hospital completed the 13-hour NHI Class B Community-Level Palliative Care Training session, making it the first hospital in Taiwan to achieve such results. A total of 254 staff members of the Taipei City Hospital were also qualified to apply for NHI Class A and Class B Home-based Palliative Medicine Expenses, accounting for 10% of the national total. Taipei City Hospital activated its community-level palliative medicine services on January 9, 2015. The community-level palliative medicine service team was composed of 558 staff members from various hospital districts (including physicians, nurses, pharmacists, nutritionists, psychiatrists, as well as medical personnel, social workers and administrative staff from various fields) and conducted a total of 2,071 team visits as well as 6,882 visits by various professional staff.

Chapter 2 Improving Human-oriented Care in Medical Services

The Department is working with local and community health services as well as chronic disease management groups to provide human-oriented care. We also released home-based palliative care and VIP care for discharged patients. In addition to ensuring proper patient care, family services, procedure-based approach and team work, we also integrated primary care resources at the community level to add a more comprehensive aspect to our health service concept.

Section 1 VIP Care for Discharged Patients

Taipei City Hospital offers post-discharge case management, follow-up checks and other healthcare services for high risk and re-hospitalized patients. After discharge, the Hospital would call the patients for follow-up services to build a positive relationship with the patient, improve patient health and lifestyle quality, reduce the rate of re-hospitalization, lower medical expenses and promote the efficient utilization of social resources to implement and achieve our principle of *Healthcare Services with Five Comprehensive Dimensions*. Phase 1 of the VIP Care program began on February 1, 2015, at the Division of Thoracic Medicine. The Hospital would actively make follow-up telephone calls to the patient on the 1st, 3rd, 7th, and 14th day after discharge. As of March 31, 2015, a total of 331 cases were included in this VIP Care service and more than 80% of the discharged patients benefited from it. Phase 2, or total implementation, of the VIP Care Program started on May 15, 2015. Patients were actively given health follow-up telephone calls on the 3rd and 6th day after discharge. As of December 31, 2015, a total of 5,421 cases were included in this VIP Care service and nearly 80% of the discharged patients had benefited from it.



第二節 提升醫病溝通質量

醫生與病人之間的溝通與確認是影響醫療照護品質與病人安全重要的一環，臺北市立聯合醫院自民國 104 年 4 月起全面推動家庭溝通會議，鼓勵各病房召開緩和醫療家庭會議及醫病溝通家庭會議，增進與病人或家屬溝通，減少因誤解而產生醫療爭議，並規劃設置有錄影設備的懇談室，於召開家庭會議時使用。另辦理醫療關懷成長分享會及家庭溝通會議案例分享會，透過經驗交流分享、標竿學習模式，及資源共享平台，共同提升醫療品質，達成病家贏、醫師贏、醫院贏之三贏局面。

第三節 醫療爭議調處機制

依據醫療法第 99 條，地方衛生主管機關對於醫療爭議案件，建立有醫療爭議調處機制，綜觀醫療過程中，民眾因醫療專業知識隔閡、對治療方式存在舊有想法，或醫療結果威脅到自己（親屬）的健康等，種種因素造成心理負擔或情緒困擾，加上民眾對於醫療機構的要求，已不再侷限於醫療專業與技術知能，更著墨於服務態度與就醫感受，進而引發醫病關係緊張，有鑒於此，臺北市政府衛生局為維護醫病關係，建立醫病信賴、友善與良性互動環境，在推動策略上規劃朝全方位、多元化、多管道推廣，以達到醫病雙贏的目標。

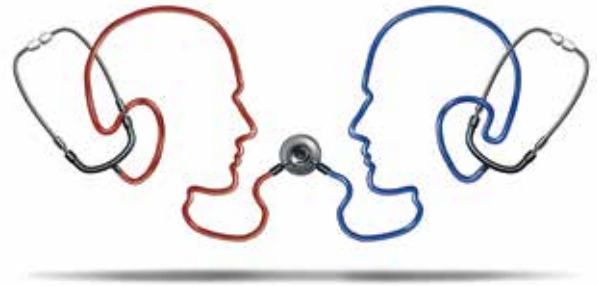
衛生局民國 104 年受理醫療糾紛案計 332 件，其中申請調處共 109 件，調處成功 36 件，成功率 33.0%；104 年醫療糾紛發生科別前三名為內科、美容醫學及牙科；美容醫學非屬衛生福利部認定之診療科別，但鑑於目前爭議案件頻傳且樣態多元、複雜，故特針對此類案件加以統計，並於社區、校園及醫療院所強化美容醫學相關教育訓練及宣導。





Section 2 Improving the Quality of Doctor-Patient Communication

Doctor-patient communications and agreement are important factors that determine medical care quality and patient safety. In April 2015, Taipei City Hospital began formally implementing family communication meetings and encouraged various wards to organize family meetings for hospice care as well as doctor-patient communications and family meetings in order to improve dialog with the patients or their family members and reduce medical disputes arising from misunderstandings. Discussion rooms furnished with video recording equipment were also established. These rooms could be used during family meetings. The Hospital also organized meetings for sharing experiences gained during medical care and family communication meetings. Measures such as sharing of experiences, benchmarking and resource sharing platforms would help to jointly improve medical quality and benefit the patients and their family members, the physicians, as well as the hospital.



Section 3 Medical Dispute Mediation System

Article 99 of the *Medical Care Act* stipulated that local health authorities should establish medical dispute mediation systems to handle such incidents. During the process of offering medical care, the public may have stereotypical misconceptions of treatment approaches due to a poor understanding of the medical profession and knowledge. People may also experience stress or emotional burdens when outcomes of medical treatment threaten themselves or those of their family members. People's expectations of medical institutions were no longer restricted to that of medical profession or technical knowledge. Instead, many focused upon the attitude of medical service providers and how they feel about the services received. These misunderstandings and additional demands have increased confrontations between doctors and patients. To respond to this situation, the Department has initiated a number of measures to safeguard doctor-patient relationships and establish a trusting, friendly and positive environment for doctor-patient interaction. Strategies for carrying out such measures focus on comprehensiveness, diversification and multi-channel approaches in order to achieve the objective of benefiting both the doctors and patients involved.

A total of 332 medical disputes were handled in 2015. Of these, 109 cases were transferred for further mediation and successful mediation was provided to 36 cases for a success rate of 33.0%. The 3 divisions with the highest number of disputes in 2015 were internal medicine, medical cosmetology and dentistry. Medical cosmetology was not considered as a medical service category by the Ministry of Health and Welfare (MOHW) but such cases were included within the statistics as recent disputes were extremely diverse and complex in nature. Relevant training and awareness promotion efforts for medical cosmetology were implemented in communities, school campuses and medical institutions.

第三章 健全醫事體系

第一節 醫療資源及醫事人員管理

一、臺北市醫療資源

至民國 104 年止，臺北市計有醫院 37 家、診所 3,495 家，各醫院急性一般病床總開放病床數計 1 萬 2,799 床。登記執業醫師數 1 萬 3,063 人，每萬人口醫師數為 48.29 人、每萬人口急性一般病床數為 47.31 床，醫療資源豐沛。

二、強化醫事人員執業登錄，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聯合稽查隊 5 區分隊窗口隨到隨辦醫事人員業態異動外，更委託臺北市相關醫事公會協助辦理執業登錄，提供便捷服務。另結合公會、醫事機構協助宣導法規政策事項，增進醫事人員對法令的認知，避免觸法。

(二) 醫事人員執登現況：

1. 西醫師 9,448 人、中醫師 884 人、牙醫師 3,092 人、呼吸治療師 301 人、醫事檢驗師(生) 2,182 人、職能治療師(生) 382 人、物理治療師(生) 1,085 人、語言治療師 116 人、醫事放射師(士) 1,277 人、護理師(護士) 2 萬 3,533 人、助產師(士) 11 人、聽力師 61 人、牙體技術師(生) 254 人，上開各類醫事人員執登總數計 4 萬 2,626 人。
2. 執業異動登記委外(共 8 類公會)辦理成果：牙醫師公會 741 件、中醫師公會 399 件、呼吸治療師公會 201 件、醫事檢驗師(生)公會 406 件、物理治療師公會 550 件、物理治療生公會 85 件、醫事放射師公會 495 件、護理師護士公會 1 萬 844 件、醫師全聯會 2,099 件。
3. 臺北市全年度辦理執業異動案共 4 萬 3,551 件，其中委外辦理 1 萬 5,820 件，佔 36.8%。



(三) 醫事人員報備支援醫療業務機制：

民國 90 年率先全國建置醫事人員線上支援報備申辦系統，99 年 6 月 1 日轉換使用衛生福利部系統。104 年報備支援申請案件 3 萬 2,154 件，其中線上申請案件 2 萬 9,832 件(92.8%)，紙本申請案件 2,322 件(7.2%)，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。



Chapter 3 Robust Medical Systems

Section 1 Management of Medical Resources and Medical Personnel

1. Medical Resources in Taipei City

Taipei has plenty of medical resources. By the end of 2015, the City had a total of 37 hospitals, 3,495 clinics and 12,799 beds for acute cases in various hospitals. There were also 13,063 registered and licensed doctors in the City. Such data was equivalent to 48.29 doctors per 10,000 individuals and 47.31 acute beds per 10,000 individuals.

2. Improving Medical Personnel Practice Registration to Improve Efficiency

(1) To simplify administrative procedures and meet policy requirements for making public services more convenient, applications for changes of medical personnel practice registration were accepted and processed upon receipt at the Department and District 5 Counter of the Joint Inspection Team. The Department also commissioned relevant medical associations to help handle medical practice registrations. The Department worked with various associations and medical institutions to promote awareness for the relevant laws and policies to help provide medical professionals with a better understanding of various regulations and avoid violations.

(2) Current Status of Medical Personnel Registration

A. Current registrations: 9,448 physicians, 884 Traditional Chinese Medicine physicians, 3,092 dentists, 301 respiratory therapists, 2,182 medical technologists (and technicians), 382 occupational therapists (and occupational therapy technicians), 1,085 physical therapists (and physical therapist technicians), 116 speech therapists, 1,277 medical radiological technologists (and technicians), 23,533 registered professional nurses (and registered nurses), 11 registered professional midwives (and midwives), 61 audiologists, and 254 dental technologists (and technicians) for a total of 42,626 registered medical personnel.

B. Number of applications for changes to medical practice registration handled by commissioned agencies (a total of 8 associations): 741 cases for the dentists association; 399 cases for the doctors of Chinese medicine association, 201 cases for the respiratory therapists association, 406 cases for the medical technologists (and technicians) association, 550 cases for the physical therapists association, 85 cases for the physical therapy technicians association, 495 cases for the medical radiological technologists association, 10,844 cases for the registered professional nurses and professional nurses association, and 2,099 cases for Taiwan Medical Association.

C. In 2015, a total of 43,551 applications for changes of medical practice registration were processed in Taipei City. 15,820 such cases (36.8%) were outsourced to external agencies.

(3) Request Support System for Medical Personnel:

The Department was the first in Taiwan to set-up an online support request and reporting system for medical personnel in 2001 before formally switching to the Ministry of Health and Welfare (MOHW) system on June 1, 2010. In 2015, a total of 32,154 support requests were sent, of which 29,832 cases (92.8%) were delivered online while the remaining 2,322 cases (7.2%) were delivered through printed applications, demonstrating the effectiveness of the paper-free strategy adopted by the Department. The system also provided a thorough understanding of the current state of deployment of medical resources and medical personnel in Taipei City.

第二節 密醫密護查緝及醫美管理

積極查處醫政及醫療廣告違規，加強密醫查緝及美容醫學診所管理，維護市民醫療權益：

- 一、臺北市政府衛生局民國 104 年醫事違規查處案件共 830 件。
- 二、監測查報醫療廣告及查緝，執行「104 年網路醫療廣告監測計畫」，以杜絕誇大不實醫療廣告；民國 104 年舉發廣告違規案件共 728 件，處分 126 件。
- 三、執行跨區域「聯合稽查小組」密醫稽查工作：民國 102 年成立專案稽查工作機動小組進行跨局處（衛生、檢警單位）專案稽查，必要時配合檢警單位，以遏止不法情事，保障市民就醫安全。104 年共稽查 112 件，移送地檢署偵辦 22 件，衛生局列管查察 21 件。
- 四、加強美醫診所管理：實地訪查美醫診所並輔導業者執行具侵入性手術之療程，應設置手術室並揭示醫師學經歷，以維護民眾醫療安全；另於衛生局網站設置美醫專區，主動刊登美醫診所、衛教訊息、新聞事件提醒事項及處分名單，以達資訊透明之目的，維護民眾醫療權益。

第三節 醫療機構督考及品質提升

- 一、臺北市政府衛生局聘請專家委員於民國 104 年 8 月 17 日至 10 月 29 日辦理 34 家醫院之醫院督導考核，督導訪查率 100%，輔導醫院落實病人安全工作，提升照護與服務品質，維護民眾安全就醫環境。
- 二、辦理基層醫療機構督導考核，包括西醫、牙醫、中醫診所及其他醫事機構，共完成 3,497 家。
- 三、為提升醫院環境安全管理機制及強化對緊急災害應變能力，於民國 104 年 8 月 17 日至 10 月 29 日進行 35 家醫院之實地訪查作業。





Section 2 Investigations of Unlicensed Doctors and Nurses and Management of Cosmetic Medicine Clinics

The Department has adopted an active stance in investigating medical administration and medical advertising violations, strengthened investigation efforts on unlicensed doctors and implemented better management of cosmetic medicine clinics in order to safeguard the people's rights to proper medical services. Outcomes in 2015 were listed as follows:

1. The Department Investigated a total of 830 medical violations in 2015.
2. Monitored, reported and inspected medical advertisements. Implemented the *2015 Online Medical Advertising Monitoring Project* to eliminate fraudulent or exaggerated medical advertising. In 2015, a total of 728 advertising violations were reported and 126 were penalized accordingly.
3. Cross-region *United Investigation Group* to investigate unlicensed doctors: To stop illegal behavior and ensure the safety of medical services provided to the public and conduct special investigations, a special and mobile investigation group spanning multiple departments (including health, prosecutors and police units) was established in 2013. The Department also worked with prosecutors and police units where necessary. In 2015, a total of 112 cases were investigated, of which 22 were transferred to the District Prosecutors Office while 21 cases were audited by the Department.
4. Strengthening management of cosmetic medicine clinics: Site surveys were conducted for various cosmetic medicine clinics. The Department also provided consultation on the requirement to establish a proper operating theater and disclosure of the surgeon's academic and professional backgrounds to ensure the safety of medical services provided to the public. A special section dedicated to cosmetic medicine was also established on the official website of the Department. Information on cosmetic medicine clinics, training, news events, reminders and lists of clinics that have been penalized were actively published to achieve the objective of data transparency and safeguard the people's rights to proper medical services.

Section 3 Supervision of Medical Care Institutions and Improvements in Quality of Medical Care

1. A total of 34 hospitals were included for hospital supervision and evaluation from August 17 to October 29, 2015, organized by the Department. We hired professional committee members to help conduct evaluations and achieved an evaluation rate of 100%. Hospitals were provided with consultation on measures for patient safety, improvements to healthcare and service quality, and ensuring the provision of a safe medical environment for the public.
2. Primary Care Institutes Supervision and Evaluation were conducted. A total of 3,497 primary care institutions, including clinics, dental clinics and Chinese medicine clinics, were evaluated.
3. To improve environmental safety management systems and strengthen disaster and emergency response capabilities of hospitals, on-site visits were conducted for a total of 35 hospitals from August 17 to October 29, 2015.



- 四、辦理護理機構督導考核，計完成一般護理之家 4 家、產後護理之家 50 家之訪查業務。
- 五、強化護理機構緊急災害應變能力，民國 104 年於一般及產後護理之家各辦理一場觀摩演練學習，計 61 家機構及 200 人參與。

第四章 特殊族群照護

第一節 兒童醫療補助

為落實照顧弱勢族群政策及精神，於民國 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」，於 87 年 10 月 10 日擴大辦理 6 歲以下兒童醫療補助，90 年 2 月 1 日起新增重大傷病、罕見疾病、低收入戶等弱勢族群身分，自 96 年 1 月 1 日起為鼓勵民眾生育，減輕多胎次家庭經濟負擔，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，期能嘉惠更多臺北市兒童及家庭；104 年共發出 2 萬 8,506 張兒童醫療補助證，104 年接受補助人次共計 20 萬 1,011 人，其中一般身分與弱勢族群類別補助人次為 13 萬 1,927 人，第三胎以上兒童補助人次為 6 萬 9,084 人。

第二節 兒童早期療育

一、建構發展遲緩兒童早期療育醫療資源：

- (一) 臺北市發展遲緩兒童早期療育特約醫療院所：計有 20 個服務據點，其中評估中心 4 家、評估與療育醫院 14 家及療育醫院 2 家。
- (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、家庭功能及教育評量等評估。
- (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、家族治療及視能訓練等服務。
- (四) 辦理發展遲緩兒童評估鑑定與療育：民國 104 年發展遲緩兒童評估鑑定服務共 2,916 人，療育服務共 11 萬 1,796 次。





4. Nursing Institutes Supervision and Evaluation were conducted. A total of 4 general nursing homes and 50 post-partum nursing homes were inspected.
5. Disaster and emergency response capabilities of nursing institutes were improved upon. In 2015, a session demonstration drill and a learning exercise were organized for general nursing homes as well as post-partum nursing homes. A total of 200 individuals from 61 institutes participated in these 2 sessions.

Chapter 4 Medical Care for Special Groups

Section 1 Medical Care Subsidy Plan for Children

To fulfill the policy and vision for providing care for underprivileged groups, the Department initiated the *Medical Care Subsidy Plan for Children under Three Years Old in Taipei City* on December 25, 1995. Taipei therefore became the first administrative region in Taiwan to provide medical subsidies for children. On October 10, 1998, this subsidy plan was further expanded to include children below 6 years of age. On February 1, 2001, other under-privileged groups such as those with critical injuries, rare diseases or from low income families also became eligible for medical care subsidies. In January 1, 2007, children below 6 years old in families with more than 3 children who were permanent residents in Taipei City were also made eligible for medical care subsidies in order to encourage birth rates, reduce the economic burden on families with multiple children and benefit more children and families in Taipei. In 2015, a total of 28,506 children's medical care subsidy passes were issued, while 201,011 visits received benefits from these medical subsidies. Of these, 131,927 visits received subsidies for general backgrounds and under-privileged backgrounds, while 69,084 people are benefited from subsidies given to families with more than 3 children.

Section 2 Early Intervention

1. The Department has established medical resources to conduct early intervention for children with learning difficulties:
 - (1) Contracted medical care institutions providing early intervention for children with learning difficulties in Taipei City: A total of 20 service locations have been provided, including 4 assessment centers, 14 assessment and treatment hospitals, and 2 treatment hospitals.
 - (2) Assessment and screening services of hospital departments: Pediatric psychiatry, pediatric neurology, pediatric genetic endocrinology, pediatric rehabilitation, child psychology assessment, child physical therapy, child occupational therapy, child speech therapy, children's vision assessment, children's auditory assessment, family functions and educational assessments.
 - (3) Treatment services: Physical therapy, occupational therapy, speech therapy, cognitive therapy, behavioral and emotional therapy, parental education, psychotherapy, auditory training, family therapy and visual function training.
 - (4) Assessment and treatment for children with learning difficulties: In 2015, a total of 2,916 children were assessed for learning difficulties and a total of 111,796 treatment sessions were provided.



二、提升發展遲緩兒童早期療育服務品質：

- (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。
- (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，民國 104 年服務人數計 1,118 人；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，104 年參與人數計 1,368 人。

三、辦理早期療育社區公衛醫療群計畫：結合 27 家基層診所參與早期療育社區公衛醫療群計畫，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。

第三節 身障者醫療鑑定及輔具補助

為落實照顧弱勢與身心障礙者族群政策及精神，依據衛生福利部民國 101 年 7 月 9 日訂定「身心障礙者醫療復健所需醫療費用及醫療輔具補助辦法」，補助領有身心障礙手冊或身心障礙證明之弱勢民眾 3 項醫療費用及 16 項醫療輔具補助，以嘉惠臺北市身心障礙者族群；104 年身障者醫療費用及醫療輔具共計補助 1,450 人，2,761 人次。

第四節 孕婦及老人憂鬱篩檢

一、臺北市政府衛生局民國 102 年及 103 年分別對臺北市產婦進行心理健康狀況問卷調查，發現臺北市約 14.85 產婦有憂鬱傾向，為提升民眾對於孕產期間的情緒變化因應能力及家庭支持功能，104 年共辦理男性產後憂鬱症講座、周產期心理健康講座、產後婦女身心治療團體及親嬰團體等共計 30 場次，計 356 人次參加。





2. Improving the quality of early intervention services for children with learning difficulties:
 - (1) Improving medical service quality for children with learning difficulties: Contracted medical institutions providing early intervention services in Taipei City were supervised and evaluated every year. Experts in various fields of early intervention were invited to participate in the supervision and evaluation of the said medical institutions and provided with recommendations for improving service quality.
 - (2) Reducing repeated hospital visits required for children with multiple learning difficulties: Various medical care institutions were encouraged to improve measures providing combined outpatient services for learning difficulties, and a total of 1,118 children received these services in 2015. Treatment conferences were also organized to improve communication between medical personnel and family members to foster understanding of these cases. A total of 1,368 people attended these conferences in 2015.
3. Project for Early Intervention Services at Community-level Public Health Institutes and Medical Care Groups: A total of 27 primary care clinics participated in the Project for Early Intervention Services at Community-level Public Health Institutes and Medical Care Groups. Measures include drafting of monitoring and evaluation standards governing early intervention clinics, providing primary care personnel with training on early intervention and improving the quality of early intervention services.

Section 3 Medical Diagnostics and Assistive Technology Subsidies for the Physically Disabled

To enact the policy of providing care and benefiting the under-privileged and disabled living in Taipei City, the Department has referenced the *Regulations for Subsidizing Expenses and Assistive Technologies Required for Medical Rehabilitation of the Disabled* stipulated by the Ministry of Health and Welfare (MOHW) on July 9, 2012, to provide holders of disability manuals or disability identifications from under-privileged backgrounds with subsidies for 3 types of medical expenses and 16 types of assistive technologies and tools. In 2015, a total of 1,450 individuals received 2,761 subsidy payments for medical expenses and assistive technologies for the disabled.

Section 4 Depression Screening for Pregnant Women and the Elderly

1. The Taipei City Government Department of Health (the Department) targeted pregnant women to carry out Mental Health Status Surveys in 2013 and 2014, and the results showed that about 14.85% of the pregnant women in Taipei City inclined towards depression. To improve people's ability to respond to emotional changes in women during their pregnancy and to enhance family support, a total of 30 program sessions were held in 2015 for 356 attendants. These sessions included seminars on post-partum depression and mental health during pre-natal periods for men as well as group therapy for post-partum physical and mental health and baby parenting groups.

二、推動「臺北市憂鬱症共同照護網暨憂鬱症防治」計畫，辦理基層診所、醫療機構及產後護理機構之專業人員教育訓練、個案討論會及學術研討會，民國 104 年共計辦理 11 場次（包含產後憂鬱症患者及非預期性妊娠中止婦女之心理處遇議題教育訓練各 1 場次），計 632 人次參加。

第五節 精神醫療照護及社區心理服務

一、精神醫療照護

- (一) 十二區健康服務中心依據「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，民國 104 年追蹤照護人數累計 1 萬 8,426 人，訪視服務計 8 萬 7,366 人次。
- (二) 為強化社區病人緊急送醫服務網絡，民國 103 年委請臺北市立聯合醫院松德院區及三軍總醫院北投分院提供「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，104 年 1 至 12 月計 333 人次。

二、社區心理服務

- (一) 社區心理諮商服務：為加強宣導精神衛生預防理念，提供民眾便捷之心理資源，使民眾熟悉社區化的心理衛生求助管道，並接納運用，以避免心理困擾問題的進一步惡化與醫療費用的浪費，衛生局自民國 94 年 7 月起結合臺北市立聯合醫院院外門診部，首創「社區心理諮商服務」，迄今已於 12 個行政區及社區心理衛生中心共 13 處附設門診部，每週提供民眾 37 診次之心理諮商服務，104 年共服務 8,919 人次。
- (二) 結合民間團體、醫療院所暨大專院校等，建構完善社區心理衛生服務網絡，落實社區化心理衛生服務之推動，委託旭立文教基金會、張老師基金會臺北分事務所、馬偕紀念醫院及中崙諮商中心心理治療所等 4 家民間團體，分區提供臺北市高風險個案個別心理輔導、團體輔導、外展服務、電話關懷、專業人員訓練及辦理相關研討會等社區心理衛生服務，其族群包括憂鬱症高關懷個案、嚴重情緒困擾個案、緊急災難心理衛生高關懷個案及社區高關懷個案等，並視各委辦單位專長提供特色服務，亦以外展服務方式，由專業人員至需求個案居住地訪視，協助社區有需求個案能進而主動走出社區，民國 104 年至 12 月共服務至少 5,305 人次。



● 2015 年國際心理健康日活動
2015 World Mental Health Day event



2. The Department initiated the *Group Care Network for Depression and Depression Prevention Program in Taipei City* and provided professionally-led training, case study discussions and academic conferences for primary care clinics, medical institutions and post-partum nursing homes. A total of 11 sessions of such activities were organized in 2015 (including 1 training session for handling cases of post-partum depression and 1 training session for the mental state of women who experienced unintended loss of pregnancy) for 632 attendees.

Section 5 Mental Health Care and Community Consultation Services

1. Mental Health Care

- (1) The 12 district health centers have continued to provide follow-up care to psychiatric patients in the community in accordance with the *Guidelines Governing Home Visits for Psychiatric Patients in the Community by District Health Centers* of the Taipei City Government Department of Health (the Department). In 2015, a total of 18,426 cases were provided with follow-up services, while 87,366 cases were given home visits.
- (2) To strengthen the emergency patient transfer network in the community, the Department commissioned the Songde Branch of Taipei City Hospital as well as the Tri-service General Hospital Beitou Branch in 2014 to establish the *Community Emergency Medical Care Team* which carried out field services and supported communities in handling emergency patient transfers. A total of 333 cases were handled from January to December 2015.

2. Community Psychological Consultation Services

- (1) Community psychological counseling services: Since July 2005, the Department worked with the outpatient clinics of Taipei City Hospital to establish the first *Community Psychological Counseling Service* with the purposes of improving awareness for the prevention of mental health issues, providing the public with convenient access to psychological healthcare resources, improving public familiarity, acceptance and utilization of community-level mental health support channels, preventing the worsening of psychological problems, and avoiding wasteful expenses of medical fees. To date, a total of 13 outpatient clinics were established in the 12 administrative districts and the Taipei Community Mental Health Center. A total of 37 weekly psychological counseling services were provided, serving a total of 8,919 visitors in 2015.
- (2) The Department also worked with NGOs, medical institutions and tertiary educational institutions to establish a comprehensive community-level mental health service network to promote mental health services in communities. We commissioned 4 NGOs, namely the Shiu-Li Cultural and Educational Foundation, Teacher Chang Foundation Taipei Branch Office, Mackay Memorial Hospital and Zhonglun Counseling and Psychotherapy Center to provide high risk cases in various districts with personalized psychological counseling, group counseling, extension services and phone care. Other community-level mental health services such as professional training and seminars were organized as well. Target groups include high risk cases suffering from depression, severely distressed cases, high risk victims of disasters and high risk cases in the community. Services were provided according to the unique specializations of each of the 4 NGOs. Extension services were also provided. Professionals were dispatched to conduct home visits of cases requiring these services or help cases to be more actively engaged with the community. At least 5,305 individuals received these services by December 2015.

第六節 自殺防治

為有效整合臺北市政府十二局處與民間單位之自殺防治策略與資源，於民國 98 年正式成立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) 民國 104 年接獲自殺企圖暨高危險個案通報 4,341 案次，包括自殺企圖通報個案 1,639 案次、社區高危險自殺個案 2,424 案次，以及外縣市個案 278 案次，並委託民間團體辦理自殺防治危險分級化服務計畫，拓展自殺中高危險個案之社區服務共 540 案次。

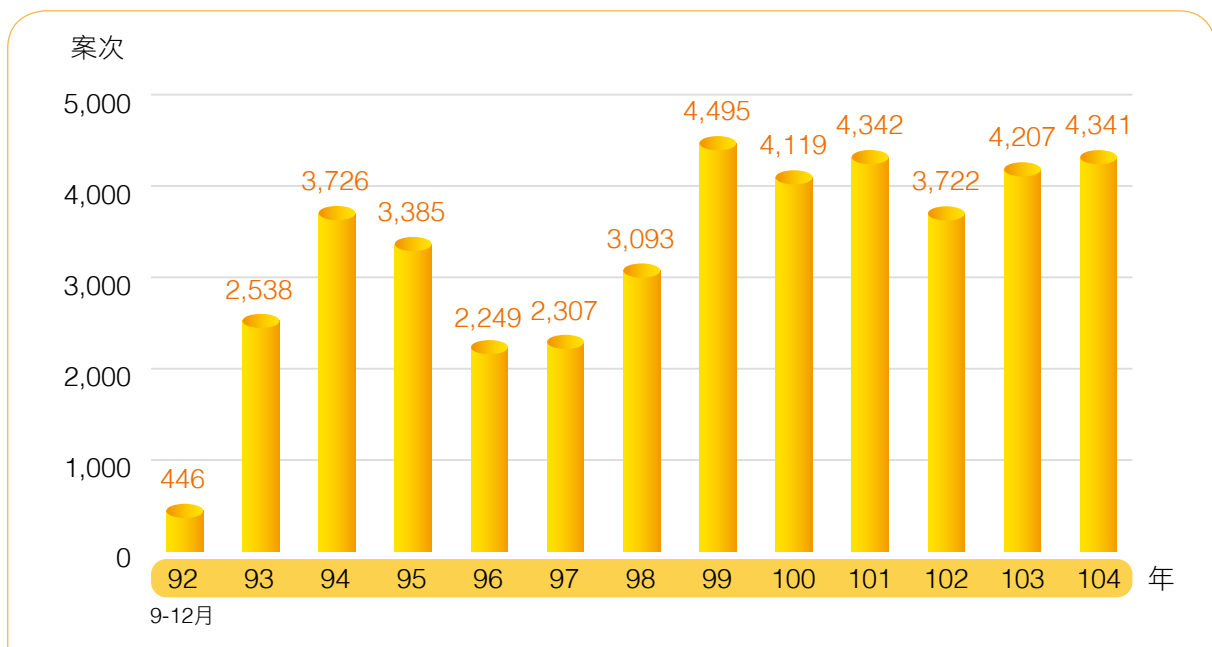


圖 2 歷年臺北市自殺企圖暨高危險者通報案件量

(二) 民國 104 年臺北市諮詢專線共接獲 729 案次疑似自殺企圖個案諮詢電話，其中有 25 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台

辦理跨局處聯繫會報 4 場次，針對臺北市建築物防墜安全建立局處業管督導共識，要求各局處及轄下為民服務處所之建物進行檢核與改善，並將「防墜安全」軟硬體設施及內部自殺防治機制，納入局處委辦、管轄之機關團體的招標、審查、督考及評核項目。

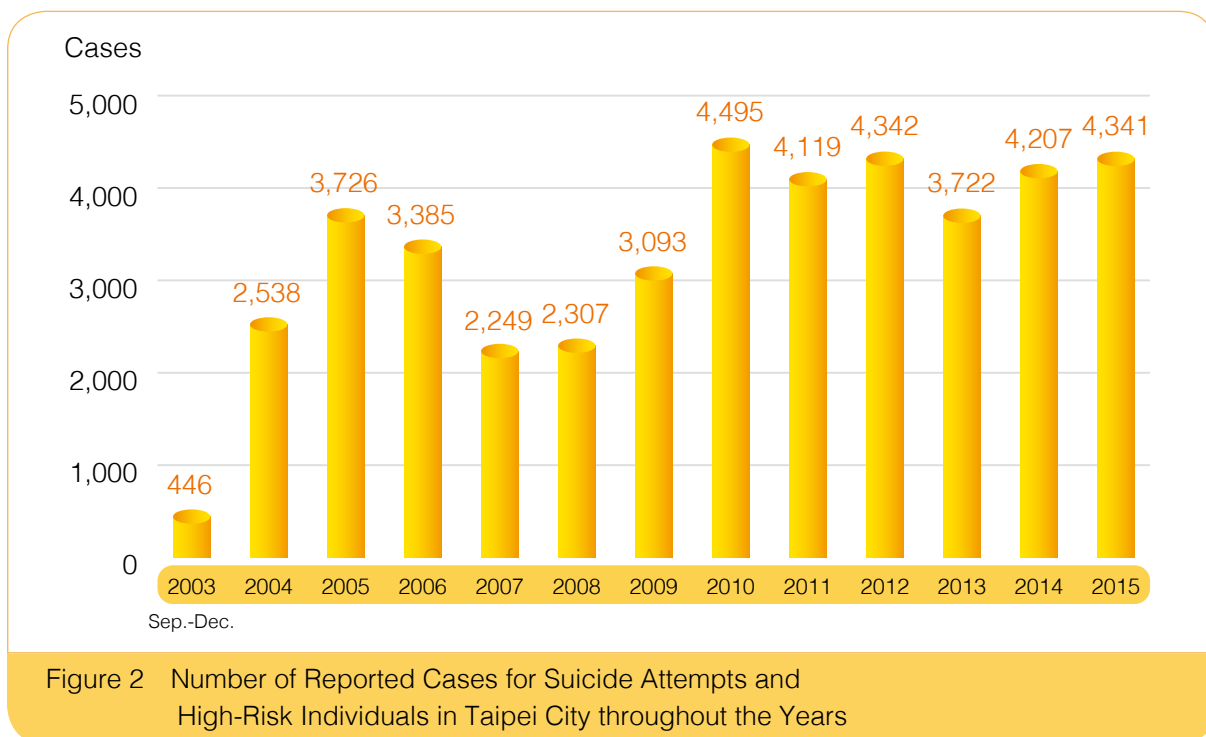


Section 6 Suicide Prevention

The Department formally established the Taipei City Government Suicide Prevention Center in 2009 that consisted of 2 divisions of *planning and implementation* and *research and education* in order to effectively integrate suicide prevention strategies and resources of the 12 city government departments as well as NGOs. The Suicide Prevention Center continued to invest efforts into overall planning, case integration and management, special case reporting, emergency care, education and training, environmental control, skills training and research and development to prevent suicide in Taipei.

1. Improving Care-Visits in Taipei

- (1) A total of 4,341 suicide attempts and high-risk case reports were received in 2015, including 1,639 suicide attempts, 2,424 high-risk suicide cases in communities and 278 cases from other counties or cities. NGOs were commissioned to establish a Suicide Prevention Risk Rating Service Plan to include an additional 540 cases in high-risk suicide cases within their community service program.



- (2) In 2015, the Taipei City counseling hotline received a total of 729 calls for suspected suicide attempts. Of these, 25 cases involved high-risk individuals exposed to life-threatening situations. Police and fire departments were mobilized in addition to emergency personnel dispatches to successfully bring these cases from the brink of suicide.

2. Establishment of a Cross-departmental Resource Integration Platform

The Department conducted a total of 4 cross-departmental communication meetings to reach a consensus on public management and supervision of anti-falling safety measures in buildings. The buildings of every department and its affiliated public service agencies must be reviewed and improved upon. Hardware and software facilities for *anti-falling safety* as well as internal suicide prevention mechanisms shall be incorporated as items to be evaluated during tendering, reviews, supervision and assessment of sub-contractors commissioned by or under the affiliations of public departments.



三、自殺防治守門員訓練多元化

(一) 自殺防治種子講師培訓

自民國 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，且為增進自殺防治種子講師之實務工作經驗，於 104 年完成自殺防治種子講師第 6 期招募，共計跨領域 24 人參訓，105 年將安排延續性培訓課程。

(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，民國 104 年共辦理 105 場次自殺防治守門員訓練，共計有 1 萬 1,028 人次參與。

四、辦理自殺防治研討會及大型宣導活動

從事一線工作的同仁時常掛心著自殺防治與倫理議題的關聯，即人究竟有沒有自殺的權利呢？導致一線同仁得在保障民眾生命安全與個人自主權益之間遊走，藉由自殺防治實務與倫理相關議題之研討與座談，以增進實務工作之相關知識與處遇交流，民國 104 年辦理「促動轉念的前哨，自殺防治實務倫理專題研討會」計 300 人次參與。另響應國際自殺防治學會（IASP）104 年全球自殺防治日主題「自殺防治，全球串連」，結合臺北市政府 11 局處及民間團體，於 9 月 25 日至 27 日假臺北市華山 1914 文創產業園區辦理「奔躍文章展」，展出 15 位得獎作者的精彩作品，並結合中華心理衛生協會、張老師基金會、精神健康基金會等民間心理衛生機構一起參展宣導，計 1,000 人次參與。



● 自殺防治實務倫理專題研討會學員聽講情形

Trainees listen to a lecture during the conference for practical strategies and ethical topics in suicide prevention



● 自殺防治實務倫理專題研討會學員踴躍提問

Trainees enthusiastically ask questions during the conference for practical strategies and ethical topics in suicide prevention



3. Diversification of Trainings for Front-line Suicide Prevention Workers

(1) Trainings of Suicide Prevention Seed Lecturers

Suicide Prevention Seed Lecturer training in Taipei City was formally initiated in October 2009. Trainees will undergo a series of professional courses, on-site training and expert evaluation to become certified Taipei City Suicide Prevention Seed Lecturers. To improve the practical work experience of the Suicide Prevention Seed Lecturers, the 6th Suicide Prevention Seed Lecturer Training recruited a total of 24 candidates from various backgrounds. Extended training courses have been arranged in 2016.

(2) Localization of the Training for Front-line Suicide Prevention Workers

In addition to the Taipei City Government, training for front-line suicide prevention workers was also provided at various community agencies, school campuses and hospitals. In 2015, a total of 105 sessions on the training for front-line suicide prevention workers were held for 11,028 attendants.

4. Organizing Suicide Prevention Seminars and Large-scale Promotion Events

Suicide prevention workers at the front-line usually face a dilemma between suicide prevention and ethical issues that whether people should be allowed to end their own lives. Front-line workers must therefore find a balance between safeguarding the people's safety as well as their personal rights. Conferences and seminars discussing the practice of suicide prevention as well as moral and ethical issues were organized in order to improve the exchange of knowledge and case studies encountered during actual work. In 2015, the Department organized the *Front-line Work of Changing People's Mindsets A Conference on the Practices and Ethics of Suicide Prevention* which was attended by 300 individuals. To support the *Suicide Prevention: One World Connected* theme of World Suicide Prevention Day organized by the International Association for Suicide Prevention (IASP), the Department worked with 11 other departments and offices of Taipei City Government as well as NGOs to organize the Leap and Soar essay exhibit at Huashan 1914 Creative Park during September 25-27. The exhibit was attended by 1,000 visitors and showcased exciting work composed by 15 award-winning authors. The Department also invited Mental Health Association Taiwan (MHAT), Teacher Chang Foundation, Mental Health Foundation (MHF), and other private mental health institutes to the exhibit to help advocate suicide prevention.



● 奔躍文章展講座沙龍

Dialog salon for the Leap and Soar essay exhibit



● 民眾參與靜態文章展覽

Members of the public visit the essay exhibit



第七節 性侵害防治

性侵害犯罪防治法民國 86 年 1 月 22 日公布施行，衛生局接受臺北市政府委任辦理加害人身心治療及輔導教育服務。性侵害犯罪防治法於 100 年 11 月 9 日第 5 次修正，並自 101 年 1 月 1 日施行，新增 2 類性侵害犯罪加害人類別：1. 經依少年事件處理法裁定保護處分確定而法院認有必要者。2. 犯性騷擾防治法第 25 條之罪之加害人，亦再委由衛生局辦理其身心治療及輔導教育，104 年 12 月 23 日第 6 次修正，自公布日施行，新增犯性侵害犯罪經緩起訴處分確定者。

臺北市性侵害犯罪加害人及未成年性侵害犯罪行為人，民國 102 年新增個案數為 156 名、103 年為 187 名，104 年為 140 名。102 年每月平均進行身心治療及輔導教育數為 233 名、103 年為 300 位，104 年為 339 名。

第五章 聯醫、萬芳、關渡、北觀

第一節 臺北市立聯合醫院

臺北市立聯合醫院（以下稱聯醫）於民國 94 年整合至今，目前計有 7 個院區（5 個綜合院區：中興、仁愛、和平婦幼、忠孝及陽明院區；2 個專科院區：松德、林森中醫昆明院區）、1 個昆明防治中心、1 個兒童發展評估療育中心、16 個院外門診部、4 個職能工作坊、1 個庇護工場、1 個學苑、4 個附設護理之家、3 個附設產後護理之家及 5 個附設居家護理所，服務網絡遍及臺北市 12 個行政區域。秉持公立醫院成立之精神與存在價值，配合國家政策推動公共衛生業務，整合醫療資源提供市民優質的醫療服務，並積極照顧弱勢族群，善盡公立醫院社會責任，型塑公衛醫療相輔相成的照護典範，並致力提升健康照護品質。





Section 7 Prevention of Sexual Assault

The *Sexual Assault Crime Prevention Act* was promulgated and enforced on January 22, 1997. The Department of Health (the Department) was commissioned by the Taipei City Government to provide physical and mental therapies, counseling and educational services to the perpetrators. The 5th amendment to the *Sexual Assault Crime Prevention Act* was promulgated on November 9, 2011 and entered into force on January 1, 2012 to add 2 new categories of sexual assault perpetrators: (1) Individuals sentenced to probation by a court according to laws and regulations governing adolescents; and (2) individuals who have violated Article 25 of the *Sexual Harassment Prevention Act*. The Department was given the task of providing these perpetrators with physical and psychological treatment as well as counseling and training. With the promulgation and enforcement of the 6th amendment on December 23, 2015, cases with deferred prosecution were included as well.

The number of sexual assault perpetrators and underage sex offenders was 156 cases in 2013, 187 in 2014, and 140 in 2015. In 2013, an average of 233 cases underwent physical and psychological therapy, guidance and training every month. This figure was 300 cases in 2014 and 339 cases in 2015.

Chapter 5 Taipei City Hospital, Wanfang Hospital, Gan-Dau Hospital and Beitou Health & Wellness Center

Section 1 Taipei City Hospital

After its 2005 integration, the Taipei City Hospital (hereinafter referred to as “TPECH”) currently has 7 branches (5 integrated hospital branches of Zhongxing, Renai, Heping Fuyou, Zhongxiao, and Yangming as well as 2 specialist branches of Songde and Linsen Chinese Medicine at Kunming), Kunming Prevention and Control Center (KPPC), 1 Child Development Assessment & Early Intervention Center, 16 outpatient departments outside hospitals, 4 occupational workshops, 1 sheltered workshop, 1 training school, 4 extension nursing homes, 3 extension postpartum nursing homes, and 5 extension home care institutions, providing a service network that cover all 12 administrative districts of Taipei City. TPECH has continued to uphold the spirit and value of public hospitals, promote public health services in accordance with national policies and integrate healthcare resources to offer quality medical services to the public. TPECH is also taking a pro-active stance in providing care for the under-privileged to fulfill its social responsibilities as a public hospital, establishing itself as a benchmark for public healthcare and medical services, and pursuing improvements for overall healthcare quality.





一、推動「醫院型家庭責任醫師」制度

臺北市市長柯文哲期許，讓臺北市每個家庭都有醫師朋友，特別是弱勢的家庭。聯醫自民國 104 年 4 月起推動「醫院型家庭責任醫師」制度，共有 19 萬 969 位民眾簽署家醫計畫同意書；提供 2,961 位有需求的弱勢族群到宅服務，民眾滿意度達 90%；更結合台灣家庭醫學醫學會、北投文化基金會，於士林區、北投區號召基層西醫診所醫師擔任弱勢族群家庭醫師，近 3 個月已有基層診所 30 家參與。成功結合臺北市衛政、民政、社政體系，將醫療資源及社會福利帶入社區，並建置「家庭醫師醫療資料系統」，由家庭醫師負責資料建檔，藉由數據資料庫進行分析及提供客製化個案管理，以提升市民醫療服務的品質。

民國 104 年辦理「聯醫總動員 健康在臺北」社區系列大型活動，5 月 2 日首場活動於社子島啟動，以坤天亭廣場為中心辦理社區健康促進活動，除提供整合性篩檢、衛教宣導、義診系列活動，並進行家戶訪視，以瞭解市民就醫需求及身心狀況，加深市民對該院關懷病人、體貼民眾及深耕社區之印象，亦可供後續在宅醫療、家庭責任醫師或其他就醫安排之規劃，以守護社子島居民健康。7 月 4 日第二場活動於忠孝院區辦理，利用整修工程完竣啟用暨院區 28 週年院慶，舉辦大型活動包括舞臺表演活動、園遊會及社區巡禮等三大項目，現場提供各項衛教宣導活動，並走入社區瞭解當地居民醫療需求，強化社區影響力。9 月 13 日第三場活動同時分別於 6 個場地擴大辦理，安排 6 條家訪路線，共動員 701 人（218 隊），深入臺北市 12 行政區，訪視 1,126 戶，讓社區健康照護遍佈臺北市。

民國 104 年家訪行動服務臺北市 2.1% 的低收入戶及中低收入戶、40% 獨居長者及 1.9% 身心障礙者，真正做到讓醫療團隊走出白色巨塔，走進社區，回歸以人為本的全人照護，也獲得社區基層極大迴響、互動與回饋支持，讓聯醫的醫護團隊更有動力投入家醫訪視行列。



● 臺北市立聯合醫院推廣家庭責任醫師

Taipei City Hospital has been promoting the family physicians system



● 104 年 5 月 2 日聯醫總動員健康在臺北 - 社子島

TPECH Mobilization for a Healthy Taipei - Shezi Island event on May 2nd 2015



● 104 年 9 月 13 日聯醫總動員健康在臺北 - 擴大辦理

Expanded events for the TPECH Mobilization for a Healthy Taipei on September 13th 2015



1. Promotion of the Hospital-based Family Physician System

Taipei City Mayor Ko Wen-Je hopes that every family in Taipei City would have their own family doctor, especially the under-privileged. TPECH therefore began implementing the *Hospital-based Family Physician* system in April 2015. A total of 190,969 members of the publicly signed agreements to become part of this Family Physician program. Home services were provided to 2,961 under-privileged individuals with special needs. Overall public satisfaction for the service reached 90%. TPECH also worked with the Taiwan Association of Family Medicine and Beitou Culture Foundation to recruit primary care physicians working in clinics in Shilin and Beitou districts as family physicians for the under-privileged. A total of 30 primary care clinics participated in this program after a recruitment period that lasted almost 3 months. This home care policy successfully integrated health, civil and social administrative systems of Taipei City and introduced medical and social welfare resources directly into the community. A *Family Physician Data System* was also established so that family physicians could establish case records and use digital databases to analyze and provide customized case management solutions in order to improve the overall quality of public medical services in Taipei City.

A major community-level event titled *TPECH Mobilization for a Healthy Taipei* was organized in 2015. The opening activity was held at Shezi Island on May 2. Kuntianting Plaza was selected as the center of operations to implement a series of community-level health promoting activities in the area. In addition to integrated screening, health education and charity diagnostics, TPECH also conducted home visits to better understand the medical requirements and the state of physical and mental health of the local community. Such activities helped foster a positive impression of the Hospital and its efforts in patient care, public services and community development, and served as a basis for planning subsequent projects in home-based medical care, family physician system or other medical arrangements to help safeguard the health of the residents of Shezi Island. The 2nd session of the TPECH Mobilization Project was held at Zhongxiao Branch on July 4. The 28th anniversary and completion of renovation works of the TPECH Zhongxiao Branch were both celebrated on this date. In the celebration, 3 major activities were held, namely stage performances, parades and community tours. Various health education and promotional activities were provided during the event while community tours were carried out to assess medical needs of the local residents and to improve the Hospital's influence in community. The 3rd session of the Project was held at 6 different venues on September 13. A total of 701 individuals (divided into 218 teams) were mobilized to go along 6 home visit routes to implement an in-depth tour of 12 administrative districts of Taipei City. In the tour, a total of 1,126 households were visited and the meaning of the tour is to extend of community-level healthcare coverage in Taipei City.

In 2015, the home visits helped service 2.1% of the low- and medium-income households, 40% of the senior citizens living alone and 1.9% of the disabled in Taipei City. This System allowed medical teams to go out of their ivory towers and enter various communities to provide human-oriented medical services. Medical teams from TPECH were also warmly welcomed by the community and enjoyed mutual interaction and varying degrees of feedback and support, all of these further motivate them to become a part of the family medicine home visit program.



二、首推「都會型社區安寧照護」

在黃勝堅總院長帶領下，參酌過去金山推動經驗，厚植社區安寧照護人力，民國 104 年共 1,243 位各職類同仁完成健保乙類社區安寧 13 小時訓練，完成人數全國第一；具有申請全民健康保險甲、乙類居家安寧費用資格的同仁有 254 位，占全國 10%。104 年 1 月 9 日全院啟動社區安寧照護服務，各院區組成社區安寧團隊共 558 位同仁（包含醫師、護理師、藥師、營養師、心理師等各職類醫事人員、社工師及行政人員），出隊訪視 2,071 次，各專業人員共出勤訪視 6,882 人次。克服都會型社區推動安寧的各種困難，讓希望能在家中善終的末期病人，都能獲得完善的安寧照護，帶著尊嚴走完人生最後一段旅程。另集結 17 篇有關社區安寧照護之論文，於 104 年 6 月 30 日出版北市醫學雜誌第 12 卷附冊—安寧療護專刊。並以「無框架的愛—都會型社區安寧照護在臺北（Hospital/Community-based palliative care Institute）」為題，榮獲 2015 年國家品質標章認證（SNQ, Symbol of national Quality，代表 Safety and Quality）。

三、推動「與醫學中心（臺大醫院）轉診計畫」

為延續整體醫療照護及改善急診部門壅塞問題，推動「與醫學中心轉診（臺大醫院）計畫」，讓在臺大醫院急診室等床的病人，可以先到北市聯醫接受住院治療，等臺大醫院有床後仍然可選擇轉回。一起來減輕在醫學中心急診候床病人及其家屬的辛勞，優先以臺大醫院為合作對象，讓病人在轉送過程中，能獲得持續妥善的醫療照護。民國 104 年 1 月 19 日起由中興院區先行試辦，2 月 9 日起綜合院區均加入本計畫。





2. Initiating the *Urban Community Hospice Care Program*

Under the leadership of Superintendent of Taipei City Hospital, Huang Sheng-Jean, TPECH referenced the experiences of Jinshan and began building a pool of human resources for implementing community-level hospice care. By 2015, a total of 1,243 fellow colleagues from different specialties and fields completed a 13-hour Class B training for community-level hospice care, a number that would be the highest throughout Taiwan. A total of 254 Taipei City Hospital staff was also qualified to apply for NHI Class A and Class B Home-based Palliative Medicine Expenses, accounting for 10% of the national total. Taipei City Hospital activated its community-level palliative medicine services on January 9, 2015. The community-level palliative medicine service



● 無框架的愛·榮獲 2015 年國家品質標章認證
Unlimited Love receiving the 2015 Symbol of National Quality (SNQ)

team was composed of 558 staff members from various hospital branches (including physicians, nurses, pharmacists, nutritionists, psychiatrists, as well as medical personnel, social workers and administrative staff from various fields) and conducted a total of 2,071 team visits as well as 6,882 visits by various professional staff. TPECH hopes to overcome various difficulties in implementing hospice care in urban communities so that every terminal patient living at home could be provided with the best hospice services available and complete their life's journey in a dignified manner. TPECH also collected 17 papers on providing hospice care at the community level and published the Special Edition on Hospice Care in the Annex of Issue 12 of the *Taipei City Medical Journal* published on June 30, 2015. The theme of *Hospital / Community-based Palliative Care Institute* in Taipei also won the Symbol of National Quality (SNQ) award in 2015.

3. Implementing the *Transfer Program with Medical Centers (National Taiwan University Hospital)*

To expand overall healthcare services and solve the congestion in emergency treatment departments, TPECH has implemented the *Transfer Program with Medical Centers (National Taiwan University Hospital)* so that patients waiting for beds at emergency departments of National Taiwan University Hospital (NTUH) could be transferred to TPECH for treatment and then be transferred back to NTUH once beds became available there. These measures were designed to help reduce the hassle of patients as well as their family members waiting for beds at emergency departments of medical centers. TPECH first worked with NTUH and provided measures to help maintain proper healthcare services for the patients during the transfer process. Pilot trials were first carried out by TPECH Zhongxing Branch on January 19, 2015. The entire TPECH then officially initiated the program on February 9.

透過「統一簽床流程」、「建立單一窗口機制」、「組成主治醫師群」、「設置聯醫內部雙向轉診 LINE 群組」等策略，以病人滯留醫學中心（臺大醫院）超過 24 小時，檢傷分類為 3、4 級病人且經醫學中心（臺大醫院）急診部醫師判定符合轉該院之病人為對象，全面啟動參與轉診計畫。為強化貼心醫療，展現五星級人文關懷，病人一旦入住區域醫院，30 分鐘內主治醫師就進病房探視病人，使病人感受確實被妥善照顧之外，另首長不定期慰問並瞭解病情及是否真正需要協助，同時透過窗口發放滿意度問卷關心病人，減低病人擔憂。將出院病人列入電話關懷服務對象，由各病房主護護理師，於病人出院後進行電訪關懷服務，以建置無縫式醫療照護服務，透過完整持續的評估與追蹤，同時提升醫院照護服務品質。民國 104 年臺大醫院已成功轉介 408 名病人入住聯醫，僅轉回臺大 2 人；病人轉診人數為去年同期 6.78 倍，病人或家屬對該項轉診滿意度 91.9%，對北市聯醫提供醫療服務整體滿意 91.5%，並榮獲 105 年 SNQ 國家品質標章認證。

四、長照藥事服務、到宅提供用藥指導

因應高齡化社會，藥師走入社區執行藥事照護服務，針對用藥高關懷族群、獨居長者或弱勢族群等需要照護的個案，進行藥物使用評估、雲端藥歷處方整合，查檢重複用藥、交互作用，提供病人及家屬用藥指導、藥物諮詢、藥品管理建議，確保病人用藥安全。自 104 年 5 月起開始提供居家訪視藥事照護服務，共有 36 位藥師進入病人居家處所，提供藥物管理及評估的服務，計 1,030 人受訪，共訪視 1,352 人次。服務對象以中高年齡病人（42.8%）占多數，其次為弱勢族群（25.6%）及三高病人（24.0%）；病人對整體的滿意度達九成；對於照護病人進行滿意度調查發現，有八成四的人表示有幫助，近六成希望藥師再訪，病人對整體的滿意度達九成。

五、照顧社區弱勢族群

（一）獨居長者送餐：聯醫結合老人服務中心、社福團體及鄰里辦公處，共同為獨居長者提供送餐服務，專業營養師依長者不同需求調配各式餐食，提供獨居長者健康所需之營養，自民國 99 年開始提供獨居長者送餐服務，服務範圍包括士林區、中正區、萬華區、大同區、大安區及信義區。104 年共服務 3,382 人次，8 萬 7,430 餐次。





Strategies such as *integrated bed registration process*, *single-counter service model*, *establishing a group of attending physicians* and *establishing an internal LINE group for bi-directional transfer in TPECH* were adopted. Transfer services shall be provided to patients classified as having level 3 or 4 injuries who met transfer criteria as determined by the emergency department physician of medical centers (NTUH) and who had been waiting for a bed in the medical center (NTUH) for more than 24 hours. To improve the intimacy of medical care, achieve 5-star social care ratings and assure that the patient receives proper medical care, any patient who has been admitted to regional hospitals and moved onto a bed will be visited by the attending physician within 30 minutes. The hospital superintendent also makes periodic visits to help assess patient conditions and look into the needs for proper assistance. Service counters also issued satisfaction surveys to obtain patient feedback and reduce their level of concern. Discharged patients were included as targets for receiving phone care. Head nurses of each ward shall call and express care to the discharged patients in order to create seamless medical services as well as implement comprehensive and continuous evaluation and follow-up to improve overall quality of medical and healthcare services. In 2015, NTUH successfully transferred 408 patients to TPECH. Of these, only 2 cases asked to return to NTUH. This was a 6.78 fold increase compared to the number of patients transferred in the same period last year. Patient (and their family members) reflected a 91.9% satisfaction of the transfer service and a 91.5% satisfaction of the overall medical service quality provided by TPECH. TPECH was therefore awarded with the SNQ reward for its efforts in 2016.

4. Long-term Pharmaceutical Services and Offering Proper Drug Use Instructions at Home

In response to an aging society, pharmacists began providing pharmaceutical care at communities for high concern groups, elderly people living alone, the under-privileged, or other cases that require additional care. These services include assessment of drug usage, integration of drug use history and prescriptions into cloud-based services and checking repeated drug use and interactions. Pharmacists provided drug use instructions to patients and family members, consultation services for drugs and for drug management to ensure drug use safety. In May 2015, pharmacists began conducting family visits and pharmaceutical care. A total of 1,352 visits at the patients' residences were conducted for 1,030 individuals by 36 pharmacists who provided drug management and assessment services. The target of the services included middle-aged and elder patients (42.8%), the underprivileged (25.6%), and patients with the three-hypers (24.0%). Results of the patient's satisfaction survey also showed that 84% of the respondents expressed their appreciation for the assistance while nearly 60% looked forward to a repeat visit by the pharmacists. Overall patient satisfaction was 90%.

5. Caring for Underprivileged Members of the Community

(1) Meal delivery services for elderly people living alone: Since 2010, TPECH has been working together with service centers for the elderly, social welfare groups and neighborhood and village offices to provide meal delivery services for elderly people living alone. Professional nutritionists designed various meals to meet the nutritional requirements of elderly people. The scope of this meal delivery service included Shilin, Zhongzheng, Wanhua, Datong, Daan and Xinyi districts. In 2015, a total of 3,382 cases benefited from the service which delivered a total of 87,430 meals.



- (二) 遊民健康照護：自民國 99 年起以中興院區為首，組織跨領域合作團隊，結合臺北市政府社會局及公、私立輔導部門，提供遊民傳染病篩檢，透過篩檢陽性個案之轉介及追蹤，建構社區防疫網；針對慢性病部分，安排醫師與營養師分別進行健康衛教講座與機構健康飲食建議，期建立遊民輔導機構與遊民健康管理概念。104 年完成 7 場次服務，共篩檢 607 人次及追蹤服務，確認 18 人感染梅毒，所有病人皆在醫院追蹤而穩定控制病情中。
- (三) 愛在社子島，陽明甲你顧牢牢：陽明院區於醫療資源缺乏地區—社子島，提供健康照護服務，民國 104 年共辦理 5 場社區醫療活動，服務 757 人次，並舉辦社區衛教講座，共辦理 10 場，397 人次參加。

六、社區健康促進及衛教宣導活動

- (一) 用藥安全宣導：結合社區共同合作，提供院內、學校、社區或機構「用藥安全暨反毒、藥物濫用防制」教育宣導，教導民眾藥品的基本認知以及如何正確用藥，藉此提高民眾對用藥安全的認知，並宣導藥物濫用防制之觀念，避免藥物濫用產生藥物不良反應，以確保藥物使用的安全性，進而增進市民的生活品質，建構一個健全的安全用藥環境。民國 104 年共辦理 226 場，滿意度達 98.8%。
- (二) 傳染病防治：加強三段五級之預防工作，提升民眾傳染病衛生教育知識，積極至社區、學校、人口密集機構提供相關衛教宣導，如：愛滋病及性病宣導活動、結核病衛生教育宣導、各式傳染病宣導等，民國 104 年共辦理 494 場。
- (三) 未成年婦女生育衛教宣導：鑑於青少年性經驗有增加現象，提供兩性教育健康講座、未成年懷孕防制等預防宣導，民國 104 年共 14 場。
- (四) 健康促進議題宣導活動：結合臺北市內政部社區照顧關懷據點辦理健康促進議題，鼓勵更多長者走出家門參與健康活動，期能增進身心靈健康，民國 104 年共 68 場。
- (五) 癌症防治宣導：針對國人常罹患之癌症，辦理防癌講座及宣導活動，期能喚起民眾對各種癌症徵兆之正確認知，達到及早發現、及早治療之目的。民國 104 年至社區辦理癌症防治宣導講座共 31 場。





- (2) Healthcare for the homeless: In 2010, the TPECH Zhongxing Branch initiated the establishment of a cross-functional task force for the prevention of communicable diseases at the community level by working with the Taipei City Government Department of Social Welfare as well as other public departments and private consulting sectors. The task force screened the homeless for communicable diseases. Cases that tested positive during screening were transferred and given health follow-up checks. For chronic diseases, physicians and nutritionists were engaged to provide healthcare seminars and recommend healthy diets to various homeless care institutions in order to provide homeless consultation institutes with health management concepts. In 2015, the task force carried out 7 screening and follow-up services for a total of 607 individuals. A total of 18 individuals tested positive for syphilis. Every patient was included in the hospital follow-up programs and the progress of their diseases reached a stable state.
- (3) Complete Health Coverage at Shezi Island by TPECH Yangming Branch: TPECH Yangming Branch provided healthcare services at Shezi Island which lacked medical resources. In 2015, a total of 5 community-level healthcare activities were organized to serve 757 individuals. Another 10 community-level healthcare seminars were also held for a total of 397 attendees.

6. Community Health Promotion and Health Education and Promotional Activities

- (1) Promoting Safe Drug Use: TPECH is working with local communities to promote *Safe Drug Use and Prevention of Narcotics* and Drug Abuse at clinics, schools, communities or institutions. This educational program aimed to establish basic knowledge about drugs, proper drug use and safe drug use safety by the general public. Concepts for preventing drug abuse were also promoted to prevent adverse drug reactions (ADR), ensure safe drug use, improve the quality of life, and build an extensive and safe environment for drug use. In 2015, a total of 226 sessions were organized. Overall satisfaction was 98.8%.
- (2) Prevention of communicable diseases: The 3-Level 5-Stage prevention program was further reinforced to improve public awareness and knowledge about communicable diseases, sanitation and hygiene. In 2015, a total of 494 health education and awareness classes on AIDS and sexually transmitted diseases (STDs), tuberculosis, and other communicable diseases were carried out in communities, schools and other institutions with a dense population.
- (3) Childbirth and health education for underage youths: Seminars and courses on gender health and prevention of underage pregnancies were organized as teenagers were increasingly likely to engage in sexual activities at a younger age. In 2015, a total of 14 such educational sessions were organized.
- (4) Health promotion related topics: The TPECH worked with the Ministry of the Interior to provide health promotion topics at community care centers for the elderly in Taipei City. The elderly were encouraged to participate in healthy outdoor activities in order to promote their physical and psychological wellbeing. A total of 68 such sessions were held in 2015.
- (5) Cancer prevention: Seminars and promotional programs for common cancers amongst people in Taiwan were organized. The aim was to help improve public awareness for the symptoms of various cancers to achieve early detection and timely treatment. A total of 31 sessions of community-level cancer prevention talks and seminars were held in 2015.



- (六) 心血管疾病暨代謝症候群防治：結合社區相關資源，辦理三高及慢性腎臟病防治宣導活動，民國 104 年共辦理 20 場。
- (七) 健康飲食新文化宣導：透過輕鬆、活潑有趣及生活化的宣導，深入社區推廣「天天 5 蔬果」健康飲食觀念，教育民眾建立正確飲食習慣。民國 104 年共辦理 60 場，參加人數共 2,208 人，滿意度達 97.6%。
- (八) 健康減重等講座活動：鑑於肥胖是健康的主要殺手，為增進民眾健康推廣全民運動，辦理健康體位宣導、系列體操等活動，提供學校、社區銀髮、鄰里民眾健康觀念，民國 104 年共辦理 70 場。
- (九) 菸害防制宣導：為培養民眾生活力、健康的生活，透過各項宣導活動，加強民眾正確的認知，培養良好習慣，預防及降低菸害之發生，促進全體市民健康。民國 104 年辦理菸害防制宣導及二代戒菸治療宣導共 182 場。

七、成立「跨領域擬真教育發展中心」

為提高醫療服務品質及醫療效能，於民國 104 年 11 月 19 日成立「跨領域擬真教育發展中心」，推廣臨床擬真活動於各職類同仁人文教育、關懷溝通教育及醫院行政管理教育之臨床場域應用，最終實踐於真實病人及其家屬之醫療照護上。目前透過安寧、醫病溝通、同理心及標準化病人等相關課程，由講師與受訓學員利用雙向互動及實作演練方式進行教學，創造與他院相異之教學發展特色，並發展適合國情之主客觀評核工具，達到各職類同仁服務品質與職能技巧提升之目的。104 年擬真教育推行已完成安寧小劇場教育訓練場次 6 場次，醫病溝通教育訓練小劇場 1 場次，標準化病人訓練已有 33 名同仁完成 6 小時基礎培訓課程，將於 105 年繼續應用於各擬真教學活動中。

第二節 臺北市立萬芳醫院

臺北市立萬芳醫院(以下稱萬芳醫院)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 738 床及護理之家 69 床，成立至今 19 年，除了提供市民優良醫療照護，亦致力於公共衛生保健服務。歷年來重要成果如下：





- (6) Prevention of cardio-vascular diseases and metabolic syndrome: Community resources were integrated to organize seminars and awareness programs for the three-hypers, chronic renal diseases, prevention of chronic diseases. A total of 20 sessions were held in 2015.
- (7) Promoting the New Culture of a Healthy Diet: Delightful and engaging awareness programs that target various aspects of daily lives were used to promote the health dietary concept of *5 Servings of Fruits and Vegetables Every Day* and establish proper dietary habits amongst fellow citizens. A total of 60 sessions were held for 2,208 individuals in 2015. Overall satisfaction for the project was 97.6%.
- (8) Healthy weight reduction seminars and activities: Obesity is a primary reason behind poor health. Exercise and sports were promoted by organizing activities such as healthy figure awareness programs and exercise routines designed to build healthy concepts among school children, elderly and community residents. A total of 70 sessions of healthy weight reduction activities were held in 2015.
- (9) Tobacco control: Tobacco control efforts were carried out in order to develop energetic and healthy lifestyles amongst the public. A series of promoting programs and activities were used to establish correct concepts amongst the people, develop healthy habits and prevent and reduce the incidence of tobacco-related illnesses. A total of 182 sessions of awareness programs for tobacco hazards control and second generation cessation were held in 2015.

7. Establishing a *Multifunctional Simulated Education and Development Center*

TPECH established the *Multifunctional Simulated Education and Development Center* on November 19, 2015 in order to improve medical service quality and performance. This Center could be used to conduct simulated clinical activities during various training sessions for cultural education, care and communication, and administrative education of hospital staff from various functional departments. Acquired knowledge and skills could then be applied during actual healthcare practices provided for patients and their family members. Courses on palliative care, doctor-patient communication, empathy and standardized patients were taught through seminars which used bi-directional inter-actions and practical demonstrations, creating unique course features that differed largely from those of other schools. Objective evaluation tools applicable to the local cultural features were also developed in order to improve the quality of service and technical competences of staff members from various departments. Results in 2015 are described in the following: A total of 6 palliative care scenarios and 1 doctor-patient communication education scenario training sessions were carried out, while 33 staff members completed a 6-hour basic training sessions for standardized patients. Plans have been made to continuously conduct such practices in 2016.

Section 2 Taipei Municipal Wanfang Hospital

Taipei Municipal Wanfang Hospital (hereinafter referred to as “Wanfang Hospital”) was the first public hospital in Taipei City whose management was commissioned to a private organization (Taipei Medical University). Wanfang Hospital has a total of 738 beds and a nursing home with another 69 beds. Since it was first established 19 years ago, Wanfang Hospital had not only provided the people with quality medical services but also committed its efforts in providing public health and medical services. The following lists the recent achievements:

一、醫療與服務

(一) 提供頂尖專業的醫療技術服務，並深受各界之肯定。

1. 民國 104 年第四次通過美國國際醫院認證 (Joint Commission International Accreditation, JCI)。
2. 民國 104 年通過 AAHRPP(美國臨床研究受試者保護評鑑協會) 評鑑，萬芳醫院為臺灣第五家通過此評鑑的醫院，藉由此次獲得 AAHRPP 評鑑 Full Accreditation 的殊榮，彰顯該院人體研究品質及推動受試者保護的成果，已達到國際級的水準。未來仍將持續致力於創新的醫學臨床研究，並以維護受試者最大的福祉為原則，朝向頂尖國際醫療與研究中心大步邁進。
3. 民國 104 年通過美國病理學會醫學實驗室認證 (College of American Pathologists - Laboratory Accreditation Program, CAP-LAP)、全國認證基金會 (Taiwan Accreditation Foundation, TAF) 評鑑認證，持續提供高品質專業檢驗服務。
4. 榮獲民國 103 年「醫院癌症篩檢 / 診療品質提升計畫」【縣市最佳合作夥伴】、103 年度協辦疫苗接種績優醫療院所。
5. 104 年度糖尿病共同照護網照護品質績優醫療院所—醫學中心第二名。
6. 榮獲衛生福利部「預立安寧緩和醫療暨維生醫療抉擇意願註記健保卡」宣導成效績優單位。
7. 榮獲臺北市政府衛生局頒發【兒童預防保健績優醫事機構最佳進步獎】—醫學中心第二名。
8. 成立急診重症醫學部，積極發展急重症病人服務，並於民國 102 年 12 月再度通過重度級急救責任醫院。同時也肩負貓纜、雪隧及捷運文湖線災難應變醫院。
9. 加強特色醫療服務，如慢性下肢淋巴血腫（象腿）、不插管麻醉肺葉切除及單孔胸腔鏡手術，並成立肝炎特別門診、骨質疏鬆特別門診、甲狀腺特別門診、脊椎特別門診與神經腫瘤及顱部電腦刀特別門診、中西整合疼痛治療中心、婦女整合門診、不孕症特別門診、失智症特別門診，民國 104 年 3 月更新建聯合門診區，開設糖尿病、疼痛、失智等聯合門診。



● 104 年第四次通過美國國際醫院認證
4th successful accreditation by the
US Joint Commission International
Accreditation (JCI) in 2015



1. Medicine and services

(1) Wanfang Hospital provides first-rate professional medical technology and services that have been widely recognized.

A. Passed the Joint Commission International Accreditation (JCIA) for the 4th time in 2015.

B. Passed accreditation standards established by the Association for Accreditation of Human Research Participant Protection Programs (AAHRPP) of the United States. Wanfang Hospital was the 5th hospital in Taiwan to receive AAHRPP certification and successfully attained the prestigious *Full Accreditation* rating. This demonstrated that the quality of human research programs and participant protection efforts of Wanfang Hospital were aligned to international standards. Wanfang Hospital shall continue to pursue innovative clinical trials and transform itself into a first-rate international medical and research center while upholding the principle for maximizing the benefits and welfare of fellow participants.

C. Successfully certified by the College of American Pathologists Laboratory Accreditation Program (CAP-LAP) as well as the Taiwan Accreditation Foundation (TAF) in 2015 and continued to provide high quality and professional medical laboratory and testing services.

D. *Best County / City Partner for the 2014 Hospital Cancer Screening / Treatment Quality Improvement Plan* and excellence award for medical institutions supporting public vaccination in 2014.

E. 2nd place in the Medical Centers category for medical institution healthcare quality for the joint healthcare network for diabetes in 2015.

F. Excellence in advocating the Ministry of Health and Welfare (MOHW) program of *National Health Insurance Card with Annotations on the Choice of Palliative Care and Life Support Decisions*.

G. 2nd place in the Medical Centers category for the *Best Improvement Award for Medical Institutions for Preventive Pediatrics organized by the MOHW*.

H. Established an emergency and critical care department to develop emergency healthcare services. Re-certified in December 2013 as a critical and emergency responsibility hospital. Assigned as a disaster response hospital for Maokong Gondola, Hsuehshan Tunnel, and Wenhua MRT Line.

I. Improved featured medical services such as chronic lower-limb lymphedema, lobectomy with unplugged anesthesia and single-port video-assisted thoracoscopic surgery (VATS). Established special outpatient services for hepatitis, osteoporosis, thyroid diseases, spinal problems, cyber knife neuroblastoma and cranial tumors, infertility and dementia, integrated Chinese and Western medicine pain therapy center and integrated outpatient services for gynecology. In March 2015, Wanfang Hospital also re-established its integrated outpatient area with joint services for diabetes, pain and dementia.



● 104 年通過美國臨床研究受試者保護評鑑協會評鑑

Passed the US Association for Accreditation of Human Research Participant Protection Programs (AAHRPP) accreditation in 2015



● 104 年通過美國病理學會醫學實驗室認證

Passed the College of American Pathologists - Laboratory Accreditation Program (CAP-LAP) in 2015



- 10.為妥適提供病人醫療服務需求，於民國 104 年增加 12 床一般急性病床。
- 11.持續肩負北臺灣的結核病防治轉介及訓練中心，積極參與社區進階都治計畫（DOTS-Plus），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。此外，亦配合臺北市政府衛生局，辦理臺北市結核病及漢生病人直接觀察治療(DOTS)計畫。
- 12.擔任衛生福利部疾病管制署結核菌合約實驗室，負責臺北市、宜蘭縣、基隆市、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。

(二) 具備高科技醫療儀器設備，如雙源雙能電腦斷層掃描儀 (Dual Source Computed Tomography, DSCT)、胸腔及腹腔內熱水循環 (灌注) 儀、容積導航定位乳房超音波掃描儀、前房角膜斷層掃描儀、數位乳房攝影 X 光機、磁振造影儀、放射治療儀器設備 (TOMO、IMRT)、心臟電生理立體導航標測系統、玻璃體切除儀、血管內超音波影像系統、磁性推動體外循環系統、進階式雙極組織融合超音波刀、AZE 心臟血管影像工作站升級等。建置尖端醫療檢查室，2 間核磁共振檢查室、2 間心導管室以及 3 間無痛腸胃鏡室。



- (三) 積極舉辦社區居民健康促進活動，如多元化健康講座、四癌篩檢活動、獨居長者送餐服務、104 年萬人健康齊步走活動。
- (四) 設置自動繳費機，操作簡便，方便就醫民眾迅速完成繳費流程。
- (五) 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，就醫民眾迅速掌握健康狀況。
- (六) 建置藥必達系統，採預約服務，方便民眾快速領取慢箋用藥。
- (七) 建置診間報到系統，病人可於診間外直接插入健保卡報到，有效提升病人隱私並降低民眾等候報到時間。
- (八) 建置行動 APP：提供健康管理及 QR code 服務，提升民眾健康促進可近性。



- J. Added 12 beds for general acute cases in 2015 to adequately meet the medical service requirements of fellow patients.
 - K. Continued to serve as the prevention, referral and training center for tuberculosis in Northern Taiwan. Wanfang Hospital also actively participates in community-level DOTS-Plus Program and serves as a central medical institution with healthcare teams for treating Multi-drug-resistant Tuberculosis (MDR-TB) in Taipei. Additionally, Wanfang Hospital is working with the Taipei City Government Department of Health (the Department) in order to implement the Directly Observed Treatment Short-course (DOTS) Project for TB and leprosy patients in Taipei City.
 - L. Wanfang Hospital serves as a contractual lab of the Centers for Disease Control (CDC) of the Ministry of Health and Welfare (MOHW) and is responsible for carrying out TB bacteria testing in Taipei City, Yilan County, Keelung City, New Taipei City, Kinmen and Lienchiang County.
 - M. Established a drug use counseling center to provide people seeking medical service with comprehensive information on safe drug use. Wanfang Hospital also worked with the Food and Drug Division of the Department for collecting household medical wastes.
- (2) Wanfang Hospital is furnished with advanced medical instruments and equipment such as dual source computed tomography (DSCT), intra-peritoneal hyperthermic chemo-perfusion equipment, volume-navigation mammary ultrasound scanner, anterior chamber cornea tomography, digital X-ray mammography, magnetic resonance imaging (MRI) scanner, radiotherapy equipment (TOMO and IMRT), 3D ECG mapping and measurement system, vitreous cutter system, intravascular ultrasound (IVUS) imaging system, magnetic extracorporeal circulation system, advanced tissue integration ultrasound surgery and upgraded AZE cardio-vascular imaging workstations. Cutting-edge medical testing laboratories, 2 magnetic resonance imaging (MRI) rooms, 2 cardiac catheterization labs, and 3 painless colonoscopy labs have been established in the Hospital.
 - (3) Wanfang Hospital actively organized health promoting activities for community residents, such as a variety of health seminars, screening for the 4 types of cancers, meal deliveries for the elderly who lives alone and *10,000 Strong March for Health of 2015*.
 - (4) Provided easy-to-use Automated Payment Machines so that patients can complete the payment process more quickly.
 - (5) Established the first Automated Medical Examination Inspection Machine in Taiwan, allowing patients to review their medical exam reports without making an appointment and allowing people to quickly acquire health information.
 - (6) Established a drug dispensary system where people can make reservations to quickly acquire prescription medicine for chronic diseases.
 - (7) Established a clinical check-in system. Patients can simply insert their National Health Insurance (NHI) card when they arrive at the hospital, helping to improve patient privacy while reducing waiting time.
 - (8) Mobile APP: The APP offers health management and QR code services to improve public accessibility to health promotion.



二、教學

- (一) 一般醫學內科示範中心：自民國 95 年起獲衛生署 (現稱衛生福利部) 委託醫學教育學會主辦「一般醫學內科訓練示範中心計畫」，98 年起獲「一般醫學師資培育計畫」補助，99-100 年獲「臨床技能評估模式建置及一般醫學訓練師資培育計畫」，101 年又再度獲得此計畫之補助，該計畫 97 年迄今共培育 261 位臨床師資。
- (二) 定期舉辦客觀結構式臨床技能測驗：
1. 萬芳醫院臨床技能中心於 100 年向臺灣醫學教育學會申請，並於民國 100 年 11 月 26 日經該學會委員實地訪視後，已於 101 年 1 月份通過認證並成為全國二十家考場之一。
 2. 民國 104 年 5 月 2-3 日及 10 月 24 日配合臺灣醫學教育學會，舉辦 104 年醫學臨床技能測驗，共測驗本校考生、本校及外校應屆畢業生及國外醫學系畢業之實習醫師共 50 名；於 3 月 14 日對醫七實習醫學生進行 OSCE 模擬考；4 月 25 日對醫六實習醫學生進行 OSCE 測驗；7 月 11 日對 PGY 住院醫師進行 OSCE 測驗；另外協助各職類醫事人員辦理 OSCE 測驗；104 年度考試人數共 242 人，如下表：

表 2 104 年度 OSCE 舉辦場次表

考試日期	考生身分	人數
104 年 03 月 14 日	醫七	34
104 年 04 月 17 日	營養師 (PGY 學員)	2
104 年 04 月 25 日	醫六	64
104 年 05 月 2-3 日	醫七 (國考)	36
104 年 07 月 11 日	西醫師 (PGY)	27
104 年 07 月 26 日	藥師 (PGY 學員)	23
104 年 08 月 15 日	專科護理師	42
104 年 10 月 24 日	國外實習生	14
104 年度總應考人數		242



2. Training

- (1) General Medicine Demonstration Center: In 2006, the Department of Health of the Executive Yuan (now the Ministry of Health and Welfare) commissioned the Taiwan Association of Medical Education to organize the *Demonstration Center for Training in General Medicine*. Wanfang Hospital then began to receive subsidies from the *General Medicine Teacher Education Program* in 1999 as well as the *Clinical Skills Evaluation and General Medicine Clinical Teaching Practical Training Plan* from 2010 to 2011 and again in 2012. Since 2008, a total of 261 clinical faculties have been trained in Wanfang Hospital.
- (2) Regular implementation of Objective Structured Clinical Examination (OSCE):
- A. The Wanfang Hospital Clinical Skills Center submitted an application to the Taiwan Association of Medical Education in 2011 to become an OSCE testing center. The Association then conducted an on-site survey on November 26, 2011, and qualified Wanfang Center as one of the 20 OSCE testing centers in Taiwan in January 2012.
 - B. On May 2-3 and October 24, 2015, Wanfang Hospital worked with the Taiwan Association of Medical Education to conduct clinical skills examinations for 2015. A total of 50 candidates and graduating students from Taipei Medical University and other medical colleges underwent these exams. OSCE practice exams were provided to 7th year medical student interns on March 14. OSCE exams were administered to 6th year medical student interns on April 25 and PGY resident officers on July 11. Support was also provided to organize OSCE exams for medical staff from various departments. A total of 242 individuals were tested in 2015. Details are listed in Table 2:

Table 2 OSCE schedule of 2015

Test date	Candidates	No. of candidates
March 14, 2015	7th year medical students	34
April 17, 2015	Nutritionists (PGY students)	2
April 25, 2015	6th year medical students	64
May 2-3, 2015	7th year medical students (national exam)	36
July 11, 2015	Physicians (PGY)	27
July 26, 2015	Pharmacist (PGY students)	23
August 15, 2015	Nurse practitioner	42
October 24, 2015	Foreign interns	14
Total number of candidates in 2015		242



3. 培育訓練標準化病人師資，招募及訓練標準化病人及編寫本土化之教案，應用標準化病人於受訓學員、實習醫學生學習成效之評量。萬芳醫院於民國 104 年辦理兩場標準化病人儲備課程，分別於 104 年 3 月 8 日及 104 年 11 月 21 日與臺北醫學大學附設醫院共同舉辦，兩次課程共計訓練標準化病人 57 名，課程滿意度 4.8 分 (滿分為 5 分)。
4. 畢業後一般醫學訓練：配合衛生福利部一般醫學教育訓練計畫，每年培訓畢業後一般醫學學員，另亦代訓衛生福利部雙和醫院、壢新醫院、敏盛醫院、聯醫中興院區、聯醫忠孝院區之住院醫師；民國 104 年培訓萬芳醫院畢業後醫學教育 (PGY) 學員共 28 位。

(三) 成立教師發展中心 (Center for Faculty Development, CFD)，全面進行師資培育課程，並規定晉升主治醫師前，住院醫師均須完成 CFD 的教學能力提升訓練課程。

(四) 實證醫學中心：組成專案推動小組進行實證醫學 (Evidence-based medicine, EBM) 檢索教學，教導臨床醫師及醫學生進入此領域，並進一步推廣至其他領域。近幾年更與國衛院合作，建構臨床科診療指引，以嘉惠各醫療科。另外實證醫學亦推廣於護理、藥劑部，成立實證護理及實證藥學，培訓多位種子教師，將實證的概念落實於臨床病人照護，該院亦舉辦實證醫學工作坊及培訓院外實證醫學種子教師，將實證醫學之學習加以推廣及應用。

(五) 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。

(六) 有關醫師及其他醫事人員教育訓練，具體推動成效如下：

1. 每年培訓近 150 名住院醫師訓練 (民國 104 年西醫 121 位、牙醫 32 位。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 (迷你臨床演練 (Mini-clinical Evaluation Exercise, mini-CEX)、操作型技術 (Direct Observation of Procedural Skills, DOPS)、客觀結構式臨床技能測驗 (Objective Structured Clinical Examination, OSCE)……等) 評量學習成果。
2. 每年訓練 400 多名見實習醫學生。各科均有教學訓練計畫，進行客觀評量方法評量學習成果。並有導師制、教學門診、住診教學……等。
3. 每年訓練護理實習學生約 400 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。



- C. Wanfang Hospital trained and recruited representative patients and compiled localized teaching plans for the said training. The representative patients were assigned to trainees and medical interns to assess their learning progress. This Hospital organized 2 patient reservist training courses in 2015 which were jointly held with the Taipei Medical University Hospital on March 8 and November 21, 2015. A total of 57 patients were included in the courses. Course satisfaction was 4.8 (out of a total of 5).
- D. Post-graduate year (PGY) general medical training: Wanfang Hospital has worked with the general medical training project of the MOHW which offered training for post-graduates of general medicine every year (PGY). Wanfang Hospital also provided training for resident physician from MOHW Shuang Ho Hospital, Landseed Hospital, Min-Sheng General Hospital, Taipei City Hospital (TPECH) Zhongxing Branch, and TPECH Zhongxiao Branch. A total of 28 PGY candidates were trained in 2015 in these programs.
- (3) Wanfang Hospital has established the Center for Faculty Development (CFD) to provide instructor training courses. Before a resident physician could be promoted to an attending physician, he or she must complete the CFD training courses to improve their teaching skills.
- (4) Evidence-Based Medicine (EBM) Center: Wanfang Hospital established a task force to provide evidence-based medicine (EBM) training for clinical physicians and medical students who intend to enter this field of specialty. The Hospital also promoted and introduced EBM concepts into other fields. Wanfang Hospital recently began working with National Health Research Institutes (NHRI) to develop clinical treatment guidelines and indicators to benefit various medical departments. EBM was also promoted in the nursing and pharmacy departments to establish evidence-based nursing and pharmacology. Many seed instructors were trained to apply EBM concepts on clinical and patient care. Wanfang Hospital also organized EBM workshops and trained EBM seed instructors outside the Hospital in order to promote learning and applications of EBM concepts.
- (5) Wanfang Hospital worked with Taipei Medical University in a number of international cooperative and exchange programs, and is an active participant in business-education partnerships between medical colleges in Taiwan and other countries and hospitals by providing various kinds of medical support.
- (6) The following describes the outcome of training provided for physicians and other medical staff:
- A. Nearly 150 resident doctors were trained every year (a total of 121 physicians and 32 dentists were trained in 2015). Each department has its own training program as well as mentoring programs, demonstration clinics, clinical observation sessions and in-patient training schemes. Objective evaluation schemes such as Mini-clinical Evaluation Exercise (Mini-CEX), Direct Observation of Procedural Skills (DOPS), Objective Structured Clinical Examination (OSCE) were employed to evaluate learning outcomes.
- B. A total of 400 medical interns were trained every year. Each department has its own training program and objective assessment of learning outcomes. Mentoring programs, demonstration clinics and in-patient training schemes, etc. were established as well.
- C. About 400 nursing interns as well as 150 interns in other medical disciplines were trained every year. Each department has its own training as well as mentoring programs, and adopts objective evaluation systems to assess learning outcomes.

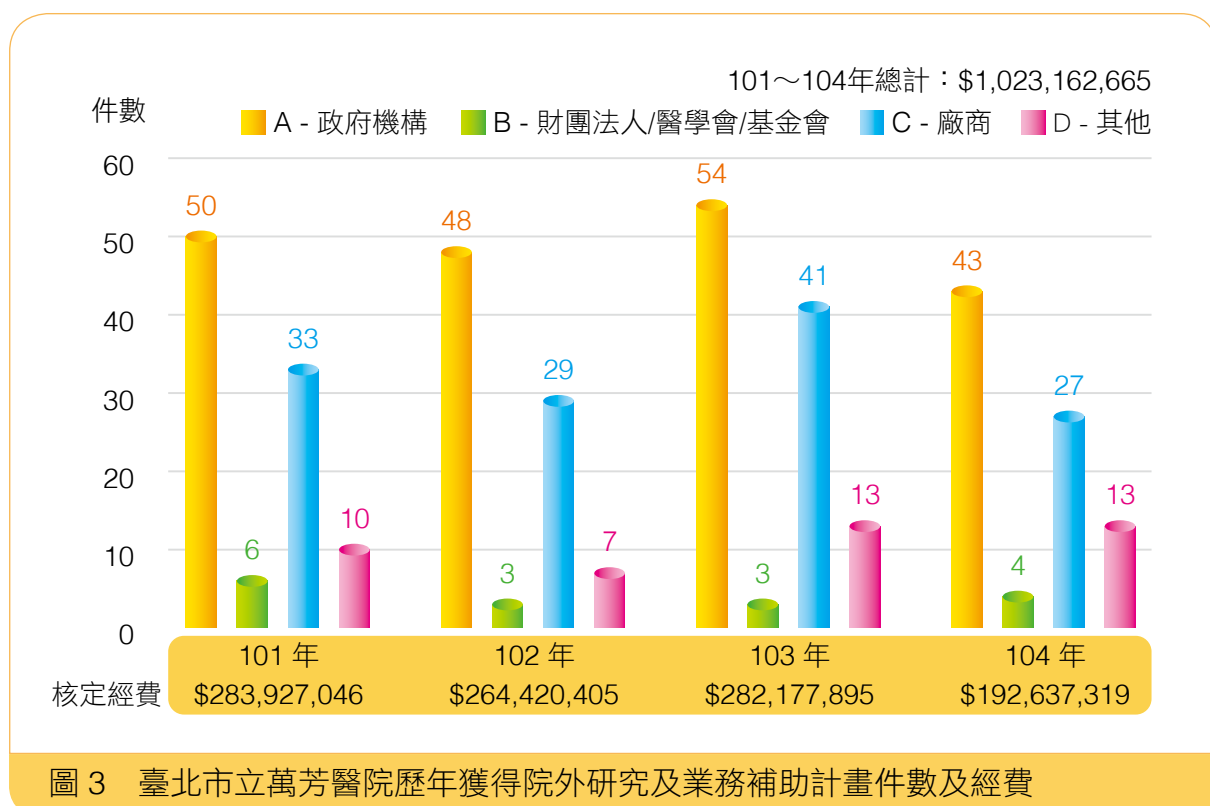


4. 推動受訓學員（住院醫師、實習醫學生、醫事實習學生、臨床老師）建立個人學習歷程檔案（Portfolio），除可以檢視各科的教學成效外，並鼓勵其記錄與回顧個人的學習經歷。舉辦Portfolio 競賽，並擇優獎勵。
5. 獲得衛生福利部「教學醫院教學費用補助計畫」經費，補助醫師及其他醫事教育訓練。



三、研究

- (一) 萬芳醫院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。
- (二) 民國 104 年院內同仁獲得院外研究及業務補助計畫，補助經費達 1 億 9,200 萬元以上。

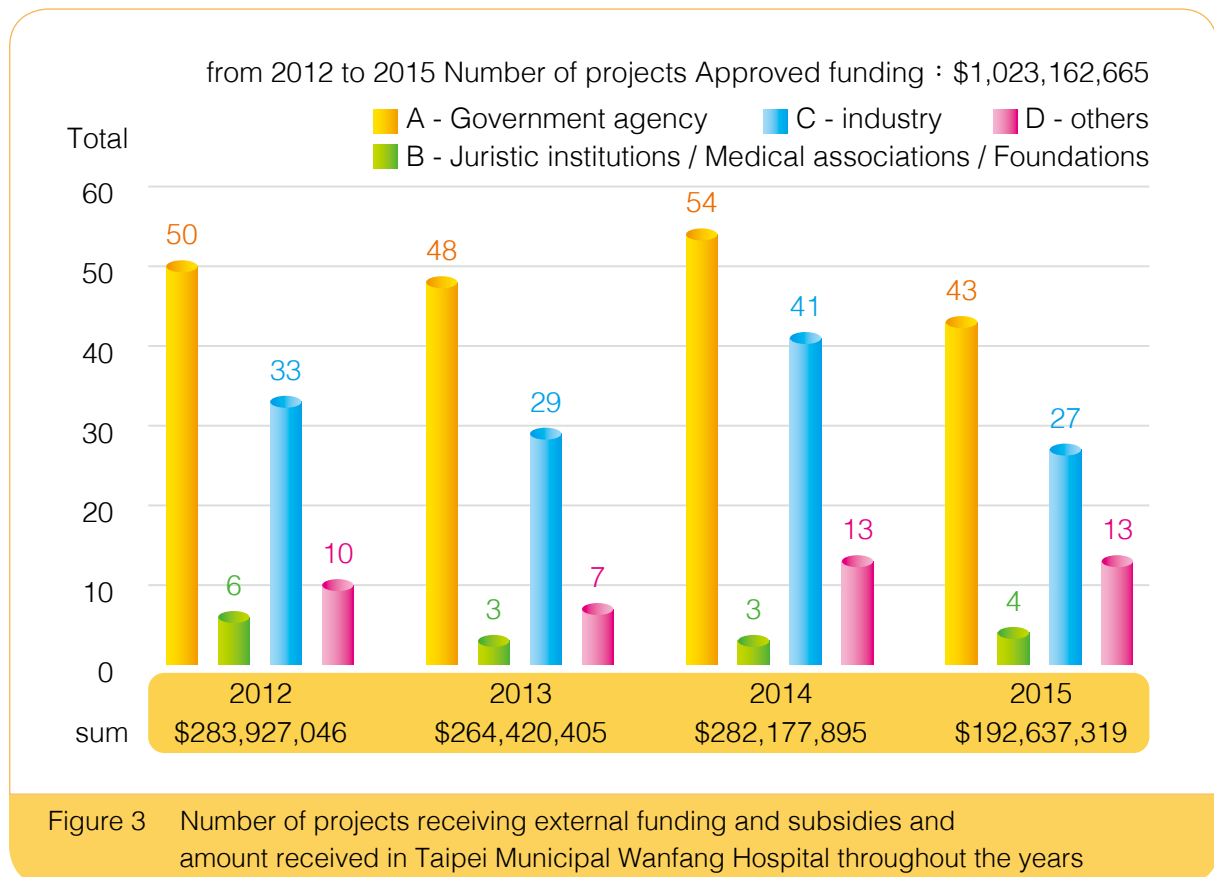




- D. Wanfang hospital encouraged trainees (resident physician, medical interns, interns in other medical disciplines and clinical teachers) to establish their personal learning portfolios. The portfolios allow the Hospital to review training outcomes in various departments while encouraging the owners to record and review their learning experiences. Portfolio competitions were also organized. Outstanding portfolio were rewarded accordingly.
- E. Wanfang Hospital obtained the *Teaching Hospital Teaching Grant of the Ministry of Health and Welfare (MOHW)* which was then used to subsidize physicians and other medical training expenses.

3. Research

- (1) Wanfang Hospital has established a number of research centers such as the joint laboratory for clinical medicine, cancer research center, stem cell research center, tuberculosis (TB) research center and fibrosis center. A budget for research funds has been set aside to encourage physicians, medical staff and general subject instructors of Taipei Medical University to initiate various cooperative research projects.
- (2) In 2015, external research funding and subsidies received by Wanfang Hospital staff members reached to over NT\$ 192 million.





(三) 依萬芳醫院發展目標，對院內醫師及其他醫事人員參與研究訂有鼓勵辦法，且對研究成果訂有獎勵措施，其鼓勵或獎勵應兼顧研發重點與公平性，並落實執行。設有研究發展委員會，執行推動全院研究業務，為鼓勵院內同仁投入臨床研究，每年提供 2,300 萬元之研究經費，以提高學術研究之風氣。



(四) 設立臨床醫學共同實驗室，實列研究經費，以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，鼓勵院內醫師參與萬芳醫院癌症研究，並參與癌症與臨床試驗中心醫療研究計畫。

(六) 萬芳醫院民國 104 年度以萬芳名義發表之 SCI/SSCI 期刊論文數為，共 319 篇，論文發表篇數逐年上升。100-104 年第一或通訊作者為萬芳醫院員工發表之 SCI/SSCI Impact Factor 5.0 以上，共 104 篇，其中 10.0 以上共有 10 篇。

表 3 萬芳醫院以萬芳發表之期刊論文數

期刊論文性質歸類	2011 年	2012 年	2013 年	2014 年	2015 年	小計
SCI/SSCI 期刊論文	223	238	303	289	319	1,372
非 SCI/SSCI 期刊論文	38	50	41	38	15	187
小計	261	288	344	327	334	1,559

表 4 100-104 年萬芳醫院員工以第一或通訊作者發表 SCI/SSCI 論文級距一覽表

年度	Impact Factor				合計
	2.0 至 5.0	5.1 至 10.0	10.1 至 20.0	>20.0	
100 年	60	15	3	0	78
101 年	47	11	1	1	60
102 年	67	18	0	0	85
103 年	75	22	3	1	101
104 年	76	28	0	1	105
總計	325	94	7	3	429



- (3) Development goals of Wanfang Hospital were referenced in order to formulate incentives encouraging physicians and other medical staff to participate in research. Measures for rewarding research outcomes were established as well. These incentives and rewards also considered the importance of the research project as well as the aspect of fairness and were implemented accordingly. A Research Development Committee was established to implement research efforts throughout the entire Hospital. An annual research budget of NT\$ 23 million was provided in order to encourage fellow staff members to participate in clinical studies and promote the spirit of academic research.
- (4) A joint laboratory for clinical medicine was established. A research budget was also set aside to encourage its physicians and medical staff to participate in cooperative research with the teaching faculty of basic disciplines at Taipei Medical University.
- (5) A Cancer Center Laboratory was established. Physicians at the Hospital were encouraged to participate in cancer research and other medical research projects of Wanfang Hospital as well as the Cancer and Clinical Experiment Center.
- (6) In 2015, a total of 319 papers were published on SCI / SSCI journals under the name of Wanfang Hospital. The number of publications has continued to grow every year. From 2011 to 2015, a total of 104 papers published on SCI / SSCI journals, where the first author or corresponding author was a staff member of Wanfang Hospital, received an Impact Factor of 5.0 or more, while 10 papers received an Impact Factor of 10.0 or more.

Table 3 Number of journal publications published under the name of Wanfang

Characteristics and categories of the journal publication	2011	2012	2013	2014	2015	Sub-total
SCI / SSCI journal publications	223	238	303	289	319	1,372
Non-SCI / SSCI journal publications	38	50	41	38	15	187
Sub-total	261	288	344	327	334	1,559

Table 4 List of SCI / SSCI journal publications from 2011 to 2015 where the first or corresponding author of the paper was a staff member of Wanfang Hospital and the corresponding Impact Factor

Year	Impact Factor				Total
	2.0 to 5.0	5.1 to 10.0	10.1 to 20.0	>20.0	
2011	60	15	3	0	78
2012	47	11	1	1	60
2013	67	18	0	0	85
2014	75	22	3	1	101
2015	76	28	0	1	105
Total	325	94	7	3	429



四、公共衛生服務

萬芳醫院秉持臺北市政府「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，茲將各項服務分述如下：

- (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) 辦理季節性流感疫苗接種服務，設置為期二週流感特別門診，民國 104 年共服務 1,821 人次。
- (五) 配合衛生主管機關開設類流感特別門診。
- (六) 結合子宮頸抹片，提供婦女三點不漏之防癌篩檢服務。
- (七) 辦理四癌篩檢服務，民國 104 年 1 月至 12 月子宮頸癌篩檢人數共 7,679 人；乳癌篩檢人數共 2,084 人；大腸癌篩檢人數共 3,637 人；口腔癌篩檢共 1,136 人。
- (八) 提供婚（孕）前健檢服務。
- (九) 產前遺傳診斷。
- (十) 精神醫療服務。
- (十一) 精神醫療社會工作服務。
- (十二) 臨床心理工作服務。
- (十三) 職能治療服務。
- (十四) 辦理臺北市老人健康檢查。
- (十五) 內政部役政署及臺北市政府兵役局年度徵兵作業體檢為績優醫院。





4. Public Health Services

Wanfang Hospital upholds the mission of Taipei City Government for *Public Organization and Private Management to Reduce Public Expenses and Contribute More to Society* and has invested large amounts of money and human resources to fully support the government's public health policies and actively implement various health promotion services. The following lists the various services provided:

- (1) Collection and testing of specimens and samples of communicable diseases.
- (2) Organized continuing education on the control of communicable diseases.
- (3) Prevention of avian flu and novel influenza: The Infection Control Room has established a number of regulations, namely *Personal Protective Equipment in Various Stages of Mobilization in Response to New Influenzas and Standard Quarantine Techniques of the Infection Control Commission*, as a reference and implementation standards for every member in the Hospital. Training courses and post-training examinations for subjects related to infection control were implemented as well.
- (4) Provided seasonal influenza vaccination services. A 2-week long special influenza outpatient service was established and served a total of 1,821 individuals in 2015.
- (5) Established special outpatient services for influenza-like diseases to support health authority policies.
- (6) Integrated Pap-Smear testing to provide women with a comprehensive cancer screening service.
- (7) Provided screening services for the 4 types of cancers. From January to December 2015, a total of 7,679 individuals were screened for cervical cancer, 2,084 were screened for breast cancer, 3,637 were screened for colorectal cancer, and 1,136 individuals were screened for oral cavity cancer.
- (8) Pre-marital (pre-pregnancy) health examinations.
- (9) Pre-natal genetic health examinations.
- (10) Psychiatric care services.
- (11) Psychiatric care in social work services.
- (12) Clinical psychological work and services.
- (13) Occupational therapy.
- (14) Organized health examinations for senior citizens in Taipei City.
- (15) Selected as an excellent hospital for conducting the annual conscription physical examination organized by the National Conscription Agency Ministry of the Interior and the Department of Compulsory Military Service, Taipei City Government.



五、社會責任

民國 99 年 3 月 29 日、30 日由臺灣檢驗科技股份有限公司 (SGS) 至萬芳醫院進行 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，使萬芳醫院成為具有企業社會責任 (Corporate Social Responsibility, CSR) 的標竿醫院，SGS 稽查委員對萬芳醫院 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) 醫院鄰近北二高萬芳交流道，且與捷運木柵線共構，因位處交通要道，故肩負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) 急診實施急重症分流，並設立「24 小時救命專線」：0809-009-110，以提供急性腦中風、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。
- (四) 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。
- (五) 跨縣市大量傷患緊急醫療合作：萬芳醫院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。
- (六) 急救處置能力受外界肯定，肩負多項急救重責，如重度級急救責任醫院、毒化災責任醫院等。
- (七) 提供到院前醫療指導服務，提升到院前醫療品質。
- (八) 每年辦理急診大量傷患演習，健全醫院緊急醫療體系運作。





5. Social Responsibility

During March 29-30, 2010, SGS Taiwan visited Wanfang Hospital to perform an external audit of the 2009 Sustainable Development Report. The basis of this audit was performed according to the third generation Global Reporting Initiative (GRI 3) widely adopted by numerous companies around the world. In April, Wanfang Hospital successfully passed the GRI 3 level and the AA1000 assurance standards and became a benchmark hospital for Corporate Social Responsibility (CSR). For the 2009 Sustainable Development Report of Wanfang Hospital, SGS auditors reviewed the statement of the Hospital management, interviewed the superintendent and thoroughly reviewed many areas such as harmonious workplace, community involvement, governance and administration of Wanfang Hospital, management of environmental safety, research outcomes and sustainable operations. SGS auditors were satisfied with the outcomes and approved the granting of a CSR certification for Wanfang Hospital. All of staff was proud to receive the CSR certification and shall continue to dedicate themselves to CSR, apply its principles during their work and establish Taipei Municipal Wanfang Hospital as the best example for CSR commitments.

6. Emergency Disaster Rescue Center

- (1) Wanfang Hospital is located at a thoroughfare close to Wanfang Interchange on the North Expressway No. 2 and the MRT Muzha Line. The Hospital therefore serves as an emergency rescue center for the southern portion of the Greater Taipei Region.
- (2) Trauma Center: Physicians are on duty 24-hours a day at the Center. Radiology teams are ready to intervene at any time.
- (3) Triage for emergency and critical patients and a *24-hour Helpline (0809-009-110): Medical counseling for acute stroke, acute myocardial infarction, emergency or multiple trauma, intensive care treatment for critical conditions, high-risk pregnancy and new born babies (including pre-mature births).*
- (4) Support for major accidents on the Maokong Gondola System and MRT Muzha Line: Cooperated with Maokong Gondola System operations and the MRT Muzha Line to deploy on-site medical personnel to provide emergency medical rescue services as required.
- (5) Cross-regional cooperation for the handling of mass-casualty incidents (MCI): Wanfang Hospital is providing emergency medical service (EMS) coverage for the eastern and southeastern parts of New Taipei City as well as the northern and southern parts of Yilan County.
- (6) The emergency response capabilities of Wanfang Hospital are well-known and much appreciated by the public. The Hospital provides EMS by serving as an emergency responsibility hospital for severe or critical conditions as well as chemical and nuclear accidents.
- (7) Provided pre-admission guidance services to improve health care quality prior to formal admission of the patient.
- (8) Conducted mass-casualty incident (MCI) drills every year to improve the operations of the Hospital's emergency medical care system.



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 - 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) 援外醫療任務

1. 聖多美普林西比

(1) 常駐醫療服務：民國 104 年共派遣 8 名醫事人員赴聖國常駐執行援外醫療計畫 (急診科張裕泰醫師、內科劉崇德醫師、鄭照霖醫師、陳甫綸醫師、牙科劉哲明醫師、留媽涵醫師、林怡君護理師及胡楠英護理師)，以提升聖國醫事人員專業並衛教民眾自我照護能力，診療達 1 萬 4,910 人次。除例行門診看診外，亦定期舉辦醫事人員教育訓練，訓練時數達 225 小時，另針對一般民眾之公衛教育訓練達 520 人次。

(2) 主題式醫療服務：民國 104 年共派遣醫師支援六梯次如下表。



● 中醫科主題醫療進行診療
Chinese medicine-themed treatment

表 5 萬芳醫院於聖多美普林西比進行主題式醫療服務表

日期	科別	支援人員	診療量	其他業務
3/12-4/14	眼科	陳芷郁醫師、黃惠宜護理師	222 人次 (含手術 35 例)	
7/8-8/4	婦產科	許淳森教授、段欣好護理師	170 人次 (含抹片篩檢 115 案)	舉辦共 2 場之教育訓練及民眾衛教活動
7/25-8/4	耳鼻喉科	李飛鵬院長、張為捷醫師	診療服務達 112 人次 (含手術 8 例)	舉辦共 7 場之教育訓練及民眾衛教活動
7/25-8/4	胸腔內科	白冠壬副院長	28 人次	完成 2 場醫事人員教育訓練
8/9-9/10	泌尿科、麻醉科	溫玉清醫師、黃婷嫻護理師、麻醉科陳功晏醫師	94 人次	與消化內科鄭照霖醫師合作，順利完成聖國首例無痛胃鏡
9/1-10/1	中醫科	中醫科李怡慧醫師	診療服務達 302 人次	完成 1 場醫事人員教育訓練



7. Multi-language Services

Safety and convenience of medical aid provided to foreign individuals in Taiwan were often affected by language barriers. Foreign language services were therefore expanded from only English to include other languages so that medical institutions are able to provide suitable and safe medical services.

- (1) Service hours: Monday to Saturday.
- (2) Languages offered: English, Japanese, Hakka, Bahasa Indonesia and other languages.
- (3) Caregivers' manual and health education pamphlets are generated in multiple languages.
- (4) Multi-language volunteer services.

8. International Exchanges in Medical Care

(1) Overseas Aid and Medical Missions

A. Democratic Republic of São Tomé and Príncipe

(A) Resident medical services: In 2015, a total of 8 medical personnel (Dr. Chang Yu-Tai from the emergency department, Dr. Liu Chung-Te, Dr. Cheng Chao-Lin, and Dr. Chen Fu-Lun from internal medicine, Dr. Liu Che-Ming and Dr. Liu Yen-Han from dentistry, and nurses Lin I-Chun and Hu Nan-Ying) were dispatched to the Democratic Republic of São Tomé and Príncipe to support the resident medical service program in the country, improve the professionalism of local medical staff and enhance the locals' ability of caring for their own health. A total of 14,910 people were treated in this resident medical service program. In addition to regular outpatient services, they held regular medical personnel training and a total of 255 training hours was implemented, while up to 520 individuals underwent public healthcare training for the general public.

(B) Theme-based medical services: Wanfang Hospital dispatched doctors to support specialized medical care on 6 occasions in 2015 which are listed in the following table.

Table 5 Theme-based medical services provided by Wanfang Hospital doctors at the Democratic Republic of São Tomé and Príncipe

Date	Area	Support	Treatment cases provided	Other services
March 12 to April 14	Ophthalmology	Dr. Chen Chih-Yu and professionally registered nurse Huang Hui-I	222 cases (including 35 surgeries)	
July 8 to August 4	Obstetrics and gynecology	Dr. Hsu Chun-Sen and professionally registered nurse Tuan Hsin-Yu	170 cases (including 115 Pap-Smear tests)	Organized a total of 2 training sessions and public health education events
July 25 to August 4	Otorhinolaryngology	Superintendent Dr. Lee Fei-Peng and Dr. Chang Wei-Chieh	112 treatment cases (including 8 surgeries)	Organized a total of 7 training sessions and public health education events
July 25 to August 4	Thoracic medicine	Deputy Superintendent Dr. Bai Kuan-Jen	28 individuals	Completed 2 sessions of medical personnel training
August 9 to September 10	Urology and anesthesiology	Dr. Wen Yu-Ching, professionally registered nurse Huang Ting-Mei, and Dr. Chen Kong-Yen of the anesthesiology division	94 individuals	Worked with Dr. Cheng Chao-Lin of the gastroenterology division to successfully complete the first painless colonoscopy in the Democratic Republic
September 1 to October 1	Chinese Medicine	Dr. Li I-Hui of Chinese Medicine	302 cases of diagnostics and treatments	Completed 1 sessions of medical personnel training

另，婦產科許淳森教授、耳鼻喉科李飛鵬前院長、胸腔內科白冠壬副院長並於7月30日，前往該國普林西比島進行義診服務，成為首次獲當地衛生部官員與民眾熱情歡迎及好評之醫療團隊，並接受當地媒體採訪。

- (3) 遠距醫療：民國 104 年共完成包括皮膚科、胸腔內科、骨科、泌尿科、病理科、眼科等 10 例之遠距醫療諮詢。
- (4) 中央醫院急診室改善計畫：中央醫院像迷宮般的急診室，經過內部結構體的改裝與動線的設計，已完成建制動線流暢、設備先進的急診室，待當地政府電力啟動。除硬體改善外，亦持續建立急診室醫療儀器設備及耗材等物品管理之標準作業流程，並安排急重症臨床技術教育訓練，以促進新急診室之妥善管理，並提升當地醫事人員之臨床能力。

2. 史瓦濟蘭王國

- (1) 為改善史國整體醫療情形，該國派遣 6 名醫事人員至萬芳醫院接受訓練，內容包括：胸腔內科（結核病個案管理於政策面與實務面）、骨科（提供我國臨床治療經驗使其強化個案診治之能力）、護理行政（提供涵蓋醫院各單位（急診、病房、門診、手術房...等）之護理管理方式）、醫學美容（著重非侵入性美醫訓練，提供史國皇室診所護理督導美容相關知識及技巧）、神經內科（協助史國進行癲癇疾病相關衛教及研究訓練，規劃癲癇相關研究訓練課程）相關訓練。
- (2) 萬芳醫院胸腔內科李枝新醫師受邀前往史國參與「2015 International Conference for Tuberculosis Disease」研討會擔任講座，分享專業觀點與經驗。
- (3) 萬芳醫院許淳森教授於民國 104 年 8 月 19 日至 8 月 28 日前往史國參與行動健檢計畫，推廣健康促進及預防醫學觀念，藉由早期診斷、早期治療，減少末期疾病失能的威脅，達到提升史國人民的生活品質，盼能將此概念自上而下逐漸導入史國人民。



● 萬芳醫院前往普林西比島進行義診活動
Wanfang Hospital participated in volunteer medical treatment programs in Principe



● 史瓦濟蘭來臺培訓 (TB 訓練)
Swaziland trainees undergoes training in Taiwan (TB training)



Dr. Hsu Chun-Sen of the obstetrics and gynecology division, former superintendent Dr. Lee Fei-Peng of the otorhinolaryngology division, and deputy superintendent Dr. Bai Kuan-Jen of thoracic medicine division also visited the Island of Príncipe on July 30 to provide voluntary medical services. The group was the first overseas medical team to be received on the island and was given a passionate welcome by the local populace and health officials. The doctors also accepted interviews from the local media.

- (C) Telemedicine: A total of 10 cases of telemedicine advising sessions were held in 2015, including cases for dermatology, thoracic medicine, orthopedics, urology, pathology and ophthalmology.
 - (D) Central Hospital Emergency Room Improvement Plan: The Emergency Department of the Central Hospital of the Democratic Republic of São Tomé and Príncipe used to be convoluted. Improvements to the internal structure and movement line designs successfully created an emergency department with wide and smooth movement lines furnished with advanced equipment. The refurbished emergency rooms are awaiting connection to power supplies from the local government. In addition to hardware improvements, continuing efforts were invested in establishing standard operating procedures (SOPs) for the management of emergency room medical instruments, equipment and supplies. Training for the clinical handling of emergency and critical cases were arranged in order to improve proper management of the new emergency room and improve clinical competences of the local medical staff.
- B. Kingdom of Swaziland
- (A) In order to improve overall healthcare services in the country, the Kingdom of Swaziland dispatched 6 medical personnel to Wanfang Hospital for the following training: thoracic medicine (policy and practical aspects for the management of tuberculosis); orthopedics (sharing of clinical treatment experiences of Taiwan and improving case diagnostic abilities); nursing and administration (nursing management for various hospital departments such as emergency department, wards, outpatient services and operating theaters); aesthetic medicine (with particular focus on non-invasive aesthetic medicine training for the nursing supervisor of the royal Swaziland clinic to provide relevant knowledge and techniques of medical cosmetics); and neurology (organized healthcare education and research training related to epileptic diseases to treat and research these diseases Swaziland).
 - (B) Dr. Lee Chih-Hsin from the thoracic medicine division of Wanfang Hospital was invited to Swaziland as a speaker for the *2015 International Conference for Tuberculosis Disease* to share his professional views and experiences.
 - (C) Dr. Hsu Chun-Sen of Wanfang Hospital also attended the active health examination project in Swaziland from August 19-28, 2015 to promote concepts of health promotion and preventive medicine and encourage early diagnostics and treatment to minimize the threats of late-term disabilities brought by the disease, improve the quality of life of the people of Swaziland and hope that such concepts could be introduced via top-down models throughout the Swaziland.



3. 境外醫事人員代訓：為支持我國政策，協助衛生福利部「臺灣國際醫療衛生人員訓練中心計畫」，接待國際友邦及友好國家醫護人員來臺訓練，阿根廷 Hospital Italiano de Buenos Aires 骨血液腫瘤科醫師 Dra. Claudia Andrea Ve`nica 於民國 104 年 11 月 2 至 11 月 27 日接受該院血液腫瘤科、放射腫瘤科、淋巴血管外科、消化內科等相關課程。

(二) 國際醫療服務推展

1. 與衛生福利部簽署「醫療服務國際化推動計畫」合約，致力推動國際醫療事務並配合參與國內、外標竿學習等相關活動及會議。
2. 與衛生福利部台北醫院簽署「臺灣國際醫療衛生人員訓練中心醫療合作」合約書，致力提供國外來臺培訓醫事人員及醫院管理等相關行政人員，醫療技術及知識的指導。
3. 民國 104 年 9 月 26-28 日派員前往美國佛羅里達州，參加由美國觀光醫療協會舉辦之全球觀光醫療暨保健會議 (World Medical Tourism & Global Healthcare Congress)，了解全球化國際醫療市場內容及發展，作為推廣國際醫療特色和增進業務成長之參考。
4. 民國 104 年 11 月 1-6 日派員參與衛生福利部之醫療服務化推動計畫，前往泰國參訪曼谷杜斯特醫療服務股份有限公司 (BDMS) 集團旗下 4 間醫院。
5. 國際參訪交流：104 年共有 12 個來自世界各地的醫療產業相關機構蒞臨萬芳醫院參訪，總計接待 149 人次。



● 史瓦濟蘭王國皇室參訪

Visit by the royal house of the Kingdom of Swaziland

第三節 臺北市立關渡醫院

臺北市立關渡醫院 (以下稱關渡醫院) 創立於民國 89 年，由臺北市政府興建委託臺北榮民總醫院經營，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 67 床、慢性呼吸照護病床 32 床、安寧病床 10 床、加護病床 6 床、血液透析病床 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 324 床。



C. Training of Overseas Medical Personnel: To support national policies and the *International Medical and Healthcare Personnel Training Center Project of Taiwan* of the Ministry of Health and Welfare (MOHW), Wanfang Hospital welcomed medical personnel from friendly countries and states with formal diplomatic ties to undergo training in Taiwan. Dra. Claudia Andrea Ve'nica from the Hospital Italiano de Buenos Aires of Argentina underwent training courses at the departments of hematology & oncology, radiation oncology, lymphatic and vascular surgery, and gastroenterology at Wanfang during the period of November 2 to 27, 2015.

(2) Promoting International Medical Services

- A. Wanfang Hospital has signed a contract with the MOHW for the *Project for Promoting the Internationalization of Medical Services*. The Hospital is actively promoting international medical services and participated in various national and international benchmark learning sessions, events and conferences.
- B. Wanfang Hospital also signed an agreement on the *International Medical Personnel Training Center Partnership Project of Taiwan* with Taipei Hospital of MOHW and is committed to provide overseas medical personnel, hospital staff, and other relevant administrators visiting Taiwan with instructions on medical techniques and knowledge.
- C. In September 26-28, 2015, Wanfang Hospital dispatched its personnel to Florida, United States, to attend the World Medical Tourism & Global Healthcare Congress organized by the Medical Tourism Association in order to gain an understanding of the global medical market and its developments as a reference for promoting the Hospital's medical features on the global stage and improve business.
- D. In November 1-6, 2015, Wanfang Hospital dispatched its personnel to Thailand to attend the MOHW program promoting medicine as a service and visited 4 hospitals affiliated with the Bangkok Dusit Medical Services (BDMS).
- E. International visits and exchange: In 2015, Wanfang Hospital received 12 delegations (with a total of 149 individuals) from various medical institutions around the world.

Section 3 Taipei Municipal Gan-Dau Hospital

Taipei Municipal Gan-Dau Hospital (hereinafter referred to as "Gan-Dau Hospital") was established in 2000 and focused on the development of community medicine, treatment of chronic diseases and long-term care. Hospital construction was carried out by the Taipei City Government while management was commissioned to the Taipei Veterans General Hospital (VGHTPE).

Gan-Dau Hospital currently has a total of 324 beds, of which 45 beds were for acute patients, 67 chronic care, 32 beds for chronic respiratory care, 10 beds for palliative care, 6 beds for intensive care, 19 beds for hemodialysis, 3 beds for emergency observations, 50 beds for psychiatric day care and 92 beds in the affiliated nursing home.



一、重視病人安全及落實感染控制

(一) 推動病人安全提升醫療照護品質

民國 104 年持續建置病人安全環境及推動病人安全活動，辦理「病人安全週活動—病人安全、用藥整合」，由院長帶領同仁及民眾共同參與，榮獲「104 年度病人安全週動員獎」。另在院內辦理「104 年度病安品質成果發表會暨醫院品質績效量測指標系統與落實品質改善（P4P）第二階段計畫交流會海報發表」，院外則積極參與各項研討會或成果發表會活動，榮獲台灣社區醫院協會 TCHA 指標成果競賽，經營管理組及醫護照護組之雙料金牌，重視病人安全及品質有目共睹。

(二) 落實感染控制，抗生素管理成效卓著，蟬聯第一

配合疾病管制署推動「抗生素管理計畫」及「侵入性醫療處置照護品質提升計畫」，連續兩年榮獲衛福部「104 年抗生素管理計畫優質醫院—地區醫院第一名」、「抗生素管理計畫團體卓越獎—北區第二名」及「104 年侵入性醫療處置照護品質提升計畫—創意特色團體獎第三名」。

二、優良社區醫院及幸福企業典範

(一) 「視病猶親，融入社區」服務價值

關渡醫院成立 15 年，持續秉持「視病猶親，融入社區」的服務價值，藉由整合社區、政府、社福、教育等各種資源，及藉助臺北榮總醫學中心相關的醫療人力、物力，全力推動社區健康自主，增進社區民眾高品質健康生活。民國 104 年 7 月於 15 週年院慶系列活動中，特別邀請社區民眾參與院內活動，舉辦「咱的好厝邊—關渡醫院」創意繪畫比賽及「感謝有你—關渡醫院」徵文比賽，均獲得社區居民踴躍投稿，並給予極佳的評價。



● 首長帶領推動病人安全用藥整合活動
The Commissioner leads Integrated activities that advocate patient medication safety



● 關渡醫院 15 週年院慶「咱的好厝邊」繪畫比賽展
Exhibit of the Our Good Neighbor art competition celebrating the 15th anniversary of Gan-Dau Hospital



1. Focusing on Patient Safety and Implementation of Infection Control

(1) Promoting Patient Safety and Improving Medical Care Quality

In 2015, Gan-Dau Hospital continued to build an environment this is conducive to patient safety and promoted relevant activities that include *Patient Safety Week* and *Integration of Patient and Drug Use Safety* where both hospital staff members and patients participated under the superintendent's leadership. The success of the event allowed the Hospital to win the *2015 Patient Safety Week Mobilization Award*. Gan-Dau Hospital also organized the *2015 Presentation of Outcomes of the Patient Safety Quality Programs and Poster Presentation for the Exchange Conference in the Phase 2 Projects of the Hospital Quality Performance Evaluation Indicator System and Implementation of Quality Improvements (P4P)*. Activities outside the hospital include active participation in various conferences or result presentations. For its efforts, the Hospital was awarded 2 gold awards in the operations management and medical care categories of Indicator Results Competition of the Taiwan Community Hospital Association (TCHA), proving that the Hospital's focus on patient safety and quality is widely recognized.

(2) Continued to achieve great performance in infection control and antibiotics management and kept at the 1st place in these areas

Gan-Dau Hospital worked with the Centers for Disease Control (CDC) to implement the *Antimicrobial Stewardship Program (ASP) and Project for Improving Healthcare Quality for Invasive Medical Treatment* and was awarded *1st Place for Community Hospitals for the 2015 Excellence in the Antimicrobial Stewardship Program, 2nd Place in Northern Taiwan for Group Excellence in the Antimicrobial Stewardship Program and 3rd Place in the Creative Feature Group Category for the 2015 Project for Improving Healthcare Quality for Invasive Medical Treatment*.



● 榮獲衛福部 104 年抗生素管理計畫優質醫院 - 地區醫院第一名

1st place in the Community Hospitals category for excellence in the 2015 Antimicrobial Stewardship Program (ASP) organized by the Ministry of Health and Welfare (MOHW)

2. Excellent Community Hospitals and Nomination as a Benchmark for a Happy Company

(1) Service Value of *Treating Patients like Family Members and Community-level Integration*

Gan-Dau Hospital has been operating for 15 years and has continued to uphold the service value of *Treating Patients like Family Members and Community-level Integration*. The Hospital has integrated resources from the community, government agencies, social welfare and education as well as medical personnel and resources from the Taipei Veterans General Hospital (VGHTPE) medical center to promote independence of community healthcare and to improve the health and quality of life of community residents. In July 2015, residents in the community were invited to participate in the 15th anniversary celebration events of the Gan-Dau Hospital. The *Our Great Neighbor Gan-Dau Hospital* creative art competition and *Appreciating Gan-Dau Hospital* essay competition were organized for the celebration. Residents actively submitted their works and provided excellent feedback on the services provided by the Gan-Dau Hospital.

(二) 以臺北榮總為後盾實施資源共享政策

關渡醫院藉由臺北榮民總醫院的支援與合作，經由垂直整合及透過轉診、轉代檢，使得病人及時獲得醫治或後送安排，讓居民獲得可近性、持續性、整體性、整合性、有效率且符合健保署資源共享、節省醫療成本的政策。

(三) 績優職場幸福企業

關渡醫院打造健康友善職場環境，多次獲得國健署「健康醫院優良獎」、「組織再造獎」、「健康職場獎」榮譽，及臺北市政府勞動局「幸福企業」、臺北市政府衛生局「績優健康職場—健康卓越獎」等殊榮。民國 104 年榮獲衛生福利部—國民健康署健康職場認證健康促進標章(有效期限 104-106 年)。

三、營造社區健康、樂齡學習與關懷

(一) 營造高齡友善樂活健康環境

關渡醫院為國民健康署認證通過之健康促進及高齡友善優良醫院，民國 104 年持續整合居家照護、緊急救護、長期照顧及健康促進等系統，提供全方位整合性照護及支持性環境；協助北投區健康服務中心於醫院舉辦「樂活健康銀耀北投 ~104 年北投區高齡友善暨健康城市成果發表會」，該活動深獲北投區里長、各民意代表及鄉親好評。

(二) 推動四癌篩檢預防保健

民國 104 年持續推動四大癌症篩檢，將癌篩列為四癌醫院門診常規服務，民眾就醫時門診主動篩檢提示及追蹤。經成效追蹤顯示，社區居民實施健康生活之意識與行動力明顯增強，並將健康自主、預防醫學概念帶動家人。另外，10 月底結合臺北藝術大學及社區資源辦理「104 年鬧熱關渡節」，於現場宣導糖尿病、腎臟病等慢性疾病之預防，及鼓勵民眾器官捐贈，11 月結合臺北城市大學辦理「北區域智慧勞動力加值論壇」，展示該院社區經營及疾病預防之成果。





(2) Resource Sharing Policy Supported by Taipei Veterans General Hospital (VGHTPE)

By relying on the support and partnership with Taipei Veterans General Hospital (VGHTPE), Gan-Dau Hospital was able to achieve vertical integration and use patient referrals and replacement testing to ensure that the patient could be provided with medical treatment or transfer arrangements in a prompt manner. The result is an accessible, continuous, comprehensive, integrated and efficient medical service that people could enjoy and which also fulfilled the National Health Insurance Administration (NHIA) policy for resource sharing and reduction of medical expenses.

(3) Excellent Workplace and Happy Enterprise

Gan-Dau Hospital is dedicated to creating a healthy and friendly working environment and has repeatedly received the prestigious *Healthy Hospital Excellence Award*, *Organizational Reformation Award* and *Health Workplace Award* organized by the Health Promotion Administration (HPA) as well as the *Excellence in Healthy Workplace - Outstanding Health Award* of the Taipei City Government Department of Health (the Department). In 2015, Gan-Dau Hospital received the Healthy Workplace Certification Label organized by the Health Promotion Administration (HPA), MOHW (effective from 2015 to 2017).

3. Building a Health Community and Promoting Learning and Care for the Elderly

(1) Building Age-Friendly, Enjoyable and Healthy Environment for the Elderly

Gan-Dau Hospital is an excellent health promoting and age-friendly hospital certified by the Health Promotion Administration (HPA). In 2015, the Hospital has continued to integrate home care, emergency treatment, long-term care and health promotion systems to provide a comprehensive, integrated and supportive healthcare environment. Gan-Dau Hospital also supported the Beitou health center to host the *Joyful and Healthy Aging at Beitou 2015 Results Presentation for the Beitou District Age-Friendly and Healthy City Program*. This event was positively received by the chiefs of village, public representatives and fellow citizens of Beitou District.

(2) Promoting Screening and Preventive Medical Care for the 4 Types of Cancers

In 2015, Gan-Dau Hospital continued to promote screening activities for the 4 types of cancers. Cancer screening was listed as a standard service provided by outpatient services for the 4 types of cancers. Patients seeking medical aid at outpatient services were actively reminded to undergo screening and follow-up checks. Follow-up analysis for the effectiveness of the screening demonstrated that community residents exhibited significantly improved awareness and motivation for pursuing healthier lifestyles and were more likely to introduce concepts of independent healthcare and preventive medicine to their family members as well. In late October, Gan-Dau Hospital also worked together with Taipei National University of the Arts and various resources from the community to organize the *2015 Popular Gan-Dau Festival*. Prevention of diabetes, renal diseases and other chronic diseases as well as organ donations were promoted in the event. In November, the Hospital worked with Taipei City University of Science and Technology to organize the *Symposium for Value Adding with Smart Labor in Northern Taiwan* which showcased the Hospital's achievements in community management and disease prevention.



(三) 全面落實無菸健康社區醫院

民國 104 年持續進行全面菸害防制服務，建置門診病患吸菸提示系統，以利跨部門戒菸服務轉介；運用多元媒體及健康講座等多元方式，宣導菸害防制之重要性與方法；辦理青少年菸害防制教育講座及協助企業團體員工戒菸。另結合門診和社區資源，推廣戒菸認知、菸害與心血管疾病、骨質疏鬆飲食與預防飲食…等講座。104 年度接受戒菸服務達成率為 82%，執行成效良好。

(四) 推動社區體重控制班

民國 104 年辦理臺北市政府「體重控制班計畫」共計 3 班，帶動居民養成持續運動習慣、增強健康飲食生活。並於暑期開辦「親子減重班」，融合家庭生活及飲食運動習慣從小養成觀念，健康減重共 120.8 公斤，達到團體目標減重公斤數 90 公斤，目標達成率 134%，執行成效良好。

(五) 結盟企業關懷獨居長者

與臺北榮民總醫院結合台積電、老吾老基金會等團體，以關懷獨居長者為出發，串成「愛護聯」計畫，計畫中關渡醫院擔任急性後期後送醫院、居家照護、長期照護、輔具借用、獨居送餐等重要角色。

(六) 帶動銀髮在地健康老化

關渡醫院於民國 95 年創辦「關渡關懷站」，持續 10 年提供 65 歲中老年人包括醫療、護理、生活照料與身心健康等支持系統，並組織專屬團隊辦理長者健康管理、健康諮詢、健康講座、關懷訪視、健康問題轉介、日常運動及飲食健康促進活動，97 年轉型為「樂齡學習資源中心」。104 年再度榮獲臺北市政府社會局評選為「社區照顧關懷據點評鑑優等獎」，成為全國推動高齡友善社區之學習標竿。





(3) Total Implementation of Smoke-Free and Healthy Communities and Hospital

In 2015, Gan-Dau Hospital continued its efforts in total implementation of tobacco hazards control services. The Hospital established a reminder system for smokers admitted in outpatient services and facilitated smoking-cessation referral services between different departments. Multimedia, health seminars and a diverse selection of other strategies were used to promote the importance as well as strategies of tobacco hazards control. The Hospital also organized youth tobacco hazards control training seminars and encouraged corporations and organizations to support smoking cessation among their employees and members. Gan-Dau Hospital also integrated outpatient and community resources to organize seminars that promoted awareness for smoking cessation, tobacco hazards, cardiovascular diseases, osteoporosis and nutrition and preventive diets. In 2015, a total of 82% of the smoking patients received smoking-cessation services. The services were also conducted in an effective manner.

(4) Community Weight Control Classes

In 2015, Gan-Dau Hospital held a total of 3 classes for the *Weight Control Plan* of the Taipei City Government in order to encourage the public in developing healthy sporting habits and adopting healthy diets and lifestyles. Family Weight Control Classes were held during the summer vacations to develop healthy family lifestyles, diets and exercise habits from a young age. A total of 120.8 kg of weight reduction was achieved through healthy means, which was 134% of the target of 90 kg, indicating that the classes performed admirably.

(5) Partnerships with Corporations to Care for the Elderly Living Alone

Taipei Veterans General Hospital (VGHTPE) worked with the Taiwan Semiconductor Manufacturing Company (TSMC) and Old Five Old Foundation to care for the elderly who live alone by establishing the *Loving Care Alliance* Project. Gan-Dau Hospital would play key roles as a receiving hospital for acute conditions and providing home care, long-term care, leasing of assistive equipment and meal delivery services to elderly people living alone.

(6) Promoting Local and Healthy Aging for the Elderly

Gan-Dau Hospital established the *Gan-Dau Care Station* in 2006 and has been providing senior citizens above 65 years old with support in medical, nursing, daily care, as well as physical and mental health for over 10 years. A dedicated team has been organized to provide health management, counseling, seminars, visits and referrals for health problems and activities for promoting daily exercises and dietary health. In 2008, *Gan-Dau Care Station* was renamed as the *Senior Learning Resource Center*. In 2015, Gan-Dau Hospital once again received the *Award for an Outstanding Example of a Community Care Point* organized by the Taipei City Government Department of Social Welfare and became a benchmark for promoting age-friendly communities in the entire country.



● 充滿熱情與活力的社區天使
Passionate and energetic community angels

四、推動校園健康環境照護青少年

(一) 辦理校園巡迴列車落實學童健康生活

該院民國 104 年受託「臺北市國小校園巡迴列車衛生保健服務計畫」，主要目標為增進學童對視力保健、正確運動、健康飲食、菸害防制之瞭解，學習培養正確的健康概念，透過行為改變技巧，落實均衡的健康生活型態；引導學童在課後願意分享健康行為及健康信念改變之心得，並落實於日常生活中。

(二) 開辦青少年保健門診促進身心發展

民國 104 年持續開辦「青少年保健門診」。生理方面著重於青少年生理健康方面的疾病檢查與治療，心理方面則著重在「心理健康」方面的疾病檢查、治療與追蹤管理，另提供專人專線電話與電子郵件及部落格，提供青少年與家長相關資訊與諮商。

(三) 協助諮商輔導充實教師教育技能

民國 104 年身心科團隊持續推動「校園諮商輔導」。進入校園進行諮商輔導，協助輔導青少年學生身心問題，提供教師諮商服務及處理學生行為的技巧；辦理親職教育及青少年性教育工作坊研習會，藉此充實教師性教育知能與素養，協助青少年重視自我的價值及正確的兩性觀念。



● 深入校園進行學童衛生保健服務

Hygiene and healthcare services for schoolchildren offered in school campuses



4. Promoting Healthy Campus Environments for Youth

(1) Organizing the Campus Tour Bus to Promote Healthy Student Lifestyles

In 2015, Gan-Dau Hospital was commissioned for the *Taipei City Elementary School Campus Tour Bus Program for Hygiene and Health Services*. The primary objective of the Tour Bus Program was to help students gain a better understanding of eyesight protection, proper exercise habits, healthy diets and tobacco hazards control, and to promote the learning of proper health concepts. Techniques for changing student behaviors were employed to ensure that children could adopt a balanced and healthier lifestyle. Students were encouraged to share what they felt about healthy behaviors and concepts after class and to apply them to their own daily lives.

(2) Promoting Physical and Mental Development through Adolescent Care Clinics

In 2015, Gan-Dau Hospital continued to operate its *Adolescent Care Clinics*. For physical health, the Clinics focused on check-ups and treatments for physical illnesses that may affect the youths. Mental health, on the other hand, focused on inspection, treatment and follow-up management of mental health issues. Helplines manned by professional staff, emails and blogs were also established to provide youths as well as their parents with relevant information and counseling.

(3) Providing Teachers with Counseling Guidance to Enhance Educational Techniques

In 2015, the Physical and Mental Health Team of Gan-Dau Hospital continued to implement the *Campus Counseling Guidance program*. *Counseling guidance sessions* were provided in campuses for physical and mental issues that may be affecting the youths and to provide teachers with techniques on counseling services and handling of student behaviors. Workshops and seminars for parenting education and sex education for youths were organized in order to improve the teachers' competencies and knowledge of sex education and to help youths achieve self-realization, self-esteem and proper sexual concepts.





五、居家醫療整合服務，安寧居家到宅臨終關懷

(一) 推動居家醫療整合、送藥到家

關渡醫院為健保署台北業務組於臺北地區獲准通過唯一兩家醫院之一，民國 104 年 12 月 8 日上午居家醫療團隊，啟動訪視收案之病人，由家庭醫學科蕭學程主任事前瞭解個案之需求及用藥情形，並與原看診心臟科、神經內科醫師共同討論未來整合治療計畫，訪視當天由醫師進行血壓量測、心臟聽診及身體各項檢查，因事前也已了解個案需進行血液生化追蹤，所以當天也有醫檢師陪同立即進行檢體收集，營養師也立即給予營養評估及疾病飲食衛教，因為訪視時帶有筆記型電腦可隨時查詢個案過去檢查病史，並將本次居家訪視看診及用藥處方，立即由網路回傳該院藥劑科，未待訪視結束，藥師已可調劑好藥品送藥到家並給予用藥指導，病人及家屬們對健保署推動本計畫，確實對失能者有莫大的幫助，除可減免舟車勞頓，也對該院專業服務及事前以病人為中心之細心規劃給予高度肯定。

(二) 安寧居家、醫護到宅臨終關懷

同理末期病人「落葉歸根、壽終正寢」的期待，關渡醫院於民國 104 年積極培訓醫師、社工及護理團隊技能及臨終告知之認知，於 9 月啟動安寧居家服務，針對末期病人期待在宅或長期照護機構臨終者，提供用藥、身體不適及臨終關懷之到宅服務，並於 12 月初請聯合醫院總院長黃勝堅蒞院分享及指導，同仁都有感於末期病人於家中最熟悉的環境，得到最舒適照護和親友關懷之重要性。



六、附設護理之家評鑑優等

關渡醫院因應都會地區社會高齡化之需求，提供優質化機構式長期照護護理之家環境及服務，護理之家有專責醫護人員及照顧服務員，負責健康及日常生活照顧、有獨立復健設備可積極協助退化肢體功能恢復，及規劃有戶內外娛樂活動等，榮獲衛生福利部「104 年一般護理之家評鑑—優等」。



5. Integrated Home-based Medical Services and Palliative Home Care

(1) Integration of Home-based Medical Care and Medicine Home Delivery Service

Gan-Dau Hospital is one of the 2 hospitals in the Taipei region that has been approved by the National Health Insurance Administration (NHIA) Taipei Division to offer palliative care. On December 8th, 2015, patients included in the home visit program were reviewed by Dr. Hsiao Hsueh-Cheng (head of the family medicine division) who assessed the health requirements of the case and drug usage status and proposed integrated treatment plans together with the physicians in the cardiology and neurology departments. The physicians also performed blood pressure measurements, heart auscultation and various body checks on the day of the visit. Since it was already known if the case required any blood biochemical follow-up testing, medical analysts also attended the visit as required for sample collection. Finally, dietitians provided a nutritional analysis as well as information for a diet suitable for the disease. Notebook computers were brought along during the visit to view the medical history of the case at any time. The diagnostics and prescription provided during this visit can be immediately sent to the pharmacy department of the Hospital through the Internet. The pharmacy could then complete drug dispensing, deliver the drugs to the target household and provide drug usage instructions before concluding the visit. This NHIA project was warmly received by both the patients and their family members for providing significant support for the disabled and allowing them to receive medical services without needing to travel. The professional services and the meticulous patient-oriented planning provided by the Hospital received extremely positive feedback.

(2) Palliative Home Care and Home Visits for the Dying

In 2015, Gan-Dau Hospital began a dedicated training program for physicians, social workers and nursing teams in the skills and knowledge of providing notifications of imminent death in order to cater to the wishes and expectations of *dying peacefully in one's own abode* of many terminal patients. In September, palliative home care services were provided to terminal patients who wished to pass away at home or dying patients living in long-term care institutions. This home service included drug usage, alleviation of physical discomfort and palliative care. In early December, Gan-Dau Hospital invited superintendent Huang Sheng-Jean of the Taipei City Hospital (TPECH) to share his experiences and guidance to help fellow staff members appreciate the importance of allowing terminal patients to pass away in their familiar environment of their own homes while receiving the most comfortable care in the company of their friends and family members.

6. Excellence Rating for the Affiliated Nursing Home

In order to cater to the needs of the aging population living in the metropolitan area of Taipei City, Gan-Dau Hospital established a Nursing Home offering long-term care services and environment of the best quality. The Nursing Home is staffed by dedicated medical personnel and caregivers responsible for various healthcare services and support in a patient's daily activities. Independent rehabilitation equipment helped support the recovery of decreasing strengths in the limbs while indoor and outdoor recreational activities were organized as well. For its efforts, the Nursing Home received the *Excellence Rating in the 2015 General Nursing Home Assessment Program*.

第四節 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係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，2、3 樓由臺北市北投區健康服務中心設立服務據點，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）招商作業，101 年已完成建物主體結構，103 年完工及正式營運。此一期程之安排，係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，已於民國 103 年 12 月 20 日開幕營運，委託民間優秀廠商經營管理，臺北市政府衛生局期望藉此推動觀光醫療產業發展，並以健康議題加值北投當地觀光產業，透過結合在地優質溫泉與醫療健檢服務，並擔任觀光醫療產業火車頭角色。



● 臺北市政府觀光醫療暨健康保健中心外觀

External appearance of the Taipei Beitou Health & Wellness Center



● 臺北市政府觀光醫療暨健康保健中心開幕剪綵

Ribbon cutting ceremony of the Taipei Beitou Health and Wellness Center



Section 4 Construction of the Taipei Beitou Health & Wellness Center

Taipei City features accessible transportation options and plenty of tourism resources, making it the ideal city for developing a metropolitan medical tourism industry in Taiwan. The *Taipei Beitou Health & Wellness Center* was established to cater to trends in the development of global medical tourism industry, support the Taipei City policy of promoting a recreational and healthy medical industry, and to establish the Center as a representative public facility that will help to encourage overall development in the Beitou area.

The Taipei Beitou Health & Wellness Center is a new building built at the old site of the Beitou Outpatient Clinic of the Taipei City Hospital Yangming Branch. The Center has 12 above ground floors and 3 basement floors. The Beitou District Health Center Office would be established on the 2nd and 3rd floors of the Center and provide Beitou residents with public health and primary care services. The remaining floors, on the other hand, would be entrusted to various service providers to offer local and overseas visitors and tourists with medical services, health promotion, leisurely activities, accommodation and other forms of integrated services.

Planning for the Center began in earnest in 2008. Vendors and contractors offering project management, supervision and technical services were commissioned in September 2009. By 2010, public bidding on the construction work and operations transfer (OT) were concluded and the main structure of the Center was successfully built in 2012. The Center was finally completed and formally opened for operations in 2014. The construction phase of the schedule considered the ideas and needs of the entrusted operators in order to shorten construction time and enhance the efficiency of using construction fees.

The Taipei Beitou Health & Wellness Center is on the opposite side of the New Beitou MRT Station and is located at the intersection of Daye Road, Guangming Road, Quanyuan Road and Zhonghe Street within Beitou District. The Center officially opened for operations on December 20, 2014. Private operators which demonstrated excellent business performances were commissioned to manage the Center. The Department of Health (the Department) hoped to promote medical tourism to add value to Beitou's own tourist industry through this Center. The quality of local hot springs is already well known, and could be combined with medical examination services to lead the way for developing the medical tourism industry.



Public Health of Taipei City





Part 6
Implementation of
Elderly Care

第 **6** 篇

落實銀髮照顧



第六篇 落實銀髮照顧

第一章 落實社區長照制度

第一節 強化照護網絡據點

於民國 97 年 4 月 7 日成立「臺北市照顧管理中心」，提供單一窗口服務，建構醫療衛生體系及社會福利體系之長期照顧服務網絡，做為臺北市各類長期照顧服務資源之單一窗口。「臺北市照顧管理中心」於 103 年 9 月入駐台北悠活村，結合合宜輔具中心、悠活資源館及悠活體驗館，建構一個運用資訊科技、雲端科技導入高齡化社會的全人照護環境，落實「健康老化、尊榮樂活、悠活台北」，因《長照服務法》業於 104 年 5 月 15 日完成立法，並於 2 年後實施，為使屆時可逐步完備基礎之長照服務資源及人力資源，於 105 年搬遷至臺北市市政大樓，以強化社政、衛政跨局處整合以推廣長照服務。「臺北市照顧管理中心」下設東、南、西、北、中區共五區服務站，自 103 年 5 月起已整併東區及南區辦公室，103 年 12 月北區服務站搬遷至北投觀光醫療暨健康保健中心，105 年 12 月將整併中區及西區服務站，並搬遷至臺北市身心障礙福利會館，以達到大臺北地區縱貫線服務，提升民眾可近性服務。



為因應人口老化的趨勢，臺北市照顧管理中心整合衛生局與社會局的資源，提供單一窗口一案到底的服務，並於民國 104 年積極宣導長照相關業務辦理記者會及宣導活動。臺北市照顧管理中心 104 年合計電話諮詢量計 3 萬 7,761 人次，新收案量計 4,364 人，接受長期照顧服務個案數計 3,921 人。

第二節 加強長照專業人員服務品質

服務人力是建置完整長期照護服務輸送體系的關鍵因素，專業人力不足將會造成雖有需求卻乏人服務的現象，預期未來「長期照護服務法」實施之後，長期照護服務需求將大幅增加，因此應及早培訓足夠的儲備人力。為擴大各項服務人力訓練，爰民國 103 年起辦理長期照護醫事人員訓練，Level 課程培訓共計 728 人，104 年辦理 Level I 共同課程共計培訓 301 人，Level II 專業課程共計培訓 217 人。



Part 6 Implementation of Elderly Care

Chapter 1 Implementing the Community-level Long-term Care System

Section 1 Improving Community Care Network Nodes

The *Taipei City Long-term Care Management Center* was established on April 7, 2008. The Center offers single-counter services to establish long-term care network for healthcare and social welfare systems and provide resources for various long-term care services in Taipei City. The *Taipei City Long-term Care Management Center* was moved to Taipei U-Life Village in September 2014. The Assistive Devices Center, Information Resources Pavilion, and Active Aging Pavilion were integrated in order to build a holistic healthcare environment for an aging society. Information technology (IT) and cloud technology were employed in order to realize the vision of *healthy aging, dignified living, and U. Life Taipei*. Legislative processes were successfully concluded for the *Long-Term Care Service Act* on May 15, 2015, and the Act shall enter into force in 2 years' time. In order to ensure the availability of necessary material and human resources for long-term care, improve the quality of long-term care services and strengthen the integration of social and health policies as well as various departments by that time, plans have been made to move the *Taipei City Long-term Care Management Center to the Taipei City Hall*. The *Taipei City Long-term Care Management Center* included 5 regional service stations, namely the east, south, west, north and central branches. Since May 2014, the eastern and southern offices have been combined, while the northern office was moved to the Taipei Beitou Health & Wellness Center in December 2014. Plans have been made to combine the central and western offices and move it to the *Taipei Welfare Center for the Disabled* in December 2016 in order to ensure that services cover the Greater Taipei Region and are easily accessible to the public.

To cater to the aging population, the Taipei City Long-term Care Management Center is working with resources provided by the Taipei City Department of Health (the Department) and the Department of Social Welfare to offer single-counter services and handle entire cases from start to finish. In 2015, the Center also actively organized various press conferences and announcements to improve awareness for long-term care related services. The Taipei City Long-term Care Management Center received a total of 37,761 inquiring phone calls and admitted a total of 4,364 new visits in 2015, of these, 3,921 individuals were provided with long-term care services.

Section 2 Improving the Service Quality of Long-term Care Professionals

The service staff is a key factor for building a comprehensive long-term care service delivery system. Lack of professional staff would lead to an inability to meet long-term care demands, which have been expected to surge once the *Long-term Care Services Act enters into force*. *Adequate human resources should therefore be trained and prepared to cater to these future requirements*. To expand training efforts for various service personnel, the Department began to implement long-term care medical personnel training in 2014. Courses in different levels have been provided to a total of 728 trainees. In 2015, a total of 301 individuals underwent Level I training while 217 individuals went through Level II training.



為強化照顧管理專員服務品質，臺北市照顧管理專員及督導於民國 104 年完成乙類社區安寧療護認證，透過照顧管理專員訪視及評估，轉介由受過安寧專業訓練的醫療團隊人員，提供專業服務，幫助長者有效控制疼痛及不適症狀，提供身、心、靈的五全照顧，並且協助長者及家屬面對死亡及心理調適，以讓生死兩相安。

第二章 失智長者關懷照護

第一節 建置跨局處的合作體系

有鑑於失智症照護的重要性，臺北市政府衛生局自民國 102 年起定期召開跨局處協調會議，並成立失智症工作小組，工作小組成員由衛生局主責規劃，結合社會局、警察局、教育局、民政局及消防局共同成立失智症工作小組，並訂定小組任務、架構分工與職責；透過工作會議平台，促進局處雙向交流、整合各局處相關資源，以達到有效預防失智症、早期診斷、早期治療及建構失智症社區照顧模式。

第二節 個案篩檢、評估及確診

一、臺北市政府衛生局自民國 103 年起持續開辦疑似失智症個案初篩及確診個案需求評估補助計畫，推動失智症社區照護模式推廣，結合社區及醫療院所相關資源，建立失智症支持網絡，落實失智症宣導及全面篩檢服務，達到早期診斷、早期治療的目標。針對疑似失智症個案提供初篩、確診、個案需求評估及轉介等服務以掌握個案，並透過機構與社區之責任區資源轉介，期能以減少照顧者的壓力及負擔，提升失智症患者及家屬之照護與生活品質。

二、目標：

- (一) 提供充裕及優質可近性高的失智症醫療服務，提供失智症個案完整性醫療服務。
- (二) 持續擴大辦理失智症初篩與個案需求評估服務，達到早期診斷、早期治療的目標。





To improve service quality, care management specialists and supervisors in Taipei City completed Class B Community-level Palliative Care Certification courses in 2015. After home visits and evaluations conducted by the care management professionals, cases shall then be referred to medical teams that had completed professional training in palliative care. Professional, holistic care services that include the 5 aspects of pain alleviation, easing of discomfort and comprehensive support for the body, mind and spirit were offered. Psychological support and adjustments were provided to the elderly as well as their family members to prepare for imminent death and achieve peaceful harmony between the living and the departing.

Chapter 2 Care and Services for the Elderly with Dementia

Section 1 Establishing a Cross-Departmental Partnership

Given the importance of providing proper care for those with dementia, the Taipei City Government Department of Health (the Department) began to organize regular cross-departmental coordination meetings and established a Dementia Service Task Force in 2013. The Task Force was led by the Department and members include those from the Department of Social Welfare, Police Department, Department of Education, Department of Civil Affairs and Fire Department of Taipei City. The mission, organization, roles and responsibilities of the Task Force members were also established. A work meeting was used to promote bilateral communications between the different departments and integrate resources from various departments in order to effectively prevent dementia, implement early diagnostics and early treatment, and establish a community-based care model for people afflicted with dementia.

Section 2 Screening, Evaluation and Confirmation

1. Since 2014, the Taipei City Government Department of Health (the Department) began to provide a subsidy project for preliminary screening, confirmation and needs evaluation of patients suspected of dementia and created a model of community-level care for dementia patients. Resources from the community and medical institutions were integrated in order to establish a dementia support network, advocate awareness for dementia, and achieve the objectives of early identification and treatment. Cases suspected of dementia were given preliminary screening, confirmation, needs evaluation and referral services to provide better management. Transfer of resources between institutions and the community-in-charge could help reduce the stress and burden experienced by the caregivers and improve overall quality of care and lifestyles of the patients as well as their family members.
2. Objective:
 - (1) Provide ample, quality and readily accessible medical services for those with dementia and provide patients with comprehensive medical services.
 - (2) Continue to expand preliminary screening and needs evaluation services for patients with dementia to achieve the goals of early identification and treatment.



(三) 推動失智症社區照護網絡模式推廣，結合社區及醫療院所資源，建立失智症支持網絡。

(四) 提升失智症患者及照顧者照護及生活品質。

三、執行策略：為提高臺北市失智症篩檢率，透過與衛生局簽訂合約之醫療院所，對收治疑似患有失智症個案提供初篩服務，並將資料鍵入衛生局失智症個案管理系統，以掌握失智症個案篩檢狀態，與達到個案關懷與追蹤管理之目的。

四、預期效益：

(一) 失智症個案能儘早取得失智症醫療服務，延緩病情發展之情形。

(二) 失智症個案經由需求評估，可即時獲得多元照護服務資源。

(三) 提供失智症家庭照顧者所需之照護知識、技能與照護資源，減輕失智症照顧者之壓力，提升照護及生活品質。

五、執行成果：民國 104 年共計 1 萬 5,810 人參與免費篩檢，發現疑陽個案為 2,793 人，新確診個案為 1,656 人。

第三節 個案關懷服務

一、臺北市政府衛生局為積極推動失智症照護政策，提供失智症個案整合性服務及家屬支持方案，自民國 104 年 6 月開始推動個案管理關懷服務計畫，期能及時提供失智症個案或家屬照護及相關資訊，以改善個案及家屬的生活品質，減輕其照護負擔與壓力。

二、目標：

(一) 提供即時失智症多面向之諮詢服務，如：就醫資訊及轉介、疾病說明、行為問題及照顧技巧、福利諮詢、照護資源等，以降低個案與家屬之疑慮與壓力，並提升照顧者及失智長輩之生活品質。

(二) 減輕失智症家屬壓力，透過正確的照護技巧指導與紓壓的支持，有效降低失智症家屬的照護負荷與情緒壓力，提升失智症患者及照顧者生活品質。

(三) 提升失智者照護服務之可近性，減輕失智症服務對象家屬的照顧負擔。



● 失智症個案關懷服務 - 戶外活動
Care services for dementia patients - outdoor activities



- (3) Promote a community-based healthcare network model for patients with dementia. Community and hospital resources shall be integrated to build a support network for dementia patients.
- (4) Promote better care and living standards for patients suffering from dementia and their caregivers.
3. Implementation strategy: In order to increase screening rates for patients suffering from dementia in Taipei City, the Department signed contracts with partnering medical care institutions to provide preliminary screening for admitted patients suspected of dementia. Information from these patients would then be uploaded into the *Dementia Case Management System to manage screening status of the suspected case of dementia and to provide the case with proper care and follow-up services.*
4. Expected benefits:
 - (1) Patients suffering from dementia could acquire relevant medical services as early as possible to delay the progress of the disease.
 - (2) Needs evaluation of dementia cases was implemented to promptly provide a variety of health care, services and resources.
 - (3) Provide family members of patients suffering from dementia with knowledge, techniques and healthcare resources needed to reduce the stress and burden of caregivers while improving the quality of life and care given to the patient.
5. Outcomes: In 2015, a total of 15,810 individuals underwent free screening, of which 2,793 cases were suspected to have dementia and 1,656 cases were confirmed.

Section 3 Caring Services for Patients with Dementia

1. To enforce the policy on providing care and services for patients with dementia, the Taipei City Government Department of Health (the Department) has offered an integrated services for the patients as well as a support package for the family members. The Case Management and Care Service Project was initiated in June 2015 with the goal of providing prompt information, improving the quality of life and reducing the stress and burden of care for both the patients and the family members.
2. Objective:
 - (1) Provide prompt inquiry services for the multiple aspects of dementia, such as: admission and referrals, description of the disease, behavioral issues and care giving techniques, welfare inquiries and health care resources in order to reduce doubt and stress in the patients as well as their family members and to improve the quality of life of both the caregiver and elderly suffering from the disease.
 - (2) Reduce the stress experienced by family members of the patient with dementia and provide support such as classes on proper care giving techniques and stress alleviation to reduce the physical and emotional burden and stress experienced when caring for a family member afflicted with dementia and to improve the quality of life of both the patient and the caregiver.
 - (3) Improve accessibility of resources used to provide care for people with dementia in order to reduce the burden of caregiving for a family member with dementia.



三、執行策略：

針對失智症確診個案，以個案家庭為中心，依輕度、中度、重度或複雜需求，發展失智症個案管理分級照護模式，以電話主動關懷以了解個案需求及問題，並針對中、重度或複雜需求個案，進行關懷訪視，依個案需求提供適切的問題處理及照護資源；設立可近性的免費個案管理關懷服務，提供失智症家屬照護資訊及相關資源服務，期能改善個案及家屬的生活品質。



四、預期效益：

- (一) 透過個案管理師提供失智症個案及家屬所需之照護知識、技能與相關資源，可有效降低失智症家屬之照護負荷與情緒壓力，提升其生活品質。
- (二) 使失智症個案能及早接受服務，以延緩病情惡化。

五、執行成果：民國 104 年完成電話關懷 343 人次，關懷訪視服務 12 人次及辦理 2 次戶外活動。

第四節 人員培訓

- 一、因應失智症人口急遽成長，失智症臨床診斷及照護知識在近年迅速增長需求，令第一線醫療人員及長照機構工作人員皆對此領域理論及實務培訓深感不足。為提供臺北市失智症家屬持續及穩定之照顧技巧訓練課程的服務，加強臺北市市民對失智症自我照顧之技巧，並提升臺北市相關專業人員、家庭照顧者照護知識、技能與資源運用，臺北市政府衛生局於民國 104 年辦理相關人才培訓，協助加強照護知能，提供符合失智症者之需求，進而充實整體照護品質，提升失智者及其家屬之生活品質，強化失智症照護網絡及服務資源建構，期能減少照顧者壓力負擔，並提升患者與家屬生活品質與受到良善照護資源。
- 二、執行成果：民國 104 年失智症居家照護課程共 1,480 人次參加，專業人員教育訓練計 1,119 人次參與。



3. Implementation strategy:

For confirmed cases of dementia, a family-oriented Graded Care Giving Model for Managing Patients with Dementia divided into mild, intermediate, severe or complex needs was developed. The Department actively made phone calls to families in order to assess the needs and issues encountered by the patient and gave care visits for cases with intermediate, severe or complex needs. Suitable solutions and healthcare resources were then provided according to the patients' needs. Free and accessible case management resources and services were provided as well to give family members with relevant caregiving information, resources and services in order to improve the quality of life for both the patients and their family members.

4. Expected benefits:

(1) Case management officers would provide patients and their family members with the necessary caregiving information, techniques, and resources to reduce the burden and emotional stress encountered by the family members while improving their quality of life.

(2) Allow patients with dementia to receive early treatment and delay deterioration of the condition.

5. Outcomes: In 2015, a total of 343 phone calls, 12 visits, and 2 outdoor activities were made and organized.

Section 4 Personnel Training

1. The number of patients with dementia has grown dramatically throughout the years. This growth is accompanied by a similar increase in demands for clinical diagnosis and health care knowledge. Many frontline health professionals and personnel working in long-term care facilities felt that they needed more theoretical and practical training in this field of health care services. The Taipei City Government Department of Health (the Department) began offering personnel training in 2015 in order to provide continuing and regular training courses on caretaking techniques for family members of patients with dementia, improve knowledge for independent care amongst fellow citizens and enhance utilization of health care knowledge, skills and resources by professional personnel and domestic caregivers in Taipei City. The training supported healthcare skills, fulfilled the needs of patients with dementia, improved overall health care quality and enhanced the quality of life of the patients as well as their family members. Care service networks and resource infrastructure were also improved to reduce the stress and burden experienced by the caregiver to improve quality of life as well as ensure proper provision of health care resources to the patients and their family members.

2. Outcomes: In 2015, a total of 1,480 individuals attended training courses for providing home care to patients with dementia, while 1,119 individuals attended professional training courses.



第三章 培養長者建立自我健康管理能力

第一節 提升長者參與健康促進活動

人口高齡化是全球趨勢，臺灣老年人口更是急遽增加，民國 104 年底臺北市 65 歲以上老人已佔總人口數 14.76%，是六個直轄市中老化速度最快且扶養比率最高的；然而老化對身體健康所帶來的衝擊包括罹患慢性疾病或重大疾病，不僅增加社會成本外，在人口結構日趨高齡的趨勢下，健康餘命的延長更顯重要。為提升長者參與健康促進活動，截至 104 年底，臺北市十二區健康服務中心結合 27 家醫療院所及 66 家社區照顧關懷據點，共計辦理 827 場次健康促進活動，計 1 萬 7,696 人次長者參與，增加長者健康生活型態，提升生活滿意度，達在地老化及健康老化之目的。

為落實柯文哲市長市政白皮書推動長青樂齡環境及建構臺北市樂齡學堂跨局處資源整合方案，及擴展老人服務據點，臺北市政府衛生局結合本府教育局「樂齡學堂」、社會局「社區照顧關懷據點」，共計設置 36 站「長青悠活站」，課程內容包括體適能、口腔保健及心理健康等，並於安排課程前後測，如肌力、握力等量測，以瞭解課程內容是否符合長者需求，進而提升長者體能預防跌倒，強化長者的健康體能、自我照護能力及參與活動認知，並將健康促進活動落實於日常生活中，截至民國 104 年底共計 2 萬 5,654 長者人次參與；並委託專業團體辦理「同儕指導員培訓研習」，教導年輕高齡者專業運動指導技能及實務經驗，使高齡者成為專業運動指導員外，進而服務社區，不再是年輕族群的負擔，而是社會重要資源之一，截至 104 年底共計 44 位中高齡長者參與。

為營造高齡友善環境及鼓勵長者參與健康促進活動，廣續辦理社區長者健康促進競賽活動，打造一個專屬長者展現健康活力與生命價值的舞台，除鼓勵長者在團體中互相學習成長外，亦增進人際關係，提升長者社會參與率，截至民國 104 年底共組 358 隊、1 萬 4,694 人次長者參與；且於 104 年 8 月 14 日假劍潭青年活動中心辦理「2015 高齡友善幸福臺北·銀髮活力 SHOW」活動，總計參加長者人數約 721 位參與，選出 5 支臺北市代表隊伍參與全國北區競賽，由北投關渡樂齡隊獲得銀牌殊榮。



● 長青悠活站辦理長者健康促進課程
Joyful Aging Stations organizes health promotion courses for the elderly



● 2015 高齡友善幸福臺北·銀髮活力 SHOW
2015 Age-Friendly Taipei - SHOW of Energy for the Elderly Folks



● 同儕指導員培訓研習
Peer Instructor Training Workshop



Chapter 3 Promoting Independent Health Management Capabilities amongst the Elderly

Section 1 Encouraging the Elderly to Participate in Health Promotion Activities

The world population is aging and Taiwan's population is aging at an extremely rapid rate. By the end of 2015, citizens of Taipei above 65 years of age occupy 14.76% of the city's total population. Data showed that Taipei's population is aging most rapidly amongst the 6 municipalities in Taiwan and has the highest dependency ratio. Aging affects the body in a number of ways, including the initiation of chronic or serious diseases. These health effects would increase social costs, making it more and more important for the aging demographic to extend the healthy part of their lives. To encourage the elderly to participate in health promoting activities, adopt healthier lifestyles, improve satisfaction about their lives and achieve the objectives of aging in place and healthy aging, the 12 district health centers in Taipei worked with 27 medical care institutions and 66 social care institutions and organized a total of 827 health promoting activities attended by 17,696 members of the elderly society as of the end of 2015.

The Taipei City Government Department of Health (the Department) is working with the *Elderly Learning Classrooms* of the Department of Education as well as the *Community Care Point of the Department* of Social Welfare to establish a total of 36 *Joyful Aging Stations* in order to establish an environment for healthy aging based on Mayor Ko's white paper on city administration and to fulfill the plan for setting up elderly learning classrooms throughout Taipei City by integrating resources from multiple government departments (photo 69). Courses offered by these classrooms include physical fitness, oral hygiene and mental health. Measurements such as muscular strength and gripping force were conducted before and after the classes in order to evaluate whether course contents were capable of fulfilling the needs of the elderly. The purposes of these courses include improving the physical fitness of the trainees to prevent falls, strengthening general health and physical capabilities, enhancing skills for independent healthcare and gaining an awareness for various activities that the elderly may be part of. A total of 25,654 individuals attended these courses as of the end of 2015. *Peer Instructor Training Workshop* held by professional organizations commissioned by the Department were used to teach younger members of the elderly population about professional techniques and practical experiences for instructing physical fitness classes, allowing the elderly themselves to become important social resources by serving as professional sports instructors within their communities and not becoming a burden to the younger generation. A total of 44 middle aged and elderly individuals participated in this Workshop as of the end of 2015.

To create an age-friendly environment and encourage the elderly to participate in health promoting activities, the Department continued to organize health promoting competitions for the elderly within communities to create a stage where the elderly could showcase their fitness and vigor. In addition to encouraging the participants to learn from each other by engaging in team sports, these competitions also improved interpersonal relationships and enhanced social engagement amongst the elderly. A total of 358 teams with 14,694 individual participants joined the competitive games as of the end of 2015. On August 14, 2015, the *2015 Age-Friendly Taipei SHOW of Energy for the Elderly* activity was held at the China Youth Corps Activity Center at Jiantan. About 721 elderly individuals participated in the games. A total of 5 teams were selected to represent the Northern Taiwan in the national competitions where the Gan-Dau Team of Beitou won the silver award.

Public Health of Taipei City





Part 7

Improving Epidemic and
Drug Abuse Prevention

第 7 篇

精進防疫減毒



第七篇 精進防疫減毒

第一章 預防接種

第一節 嬰幼兒常規疫苗接種

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 (BCG)、B 型肝炎疫苗 (HBV)、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 (DTaP-Hib-IPV)、水痘疫苗 (Varicella)、麻疹腮腺炎德國麻疹混合疫苗 (MMR) 及日本腦炎疫苗 (JE) 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。

接種疫苗可能有一些輕微的副作用發生，例如輕微的發燒、注射的部位出現腫脹、發紅、結硬塊等等微反應等。有鑑於此，除了提供市民接種後之照護相關衛教，並針對接受疑似因預防接種所引起之不良反應，協助辦理預防接種受害救濟審議。

第二節 肺炎鏈球菌疫苗接種

肺炎鏈球菌可存在於正常人的呼吸道內，經由飛沫傳染而感染其他的健康者，致引起中耳炎、肺炎、敗血症及腦膜炎等嚴重疾病，兒童或人多的處所（如托兒所、安親班、幼稚園）常增加感染的危險性，另外免疫功能有缺陷或是像幼兒免疫系統尚未完全者也是感染的高危險族群。

鑑於 5 歲以下之幼兒是感染肺炎鏈球菌高危險族群，推動臺北市幼兒健康及落實幼兒福利政策，衛生局自民國 101 年 1 月 2 日起提供設籍本市之年滿 1 歲至未滿 5 歲且領有臺北市兒童醫療補助證之幼兒公費 13 價結合型肺炎鏈球菌疫苗 (PCV13) 接種服務；配合中央 102 年及 103 年接種政策，本市 101 年自行辦理 1-5 歲設籍臺北市、領有兒童醫療補助證幼兒接種公費 PCV13，於 102 年修改為 1-2 歲，103 年則停止適用。103 年 1 月 1 日起配合中央，提供年滿 1-5 歲幼兒公費 PCV13 接種服務。

自民國 104 年 1 月 1 日起配合中央政策，將 PCV13 納入嬰幼兒常規疫苗，接種時程採基礎劑 2 劑、追加劑 1 劑之方式，即出生滿 2 個月公費接種第 1 劑，間隔 8 週接種第 2 劑，12-15 個月追加接種 1 劑。

自民國 104 年 1 月 1 日持續配合中央接種計畫，截至 12 月 31 日止，滿 1 歲至未滿五歲之本市嬰幼兒 (99-103 年出生世代) 接種完成率已達 84.79%。



Part 7 Improving Epidemic and Drug Abuse Prevention

Chapter 1 Immunization

Section 1 Standard Immunization for Infants and Children

Immunization has remained an effective means for the prevention of communicable diseases. Various types of vaccination programs have been set in place since 1950. Currently, routine immunizations for infants and children include BCG, HBV, 5-in-1 vaccine for diphtheria, tetanus, acellular pertussis, haemophilus influenza type b and inactivated polio vaccine (DTaP-Hib-IPV), varicella, measles, mumps, and rubella (MMR), and Japanese encephalitis (JE). The average immunization rates were above 95%, achieving the herd immunity effect while safeguarding the health of infants and young children.

Vaccinations may lead to a number of minor side effects such as mild fevers, swelling at the injected spot, redness and lumps. For this reason, the Department provided the general public with health education related to post-vaccination healthcare and began to receive and support applications for relief measures in response to adverse reactions suspected to be caused by vaccinations.

Section 2 *Streptococcus pneumoniae* Vaccination

Streptococcus pneumoniae is a bacteria capable of surviving within the respiratory tract of a normal person. It infects other healthy individuals through droplets and may lead to otitis media (ear infection), pneumonia, septicemia, meningitis and other forms of serious diseases. Places with a lot of children or large crowds (such as nurseries, child care centers or kindergartens) may increase the risk of infection. Individuals vulnerable to infections include young children or those with compromised or incompletely developed immune systems.

Since children under the age of 5 are more vulnerable to *streptococcus pneumoniae* infections, the Department began implementing children's welfare policies to safeguard the health of children in Taipei City. Since January 2, 2012, the Department began providing publicly funded pneumococcal conjugate vaccine (PCV13) for young children from 1 to 5 years of age who are permanent residents of Taipei City and holders of the Taipei City Child Medical Subsidy Certificate. To support the vaccination policy stipulated by the central government in 2013 and 2014, the independent program of Taipei City in 2012 to provide PCV13 for young children holding the children's medical care subsidy pass was amended in 2012 so that vaccinations were administered to children from 1 to 2 years of age. This amendment was not implemented in 2014. From January 1, 2014, the Department again worked with the central government to provide publicly funded PCV13 vaccination services to children from 1 to 5 years of age.

From January 1, 2015, the Department supported the central government policy and included PCV13 into the routine vaccination program for infants and children. The vaccination involves 2 shots of the basic vaccine and a follow-up shot. When an infant reaches 2 months of age, a publicly funded 1st shot would be administered. The 2nd shot would be administered after 8 weeks. The final follow-up shot would be administered after 12-15 months.

From January 1, 2015, the Department has continued to support the central government's vaccination program. As of December 31, a vaccination rate of 84.79% was achieved for infants and children from 1 to 5 years of age (born between 2010 and 2014).



第三節 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多人死亡，對人類健康具相當大威脅。預防流感最佳有效的方法就是按時接種流感疫苗。

民國 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、防範季節性流感引起之嚴重合併症，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。103 及 104 年更籌措經費，各購置 8,770 劑公費流感疫苗，擴大提供設籍臺北市 60 至 64 歲及 50 至 59 歲原住民長者公費流感疫苗，至疫苗用罄為止。

截至民國 104 年 12 月底止，臺北市共計 30 萬 2,413 人完成接種。

第二章 社區及新興傳染病防治

第一節 腸病毒防治

為避免腸病毒輕症透過各級學校、幼托機構.. 等人口密集場所傳播，增加發生腸病毒感染併發重症之風險，民國 104 年 6 月 17 日公告臺北市進入腸病毒流行警訊期；並透過發布新聞稿、刊登捷運燈箱、辦理衛教宣導活動及落實各級學校、醫療院所、公共場所腸病毒防治查核工作，加強民眾腸病毒防治及重症前兆之辨識知能。



● 興隆國小幼兒園麥當勞叔叔腸病毒宣導活動

Ronald McDonald promotes awareness for enterovirus infections in the kindergarten of Xinglong Elementary School



Section 3 Influenza Vaccination

Influenza is a highly contagious disease that could be transmitted via droplets. Global flu pandemics have occurred on several occasions and caused large number of casualties, and therefore poses a grave risk to human health. The most effective way of preventing flu is to receive influenza vaccinations on time.

In 2009, a total of 572,689 individuals were vaccinated in Taipei City in response to the novel H1N1 flu pandemic. To safeguard the health of fellow citizens and prevent serious illnesses that may result from complications caused by contracting seasonal influenza, the Department has continued to implement a seasonal influenza vaccination program. Free vaccination was provided to high risk groups such as the elderly (above 65 years of age), healthcare workers in medical institutions, people with rare diseases, pre-school children more than 6 months old, people working in the animal and poultry rearing industry, transport of animals and poultry, meat packing plants, and sales of meat products, children in elementary schools (1st grade to 6th grade), and people with critical or serious illnesses or injuries. In 2014 and 2015, funding was collected from various sources to acquire 8,770 doses of influenza vaccines. The publicly funded vaccination program was further expanded to include permanent residents of Taipei from 60 to 64 years of age or from 50 to 59 years of age for the indigenous peoples. This offer lasted until all available vaccines were used up.

A total of 302,413 individuals in Taipei City were vaccinated by the end of December 2015.



- 104年10月1日辦理流感疫苗開打記者會，衛生局局長黃世傑率先接種流感疫苗

Influenza vaccination press conference held on October 1st 2015, with Commissioner Dr. Shier-Chieh Huang being the first to receive the flu vaccine



- 104年10月1日於臺北市立聯合醫院仁愛院區辦理流感疫苗開打記者會，黃世傑局長參與宣導催種活動

TPECH Renai Branch held a press conference for influenza vaccination on October 1st 2015. The Commissioner Dr. Shier-Chieh Huang attended the event to encourage

Chapter 2 Prevention of Communicable Diseases in Communities

Section 1 Prevention of Enterovirus

To prevent mild enterovirus infections from affecting various schools, child care institutions and other densely populated areas and to avoid the risk of severe complications caused by these infections, the Department formally issued warnings on the enterovirus prevalence period in Taipei City on June 17, 2015. News articles, publications on MRT billboards, health education awareness campaigns and implementation of enterovirus prevention and inspection programs in various schools, medical institutions and public areas were employed to improve public awareness and knowledge on preventing enterovirus infections and identify symptoms that indicate severe disease.



- 臺北市政府登革熱防治中心 104 年度第 2 次工作會報暨本土性登革熱防治因應小組應變會議
2nd Work Report and Response Action Meeting of the Endemic Dengue Fever Prevention Task Force of 2015 for the Taipei City Government Dengue Fever Prevention Center

第二節 登革熱防治

民國 104 年臺北市登革熱確診個案共計 157 例（含本土個案 84 例、境外移入個案 73 例），分別於 3 月 31 日及 9 月 11 日，由臺北市副市長鄧家基擔任主席，召開「臺北市政府登革熱防治中心」工作會報，結合跨局處力量，全面性防治登革熱。

第三節 中東呼吸症候群冠狀病毒感染症防治

民國 104 年 6 月 5 日成立府層級「臺北市政府 MERS-CoV 疫情因應小組」，由市長擔任指揮官，應變作為包括加強民眾衛教宣導、加強疫情監測、強化防疫物資整備、加強醫院感控管理、跨局處應變及演練五大方向。

第四節 流感及新興傳染病防治

因應臺北市流感併發重症及新型 A 型流感疫情，鄧家基副市長擔任主任委員於本年度召開 2 次「新興流感暨傳染病防治專家諮詢委員會」，由專家委員貢獻卓見、協調各局處業務合作，有效防治流感疫情。



- 104 年 6 月 4 日臺北市立聯合醫院中興院區 MERS 演習
MERS drills at the TPECH Zhongxing Branch held on June 4th 2015



- 三軍總醫院發燒篩檢站
Tri-service General Hospital fever screening station



Section 2 Prevention of Dengue Fever

In 2015, there were a total of 157 confirmed cases of dengue fever in Taipei City (of which 84 cases were local while 73 were attributed to foreign infections). Taipei City Deputy Mayor, Teng Chia-Chi, chaired the *Taipei City Government Dengue Fever Prevention Center* and held work report meetings on March 31 and September 11. Resources from multiple departments were integrated in order to initiate a comprehensive dengue fever prevention program.

Section 3 Prevention of Middle East Respiratory Syndrome Coronavirus (MERS-CoV) Infection

The *Taipei City Government MERS-CoV Disease Response Task Force*, a city-level organization led by the Mayor of Taipei, was established on June 5, 2015. The Task Force carried out response measures that could be divided into 5 major dimensions: (1) improved health education and awareness programs for the public, (2) improved disease monitoring efforts, (3) better preparation of disease prevention supplies, (4) increased infection control measures in hospitals and (5) cross-departmental responses and exercises.

Section 4 Prevention of Influenza and Emerging Infectious Diseases

In response to the severe influenza complications and the spread of the emerging influenza A virus, Deputy Mayor, Teng Chia-Chi, of Taipei City chaired a total of 2 *Expert Inquiry Committee Meetings for Emerging Influenza and Communicable Diseases*. Professional committee members contributed important information while various departments and offices worked together to effectively prevent the spread of the infections.



● 104年「新興流感暨傳染病防治專家諮詢委員會」第2次會議

2nd Meeting of 2015 of the Taipei City Government Expert Inquiry Committee for Emerging Influenza and Communicable Diseases.



第三章 傳染病監測網絡平台

第一節 學校傳染病通報

為掌握學校、幼托機構等人口密集場所之疫情通報時效，同時採取即時之處置，由臺北市政府衛生局、教育局及社會局共同建置「臺北市學校傳染病通報系統」之資訊平台，自民國 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。民國 104 年截至 12 月 31 日止，通報機構數共 1,998 家次、班級數共 9,924 班次、個案數共 1 萬 8,602 人次。

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，截至民國 104 年 12 月 31 日止以發病日計算共 4,206 個通報病例數，其中 2,938 個確定病例。

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，參與國際交流（The Asian Network of Major Cities 21, ANMC21，亞洲主要都市網），透過與亞洲主要都市網會員國家進行防疫經驗交流與策略研討，除了電子郵件之訊息傳遞外，並參與亞洲主要都市網各會員城市之傳染病防治聯合研究及調查計畫。民國 104 年 2 月 3 日至 2 月 5 日、11 月 17 日至 11 月 19 日由臺北市政府衛生局代表出席泰國曼谷主辦亞洲主要都市網防疫會議、日本東京主辦之亞洲傳染病防治對策會議及聯合研究與調查計畫。



● 衛生局代表出席泰國曼谷 2015 年第 10 屆亞洲主要都市網防疫對策研討會

Representatives from the Department attended the 10th Conference on Countermeasures to Combat Infectious Diseases in Asia organized by the Asian Network of Major Cities



Chapter 3 Communicable Diseases Monitoring Network

Section 1 Notification of Communicable Diseases by Schools

The Taipei City Government Department of Health (the Department) jointly established the *Communicable Disease Notification System of Schools in Taipei City* information platform with the Department of Education as well as the Department of Social Welfare in order to ensure the timeliness of receiving and issuing notifications on disease infections in schools, child care institutions and other densely populated premises. The System formally went online on January 1, 2010. The System allows various public and private child care institutions and schools of various levels (from elementary to tertiary educational institutions) to notify and monitor communicable diseases. Schools could also use this System to instantaneously receive announcements and information related to various diseases. Information provided by this System could be used as important references for both epidemiological analysis and disease prevention strategies. A total of 1,998 institutions, 9,924 classes, and 18,602 individuals have reported or received information to and from this System up to December 31, 2015.

Section 2 Reporting of Legally Defined Infectious Diseases

According to the *Communicable Disease Control Act*, hospitals are required to report cases of legally defined infectious diseases, investigate suspect cases for patients who are residents of Taipei City and initiate epidemic prevention measures accordingly. The purpose of this requirement would be to monitor trends in the spread of infectious diseases in Taipei City and to perform disease control measures. Up to December 31, 2015, a total of 4,206 cases have been reported of which 2,938 cases were confirmed to have contracted the said infectious diseases.

Section 3 International Disease Monitoring and Information Exchange

The Department regularly collects information on infectious diseases around the world and participates in international exchanges such as the Asian Network of Major Cities (ANMC21) where experiences and strategies in disease prevention were shared and discussed with other member states. In addition to email notification and communication, the Department also participated in joint research and investigations for the prevention of communicable diseases with ANMC21 members as well. Representatives from the Department attended the ANMC21 Conference on Countermeasures to Combat Infectious Disease held in Bangkok during February 3-5, 2015 as well as the Conference on Joint Research and Survey for communicable diseases in Asia held in Tokyo during November 17-19, 2015.



- 衛生局代表出席日本東京「第 11 屆亞洲傳染病防治對策會議」及「第 7 屆聯合研究與調查會議」

Representatives from the Department attended the 11th Conference on Countermeasures to Combat Infectious Diseases in Asia as well as the 7th Conference on Joint Research and Survey in Tokyo, Japan



第四章 營業衛生管理

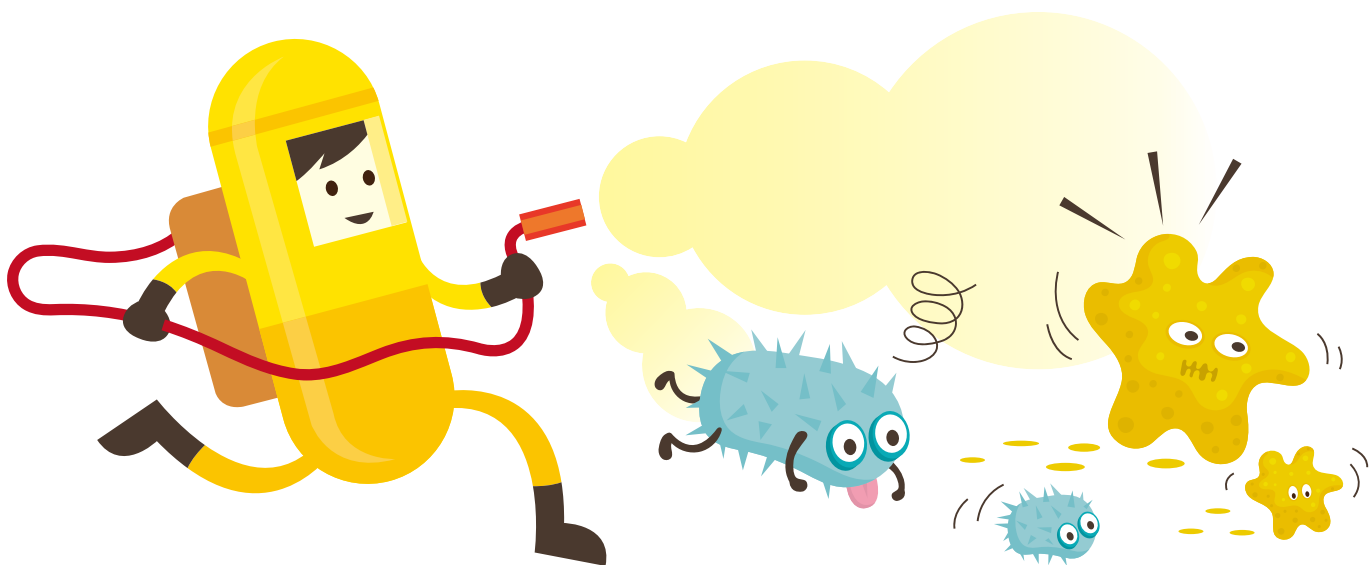
第一節 營業場所衛生自主管理輔導及違規查處

為加強管理營業衛生，維護市民健康，辦理旅館業、美容美髮業、浴室業、娛樂業、游泳業、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，民國 104 年共稽查 5,346 家次，輔導改善 828 家次，處罰 136 家次；浴池水抽驗（含溫泉），因總菌落數或大腸桿菌群與規定不符之不合格率為 9.07%；游泳池水抽驗因總菌落數或大腸桿菌群與規定不符之不合格率為 5.52%。

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 16 班次，計有 1,019 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，民國 104 年各業別總計辦理 10 班次，全程參與研習並經測驗合格計 780 人。

第二節 營業場所衛生優良自主管理分級認證

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，合格者頒給衛生優良自主管理分級認證標章，提供消費者衛生安全之服務，保障市民健康及權益。民國 104 年通過「旅館、美容美髮、游泳、浴室及電影片映演業衛生優良自主管理分級認證」共 135 家，優級 122 家、良級 13 家。





Chapter 4 Management of Business Sanitation

Section 1 Sanitation Self-Management Guidelines as well as Investigation and Punishment of Violations

To reinforce business sanitation and protect the health of fellow citizens, the Department conducted sanitation management of business premises, operators, and personnel of the hotel industry, hair and beauty industry, baths, entertainment industry, swimming pools and movie theaters. Important areas such as environmental sanitation, personnel and water quality management (for swimming pools, saunas and hot spring baths) were regularly audited. Improvement counseling were provided for operators who failed to pass requirements in various areas or penalized according to the relevant regulations. In 2015, a total of 5,346 establishments were audited, of these 828 were given improvement counseling while 136 were penalized by law. Results of bathwater (and hot springs) sample testing as well as results of swimming pool water sample testing showed a failure rate of 9.07% and 5.52%, respectively, for limits on total bacterial count or coliform count.

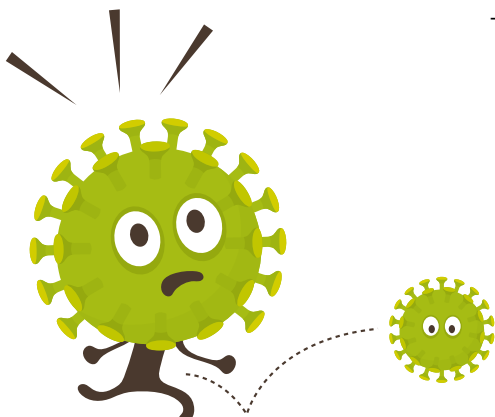
To promote knowledge of sanitation management and prevention of infectious diseases amongst operators or workers in various business establishments, a total of 16 workshops for operators or workers were held and attended by 1,019 individuals. To encourage business establishment management to appoint a professional as sanitation managers in charge of managing the sanitation of the premise, the Department also organized business sanitation manager training. A total of 10 training sessions were held in 2015 for various business sectors. A total of 780 individuals underwent the training sessions and passed the test accordingly.

Section 2 Graded Certification for Excellence in the Self-management of Sanitation in Business Premises

The Department provided guidelines to establish the concept of full responsibility for business sanitation amongst business owners. Active management approaches would be initiated to properly carry out daily sanitation checks supplemented by unannounced inspections in order to develop good sanitation practices amongst workers and operators and improve overall standards of

business sanitation. Businesses that met the requirements would received a Graded Certificate and Label for Excellence in the Self-management of Sanitation.

The Certificate and Label testify that the business is capable of providing consumers with hygienic and safe services to safeguard the rights and health of fellow citizens. In 2015, a total of 135 business establishments received the *Graded Certification for Excellence in the Self-management of Sanitation of Hotels, Hair and Beauty Industry, Swimming Pools, Bath Houses, and Movie Theaters*. Of these, 122 establishments received the *Excellent* rating while 13 received the *Good* rating.





第三節 受聘僱外國人健康檢查追蹤備查

為保障雇主及市民健康，依據「受聘僱外國人健康檢查管理辦法」第二類外國人入國工作滿六個月、十八個月及三十個月之日前後三十日內，雇主應安排其至指定醫院接受定期健康檢查。如屬腸內寄生蟲（含痢疾阿米巴等原蟲）糞便檢查不合格者，須於健康檢查證明核發次日起 65 日內治療，並於收受檢查之診斷證明書之日起十五日內，送交所在地衛生主管機關備查。民國 104 年辦理受聘僱外國人健康檢查備查共計 2 萬 1,992 件，合格 2 萬 1,872 件；不合格 120 件，其中以 X 光肺部檢查之不合格率最高，占 59%。

第五章 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。臺北市政府衛生局配合衛生福利部疾病管制署「結核病十年減半」之目標，及降低「抗藥性結核病」風險，辦理「結核病人短程直接觀察治療（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，提高結核病個案完成治療率，有效控制社區中傳染源。

自民國 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 705 人，減少 44%。而都治計畫自 95 年執行迄今，仍有個案因工作時間及地點不固定，注重個人隱私及認為自我管理良好，而拒絕加入都治計畫。為此，臺北市於 102 年首創「遠端視訊都治關懷服務」解決相關問題。截至民國 104 年 12 月 31 日止，加入遠端視訊都治關懷服務個案共 132 人，其中結核病個案 38 人，潛伏結核治療感染個案 94 人。





Section 3 Health Examination and Follow-up Checks of Foreign Employees

To safeguard the health of the employers and the public, the Department required employers to make arrangements for foreign employees to receive regular health checkups at designated hospitals within 30 days (before or after) when the said employees have worked for 6 months, 18 months and 30 months in Taiwan for category 2 foreign employees provided in the *Regulations*

Governing Management of the Health Examination of Employed Aliens. Foreign employees who failed the fecal examination for intestinal parasites (including amoebic dysentery and other protozoans) must be given treatment within 65 days after issuance of the health examination certificate. The proof of health examination and diagnostics shall also be submitted to the local health authorities for filing within 15 days after it has been received. In 2015, a total of 21,992 health examination results of foreign employees have been filed, of which 21,872 cases passed the examination while 120 failed. The item with the highest failure rate was Chest X-Ray Examination, which made up 59% of total failures.



Chapter 5 Prevention of Chronic Communicable Diseases

Section 1 Prevention of Tuberculosis

Growing tourism, influx of foreign laborers, frequent international exchanges, HIV-TB co-infection and multi-drug resistant tuberculosis in Taiwan meant that tuberculosis prevention is becoming a major public health issue. In order to support the Ministry of Health and Welfare Centers for Disease Control (CDC) goal of *Reducing Tuberculosis by Half within 10 Years*, the Department of Health (the Department) initiated the *Directly Observed Treatment Short-course (DOTS) for Tuberculosis Patients*. The 3 major networks of public health, medical care and testing programs as well as the strategies of *proper drug delivery, proper drug administration and proper completion of drug regimen* were employed to improve treatment success rate for tuberculosis and effectively control the sources of infection within the community.

When it was first initiated in April 2006, the DOTS Program managed a total of 1,264 cases in Taipei City. This number has been drastically reduced to 705 individuals for a 44% reduction rate. Since it was first initiated in 2006, however, there were cases that refused to partake in the DOTS Program due to changing working hours and location, preferences for maintaining personal privacy and confidence in their own abilities in the self-management of health. In response, Taipei City released the first *Remote Video Conference DOTS Caring Service* in 2013 to solve this issue. As of December 31, 2015, a total of 132 cases signed up to the *Remote Video Conference DOTS Caring Service*. Of these, 38 cases were treated for tuberculosis and 94 cases were treated for incubated tuberculosis.



- 昆明防治中心成立，衛生局、法務部、疾管署參與揭牌儀式

Establishment of the Kunming Prevention and Control Center. The unveiling ceremony was attended by representatives from the Department of Health, Ministry of Justice, and Centers of Disease Control.

第六章 毒品危害防制及愛滋病防治

第一節 毒品危害防治

毒品成癮是一個複雜且廣泛的生理、心理與社會問題，除了強烈地威脅臺灣的公共衛生與社會安全，亦對醫療與司法體系造成巨大的衝擊。「昆明防治中心」於民國 104 年 7 月 1 日正式舉行揭牌儀式，專責毒品危害防制業務，結合法務、醫療衛生與社政及其他民間單位，提供藥癮者身心戒癮之醫療服務，美沙冬替代療法 95 年 12 月起至 104 年 12 月底止，服務個案累計 5,741 人（愛滋感染者 656 人、非愛滋感染者 5,085 人），較去年同期 5,462 人增加 5.11%。社區藥癮者個案管理 104 年個案列管追輔 2,240 人次，追蹤輔導率達 93.73%，再犯率 19.63%，失聯率 0.79%；並配合社區完善的支持系統協助藥癮者調整生活態度與習慣，進而協助其就業，以復歸社會遠離毒害。

第二節 性病及愛滋病防治

依據統計資料顯示，自民國 73 年至 104 年 12 月臺北市愛滋感染累積通報人數為 4,591 人，管理中人數為 3,827 人，年齡層主要為 20 至 29 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 7 成 (70.81%)。臺北市政府衛生局與臺北市立聯合醫院於 104 年 12 月 1 日配合世界愛滋病日活動，與教育局合作舉辦「臺北市高中職學生創新關懷愛滋防治活動行動方案頒獎典禮」與得獎作品展示，藉由年輕學子的參與及創意方案分享，宣傳安全性行為、性別平等與愛滋病防治觀念，讓愛滋病年輕化議題露出並帶動年輕族群投入與關懷。



Chapter 6 Prevention of Drug Abuse and AIDS

Section 1 Prevention of Drug Abuse

Drug abuse is a complex and widespread physiological, mental and social problem. It not only poses a grave threat to Taiwan's public health and social safety, but also generates a severe impact to both the health care and judiciary systems. The *Kunming Prevention and Control Center* was formally opened to service on July 1, 2015. The Control Center was dedicated to preventing and controlling drug abuse and worked with the judiciary, health care, social policies and other NGOs to provide medical treatments for physical and mental addiction of drug abuse. Since it was first used in December 2006, the methadone replacement therapy was given to a total of 5,741 cases by the end of December 2015 (including 656 individuals with AIDS and 5,085 individuals without AIDS). This was a 5.11% increase compared to the 5,462 cases treated last year. Drug addiction case management in communities amounted to 2,240 cases in 2015, of which 93.73% were given follow-up consultation, 19.63% experienced addiction relapse, while 0.79% could no longer be contacted. A comprehensive community-level support system was employed to help drug addicts adjust their attitudes and life-style habits, support employment, re-adapt to society and keep them away from drugs.

Section 2 Prevention of Sexually Transmitted Diseases and Acquired Immune Deficiency Syndrome (AIDS)

Statistics showed that the total number of reported cases of HIV infection in Taipei City from 1984 to December 2015 was 4,591, of which 3,827 were subject to management. Most of these cases were between 20 to 29 years old and 90% of them contracted the disease through sexual activities. The most risky behavior for disease transmission was same-sex intercourse, which accounted for 70.81% of the infections. The Department worked with Taipei City Hospital (TPECH) as well as the Department of Education to organize the *Award Ceremony for Action Plans for Creative Care and AIDS Prevention by Senior High and Vocational School Students of Taipei* and exhibit of award-winning works on World AIDS Day of December 1, 2015. Student participation and sharing of creative action plans help advocate safe sex, gender equality and AIDS prevention. Such youth participation in AIDS issues helped to encourage youth to notify and care about health issues.



- 昆明防治中心顏慕庸主任於 104 年臺北市高中職學生創新關懷愛滋防治活動行動方案頒獎典禮致詞

Director Yan Mu-Yong of the Kunming Prevention and Control Center give an address at the 2015 Award Ceremony for Action Plans for Creative Care and AIDS Prevention by Senior High and Vocational School Students of Taipei

Public Health of Taipei City





Part 8
Health Statistics

第 **8** 篇

衛生統計



第八篇 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，民國 104 年底臺北市人口為 270 萬 4,810 人，占全國總人口 2,349 萬 2,074 人之 11.51%。

臺北市於民國 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 年的期間，人口增加 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。

臺北市人口民國 104 年較 103 年增加 0.09%，粗出生率為 10.72‰、粗死亡率 6.33‰、自然增加率為 4.39‰。101-103 年臺北市民平均壽命為 83.10 歲，男性為 80.33 歲，女性為 85.89 歲，較 103 年全國國民平均 79.84 歲，男性 76.72 歲，女性 83.19 歲為高。

表 6 臺北市人口概況與平均壽命

年別	年底人口數 (人)	粗出生率 (‰)	粗死亡率 (‰)	自然增加率 (‰)	平均壽命(歲)(1) (零歲平均餘命)	
					男	女
94 年	2,616,375	8.00	5.54	2.46	78.94	83.55
95 年	2,632,242	8.06	5.34	2.72	79.19	84.13
96 年	2,629,269	8.22	5.65	2.57	79.41	84.31
97 年	2,622,923	7.88	5.94	1.94	79.70	84.38
98 年	2,607,428	7.42	5.84	1.58	79.86	84.53
99 年	2,618,772	7.09	5.89	1.20	80.06	84.81
100 年	2,650,968	9.54	6.07	3.47	80.18	85.25
101 年	2,673,226	11.08	6.23	4.85	80.00	85.33
102 年	2,686,516	9.97	6.11	3.86	80.18	85.63
103 年	2,702,315	10.77	6.38	4.40	80.33	85.89
104 年	2,704,810	10.72	6.33	4.39

資料來源：臺北市政府民政局、主計處、內政部。

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 103 年資料係以 101-103 年人口數計算。



Part 8 Health Statistics

Chapter 1 The Population

Section 1 Population and Life Expectancy at Birth

According to the household registration data, the population of Taipei City was 2,704,810 individuals at the end of 2015, and it accounted 11.51% of total population in Taiwan, which is 23,492,074 people.

Taipei became a national municipality in 1967. On July 1, 1968, the townships of neighboring Neihu, Nangang, Muzha, Jingmei, Shilin and Beitou were included into the Taipei City. This change caused the City's population to dramatically increase to 1,604,543 individuals. The population has kept growing since then. By 1990, the total number of registered residents in Taipei City grew to a peak of 2,719,659 people which was a 69.50% growth in 22 years. Since 1991, the population started to decline, with a slight growth in 1998. However, the population continued to decrease since 2001. By 2010, the trend was reversed to assume a slight growth due to natural population increases (crude birth rate minus crude death rate) and positive social growth (immigration minus emigration).

When compared to 2014, the population of Taipei City in 2015 grew by 0.09% with a crude birth rate of 10.72‰ and a crude death rate of 6.33‰, leading to a natural increase rate of 4.39‰. Average life expectancy of Taipei City residents from 2012 to 2014 was 83.10 years (80.33 years for males and 85.89 years for females). This was higher than the national average of 79.84 years (76.72 years for males and 83.19 years for females).

Table 6 Population and Life Expectancy in Taipei City

Year	Year-end population (persons)	Crude Birth Rate (‰)	Crude Death Rate (‰)	Natural Increase Rate (‰)	Life Expectancy at Birth (years) (1)	
					Male	Female
2005	2,616,375	8.00	5.54	2.46	78.94	83.55
2006	2,632,242	8.06	5.34	2.72	79.19	84.13
2007	2,629,269	8.22	5.65	2.57	79.41	84.31
2008	2,622,923	7.88	5.94	1.94	79.70	84.38
2009	2,607,428	7.42	5.84	1.58	79.86	84.53
2010	2,618,772	7.09	5.89	1.20	80.06	84.81
2011	2,650,968	9.54	6.07	3.47	80.18	85.25
2012	2,673,226	11.08	6.23	4.85	80.00	85.33
2013	2,686,516	9.97	6.11	3.86	80.18	85.63
2014	2,702,315	10.77	6.38	4.40	80.33	85.89
2015	2,704,810	10.72	6.33	4.39

Source: Taipei City Government Department of Civil Affairs and Department of Budget, Accounting, and Statistics; Ministry of the Interior (MOI).

Notes: The statistics was obtained from the data on counties and cities released by the MOI, and was calculated by combining population data from across 3 years. For example, the 2014 data for Taipei City were based upon population data from 2012 to 2014.



第二節 人口結構

民國 104 年底臺北市男性人口 129 萬 5,462 人，占全市人口 47.89%，女性人口 140 萬 9,348 人，占全市人口 52.11%，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 91.92，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）37 萬 7,428 人，占臺北市總人口數的 13.95%；具生產能力人口（15-64 歲）為 192 萬 8,200 人，占 71.29%，老年人口（65 歲以上）為 39 萬 9,182 人，占 14.76%。

臺北市 65 歲以上老年人口占全市人口比率，自民國 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 103 年底老年人口已超過 14%，如將臺灣地區 22 縣市老年人口比率由高至低排序，104 年底臺北市排名第 5 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。

表 7 臺北市人口指標

年底別	人口數 (千人)	人口結構 (%)			人口指標 (%)			
		未滿 15 歲	15-64 歲	65 歲以上	扶養比	扶幼比	扶老比	老化指數
94 年底	2,616	17.11	71.60	11.29	39.67	23.90	15.76	65.95
95 年底	2,632	16.50	71.86	11.64	39.17	22.96	16.20	70.55
96 年底	2,629	16.07	71.97	11.96	38.95	22.33	16.62	74.43
97 年底	2,623	15.56	72.13	12.31	38.65	21.58	17.07	79.13
98 年底	2,607	15.10	72.31	12.60	38.30	20.88	17.42	83.43
99 年底	2,619	14.65	72.67	12.67	37.61	20.17	17.44	86.48
100 年底	2,651	14.45	72.80	12.76	37.37	19.84	17.53	88.31
101 年底	2,673	14.33	72.63	13.04	37.69	19.73	17.96	91.00
102 年底	2,687	14.28	72.22	13.50	38.46	19.77	18.69	94.53
103 年底	2,702	14.17	71.75	14.08	39.37	19.74	19.62	99.41
104 年底	2,705	13.95	71.29	14.76	40.28	19.57	20.70	105.76

資料來源：臺北市政府民政局、主計處、內政部。



Section 2 Population Structure

In 2015, there were 1,295,462 males (47.89% of the total population in Taipei City) and 1,409,348 females (52.11%) in Taipei City. The sex ratio (proportion of the male population per 100 of the female population) was 91.92. The sex ratio has been following a declining trend as the population of females grew more than that of males.

In terms of age, young people (those below 14 years of age) accounted for 377,428 individuals (13.95%), working age people (15 to 64 years of age) accounted for 1,928,200 (71.29%), while the elderly (65 years or more) accounted for 399,182 (14.76%).

Since 1992, the elderly (more than 65 years of age) made up more than 7% of Taipei's population. This meant that the city was an aging society according to definitions stipulated by the United Nations. This proportion has continued to grow since then, and by the end of 2014, the proportion of the elderly has exceeded 14%. If the 22 counties and cities of Taiwan were ranked according to the proportion of elderly in descending order, Taipei City would be ranked at the 5th place. The proportion of young people has continued to fall throughout the years. At the end of 1971, young people accounted for 35.40% of the city's population. This figure has continued to decline since then. Low birth rates in recent years have caused this figure to fall below 20%.

Table 7 Population Indicators of Taipei City

End of Year	Population (1,000 persons)	Population Structure (%)			Population Indicator (%)			
		Under 15 years of age	15 to 64 years of age	Above 65 years of age	Dependency ratio	Child dependency ratio	Aged dependency ratio	Aging index
End of 2005	2,616	17.11	71.60	11.29	39.67	23.90	15.76	65.95
End of 2006	2,632	16.50	71.86	11.64	39.17	22.96	16.20	70.55
End of 2007	2,629	16.07	71.97	11.96	38.95	22.33	16.62	74.43
End of 2008	2,623	15.56	72.13	12.31	38.65	21.58	17.07	79.13
End of 2009	2,607	15.10	72.31	12.60	38.30	20.88	17.42	83.43
End of 2010	2,619	14.65	72.67	12.67	37.61	20.17	17.44	86.48
End of 2011	2,651	14.45	72.80	12.76	37.37	19.84	17.53	88.31
End of 2012	2,673	14.33	72.63	13.04	37.69	19.73	17.96	91.00
End of 2013	2,687	14.28	72.22	13.50	38.46	19.77	18.69	94.53
End of 2014	2,702	14.17	71.75	14.08	39.37	19.74	19.62	99.41
End of 2015	2,705	13.95	71.29	14.76	40.28	19.57	20.70	105.76

Source: Taipei City Government Department of Civil Affairs and Department of Budget, Accounting, and Statistics; Ministry of the Interior (MOI).



表 8 臺北市兩性人口及性比例

年底別	人口數（千人）				性比例 （男 / 百女）
	男性	年增率	女性	年增率	
94 年底	1,280	-0.53	1,337	0.05	95.71
95 年底	1,283	0.25	1,350	0.95	95.05
96 年底	1,278	-0.40	1,352	0.16	94.51
97 年底	1,271	-0.52	1,352	0.02	94.01
98 年底	1,260	-0.83	1,347	-0.37	93.58
99 年底	1,263	0.17	1,356	0.69	93.09
100 年底	1,276	1.09	1,375	1.36	92.85
101 年底	1,285	0.71	1,388	0.96	92.61
102 年底	1,290	0.36	1,397	0.63	92.37
103 年底	1,296	0.44	1,407	0.72	92.11
104 年底	1,295	-0.01	1,409	0.19	91.92

資料來源：臺北市政府民政局。

附註：人口數為戶籍登記資料，且不包括外僑人口。

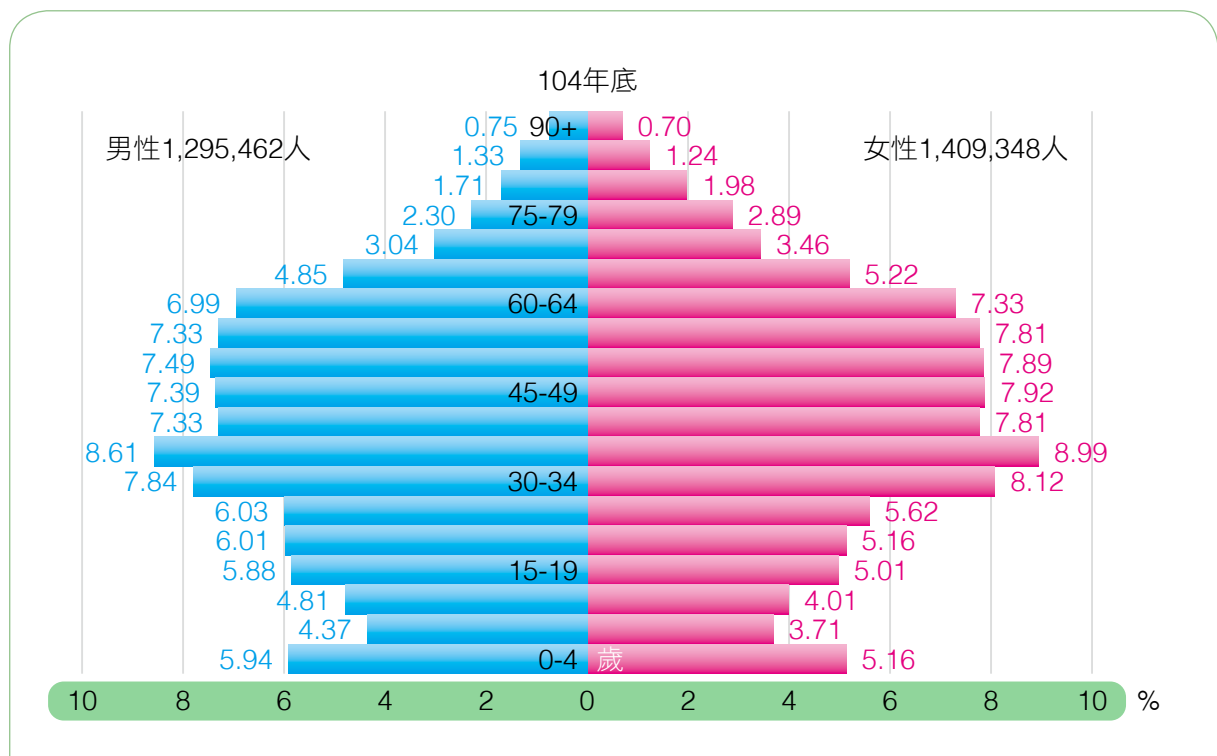


圖 4 臺北市人口年齡結構圖

Table 8 Population by Gender and Sex Ratio in Taipei

End of Year	Population (1,000 persons)				Sex ratio (Males / 100 Females)
	Male	Annual growth rate	Female	Annual growth rate	
End of 2005	1,280	-0.53	1,337	0.05	95.71
End of 2006	1,283	0.25	1,350	0.95	95.05
End of 2007	1,278	-0.40	1,352	0.16	94.51
End of 2008	1,271	-0.52	1,352	0.02	94.01
End of 2009	1,260	-0.83	1,347	-0.37	93.58
End of 2010	1,263	0.17	1,356	0.69	93.09
End of 2011	1,276	1.09	1,375	1.36	92.85
End of 2012	1,285	0.71	1,388	0.96	92.61
End of 2013	1,290	0.36	1,397	0.63	92.37
End of 2014	1,296	0.44	1,407	0.72	92.11
End of 2015	1,295	-0.01	1,409	0.19	91.92

Source: Taipei City Government Department of Civil Affairs

Notes: The population is based on household registration data and does not include foreign residents in the city.

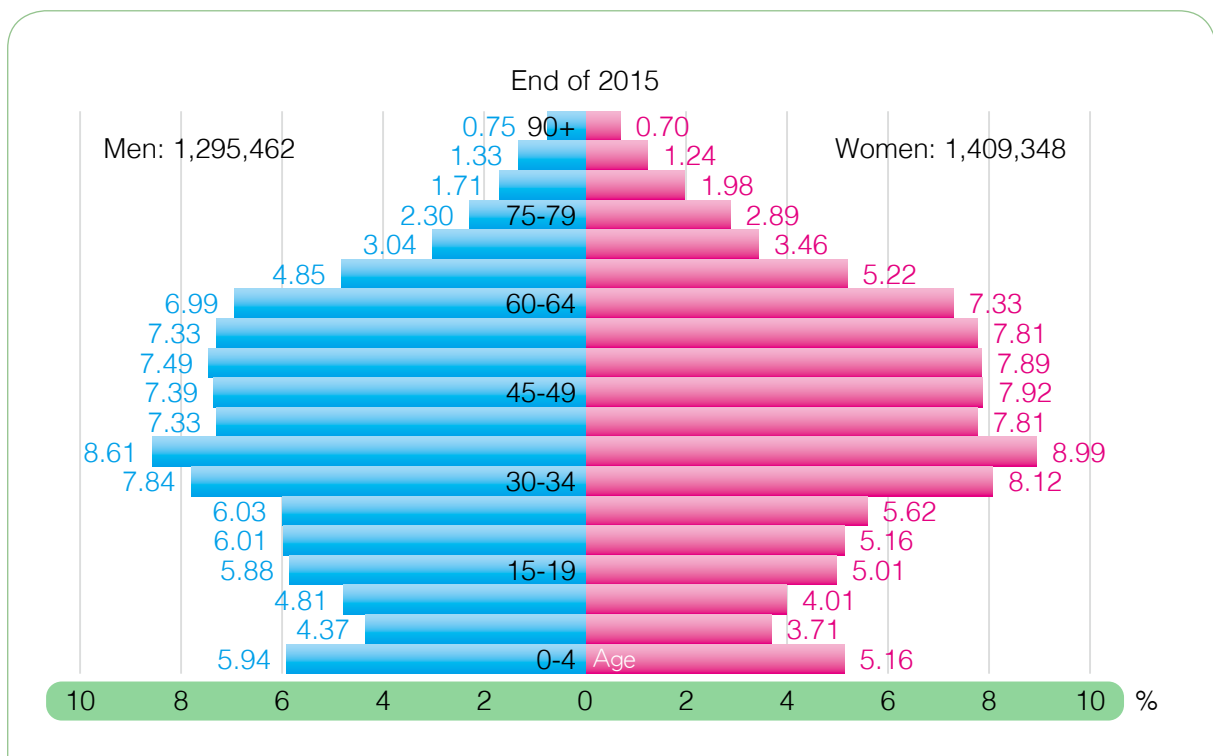


Figure 4 The demographic structure of Taipei

第二章 醫政統計

第一節 醫療院所數

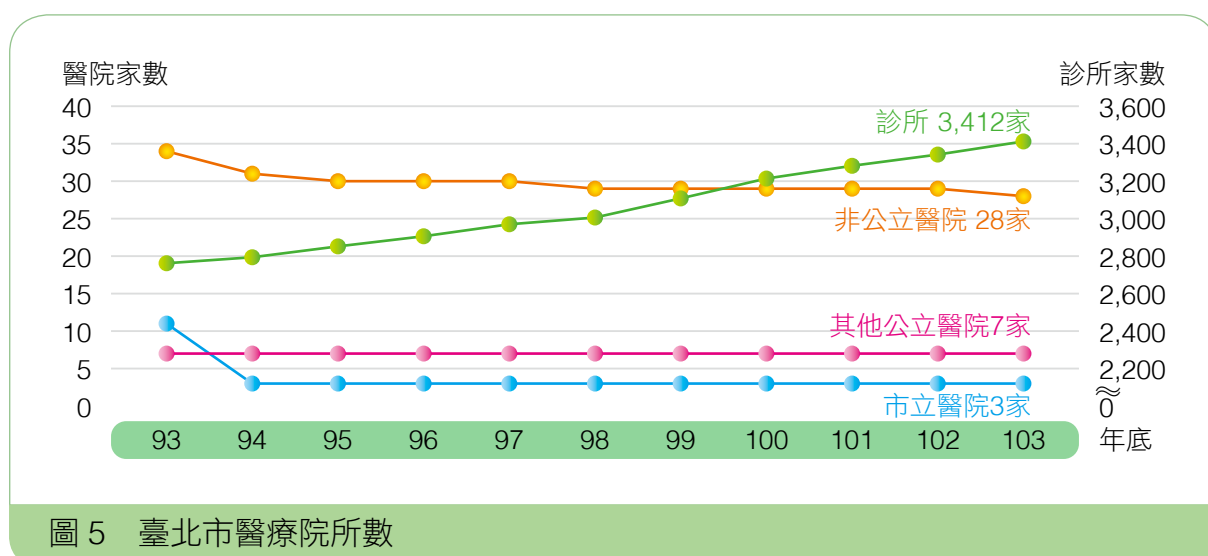
臺北市醫療院所自民國 62 年底以來持續增加，85 年底家數為 2,701 家，並開始逐年略減，90 年底家數為 2,633 家，又呈增加趨勢，103 年底計有 3,450 家，其中醫院 38 家，診所 3,412 家。103 年底臺北市平均每一醫療院所服務人口數為 783 人，低於全國的 1,063 人；每萬人口所擁有的院所家數為 12.77 家，高於全國的 9.41 家。

表 9 臺北市醫療院所數

年底別	合計	醫院				診所			
		小計	市立	其他公立	非公立	小計	市立	其他公立	非公立
93 年底	2,814	52	11	7	34	2,762	15	20	2,727
94 年底	2,835	41	3	7	31	2,794	14	16	2,764
95 年底	2,892	40	3	7	30	2,852	14	16	2,822
96 年底	2,946	40	3	7	30	2,906	14	14	2,878
97 年底	3,010	40	3	7	30	2,970	14	15	2,941
98 年底	3,045	39	3	7	29	3,006	14	15	2,977
99 年底	3,147	39	3	7	29	3,108	14	15	3,079
100 年底	3,253	39	3	7	29	3,214	14	14	3,186
101 年底	3,321	39	3	7	29	3,282	14	13	3,255
102 年底	3,381	39	3	7	29	3,342	14	12	3,316
103 年底	3,450	38	3	7	28	3,412	15	13	3,384

資料來源：衛生福利部。

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。





Chapter 2 Medical Affair Statistics

Section 1 Number of Hospitals and Clinics

Since 1973, the number of medical care institutions in Taipei City assumed continuous growth until the end of 2006 when there were 2,701 hospitals and clinics. This figure then started to decrease slightly and reached 2,633 hospitals and clinics at the end of 2001. After 2001, the number of hospitals and clinics rebounded again and continued to grow, reaching 3,450 (of which, 38 were hospitals and 3,412 were clinics) at the end of 2014. At the end of this year, each medical care institution in Taipei will serve an average of 783 individuals, which is lower than the national average of 1,063 individuals. This was equivalent to 12.77 medical care institutions per 10,000 people, which is higher than the national average of 9.41.

Table 9 Number of Hospitals and Clinics in Taipei City

End of Year	Total	Hospitals				Clinics			
		Subtotal	Municipal	Other Public	Non-Public	Subtotal	Municipal	Other Public	Non-Public
End of 2004	2,814	52	11	7	34	2,762	15	20	2,727
End of 2005	2,835	41	3	7	31	2,794	14	16	2,764
End of 2006	2,892	40	3	7	30	2,852	14	16	2,822
End of 2007	2,946	40	3	7	30	2,906	14	14	2,878
End of 2008	3,010	40	3	7	30	2,970	14	15	2,941
End of 2009	3,045	39	3	7	29	3,006	14	15	2,977
End of 2010	3,147	39	3	7	29	3,108	14	15	3,079
End of 2011	3,253	39	3	7	29	3,214	14	14	3,186
End of 2012	3,321	39	3	7	29	3,282	14	13	3,255
End of 2013	3,381	39	3	7	29	3,342	14	12	3,316
End of 2014	3,450	38	3	7	28	3,412	15	13	3,384

Source: Ministry of Health and Welfare

Note: Since January 2005, the 10 municipal hospitals of Taipei City were merged to form a single institution under the name of Taipei City Hospital (TPECH).

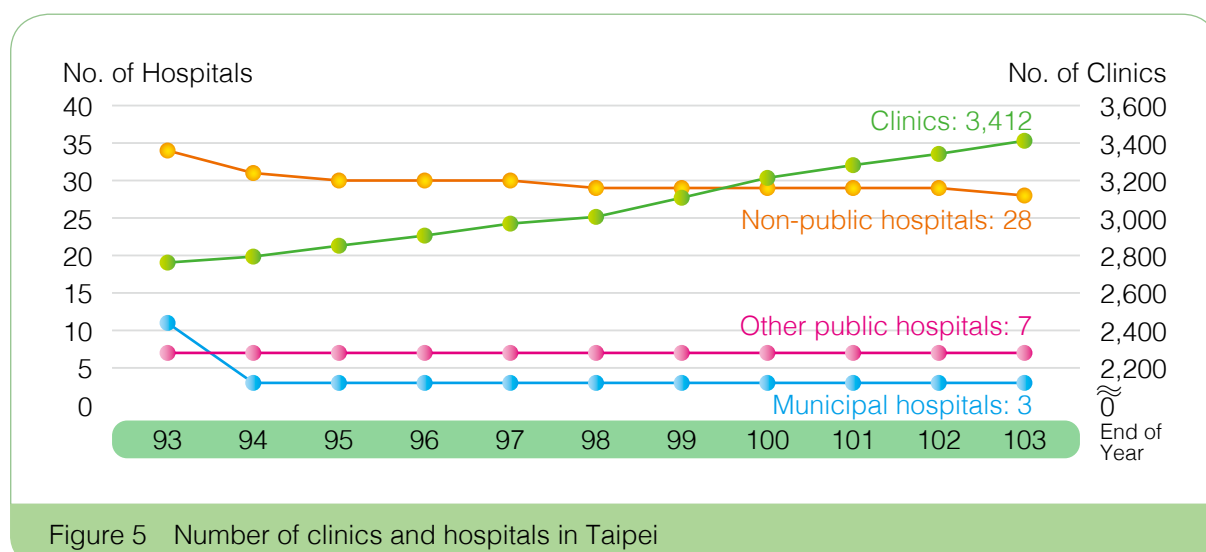


Figure 5 Number of clinics and hospitals in Taipei

第二節 病床數

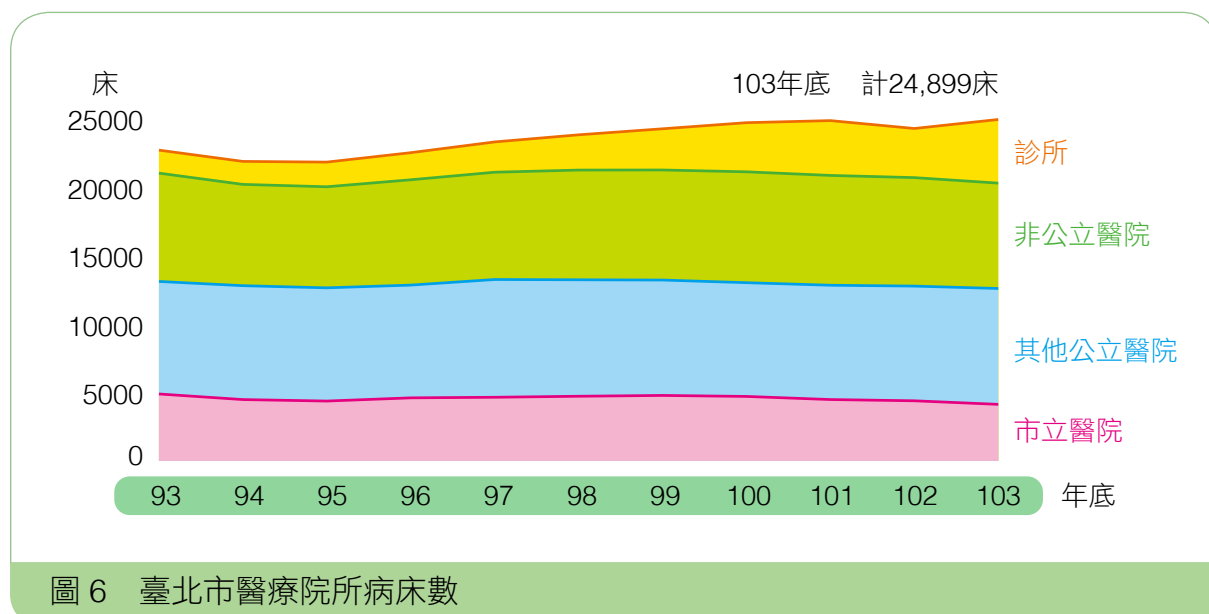
民國 103 年底臺北市醫療院所病床數共 2 萬 4,899 床，其中公立院所病床數 1 萬 2,614 床，占總病床數 50.66%，非公立院所病床數 1 萬 2,285 床占總病床數 49.34%；依病床性質別區分為，一般病床數 1 萬 4,705 床（占 59.06%），特殊病床數 10,194 床（占 40.94%）。平均每萬人口病床數 92.14 床，高於全國的 68.91 床，每一病床服務 108.53 人，低於全國的 145.11 人。

表 10 臺北市醫療院所病床數

單位：家、床、人

年底別	家數			病床數			平均每萬人口病床數	每一病床服務人口數
	合計	公立	非公立	合計	公立	非公立		
93 年底	2,814	53	2,761	22,663	13,154	9,509	86.42	115.72
94 年底	2,835	40	2,795	21,841	12,845	8,996	83.48	119.79
95 年底	2,892	40	2,852	21,791	12,688	9,103	82.78	120.79
96 年底	2,946	38	2,908	22,478	12,888	9,590	85.49	116.97
97 年底	3,010	39	2,971	23,262	13,293	9,969	88.69	112.76
98 年底	3,045	39	3,006	23,781	13,263	10,518	91.20	109.64
99 年底	3,147	39	3,108	24,220	13,244	10,976	92.49	108.12
100 年底	3,253	38	3,215	24,666	13,054	11,612	93.05	107.47
101 年底	3,321	37	3,284	24,817	12,850	11,967	92.84	107.72
102 年底	3,381	36	3,345	24,241	12,786	11,455	90.23	110.83
103 年底	3,450	38	3,412	24,899	12,614	12,285	92.14	108.53

資料來源：衛生福利部。





Section 2 Number of Beds

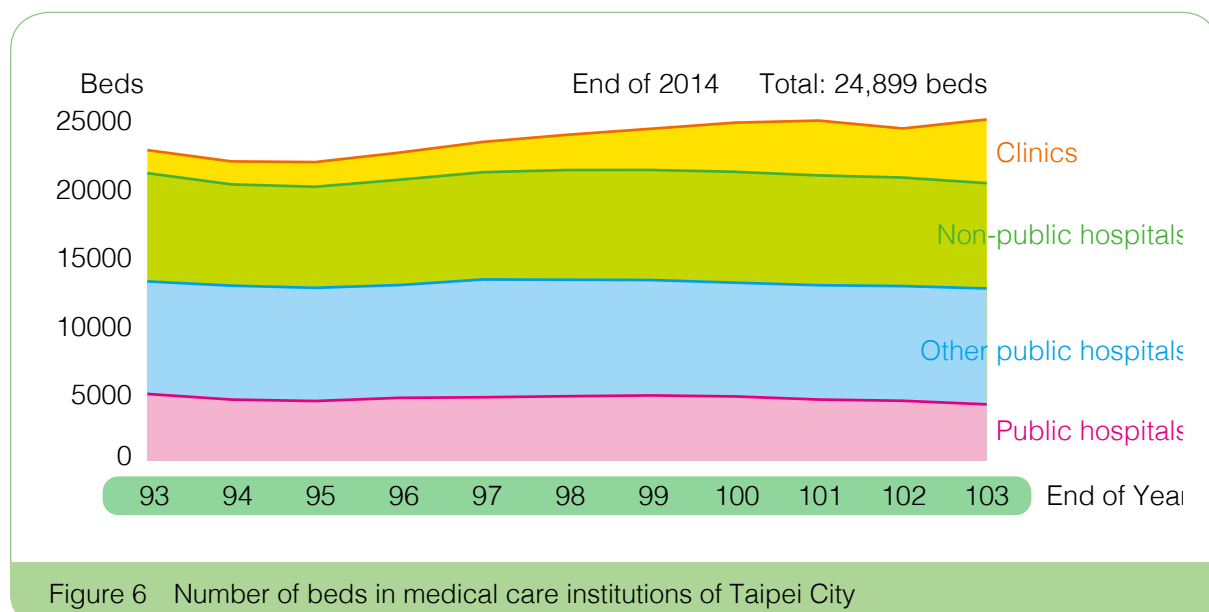
At the end of 2014, there were a total of 24,899 beds in medical care institutions of Taipei City. Of these, 12,614 beds (50.66% of total) were in public medical care institutions while 12,285 beds (49.34%) were in non-public medical care institutions. When classified by bed types, there were 14,705 general beds (59.06%) and 10,194 special beds (40.94%). There was an average of 92.14 beds per 10,000 persons, which was higher than the national average of 68.91 beds. In Taipei, each bed served 108.53 persons, this number was lower than the national average of 145.11 persons.

Table 10 Number of beds of medical care institutions in Taipei City

Unit: Institutions, beds, persons

End of Year	Number of medical care institutions			Number of beds			Average number of beds per 10,000 persons	Average number of persons served per bed
	Total	Public	Non-Public	Total	Public	Non-Public		
End of 2004	2,814	53	2,761	22,663	13,154	9,509	86.42	115.72
End of 2005	2,835	40	2,795	21,841	12,845	8,996	83.48	119.79
End of 2006	2,892	40	2,852	21,791	12,688	9,103	82.78	120.79
End of 2007	2,946	38	2,908	22,478	12,888	9,590	85.49	116.97
End of 2008	3,010	39	2,971	23,262	13,293	9,969	88.69	112.76
End of 2009	3,045	39	3,006	23,781	13,263	10,518	91.20	109.64
End of 2010	3,147	39	3,108	24,220	13,244	10,976	92.49	108.12
End of 2011	3,253	38	3,215	24,666	13,054	11,612	93.05	107.47
End of 2012	3,321	37	3,284	24,817	12,850	11,967	92.84	107.72
End of 2013	3,381	36	3,345	24,241	12,786	11,455	90.23	110.83
End of 2014	3,450	38	3,412	24,899	12,614	12,285	92.14	108.53

Source: Ministry of Health and Welfare





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，惟自民國 91 年起有下降趨勢，92 年受 SARS 影響下降更鉅，自 96 年起開始回升；103 年門、急診平均每日就診人次分別為 8 萬 4,776 人次、2,964 人次，平均住院日數 7.80 日，病床佔床率為 73.61%。

表 11 臺北市醫院醫療服務量

年別	平均每日人次					平均住院日數	剖腹產率 %	佔床率 %
	門診	急診	血液透析	門診手術	住院手術			
93 年	81,157	3,106	1,650	658	547	9.10	33.31	73.83
94 年	74,580	2,892	1,671	579	539	8.90	33.06	73.59
95 年	71,642	2,818	1,674	603	587	8.68	33.37	72.98
96 年	75,684	2,911	1,781	571	580	8.42	34.45	72.23
97 年	75,008	2,838	1,755	531	587	8.33	33.37	70.29
98 年	79,060	3,157	1,756	521	634	8.04	33.83	69.92
99 年	80,139	3,099	1,779	639	578	8.08	34.89	71.66
100 年	80,471	3,206	1,889	662	594	8.06	34.14	74.10
101 年	84,650	3,152	1,956	709	617	7.89	33.89	74.28
102 年	84,668	2,904	1,973	717	607	7.89	35.11	73.50
103 年	84,776	2,964	1,965	706	645	7.80	33.85	73.61

資料來源：衛生福利部。

第四節 醫事人員

民國 103 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 9,164 人，依各類人員統計，護產人員（含護理師、護士、助產師、士）占 49.67% 最多，醫師（含中、西、牙醫師）占 26.12% 次之，藥事人員（含藥師、藥劑生）占 11.18%，醫檢人員（含醫事檢驗師、生、士、醫事放射師、士）占 6.85%，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 6.18%。平均每萬人擁有執業醫事人員數計有 181.93 人，其中醫師 47.52 人（含中、西、牙醫師），護產人員 90.38 人。



Section 3 Utilization Rate of Hospitals

The average number of cases served each day in outpatient and emergency treatment departments of Taipei City hospitals have continued to grow every year. This figure dropped slightly in 2002 and experienced a greater decrease in 2003 due to the SARS outbreak. The figures then started to rebound since 2007. In 2014, the number of cases served each day in outpatient and emergency treatment departments were 84,776 and 2,964, respectively. Average length of stay was 7.80 days while bed occupancy rate was 73.61%.

Table 11 Utilization Rate of Hospitals in Taipei City

Year	Average number of visits per day					Average length of stay	Cesarean Section Rate %	Bed Occupancy Rate %
	Outpatient services	Emergency call	Hemodialysis	Outpatient operation	Inpatient operation			
2004	81,157	3,106	1,650	658	547	9.10	33.31	73.83
2005	74,580	2,892	1,671	579	539	8.90	33.06	73.59
2006	71,642	2,818	1,674	603	587	8.68	33.37	72.98
2007	75,684	2,911	1,781	571	580	8.42	34.45	72.23
2008	75,008	2,838	1,755	531	587	8.33	33.37	70.29
2009	79,060	3,157	1,756	521	634	8.04	33.83	69.92
2010	80,139	3,099	1,779	639	578	8.08	34.89	71.66
2011	80,471	3,206	1,889	662	594	8.06	34.14	74.10
2012	84,650	3,152	1,956	709	617	7.89	33.89	74.28
2013	84,668	2,904	1,973	717	607	7.89	35.11	73.50
2014	84,776	2,964	1,965	706	645	7.80	33.85	73.61

Source: Ministry of Health and Welfare

Section 4 Medical Personnel

At the end of 2014, there were a total of 49,164 licensed and registered medical personnel working in the medical care institutions of Taipei City. Of these, the largest number were nursing staff (including registered professional nurses, registered nurses, professional midwives and midwives) who accounted for 49.67% of the total number of medical personnel, followed by doctors (including physicians, Traditional Chinese Medicine physicians and dentists) at 26.12%, pharmaceutical personnel (pharmacists and assistant pharmacists) at 11.18%, medical technicians (including medical technologists, technicians and lab assistants as well as radiological technologists and technicians) at 6.85%, and other medical personnel (including dental technicians, dietitians, physical therapists and technicians, occupational therapists and technicians, clinical psychologists, counseling psychologists, respiratory therapists, speech therapists and audiologists) at 6.18%. On average, there were 181.93 licensed medical personnel per 10,000 persons in Taipei City. Of these, 47.52 were doctors (including physicians, Traditional Chinese Medicine physicians and dentists) and 90.38 were nursing staff.



表 12 臺北市醫療機構及醫事機構各類執業醫事人員數

單位：人

年底別	合計	西醫師	中醫師	牙醫師	藥師	藥劑生	醫事檢驗師、生	醫事放射師、士	護理師及護士	助產師、士	其他
93 年底	38,306	7,262	645	2,252	3,790	897	1,633	869	19,972	16	970
94 年底	38,814	7,260	647	2,305	3,878	870	1,693	898	19,899	15	1,349
95 年底	39,695	7,409	660	2,362	3,938	834	1,720	924	20,367	14	1,467
96 年底	40,769	7,682	706	2,401	4,006	796	1,731	940	20,919	13	1,575
97 年底	42,447	7,877	730	2,452	4,163	781	1,759	1,002	21,904	11	1,768
98 年底	43,883	7,993	773	2,518	4,313	765	1,839	1,039	22,721	4	1,918
99 年底	44,869	8,245	771	2,604	4,370	751	1,891	1,078	22,964	5	2,190
100 年底	46,324	8,553	793	2,687	4,587	717	1,933	1,125	23,517	4	2,408
101 年底	47,344	8,811	818	2,755	4,681	709	1,951	1,185	23,846	5	2,583
102 年底	48,143	8,869	843	2,843	4,721	690	2,027	1,201	24,136	7	2,806
103 年底	49,164	9,040	869	2,932	4,827	668	2,111	1,257	24,409	13	3,038

資料來源：衛生福利部。

表 13 臺北市平均每萬人擁有執業醫事人員數

單位：人

年底別	合計	西醫師	中醫師	牙醫師	藥師	藥劑生	醫事檢驗師、生	醫事放射師、士	護理師及護士	助產師、士	其他
93 年底	146.07	27.69	2.46	8.59	14.45	3.42	6.23	3.31	76.16	0.06	3.70
94 年底	148.35	27.75	2.47	8.81	14.82	3.33	6.47	3.43	76.06	0.06	5.16
95 年底	150.80	28.15	2.51	8.97	14.96	3.17	6.53	3.51	77.38	0.05	5.57
96 年底	155.06	29.22	2.69	9.13	15.24	3.03	6.58	3.58	79.56	0.05	5.99
97 年底	161.83	30.03	2.78	9.35	15.87	2.98	6.71	3.82	83.51	0.04	6.74
98 年底	168.30	30.65	2.96	9.66	16.54	2.93	7.05	3.98	87.14	0.02	7.36
99 年底	171.34	31.48	2.94	9.94	16.69	2.87	7.22	4.12	87.69	0.02	8.36
100 年底	174.74	32.26	2.99	10.14	17.30	2.70	7.29	4.24	88.71	0.02	9.08
101 年底	177.10	32.96	3.06	10.31	17.51	2.65	7.30	4.43	89.20	0.02	9.66
102 年底	179.20	33.01	3.14	10.58	17.57	2.57	7.55	4.47	89.84	0.03	10.44
103 年底	181.93	33.45	3.22	10.85	17.86	2.47	7.81	4.65	90.33	0.05	11.24

資料來源：衛生福利部。



Table 12 Number of Registered Medical Personnel by Medical Service Category in Medical Institutions of Taipei City

Unit: Individuals

End of Year	Total	Physicians	Traditional Chinese Medicine Physicians	Dentists	Pharmacists	Assistant pharmacists	Medical technologist and assistant	Radiological technologist and assistant	Registered professional nurse and registered nurse	Professional midwives and midwives	Other
End of 2004	38,306	7,262	645	2,252	3,790	897	1,633	869	19,972	16	970
End of 2005	38,814	7,260	647	2,305	3,878	870	1,693	898	19,899	15	1,349
End of 2006	39,695	7,409	660	2,362	3,938	834	1,720	924	20,367	14	1,467
End of 2007	40,769	7,682	706	2,401	4,006	796	1,731	940	20,919	13	1,575
End of 2008	42,447	7,877	730	2,452	4,163	781	1,759	1,002	21,904	11	1,768
End of 2009	43,883	7,993	773	2,518	4,313	765	1,839	1,039	22,721	4	1,918
End of 2010	44,869	8,245	771	2,604	4,370	751	1,891	1,078	22,964	5	2,190
End of 2011	46,324	8,553	793	2,687	4,587	717	1,933	1,125	23,517	4	2,408
End of 2012	47,344	8,811	818	2,755	4,681	709	1,951	1,185	23,846	5	2,583
End of 2013	48,143	8,869	843	2,843	4,721	690	2,027	1,201	24,136	7	2,806
End of 2014	49,164	9,040	869	2,932	4,827	668	2,111	1,257	24,409	13	3,038

Source: Ministry of Health and Welfare

Table 13 Number of Registered Medical Personnel per 10,000 Persons in Taipei City

Unit: Individuals

End of Year	Total	Physicians	Traditional Chinese Medicine Physicians	Dentists	Pharmacists	Assistant pharmacists	Medical technologist and assistant	Radiological technologist and assistant	Registered professional nurse and registered nurse	Professional midwives and midwives	Other
End of 2004	146.07	27.69	2.46	8.59	14.45	3.42	6.23	3.31	76.16	0.06	3.70
End of 2005	148.35	27.75	2.47	8.81	14.82	3.33	6.47	3.43	76.06	0.06	5.16
End of 2006	150.80	28.15	2.51	8.97	14.96	3.17	6.53	3.51	77.38	0.05	5.57
End of 2007	155.06	29.22	2.69	9.13	15.24	3.03	6.58	3.58	79.56	0.05	5.99
End of 2008	161.83	30.03	2.78	9.35	15.87	2.98	6.71	3.82	83.51	0.04	6.74
End of 2009	168.30	30.65	2.96	9.66	16.54	2.93	7.05	3.98	87.14	0.02	7.36
End of 2010	171.34	31.48	2.94	9.94	16.69	2.87	7.22	4.12	87.69	0.02	8.36
End of 2011	174.74	32.26	2.99	10.14	17.30	2.70	7.29	4.24	88.71	0.02	9.08
End of 2012	177.10	32.96	3.06	10.31	17.51	2.65	7.30	4.43	89.20	0.02	9.66
End of 2013	179.20	33.01	3.14	10.58	17.57	2.57	7.55	4.47	89.84	0.03	10.44
End of 2014	181.93	33.45	3.22	10.85	17.86	2.47	7.81	4.65	90.33	0.05	11.24

Source: Ministry of Health and Welfare



第三章 死因統計

第一節 十大死因及變化

臺北市民國 103 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二或第三順位，事故傷害死亡則大幅減少。103 年臺北市死亡人數 1 萬 6,953 人，死亡率為每十萬人口 629.19 人，較全國死亡率 696.09 人低，其中惡性腫瘤死亡率為每十萬人口 181.97 人，死亡者占所有死亡人數 28.92%，心臟疾病（高血壓性疾病除外）死亡率 92.38 人，占 14.68%，腦血管疾病死亡率 44.98 人，占 7.15%；其餘死因依序為肺炎、糖尿病、慢性下呼吸道疾病、腎炎、腎病症候群及腎病變、高血壓性疾病、事故傷害、敗血症。

兩性十大主要死因第一至第三順位皆為惡性腫瘤、心臟疾病及腦血管疾病，其餘部分男性與全體主要死因大致相同，僅順序有異；女性則多出骨骼肌肉系統及結締組織之疾病（事故傷害未入十大）。

表 14 ICD-10 臺北市主要死亡原因

民國 103 年 單位：人、%、人 / 每十萬人口

順位	死亡原因	死亡人數	死亡百分比	每十萬人口死亡率		
				計	男	女
	所有死亡原因	16,953	100.00	629.19	766.40	502.63
1	惡性腫瘤	4,903	28.92	181.97	218.44	148.33
2	心臟疾病 （高血壓性疾病除外）	2,489	14.68	92.38	114.48	71.99
3	腦血管疾病	1,212	7.15	44.98	55.85	34.96
4	肺炎	1,060	6.25	39.34	49.35	30.11
5	糖尿病	854	5.04	31.70	33.49	30.04
6	慢性下呼吸道疾病	657	3.88	24.38	36.82	12.91
7	腎炎、腎病症候群及 腎病變	556	3.28	20.64	21.97	19.41
8	高血壓性疾病	461	2.72	17.11	18.64	15.70
9	事故傷害	458	2.70	17.00	24.60	9.99
10	敗血症	445	2.62	16.52	20.81	12.56
	其他	3,858	22.76	143.19	171.95	116.65

附註：1.97 年起死因統計資料配合衛生福利部改採國際疾病分類第十版（ICD-10）。

2. 臺北市 103 年年中人口數，計 2,694,416 人，男性 1,292,791 人，女性 1,401,625 人。

3. 本表順位以兩性合計死亡率排序。



Chapter 3 Causes of Death

Section 1 Ten Leading Causes of Death and Their Changes

In 2014, malignant neoplasm remains the leading cause of death of residents living in Taipei City, followed by cardiac diseases (not including hypertensive diseases) and cerebro-vascular diseases which have been occupying the 2nd and 3rd places for the leading causes of death respectively since 1991. Deaths from accidents and adverse effects, on the hand, have declined sharply. In 2014, there were a total of 16,953 deaths in Taipei City for a death rate of 629.19 per 100,000 persons, which was lower than the national average of 696.09. Of these, 181.97 (28.92% of total deaths) could be attributed to malignant neoplasm, 92.38 (14.68%) to cardiac diseases (not including hypertensive diseases), and 44.98 (7.15%) to cerebro-vascular diseases. Other leading causes of death were pneumonia, diabetes mellitus, chronic lower respiratory diseases, nephritis, nephrotic syndrome and nephrosis, hypertensive diseases, accidents and septicemia.

The first 3 leading causes of deaths for both sexes were malignant neoplasm, cardiac diseases, and cerebrovascular diseases. Other leading causes of death were roughly the same for both sexes and the overall population. The only difference would be the order. Females also suffered from diseases of the musculo-skeletal system and connective tissues (accidents and adverse effects were not amongst the 10 leading causes of death for females).

Table 14 Leading Causes of Death in Taipei City by ICD-10 Classification

2014 Unit: Persons, %, Persons / 100,000

Rank	Cause of death	Number of deaths	% of deaths	Mortality per 100,000 persons		
				Total	Male	Female
	All causes	16,953	100.00	629.19	766.40	502.63
1	Malignant tumor	4,903	28.92	181.97	218.44	148.33
2	Cardiac diseases (except hypertensive diseases)	2,489	14.68	92.38	114.48	71.99
3	Cerebro-vascular disease	1,212	7.15	44.98	55.85	34.96
4	Pneumonia	1,060	6.25	39.34	49.35	30.11
5	Diabetes mellitus	854	5.04	31.70	33.49	30.04
6	Chronic lower respiratory diseases	657	3.88	24.38	36.82	12.91
7	Nephritis, nephrotic syndrome and nephrosis	556	3.28	20.64	21.97	19.41
8	Hypertensive diseases	461	2.72	17.11	18.64	15.70
9	Accidents and adverse effects	458	2.70	17.00	24.60	9.99
10	Septicemia	445	2.62	16.52	20.81	12.56
	Others	3,858	22.76	143.19	171.95	116.65

Note: 1. Since 2008, statistics on mortality were based upon the International Statistical Classification of Diseases and Related Health Problems, 10th revision (ICD-10) adopted by the Ministry of Health and Welfare (MOHW)

2. Based on the population of Taipei City in 2014 which was 2,694,416, with 1,292,791 males and 1,401,625 females.

3. The order of the causes of death is arranged according to the combined death rates of both sexes.



第二節 十大癌症

臺北市民國 103 年癌症死亡人數 4,903 人，死亡率為每十萬人口 181.97 人，較全國死亡率 196.96 人略低；其中男性死亡人數 2,824 人，死亡率為每十萬男性人口 218.44 人，女性死亡人數 2,079 人，死亡率為每十萬女性人口 148.33 人。

十大癌症死亡原因之順位依序為氣管、支氣管和肺癌、結腸、直腸和肛門癌、肝和肝內膽管癌、女性乳房癌、前列腺（攝護腺）癌、胃癌、胰臟癌、口腔癌、卵巢癌、非何杰金氏淋巴瘤。另兩性與全體十大癌症死因不同之處，男性有食道癌及膀胱癌進入十大，女性則多出子宮頸及部位未明示子宮癌及白血病（口腔癌未入十大）。

表 15 ICD-10 臺北市主要癌症死亡原因

民國 103 年 單位：人、%、人/每十萬人口

順位	死亡原因	死亡人數	死亡百分比	每十萬人口死亡率		
				計	男	女
	所有癌症死亡原因	4,903	100.00	181.97	218.44	148.33
1	氣管、支氣管和肺癌	992	20.23	36.82	45.48	28.82
2	結腸、直腸和肛門癌	666	13.58	24.72	28.16	21.55
3	肝和肝內膽管癌	666	13.58	24.72	34.58	15.62
4	女性乳房癌（1）	289	5.89	20.62	-	20.62
5	前列腺（攝護腺）癌（2）	151	3.08	11.68	11.68	-
6	胃癌	312	6.36	11.58	15.39	8.06
7	胰臟癌	257	5.24	9.54	10.29	8.85
8	口腔癌	174	3.55	6.46	11.76	1.57
9	卵巢癌（1）	84	1.71	5.99	-	5.99
10	非何杰金氏淋巴瘤	155	3.16	5.75	7.12	4.49
	其他	1,157	23.60	42.94	53.99	32.75

附註：1. 97 年起死因統計資料配合衛生福利部改採國際疾病分類第十版（ICD-10）。

2. 臺北市 103 年年中人口數，計 2,694,416 人，男性 1,292,791 人，女性 1,401,625 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）



Section 2 Ten Leading Cancers

In 2014, a total of 4,903 deaths in Taipei City could be attributed to cancer with a death rate of 181.97 per 100,000 persons which was slightly lower compared to the national average of 196.96. Of all cancer deaths, 2,824 were males with a death rate of 218.44 per 100,000 males, while 2,079 were females with a death rate of 148.33 per 100,000 females.

The ten leading causes of cancer deaths, in descending order, were: trachea, bronchus and lung cancer; colorectal cancer; liver and intra-hepatic bile duct cancer; breast cancer; prostate cancer; stomach cancer; pancreas cancer; oral cavity cancer ; ovary cancer and non-Hodgkin's lymphoma. The ten leading causes of cancer deaths differed by gender as well. For males, esophagus cancer and bladder cancer was included in the ten leading causes of cancer death. For females, the list included cancer of the cervix and uterus (part unspecified) as well as leukemia.

Table 15 Ten Leading Causes of Cancer Death in Taipei City by ICD-10 Classification

2014 Unit: Persons, %, Persons / 100,000

Rank	Cause of death	Number of deaths	% of deaths	Mortality per 100,000 persons		
				Total	Male	Female
	All causes of cancer death	4,903	100.00	181.97	218.44	148.33
1	Cancer of the trachea, bronchus and lungs	992	20.23	36.82	45.48	28.82
2	Cancer of the colon, rectum and anus	666	13.58	24.72	28.16	21.55
3	Cancer of the liver and intra-hepatic bile ducts	666	13.58	24.72	34.58	15.62
4	Cancer of the female breasts (1)	289	5.89	20.62	-	20.62
5	Cancer of the prostate (2)	151	3.08	11.68	11.68	-
6	Cancer of the stomach	312	6.36	11.58	15.39	8.06
7	Cancer of the pancreas	257	5.24	9.54	10.29	8.85
8	Cancer of the oral cavity	174	3.55	6.46	11.76	1.57
9	Cancer of the ovaries (1)	84	1.71	5.99	-	5.99
10	Non-Hodgkin's lymphoma	155	3.16	5.75	7.12	4.49
	Others	1,157	23.60	42.94	53.99	32.75

Note: 1. Since 2008, statistics on mortality were based upon the International Statistical Classification of Diseases and Related Health Problems, 10th revision (ICD-10) adopted by the Ministry of Health and Welfare (MOHW)

2. Based on the population of Taipei City in 2014 which was 2,694,416, with 1,292,791 males and 1,401,625 females.

3. The order of the causes of death is arranged according to the combined death rates of both sexes.

4. (1) Death rate per 100,000 females

(2) Death rate per 100,000 male



附錄 臺北市政府衛生局大事紀要

一月

日期	事件
1	臺北市政府衛生局公告臺北市政府體育局行政大樓、臺北體育館及臺北網球場之前方戶外區域為全面禁止吸菸場所。
1	臺北市政府衛生局結合臺北市 48 家醫療院所提供戒菸門診免收掛號費服務，至 2 月 28 日止。
5	臺北市立聯合醫院總院長黃勝堅接篆視事。
9	臺北市立聯合醫院啟動「都會型社區安寧居家照護服務」。
17	臺北市政府衛生局舉辦「千人攜手·讓愛發光—愛滋病防治健走」活動，為全國首創之夜間健走，並藉眾人手持紅色螢光棒營造紅絲帶地景，計 3,191 人次參與。
28	財團法人肝病防治學術基金會辦理「免費肝炎及肝癌大檢驗活動」記者會，臺北市政府衛生局擔任指導單位，黃世傑局長親臨致詞，約有 80 人參與。

二月

日期	事件
26	臺北市政府衛生局與中正區健康服務中心及內政部警政署警察廣播電臺假臺北市中山堂前廣場舉辦園遊會活動，設置癌症篩檢及衛教攤位，共計 800 人參與活動。

三月

日期	事件
1	臺北市政府衛生局公告臺北市民生副中心大樓周邊人行道為全面禁止吸菸場所。
8	臺北市政府衛生局與台灣腎臟醫學會假臺北市信義區香堤大道共同辦理 2015 世界腎臟日「愛腎護腎 腎利人生」園遊會，約 1,500 人次參加。
8	臺北市政府衛生局自 3 月 8 日假中正紀念堂大孝門舉辦「台北樂悠活—行動體驗館」，共 1,596 人次參與，至 3 月 16 日止。
16	臺北市政府食品安全委員會第 1 次會議，報告「臺北市食品安全自治條例（草案）」，通過學校午餐供餐 SOP、督導餐飲衛生管理分級制度。
19	臺北市立聯合醫院與國立臺灣大學醫學院簽署合作協議，成為其教學醫院。
21	臺北市政府衛生局辦理「104 年非牙科、非耳鼻喉科醫師口腔黏膜檢查教育訓練課程」，計 32 人參訓。
22	臺北市政府衛生局自 3 月 22 日假臺北市立動物園教育中心休閒廣場舉辦「台北樂悠活—行動體驗館」，共 1,605 人次參與，至 3 月 30 日止。
26	台北卡—健康服務集點活動啟動。
27	臺北市立聯合醫院與輔仁大學簽署合作協議，成為其教學醫院。
31	臺北市政府衛生局辦理「臺北市政府登革熱防治中心 104 年度第 1 次工作會報」。



Appendix: The Chronicle of the Department of Health of Taipei City Government

January

Date	Event
1st	The Department of Health of Taipei City Government (the Department) announced that the administrative building of the Taipei City Government Department of Sports, Taipei Gymnasium, and outdoor area of the Taipei Tennis Court were to become non-smoking areas.
1st	The Department worked with 48 medical institutions in Taipei City to provide Free Registration for Outpatient Smoking Cessation Services, which lasted until February 28th.
5th	Superintendent Dr. Huang Sheng-Jean of Taipei City Hospital (TPECH) assumed his post.
9th	<i>Palliative Home Care for Urban Communities</i> activated by TPECH
17th	The Department organized the “Thousands of people hand in hand. Let Love Shine” brisk walking activity for HIV/AIDS Prevention and Control. This event was the first night-time walkathon in Taiwan. A total of 3,191 participants each held a red glow stick to create a ribbon of flowing red lights during the event.
28th	The Liver Disease Prevention & Treatment Research Foundation organized the <i>Free Screening Event for Hepatitis and Liver Cancer</i> press conference that was attended by about 80 individuals. The Department served as the directing agency of this event, with Commissioner Dr. Shier-Chieh Huang giving a personal address.

February

Date	Event
26th	The Department worked with the Zhongzheng District Health Center as well as the Ministry of the Interior National Police Agency broadcasting station to establish cancer screening and health education stalls during a fair held at the plaza in front of the Taipei City Zhongshan Hall. About 800 individuals participated in this event.

March

Date	Event
1st	The Department announced that the pedestrian sidewalks around the Taipei City Minsheng Fuzhongxin Building were to become non-smoking areas.
8th	The Department worked with the Taiwan Society of Nephrology to hold the 2015 World Kidney Day <i>Love and Protect your Kidneys for a Better Life</i> fair at the Taipei City Xinyi District Chianti Avenue Plaza. About 1,500 individuals participated in this event.
8th	The Department held the <i>Mobile Taipei U Life Village - Active Ageing Pavilion</i> event at the Daxiao Gates of Chiang Kai-shek Memorial Hall from March 8th to March 16th. The event was attended by a total of 1,596 individuals.
16th	The 1st meeting of the Taipei City Government Food Safety Committee was held. The meeting presented the <i>Taipei City Self-Governing Regulations for Food Safety (draft)</i> , approved school lunch provision SOPs, and graded rating schemes for the supervision of food sanitation and management.
19th	TPECH signed a partnership agreement with National Taiwan University College of Medicine to become its training hospital.
21st	The Department held the <i>2015 Training Course for Oral Mucosal Screening for Non-Dentist and Non-Otorhinolaryngology Physicians</i> , which was attended by 32 individuals.
22nd	The Department held a <i>Mobile Taipei U Life Village - Active Ageing Pavilion</i> at the recreational plaza of the education center in Taipei Zoo from March 22nd to March 30th. This event was attended by a total of 1,605 individuals.
26th	Taipei Card - Health Service point collection event initiated.
27th	TPECH signed a partnership agreement with Fu Jen Catholic University to become its training hospital.
31st	The Department organized the <i>1st Work Report of 2015 of the Taipei City Government Dengue Fever Prevention Center</i> .



四月

日期	事件
8	臺北市政府衛生局辦理臺北市「醫院癌症防治第 1 次聯繫會議」，邀請新光醫院進行推動癌症防治實務經驗分享，共計 93 人參加會議。
14	臺北市政府衛生局自 4 月 14 日假悠活體驗館特展區結合銀髮產業辦理「銀髮視力健康樂、健康飲食輕鬆吃」特展活動，共計 1 萬 4,392 人次參訪，至 6 月 14 日止。
17	臺北市政府衛生局結合國泰醫院辦理「104 年戒菸衛教人員初階訓練」，計 68 人參訓。
18	臺北市政府衛生局結合臺北榮民總醫院辦理「104 年戒菸衛教人員初階訓練」，計 170 人參訓。
18	臺北市政府衛生局配合「104 年度幼兒園幼兒健身操及親子趣味園遊會」活動，宣導四癌篩檢並由臺北市牙醫師公會提供口腔黏膜檢查，共計 250 人參加。
25	臺北市政府衛生局與財團法人乳癌防治基金會假乳癌防治基金會視聽教室辦理「乳癌癌節 男人給女人最好的母親節禮物」記者會，臺北市市長柯文哲、衛生局局長黃世傑及聯合醫院院長黃勝堅皆親臨致詞，有 80 人參與。
25	臺北市政府衛生局結合臺北市藥師公會辦理「104 年藥事人員戒菸衛教教師進階訓練」，計 104 人參訓。
27	臺北市政府衛生局結合國泰醫院辦理「104 年戒菸衛教人員進階訓練」，計 82 人參訓。

五月

日期	事件
1	臺北市政府衛生局辦理「參訪新北市政府衛生局所屬新莊衛生所癌症防治業務」，由衛生局副局長林秀亮領隊，與十二區健康服務中心主任及代表共計 22 人參加。
4	臺北市政府衛生局與台灣氣喘衛教學會共同辦理 2015 世界氣喘日「過敏氣喘勤保養，適當運動身體好」活動，計 1,500 人參與。
9	臺北市政府衛生局自 5 月 9 日假圓山花博公園花海廣場舉辦「台北樂悠活—銀髮健康樂活園遊會」，共 608 人參與，至 5 月 10 日止。
20	臺北市政府食品安全委員會第 2 次會議，通過學校午餐停餐 SOP、逐條審議「臺北市食品安全自治條例(草案)」。
23	臺北市政府衛生局與中正區健康服務中心、遠東聯合診所，結合家樂福員工家庭日，假臺北市中山堂辦理四癌篩檢，共計 800 人參與活動。
27	臺北市政府衛生局辦理「臺北市政府新興流感暨傳染病防治專家諮詢委員會 104 年第 1 次會議」。
30	臺北市政府衛生局與中華民國心臟基金會假臺北市大直美麗華百貨水舞廣場共同辦理 2015 世界高血壓日「Know Your Numbers」園遊會，約 464 人次參加。
31	臺北市政府衛生局公告臺北市 21 所學校(包括 11 所國小、5 所國中、4 所高中職及 1 所大學)周邊人行道為全面禁止吸菸場所。



April

Date	Event
8th	The Department organized the <i>1st Communication Meeting for Cancer Prevention in Hospitals</i> . Shin Kong Wu Ho-Su Memorial Hospital was invited to share their practical experiences in implementing cancer prevention measures. The meeting was attended by a total of 93 individuals.
14th	The Department worked with companies that target the elderly folk and held a special exhibit titled <i>Eyesight Health and Easy Health Food for the Elderly</i> at the <i>Active Aging Pavilion</i> from April 14th to June 14th. The event was attended by a total of 14,392 visitors.
17th	The Department worked with Cathay General Hospital to organize the <i>Basic Training for Smoking Cessation Instructors of 2015</i> for a total of 68 trainees.
18th	The Department worked with Taipei Veterans General Hospital to organize the <i>Basic Training for Smoking Cessation Instructors of 2015</i> for a total of 170 trainees.
18th	The Department promoted screening for the 4 types of cancers as well as oral mucosal screening provided by the Taipei Dental Association during the <i>2015 Health Exercises for Kindergarten Children and Creative Family Tours</i> , which was attended by a total of 250 participants.
25th	The Department jointly organized the Breast Cancer Screening - <i>The Best Mother's Day</i> Present press conference with the Taiwan Breast Cancer Foundation at the latter's media room. This conference was attended by a total of 80 people, including Taipei City Mayor Ko Wen-Je, Commissioner Dr. Huang Shier-Chieh of the Department of Health, and Superintendent Dr. Huang Sheng-Jean of Taipei City Hospital who also gave their respective address to the attendants.
25th	The Department worked with the Taipei Pharmacists Association to organize <i>Advanced Training for Smoking Cessation Instructors of 2015</i> for a total of 104 trainees.
27th	The Department worked with Cathay General Hospital to organize the <i>Advanced Training for Smoking Cessation Instructors of 2015</i> for a total of 82 trainees.

May

Date	Event
1st	The Department organized the <i>Observation of Cancer Prevention Activities at the Xinzhuang Health Center of New Taipei City Government Department of Health</i> for a delegate of 22 directors and representatives from 12 district health centers led by Deputy Commissioner Lin Hsiu-Lian.
4th	The Department worked with the Taiwan Association of Asthma Education to jointly organize the <i>Managing Allergy and Asthma Right, Living Smarter and Energize</i> event for 2015 World Asthma Day. About 1,500 individuals attended the event.
9th	The Department held the <i>Taipei U Life Village - Health and Happy Ageing Tour</i> at the Yuanshan Taipei Expo Park from May 9th to May 10th. A total of 608 individuals participated in the Tour.
20th	The 2nd meeting of the Taipei City Government Food Safety Committee was held. The meeting approved SOPs for suspending the provision of school lunches and reviewed the articles of the <i>Taipei City Self-Governing Regulations for Food Safety (draft)</i> .
23rd	The Department worked with the Zhongzheng District Health Center and Far Eastern Polyclinic to hold screening for the 4 major cancers at Zhongshan Hall of Taipei City on Carrefour Family Day. A total of 800 individuals participated in these screening activities.
27th	The Department held the <i>1st Meeting of 2015 of the Taipei City Government Expert Inquiry Committee for Emerging Influenza and Communicable Diseases</i> .
30th	The Department worked with Taiwan Heart Foundation to jointly hold the <i>Know Your Numbers</i> fair on 2015 World Hypertension Day at the Miramar Entertainment Park Waterfront Plaza. About 464 individuals participated in this event.
31st	The Department announced the complete prohibition of smoking along pedestrian sidewalks around 21 schools in Taipei City (including 11 elementary schools, 5 junior highs, 4 senior high and vocational schools, and 1 university).



六月

日期	事件
2	因應南韓 MERS-CoV 疫情，臺北市政府衛生局成立局層級「中東呼吸症候群冠狀病毒感染症（MERS-CoV）疫情因應小組」。
3	臺北市政府衛生局與台北市牙醫師公會共同辦理 2015「潔牙比賽」，計 250 人參與。
4	臺北市立聯合醫院中興院區辦理 MERS 疫情演習，主要著重於落實院內感染控制、加強醫護人員自我防護及強化醫院動線管制。
5	因應南韓 MERS-CoV 疫情升溫，為有效防範疫情與及時應變，成立府層級「臺北市政府中東呼吸症候群冠狀病毒感染症（MERS-CoV）疫情因應小組」。
11	臺北市政府衛生局辦理府層級「臺北市政府中東呼吸症候群冠狀病毒感染症（MERS-CoV）疫情因應小組」第 1 次跨局處會議。
14	臺北市政府衛生局辦理「104 年非牙科、非耳鼻喉科醫師口腔黏膜檢查教育訓練課程」，計 34 人參訓。
16	臺北市政府衛生局自 6 月 16 日，結合銀髮健康產業—高登智慧科技股份有限公司辦理「科技新樂活 健康輕鬆動」特展活動，共計 1 萬 77 人參與，至 10 月 18 日止。
17	臺北市政府衛生局結合康是美藥妝店辦理「104 年藥事人員戒菸衛教師初階訓練」，計 118 人參訓。
17	臺北市政府衛生局因應臺北市出現首例腸病毒感染併發重症確定病例，公告「臺北市出現首例腸病毒感染併發重症確定病例，疫情進入流行警訊期，燈號為『黃紅燈』，自即日起至 104 年 10 月 31 日止，流行警訊期應遵守通報及停課規定」，並於 7 月 3 日刊登市府公報。
25	臺北市政府衛生局辦理府層級「臺北市政府中東呼吸症候群冠狀病毒感染症（MERS-CoV）疫情因應小組」第 2 次跨局處會議。
26	臺北市政府參與衛生福利部疾病管制署辦理「104 年臺北國際航空站生恐事件應變處置演習」榮獲「狀況處置績優獎」獎座。
26	臺北市政府衛生局與臺北市政府自殺防治中心假臺北市立萬芳醫院辦理「促動轉念的前哨—臺北市自殺防治實務倫理專題研討會」，共計 300 人參加。

七月

日期	事件
1	臺北市政府衛生局公告臺北市立內湖國民中學周邊人行道為全面禁止吸菸場所。
1	成立「昆明防治中心」。
11	臺北市政府衛生局結合台灣護理學會、臺北榮民總醫院辦理「104 年戒菸衛教人員高階訓練」，計 39 人參訓，至 7 月 13 日止。
20	臺北市政府衛生局與交通局共同成立防疫計程車隊，協助傳染病疑似發燒者就醫載送。
26	臺北市政府衛生局結合台灣家庭醫學醫學會辦理「104 年戒菸治療醫師訓練同步視訊課程」，計 23 人參訓。
27	臺北市政府衛生局辦理「兒童搭乘計程車使用兒童安全座椅服務記者會」，約 100 餘人參與。



June

Date	Event
2nd	The Department established the department-level <i>Middle East Respiratory Syndrome Coronavirus (MERS-CoV) Disease Response Team</i> in response to the MERS-CoV epidemic in Korea.
3rd	The Department worked with the Taipei Dental Association to jointly hold the <i>2015 Dental Cleanliness Competition</i> . About 250 individuals participated in this event.
4th	TPECH Zhongxing Branch held a MERS epidemic drill. Primary focuses included nosocomial infection control, improvement of self-protection amongst the medical personnel, and strengthened controls over movement lines within the hospital.
5th	A government-level <i>Taipei City Government Middle East Respiratory Syndrome Coronavirus (MERS-CoV) Infection and Disease Response Team</i> was established due to the increasing severity of the MERS-CoV epidemic in Korea and to ensure effective and timely response to the epidemic.
11th	The Department organized the 1st cross-departmental meeting for the government-level <i>Taipei City Government Middle East Respiratory Syndrome Coronavirus (MERS-CoV) Infection and Disease Response Team</i> .
14th	The Department held a <i>2015 Training Course for Oral Mucosal Screening for Non-Dentist and Non-Otorhinolaryngology Physicians</i> , which was attended by 34 trainees.
16th	The Department worked with the Golden Smart Home Technology Corp. that specializes in elderly care to organize the <i>New Technological Lifestyles for Easy Health and Mobility</i> special exhibit from June 16th to October 18th. The exhibit was attended by a total of 10,077 visitors.
17th	The Department worked with COSMED pharmaceutical and cosmetics store to organize <i>Basic Training for Smoking Cessation Instructors for Pharmacists of 2015</i> for a total of 118 trainees.
17th	In response to the first confirmed case of severe complications resulting from enterovirus infections, the Department announced, "Taipei City has entered a warning period with the <i>Yellow-Red</i> signal light due to the appearance of the first confirmed case of severe complications of enterovirus infections. Organizations shall comply with public announcements and school suspension regulations from the day of this announcement to October 31st 2015." This announcement was also posted on the Taipei City Government bulletin board on July 3rd.
25th	The Department organized the 2nd cross-departmental meeting for the government-level <i>Taipei City Government Middle East Respiratory Syndrome Coronavirus (MERS-CoV) Infection and Disease Response Team</i> .
26th	Taipei City Government participated in the <i>2015 Bio-Terrorist Response and Handling Drill at Taipei Songshan Airport</i> organized by the Ministry of Health and Welfare Centers for Disease Control (CDC) and received <i>Excellence in Situation Handling</i> award.
26th	The Department jointly organized <i>Transforming Thoughts - Conference on the Implementation and Ethics of Suicide Prevention in Taipei City</i> with the Taipei City Government Suicide Prevention Center at Taipei Municipal Wanfang Hospital. A total of 300 individuals attended this conference.

July

Date	Event
1st	The Department announced complete prohibition of smoking along pedestrian sidewalks around Neihu Junior High School.
1st	<i>Kunming Prevention and Control Center</i> established.
11th	The Department worked with Taiwan Nurses Association and Taipei Veterans General Hospital to organize the <i>Advanced Training for Smoking Cessation Instructors of 2015</i> until July 13th for a total of 39 trainees.
20th	The Department worked with the Department of Transportation to jointly establish a disease prevention taxi team to help transporting suspected cases of infection and fever to the hospital.
26th	The Department worked with Taiwan Association of Family Medicine to host the <i>2015 Live Streaming Video Training Course for Cessation Treatment for Doctors</i> for a total of 23 trainees.
27th	The Department organized the <i>Press Conference for Child Safety Seat Service on Taxis</i> , which was attended by over 100 individuals.



日期	事件
27	臺北市立聯合醫院與台北海洋技術學院簽署合作契約書，成為其教學醫院。
28	財團法人肝病防治學術基金會辦理「免費肝炎及肝癌篩檢記者會」，臺北市政府衛生局局長黃世傑出席致詞。
29	臺北市政府衛生局假財團法人基督長老教會馬偕紀念社會事業基金會馬偕紀念醫院辦理「104年推動健康照護機構參與健康促進工作計畫」專家輔導會議暨績優健康促進照護機構實地參訪，共計43人參與。

八月

日期	事件
1	「臺北市政府衛生局琉金卡發放作業須知」自即日起生效，針對臺北市禽畜業者、動物衛生檢驗所、動物園、市場工作人員等感染新型A型流感高危險群，透過減免就醫掛號費及部分負擔，鼓勵即早就醫，以利即時展開相關防疫作為。
1	臺北市政府衛生局公告臺北市立兒童新樂園之大門前廣場、第二出入口周邊戶外區域，及臺北市立木柵高級工業職業學校周邊人行道為全面禁止吸菸場所。
1	臺北市政府衛生局結合臺北市68家醫療院所提供戒菸門診免收掛號費服務，至10月31日止。
3	與台灣母乳協會合辦「2015 國際哺乳週記者會：母乳哺育與工作，讓其順利可行！」活動，計70人辦理。
6	鑑於南韓 MERS-CoV 疫情趨緩，市長核可撤除府層級「臺北市政府中東呼吸症候群冠狀病毒感染症（MERS-CoV）疫情因應小組」。
7	臺北市政府衛生局與臺北市立聯合醫院共同辦理「健康活力爸爸節 父親愛篩檢」活動，子宮頸抹片檢查182人、乳癌篩檢114人、口腔癌篩檢42人及大腸癌篩檢163人。
10	臺北市政府衛生局辦理「臺北市健康服務中心總體檢後續規劃共識會議」，共計50人與會。
13	臺北市政府衛生局結合國防醫學院三軍總醫院辦理「104年戒菸衛教人員初階訓練」，計79人參訓。
14	臺北市政府衛生局自8月14日、21日及28日於悠活體驗館及悠活資源館辦理「長青科技學堂」系列課程，邀約不同族群共同體驗，約60人參與。
14	臺北市政府衛生局假救國團劍潭青年活動中心舉辦「2015 高齡友善幸福臺北·銀髮活力SHOW」活動，總計參加長者人數約721位參與，選出5支最佳活力獎代表臺北市參與全國競賽。
26	臺北市政府衛生局辦理「臺北市市民有感服務計畫個案討論會」，共計50人與會。
31	臺北市政府食品安全委員會第3次會議，通過學校午餐停餐SOP修訂、通過臺北市食材登錄平台中文品名統一化、報告「臺北市食品安全自治條例(草案)」議員修正意見及本局回應、報告本府參與「衛生福利部『104年獎勵地方政府強化食品安全管理方案試辦計畫』獎勵計畫拔尖計畫」。



Date	Event
27th	TPECH signed a partnership agreement with the Taipei College of Maritime Technology to become its training hospital.
28th	Taipei City Government Department of Health Commissioner Dr. Shier-Chieh Huang gave an address for the <i>Press Conference for Free Hepatitis and Liver Cancer Screening Service</i> organized by the Liver Disease Prevention & Treatment Research Foundation.
29th	The Department organized the expert counseling and on-site visit of excellent health promoting healthcare institution during the <i>2015 Action Plan for Encouraging Healthcare Institutions in Participating in Health Promoting Activities</i> at Mackay Memorial Hospital (Non-Profit Corporation, The Presbyterian Church in Taiwan, and the Mackay Memorial Society Foundation). A total of 43 individuals participated in this event.

August

Date	Event
1st	<i>Reminders for the Issuance and Operations of the Taipei City Government Department of Health Gold Card</i> was promulgated and enforced on this day. High risk populations for novel influenza A virus infections such as animal handlers and personnel working in animal health inspection sites, zoos, and markets were given free medical registration and other forms of subsidies to encourage them to seek medical aid as early as possible to facilitate the initiation of disease preventing actions.
1st	The Department announced complete prohibition of smoking in the following areas: front gate plaza and surrounding community of the second entrance of Taipei Children's Amusement Park as well as pedestrian sidewalks around Muzha Vocational High School.
1st	The Department worked with 68 medical institutions in Taipei City to provide Free Registration for Outpatient Smoking Cessation Services which lasted till October 31st.
3rd	Worked with Breastfeeding Association of Taiwan to jointly organize the <i>2015 World Breastfeeding Week Press Conference: Ensuring Success in Allowing Breastfeeding while Working</i> event, which was attended by about 70 individuals.
6th	The Mayor approved the disbandment of the government-level <i>Taipei City Government Middle East Respiratory Syndrome Coronavirus (MERS-CoV) Infection and Disease Response Team</i> as the MERS-CoV epidemic subsided in South Korea.
7th	The Department worked with TPECH to jointly organize the <i>Healthy and Energetic Father's Day - Dad Loves to Screen</i> event. A total of 182 individuals underwent cervical smear testing, 114 for breast cancer screening, 42 for oral cavity cancer screening, and 163 for colon cancer screening.
10th	The Department organized the <i>Subsequent Planning and Consensus Meeting for Health Centers in Taipei City</i> , which was attended by about 50 individuals.
13th	The Department worked with the National Defense Medical Center Tri-service General Hospital to jointly organize the <i>Basic Training for Smoking Cessation Instructors of 2015</i> for a total of 79 trainees.
14th	The Department invited individuals of different groups to jointly attend the <i>Ageing Technology Course</i> series at the Active Aging Pavilion and Information Resources Pavilion held on August 14th, 21st, and 28th respectively. About 60 participants attended the courses.
14th	The Department held the <i>2015 Age-Friendly Taipei - SHOW of Energy for the Elderly Folk</i> event at the China Youth Corps Chientan Overseas Youth Activity Center, which was attended by about 721 elders. A total of 5 teams that received the Most Energetic Award were selected to represent Taipei City to participate in the national competition.
26th	The Department held the <i>Discussion of Case Studies of the Exceptional Citizen Service Project in Taipei City</i> , which was attended by a total of 50 individuals.
31st	Held the 3rd meeting of the Taipei City Government Food Safety Committee which approved revisions to the SOP for suspending the provision of school lunches and the standardization for Chinese names of food items of the Food Tracer Taipei platform and presented proposed revisions to the <i>Taipei City Self-Governing Regulations for Food Safety (draft)</i> submitted by city council members and responses from the Department as well as the <i>Ministry of Health and Welfare [2015 Pilot Program for Encouraging Local Government in Initiating Plans for Improving Food Safety Management]</i> reward and competition program that the Taipei City Government has participated in.



九月

日期	事件
1	臺北市政府衛生局辦理「愛咪咪方程式—乳癌首次篩檢個案獎勵活動」，共計 2,041 人參加，至 9 月 30 日止。
1	臺北市政府衛生局公告國立臺北科技大學建國南路出入口周邊人行道為全面禁止吸菸場所。
11	臺北市政府衛生局辦理「臺北市政府登革熱防治中心 104 年度第 2 次工作會報暨本土性登革熱防治因應小組應變會議」。
12	臺北市政府衛生局自 9 月 12 日、19 日及 26 日，於悠活體驗館及悠活資源館延續辦理「長青科技學堂」系列課程，邀約不同族群共同體驗，約 60 人參與。
15	臺北市政府衛生局協助衛生福利部食品藥物管理署辦理「104 年度食品衛生檢驗科技研討會」，為全國性檢驗界之盛會，藉以彼此交流檢驗技術與經驗，至 9 月 16 日止。
19	臺北市政府衛生局與中華民國心臟基金會假新光人壽摩天站前廣場共同辦理 2015 世界心臟日「全心生活—全球護心」園遊會，約 400 人次參加。
19	臺北市政府衛生局與社團法人台灣失智症協會假松山文創園區 4 號及 5 號倉庫共同辦理 2015 國際失智症月「珍愛記憶嘉年華」，約 3,000 人次參加。
21	臺北市政府衛生局與臺北市藥師公會合作，由社區藥局延續提供平價保險套販售服務，共有 45 家保險套販售站。
21	臺北市政府衛生局結合財團法人董氏基金會辦理「爸爸去哪兒？爸爸戒菸去」記者會。
24	臺北市政府衛生局舉辦餐飲衛生管理分級評核記者會，邀請臺北市市長柯文哲、衛生福利部食品藥物管理署署長姜郁美及衛生局局長黃世傑共同頒發獎狀予首波通過評核之業者，已評核完成 106 家，共 78 家業者通過評核取得分級標章。
25	臺北市政府衛生局與臺北市政府自殺防治中心假華山 1914 文創產業園區舉辦「奔躍—自殺防治文章展」活動，約 300 人次參加。

十月

日期	事件
1	臺北市政府衛生局公告臺北市 4 所學校（西松國小、興華國小、關渡國中、陽明高中）周邊人行道為全面禁止吸菸場所。
1	臺北市政府衛生局 10 月 1 日起舉辦「愛咪咪 2 部曲—健康女人上下齊守！」乳癌首次篩檢及 6 年以上未接受子宮頸抹片個案獎勵活動，共 1,959 人參加，至 11 月 15 日止。
2	臺北市政府衛生局局長黃世傑親臨主持「臺北市高齡友善城市推動輔導計畫—第二次跨局處共識會議」，共有 5 位專家學者及臺北市政府 19 個局處出席，共計 54 人參加。



September

Date	Event
1st	The Department organized the <i>Loving your Breasts - Rewards for 1st Time Recipients of Breast Cancer Screening</i> . Till September 30 th , a total of 2,041 individuals participated in this event.
1st	The Department announced complete prohibition of smoking in the areas of Jianguo South Road entrance and surrounding pedestrian sidewalks for National Taipei University of Technology.
11th	The Department organized the <i>2nd Work Report and Response Action Meeting of the Endemic Dengue Fever Prevention Task Force of 2015 for the Taipei City Government Dengue Fever Prevention Center</i> .
12th	The Department invited different groups to jointly attend the <i>Ageing Technology Course</i> series at the Active Aging Pavilion and Information Resources Pavilion held on September 12th, 19th, and 26th respectively. About 60 participants attended the courses.
15th	The Department provided assistance to the Ministry of Health and Welfare Food and Drugs Administration (TFDA) to organize the <i>2015 Conference on Food Sanitation Testing Technologies</i> from September 15th to 16th. The Conference was a major national-level gathering that allowed various organizations to exchange inspection techniques and experiences accordingly.
19th	The Department worked with the Taiwan Heart Foundation to organize the <i>Heart for Life - Global Movement to Protect Your Heart</i> fair at the Shin Kong Life Tower Taipei Train Station Plaza for 2015 World Heart Day. About 400 individuals participated in this event.
19th	The Department worked with <i>Taiwan Alzheimer Disease Association</i> to organize <i>Cherish Your Memories Carnival</i> at the No. 4 and No. 5 warehouses of Songshan Cultural and Creative Park for the 2015 World Alzheimer's Month. About 3,000 individuals attended the event.
21st	The Department worked with Taipei Pharmacists Association to allow community pharmacies to sell affordable condoms, and established a total of 45 condom vending stations.
21st	The Department worked with the John Tung Foundation to organize the <i>Where Are You Going, Dad? Dads Trying to Quit Smoking</i> press conference.
24th	The Department organized a press conference for a graded rating scheme for sanitation management in restaurants. Taipei City Mayor Ko Wen-je, MOHW Food and Drugs Administration (TFDA) Director-General Chiang Yu-Mei, and Commissioner of the Department of Health Dr. Shier-Chieh Huang jointly presented awards to the first round of restaurant owners who were successfully passed approval. To date, a total of 78 restaurants were qualified and received a rating grade label out of a total 106 that were assessed.
25th	The Department worked with the Taipei City Government Suicide Prevention Center to organize the <i>Towards Freedom - An Exhibit of Essays on Suicide Prevention</i> at the Huashan 1914 - Creative Park. About 300 individuals visited the exhibit.

October

Date	Event
1st	The Department announced that pedestrian sidewalks around 4 schools in Taipei City (Xisong Elementary School, Xinghua Elementary School, Guandu Junior High School, and National Yang Ming Senior High School) were to be included as non-smoking areas.
1st	The Department organized the <i>Loving your Breasts Chapter 2 - Healthy Women Protects their Breasts and What's Down South</i> on October 1st. This program offered rewards for people undergoing breast cancer screening for the first time as well as those who have not received cervical smear tests for more than 6 years. A total of 1,959 individuals participated in the program as of November 15, 2015.
2nd	Commissioner Dr. Shier-Chieh Huang of Taipei City Government Department of Health chaired the <i>Age-friendly City Promotion and Consultation Program in Taipei City - 2nd Cross-Departmental Consensus Meeting</i> which was attended by 5 experts and academicians as well as 19 departments and offices of the Taipei City Government. A total of 54 individuals attended the meeting.



日期	事件
3	臺北市政府衛生局於 10 月 3 日、17 日、21 日、31 日及 11 月 7 日假圓山花博園區辦理「台北樂悠活—健康動一動」，跟著老師動一動 長青健康享樂活，邀約不同族群的民眾共同參與，約 175 人參加。
3	臺北市政府衛生局與台灣癌症基金會假 Y17 臺北市青少年育樂中心辦理「2015 粉紅運動 Care HER2 一愛波舞后舞林召集令」活動，約 200 人與會。
4	臺北市政府衛生局與台北市牙醫師公會共同辦理 2015「寶貝召集令暨口愛特攻隊」系列活動(第一場)，計 1,000 人參與。
4	臺北市政府衛生局結合敦安基金會、董氏基金會、臺灣憂鬱症防治協會、中華民國肯愛社會服務協會及台北市新光吳氏基金會，假新光三越香堤大道廣場，共同辦理 2015 TDS D 國際心理健康日「健康生活始於『觀』心」大型宣導活動，共計 1,000 人次參與。
7	臺北市議會三讀通過《臺北市食品安全自治條例》，完成臺北市市長柯文哲任內第一個通過的指標性民生法案，也創下臺北市政府衛生局有始以來最短的立法期程，並以「強化食品安全，提升餐飲衛生水準」為目標，為臺北市民打造一個健康消費食在安心的環境。
8	臺北市政府衛生局因應全國登革熱流行疫情，公告臺北市「防止病媒蚊孳生，預防登革熱」之孳生源清除防疫措施，並於 10 月 23 日刊登市府公報。
12	臺北市政府衛生局辦理「感恩的心，感謝有『妮』」捐贈記者會活動，計 200 人參與。
13	臺北市政府衛生局結合國防醫學院三軍總醫院北投分院辦理「104 年戒菸衛教人員初階訓練」，計 91 人參訓。
14	臺北市政府衛生局結合財團法人董氏基金會辦理「美麗不蒙塵，戒菸就對了」記者會。
16	臺北市政府衛生局愛滋病防治工作榮獲台灣健康城市聯盟第 7 屆台灣健康城市暨高齡友善城市創新成果獎之「健康城市 健康政策獎」。
20	臺北市政府衛生局結合銀髮健康產業辦理「銀髮動起來，保健輕鬆來」特展活動，至 12 月 20 日止。
22	臺北市政府衛生局辦理「臺北市政府新興流感暨傳染病防治專家諮詢委員會 104 年第 2 次會議」。
24	臺北市政府衛生局與台灣腦中風病友協會假國父紀念館中山公園廣場共同辦理 2015 台灣世界中風日「中風照護，GO！GO！GO！」活動，約 500 人次參加。
25	臺北市政府衛生局與台北市牙醫師公會共同辦理 2015「寶貝召集令暨口愛特攻隊」系列活動(第二場)，計 1,000 人參與。
25	辦理 104 年度衛教主軸巡迴宣導活動「健康聯盟 寶貝創意秀」，包括「疫病防治」、「藥物濫用防制」、「食品安全教育」及「高齡友善環境」等四大宣導主題。
28	臺北市政府衛生局召開「臺北市鉛水管用戶特約醫院篩檢服務推動會議」研討方案推動細節與流程，會後舉行檢驗血中鉛對外說明記者會。



Date	Event
3rd	The Department invited people from different ethnicities to take part in the <i>Taipei U Life - Move About for Health</i> at the Yuanshan Park Area of Taipei Expo Park on October 3rd, 17th, 21st, 31st, and November 7th. About 175 elder individuals attended the event and followed their instructors to move for health and fun.
3rd	The Department worked with the Formosa Cancer Foundation to organize the <i>2015 Pink Movement Care HER2 - Breast Loving Dancer Mobilization Program</i> at the Y17 Taipei Youth Activity Center. About 200 individuals participated in this event.
4th	The Department worked with the Taipei Dental Association to host the <i>2015 Baby Mobilization and Oral Health Task Force</i> event (1st session). A total of 1,000 people participated in this event.
4th	The Department worked with Dwen An Social Welfare Foundation, John Tung Foundation, Taiwan Association Against Depression, Canlove Social Service Association, and Hsin Foundation to jointly organize the <i>No Health without Mental Health</i> major promotional event at the Shin Kong Mitsukoshi Chianti Avenue Plaza for the 2015 TDS World Mental Health Day. About 1,000 people participated in this event.
7th	Taipei City Council conducted the 3rd reading for approving the <i>Taipei City Self-Governing Regulations for Food Safety</i> , which was the first landmark bill for public welfare passed under Taipei City Mayor Ko Wen-Je. This was also the shortest legislative process in the history of Taipei City Government Department of Health. These Regulations aimed to <i>improve food safety and enhance food service sanitation standards</i> in order to create a healthy environment for consumers and build confidence in food safety amongst the citizens of Taipei.
8th	In response to the dengue fever epidemic spreading throughout the nation, the Department publicly announced the <i>Prevent the Breeding of Mosquito Vectors to Prevent Dengue Fever</i> program for eliminating mosquito breeding sites and disease preventing measures. This Program was published on the City Government bulletin board on October 23rd.
12th	The Department organized the <i>Thankful Heart - Thankful for You</i> charity drive press conference. About 200 individuals participated in this event.
13th	The Department worked with the National Defense Medical Center Tri-service General Hospital Beitou Branch to jointly organize the <i>Basic Training for Smoking Cessation Instructors of 2015</i> for a total of 91 trainees.
14th	The Department worked with the John Tung Foundation to organize the <i>Protect the Purity of Beauty and Quit Smoking</i> press conference.
16th	AIDS prevention efforts of the Department successfully won the <i>Healthy City - Health Policy Award</i> in the 7th Taiwan Healthy City and Age-friendly City Creative Performance Awards organized by the Alliance for Healthy Cities, Taiwan.
20th	The Department worked with companies specializing in elderly health to organize the <i>Move About for Health and Relaxation for the Elderly</i> special exhibit held from October 20th to December 20th.
22nd	The Department held the <i>2nd Meeting of 2015 of the Taipei City Government Expert Inquiry Committee for Emerging Influenza and Communicable Diseases</i> .
24th	The Department worked with the Taiwan Stroke Association to jointly hold the <i>Go! Go! Go for Stroke Healthcare</i> at the Sun Yat-sen Memorial Hall Zhongshan Park Plaza on the 2015 Taiwan World Stroke Day. About 500 individuals participated in this event.
25th	The Department worked with the Taipei Dental Association to host the <i>2015 Baby Mobilization and Oral Health Task Force</i> event (2nd session). A total of 1,000 people participated in this event.
25th	Organized the four major health education promotional events for the <i>2015 Health Alliance - Baby Creativity</i> , namely: <i>disease prevention, prevention of drug abuse, food safety education, and age-friendly environment</i> .
28th	The Department held the <i>Meeting for Implementing Medical Screening Services for Lead Water Pipe Users in Taipei City</i> to assess details and procedures of the implementation process. An interpretation press conference for blood lead level screening was held after the meeting.



十一月

日期	事件
1	臺北市政府衛生局公告臺北市天母國小及臺北市青少年發展處周邊人行道為全面禁止吸菸場所。
2	臺北市政府衛生局參加交通部民用航空局臺北國際航空站「建置 IHR 指定港埠核心能力第二期計畫」國外專家複評會議。
2	臺北市政府衛生局於上午 8 時起提供鉛水管用戶免費驗血中鉛預約登記服務。
3	臺北市政府衛生局與台北市牙醫師公會共同辦理 2015「寶貝召集令暨口愛特攻隊」系列活動(第三場)，計 1,000 人參與。
7	臺北市政府衛生局於下午 1 時 30 分正式啟動鉛水管用戶血中鉛檢驗抽血服務，現場亦有臺北自來水事業處人員駐點，提供民眾相關諮詢服務。
12	臺北市參與「第 7 屆台灣健康城市暨高齡友善城市頒獎典禮」，獎項評選及成果海報展示榮獲 15 項獎項。
16	臺北市政府衛生局召開「臺北市鉛水管用戶血中鉛檢驗專家討論會」，以血中鉛檢驗後續診療流程及個案管理機制進行討論。
16	臺北市立聯合醫院率全國之先，首創推動社區全責照顧服務。
17	臺北市政府衛生局假臺北市信義行政中心 7 樓 701 會議室辦理「104 年推動健康照護機構參與健康促進工作計畫」專家輔導會議暨期末成果發表會，共計 32 人參與。
19	臺北市政府衛生局召開「臺北市鉛水管用戶血中鉛檢驗第二次專家會議」，以血中鉛檢驗結果公布及社區環境調查分工等進行討論。
19	臺北市政府衛生局假救國團劍潭青年活動中心辦理「104 年度社區健康生活化計畫成果發表會」，共計 250 人、78 個社區團體參與。
22	臺北市政府衛生局辦理「104 年非牙科、非耳鼻喉科醫師口腔黏膜檢查教育訓練課程」，計 14 人參訓。
23	臺北市政府衛生局召開記者會，發布首波血中鉛檢驗結果，計有 3 位成人檢驗報告超過建議值(10ug/dl)，初步排除與鉛水管有關。
24	臺北市政府衛生局結合國防醫學院三軍總醫院北投分院辦理「104 年戒菸衛教人員初階訓練」，計 114 人參訓。
24	臺北市政府食品安全委員會第 4 次會議，彙整 104 年度工作成果，完成「制定食安自治條例」、接軌中央「推動餐飲衛生分級」、「制定學校午餐標準作業流程」、「統一食材登錄平台中文品名」及「廢食用油回收管制」等 5 大食安政策。
25	臺北市政府衛生局結合國防醫學院三軍總醫院辦理「104 年戒菸衛教人員進階訓練」，計 107 人參訓。
25	臺北市政府衛生局與內湖區健康服務中心及內湖皇冠計程車車隊共同合作舉辦計程車司機口腔癌篩活動並發布新聞稿宣導口腔癌防治，參與口腔癌篩檢民眾共計 47 人、大腸癌篩檢民眾共計 21 人。
27	臺北市政府衛生局配合衛生福利部國民健康署辦理「檳榔防制日口腔癌 OUT」活動，由臺北市中山醫院及萬華區健康服務中心提供民眾口腔癌篩檢服務暨相關癌症防治宣導。



November

Date	Event
1st	The Department announced complete prohibition of smoking along pedestrian sidewalks along Tianmu Elementary School and Taipei City Youth Development Office.
2nd	The Department attended in the overseas expert re-assessment meeting for the <i>IHR Core Capacities at Designated PoE Assessment Documents for Core Capacities at TSA</i> (second-phase) (Taipei Songshan Airport) initiated by the Ministry of Transportation and Communications (MOTC) Civil Aeronautics Administration.
2nd	Starting from 8 AM, the Department began providing pre-registration services for free blood lead level testing of users of lead water pipes.
3rd	The Department worked with the Taipei Dental Association to host the <i>2015 Baby Mobilization and Oral Health Task Force</i> event (3rd session). A total of 1,000 people participated in this event.
7th	The Department formally activated blood lead level sampling and testing services for users of lead water pipes at 1:30 PM. Personnel from the Taipei Water Department was also stationed on-site to prevent public inquiry services.
12th	Taipei City participated in the <i>7th Taiwan Healthy City and Age Friendly City Award Ceremony</i> , and won a total of 15 awards from the assessments and outcomes poster exhibit.
16th	The Department initiated the <i>Expert Discussion Meeting for Blood Lead Level Measurement for Lead Water Pipe Users in Taipei City</i> to discuss subsequent treatment processes and case management systems after conducting blood lead level measurements.
16th	TPECH became the first hospital in Taiwan to promote full-responsibilities community-level healthcare services.
17th	The Department organized the expert consultation and final-term results presentation meeting for the <i>2015 Action Plan for Encouraging Healthcare Institutions in Participating in Health Promoting Activities</i> at the 701 Conference Room on the 7th Floor of the Xinyi Administration Center Building in Taipei City. A total of 32 individuals participated in this meeting.
19th	The Department held the <i>2nd Expert Meeting for Blood Lead Level Measurement for Lead Water Pipe Users in Taipei City</i> to discuss the publishing of blood lead level measurement results and division of labor of community environment assessments.
19th	The Department held the <i>Result Presentation Meeting for the 2015 Project for Incorporating Community Health Activities in Daily Lives</i> at the China Youth Corps Chientan Overseas Youth Activity Center. A total of 250 individuals and 78 community and social groups participated in this meeting.
22nd	The Department held a <i>2015 Training Course for Oral Mucosal Screening for Non-Dentist and Non-Otorhinolaryngology Physicians</i> , which was attended by 14 trainees.
23rd	The Department held press conference and released results from the first batch of blood lead level measurements. Lead level exceeded the recommended value (10 ug/dL) for a total of 3 adult subjects. Analysis excluded lead water pipe as a cause.
24th	The Department worked with the National Defense Medical Center Tri-service General Hospital Beitou Branch to jointly organize the <i>Basic Training for Smoking Cessation Instructors of 2015</i> for a total of 114 trainees.
24th	The Taipei City Government Food Safety Committee held its 4th meeting to compile results from various projects conducted in 2015, including 5 major food safety policies of <i>successful stipulation of self-governing regulations for food safety</i> , aligning to the <i>grading scheme for restaurant sanitation</i> of the central government, <i>stipulating SOPs for school lunches</i> , <i>standardization of Chinese item names for Food Tracer Taipei registration platform</i> , and <i>controlling the recycling of waste cooking oil</i> .
25th	The Department worked with the National Defense Medical Center Tri-service General Hospital to jointly organize the <i>Advanced Training for Smoking Cessation Instructors of 2015</i> for a total of 107 trainees.
25th	The Department worked with the Neihu District Health Center and Neihu Crown Taxi to jointly organize prevention and treatment of oral cavity cancer for taxi drivers and to publish relevant press articles advocating prevention and treatment of oral cavity cancer. A total of 47 individuals underwent oral cavity cancer screening while 21 underwent colorectal cancer screening.
27th	The Department worked with the MOHW Health Promotion Administration (HPA) to organize the <i>Betel Nut Prevention Day - OUT with Oral Cancer</i> event. Taipei City Chung Shan Hospital and Wanhua District Health Center were appointed to provide oral cavity cancer screening services and to advocate the prevention and treatment of relevant cancers.



十二月

日期	事件
1	臺北市政府衛生局公告臺北市蘭雅國中周邊人行道為全面禁止吸菸場所。
3	臺北市政府衛生局假市府市政大樓 1 樓沈葆楨廳辦理「市府免費健康檢查暨四癌篩檢活動」，成人健檢 111 人、子宮頸抹片檢查 62 人、乳癌篩檢 31 人、口腔癌篩檢 18 人及大腸癌篩檢 25 人。
3	臺北市政府衛生局辦理「104 年臺北市衛生保健志願服務志工暨團體楷模獎表揚大會」，共計 250 人與會。
4	臺北市政府衛生局結合臺北市政府環境保護局及財團法人董氏基金會辦理「勇健您的肺—戒菸一定會成功」記者會。
4	臺北市內湖、文山、南港、大同及信義五區榮獲國際安全社區再認證，內湖安全社區更率全國先例通過第 3 次認證，展現對於社區安全與健康的行動力。
9	臺北市政府衛生局假臺北市政府市政大樓 1 樓沈葆楨廳舉辦「104 年度臺北市健康促進成果發表會」，由黃世傑局長致詞，共計 200 人參加。
11	臺北市政府衛生局辦理「104 年優生保健委員會」，共計 20 人與會。
13	臺北市政府衛生局參與財團法人台灣癌症基金會辦理「第九屆抗癌鬥士頒獎典禮」，參與人數約 400 人。
14	臺北市政府衛生局召開年終記者會，發布「及時檢驗血中鉛服務，健康照護不停格」血中鉛檢驗服務成果：自 104 年 11 月 2 日至 12 月 5 日共計 5,479 位完成血中鉛抽血檢驗，檢驗報告超過建議值人數 5 位（臺北市 3 位、新北市 2 位）外，均已排除與鉛水管有關，透過雙北合作平台提供個案居家訪視關懷服務與後續診療追蹤。
15	臺北市政府衛生局假臺北市信義區行政中心 7 樓 701 會議室辦理「104 年度職場健康諮詢委員會」，共計 35 人參與。
24	行政院核定《臺北市食品安全自治條例》，完成臺北市市長柯文哲任內第一個通過的指標性民生法案，也創下臺北市政府衛生局有始以來最短的立法期程，並以「強化食品安全，提升餐飲衛生水準」為目標，為臺北市民打造一個健康消費食在安心的環境。
25	臺北市政府衛生局假中山區健康服務中心會議室辦理「104 年十二區健康服務中心品質提升獎勵頒獎大會」，參與人數約 150 人。



December

Date	Event
1st	The Department announced complete prohibition of smoking along pedestrian sidewalks around Taipei Municipal Lanya Junior High School.
3rd	The Department organized the <i>Free Health Checkup and Screening for the Four Cancers at the City Hall</i> at Shen Baozhen Hall at the 1st floor of Taipei City Hall. A total of 111 adult health examinations, 62 cervical smear tests, 31 breast cancer tests, 18 oral cavity cancer checks, and 25 colorectal cancer tests were carried out.
3rd	The Department held the <i>2015 Commendation of Role Models of Volunteers Workers and Groups for Healthcare in Taipei City</i> . About 250 individuals participated in this event.
4th	The Department worked with the Taipei City Government Department of Environmental Protection and John Tung Foundation to organize the <i>Embolden your Lungs - You Will Quit Successfully</i> press conference.
4th	A total of 5 Taipei City districts, namely Neihu, Wenshan, Nangang, Datong, and Xinyi, once again passed the International Safe Community Certification. Neihu District was also the first in the entire country to become certified to Safe Community standards for the 3rd time, highlighting the efforts and activities conducted towards community safety and health.
9th	The Department held the <i>2015 Results Presentation Meeting for Health Promotion Activities in Taipei City</i> at Shen Baozhen Hall on the 1st floor of Taipei City Hall, with Commissioner Dr. Shier-Chieh Huang giving a personal address for the event, which was attended by about 200 individuals.
11th	The Department held the <i>2015 Eugenic Care Committee Meeting</i> , which was attended by a total of 20 individuals.
13th	The Department participated in the <i>9th Cancer Warrior Award Ceremony</i> organized by the Formosa Cancer Foundation. About 400 individuals attended the event.
14th	The Department held an end-of-year press conference to publish results of the blood lead level measurement services of the <i>Timely Measurement of Blood Lead Levels to Ensure Continuous Care for Health</i> . From November 2nd to December 5th 2015, a total of 5,479 individuals underwent blood lead level measurements. Measurement readings from 5 individuals went beyond the recommended value (3 from Taipei City and 2 from New Taipei City). Lead water pipe has excluded as the cause of lead poisoning of these 5 individuals. A Taipei and New Taipei partnership platform was established to provide individual cases with home visits as well as follow-up treatment and tracking.
15th	The Department held the <i>2015 Workplace Health Inquiry Committee Meeting</i> at 701 Conference Room on the 7th Floor of the Xinyi Administration Center Building in Taipei City. A total of 35 individuals attended this Meeting.
24th	The Executive Yuan approved <i>Taipei City Self-Governing Regulations for Food Safety</i> , which was the first landmark bill for public welfare passed under Taipei City Mayor Ko Wen-Je. The legislative process was also the shortest in the history of Taipei City Government Department of Health. These Regulations aimed to <i>improve food safety and enhance food service sanitation standards</i> in order to create a healthy consumer environment and build confidence in food safety for the citizens of Taipei.
25th	The Department held the <i>2015 Grand Award Ceremony for Quality Improvements of the 12 District Health Centers</i> at the conference room of the Zhongshan District Health Center. About 150 individuals participated in this meeting.



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衛生 Annual Report 醫療年鑑

Public Health of Taipei City



編者：臺北市政府衛生局

發行人：黃世傑

內容大要：104 年度臺北市衛生醫療年鑑記載衛生局暨所屬單位 104 年度推動各項公共衛生及醫療預防保健各項業務執行之成果，以及推動健康城市的努力；內容含括行政組織之重整，三段五級預防保健以及衛生統計資料。

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