

# Public Health of Taipei City

Annual Report 2005

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Report  
2005



Taipei City Government Department of Health  
Taipei City Hospital · Health Centers

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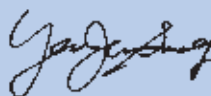
# Preface

In order to actively establish Taipei City as an international capital of "Health for All" in the 21st Century, Mayor Ma Ying-jeou has already revealed the concept of "Healthy and Energetic Taipei City" in the "Policy Statement." In 2002, community health evaluations for the 12 districts in Taipei City were completed and the year was set as Year One of Healthy City for Taipei City. The program of a healthy city has been continuously promoted from 2004 to 2006 and is advancing towards the vision of a sustainable city of energetic health.

In order to enhance service efficiency and quality, as well as provide citizens with the best-quality service, the Department of Health has planned a restructuring of its organization which was completed it on January 1, 2005. After this organizational revision, the Department of Health has established five divisions and seven offices while the Health Institutes have been transformed into Health Centers. As for enhancement of medical and health efficiency, ten medical facilities in Taipei City were integrated and became the Taipei City Hospital in January 2005, which executes reformation of integration of all administration, information, and medical treatments; it also provides innovation of the purchase systems of medicine and health products, and simplifies administration procedures and human resources. In addition, it develops medicine characteristic of each hospital. From these activities, results have been continuously shown.

On the aspect of medicine and food safety, the "OK" stamp is introduced; this ensures safe dosage and usage for citizens, enhances medical safety, and executes training of hospital infection control and maneuver of avian flu control, as well as regular inspection and certification of swimming pools and spa. As for striking illegal products, the "virtuous company certification system" has been promoted via the "Defense network of food, medicine, and cosmetic health and safety inspection for Metropolitan Taipei" program for joint construction of a health and safety protection network of Taipei City.

This Health and Medicine Yearbook records the results of the promotion of public health and medical prevention/protection, as well as executing the services provided by the Department of Health and its subunits in 2005. We would like to express our sincere thanks for the participation of and directions given by citizens and senior experts in each industry. However, we still expect continuous feedback so that the Department of Health can improve citizens' health more effectively, achieve the goal of national health, and make Taipei City the global capital at international standards of health.



Sincerely,  
Yen-Jen Sung, M.D., Ph.D.  
Commissioner of Health,  
Taipei City Government

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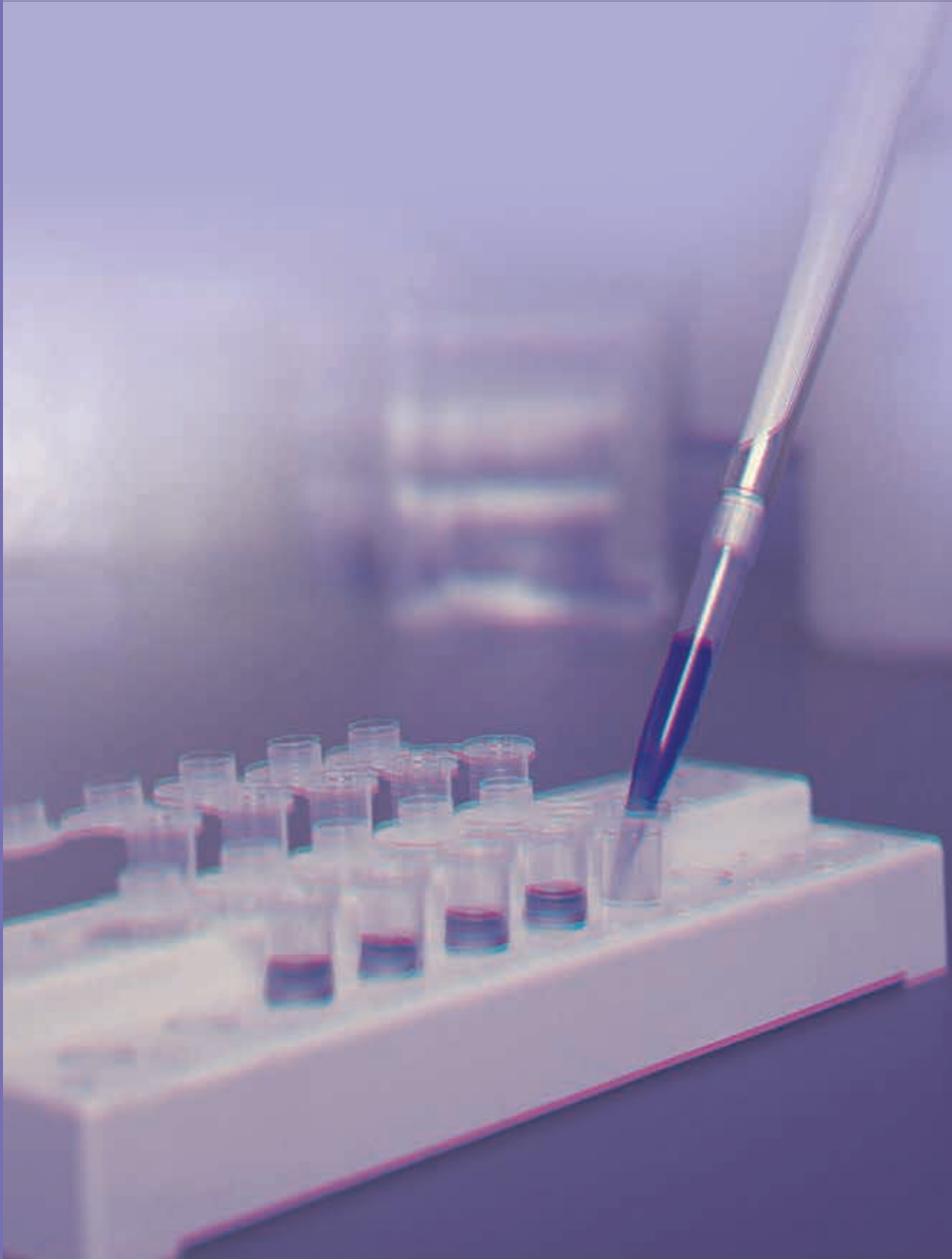
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# *1 Administration Organization*

*Part*



# Administration Organization

## Chapter 1. History of the Department of Health

The Department of Health, Taipei City Government can trace its history back to 1879, when Governor Xing-Ju Chen of Taipei City established the Yang-Jhi Yuan at Meng-Jia. During the establishment of Taiwan Province in 1887, Ming-Chuan Liu established the titles of Doctor Bureau, Medicine Bureau, and Yang-Ji Office in the Taipei Examination Venue. In 1895, the Japanese established the Health Office in the Taiwan Governor-General Office. In 1901, the Health Section was placed under the Police Office of Civil Affair Bureau which was divided into four Divisions, namely the Division of Health Care, Medical Affair, Opium, and Temporary Medicine. In 1926, the Health Section was established officially and it was in charge of practice of medical personnel. In May of 1945, the Health Section was separated from the Police Bureau and officially established with the Health Yuan. The Health Yuan was directly governed by the City Government and established four sections, namely Medical Administration, Health Care, Epidemic Prevention, and General Affairs. In the August of 1961, the Health Yuan was expanded into a department with jurisdiction over six divisions and four offices, which was then reformed as the Department of Health for the Taipei City Government in October of 1965. In 1974, Yangming Hospital was allocated under the Department of Health by the Yang-Ming-Shan Administrative Bureau with two additional Health Institutes, namely Shilin District and Beitou District, which formed a total of 16 Health Institutes. In 1977, the Municipal Tuberculosis Hospital was renamed as Municipal Bo-Ai Hospital and the Municipal Infectious Hospital was renamed as Municipal Da-An Hospital. In 1986, the Municipal Da-An Hospital was removed. In 1990, the 16 districts of Taipei City were adjusted to become 12 Districts; hence there became a total of 12 Health Institutes as well. Yet the Municipal Bo-Ai Hospital was renamed as the Taipei Municipal Chronic Diseases Control Institution. In July of 1992, the constitution of the Department of Health was modified and the Institution added a Secretariat and Information Office. At the beginning of 1993,

cooperation was made for removal of the "Family Planning Promotion Center" and "Drug Abstinence and Treatment Center" under the Department of Health, as well as establishing the Ethics Office, Department of Health and modification of its constitution. In 1999, the constitution was modified once again and Chinese Medicine Hospital was established after approval of the Fu-Fa-San-Zi No. 8608195000 Order by the Taipei City Government on October 30, 1997. The internal units consist of Division 1 to 7, as well as a Secretariat, Inspection Office, Technical Office, Information Office, Accounting Office, Statistics Office, Human Resources Office, and Ethics Office. The subsidiary units consist of Zhongxing Hospital, Renai Hospital, Heping Hospital, Yangming Hospital, Zhongxiao Hospital, Woman and Children General Hospital, Relief Institution, Chinese Medicine Hospital, Chronic Disease Control Institution, Sexually Transmitted Diseases (STD) Control Institution, and Health Institutes in the 12 Districts (which are Zhongshan, Songshan, Shilin, Beitou, Neihu, Nangang, Datong, Daan, Wanhua, Xinyi, Wenshan, Zhongzheng).

## **Chapter 2.**

### **Rebuilding the Administration Organization**

#### **Section 1. Organizational Structure of the Department of Health**

The organization of the Department of Health and its sub-medical facilities are in accordance with the original structure of provincial municipality prior to its upgrade to municipality under the Executive Yuan in 1967, thus no large adjustment has been made for over 30 years. In order to progress with the trend of international development, become a healthy city of international standards, and simultaneously rebuild with the central health organization; the responsibility system of unified regulatory authority is established for clear authority and responsibility. In this way, all personnel can concentrate more

on their duties and it brings out the optimal effect on the present allocation of manpower and enhances service efficiency accordingly. In 2003 and 2004, the organization of the Department of Health and its sub-medical facilities were reviewed and modified. In addition to reformation of the Department of Health from seven divisions and eight offices to five divisions and seven offices, ten medical facilities were combined to become the Taipei City Hospital while Health Institutes in the 12 Districts were reformed into 12 Health Centers. The whole case had been discussed and passed at the 8th meeting, 10th conference, 9th Annual Convocation on July 7, 2004. The announcement was made by the Taipei City Government with Fu-Fa-San-Zi No. 09312728300 on August 4, 2004, which was specified to be effective on January 1, 2005.

After its re-organization, the Department of Health was set up with five divisions and seven offices: The Division for Disease Control and Prevention undertakes supervision of epidemic situation, investigation, training, control of internal infection, policy and execution of vaccination planning, control and prevention of community and new infectious diseases, epidemic prevention of foreign labor and health personnel, as well as consigning the Taipei City Hospital for execution of disease control and prevention. The Food and Drug Division undertakes drug affairs, drugs, medical equipment, cosmetics, and health management of food, as well as investigation, consultation, and management of public nutrition. The Medical Affairs Division undertakes medical affairs, hospital management, nursing administrations, supply of drug facility, emergency rescue, special care, and consultation for psychological health. The Health Promotion Division undertakes promotion, supervision, planning and auditing of health management, and health caring affairs. The Research and Planning Division undertakes planning of composite affairs, research and development, planning management and auditing, international health cooperation, public relations, supervision of composite affairs, and training of composite health affairs. The Administrative Services undertakes property management, document management, general affairs, cashier, and other matters not under each division and office. The Laboratory undertakes inspection of food, drug and public health, support for inspection of relevant

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sample audited for public health, inspection of reported projects, and accepts inspection applications of food and drugs. The Systems Administration Office undertakes the planning, promotion, management for business computation and office automation, as well as supervision and consultation on each subunit for executing the information operation. As per legal specifications, the Accounting Office executes budgeting and accounting matters; the Statistics Office executes statistical matters; the Personnel Office executes personnel management; and the Government Ethics Office is the executive authority of ethical matters.

Ten medical facilities, such as the municipal Renai, Zhongxiao, Heping, Zhongxing, Yangming, Women and Children Hospitals, as well as the Treatment Institution, Chinese Medicine, Chronic Disease Control Institution, and Sexually Transmitted Diseases (STD) Control Institution were combined to become the Taipei City Hospital which enhances planning of local health policy, function of analysis and evaluation, clarification on setting of policy, and responsibility of administrative execution, as well as completion of administration system of public health. From these activities, the planning and management of the performance system, quality management, medical education, community medicine, logistic procurement, personnel and accounting help to achieve the purpose of supervision, consultation and, drafting for macro operation policy.

The restructuring of Health Institutes into Health Centers has amended the mission and function of the organization, which makes them different from the original Health Office. The Health Center in each district promotes and enhances the service and function of public health and management of individual health cases. The activities include consultations on establishment of new community health development locations, promotion of healthy workplace, management of volunteer operations, promotions of breast feeding, safety precautions for sporting accidents, promotion of mental health in the community, introduction of prevention, and control of health issues. The epidemic prevention affairs of the original Health Office are allocated under the Disease Control Branches of Hospitals and Disease Control Division in



the Department of Health.

## Section 2. Rebuilding and Managing the Organization of Health Center

### 1. Reform the Health Institute into Health Center

In order to provide overall care of citizens' health, the Department of Health has started to promote the "Family Health Service Program for Taipei City" since 1998 and executed the project of rebuilding the organization of "Health Institutes" in 2005. The organization is named "Health Center" and provides services in two major directions, namely case management and health promotion. The center enhances citizen concepts on prevention and health care; it is also capable of self-monitoring for health conditions. Furthermore, it improves the screening rate of blood pressure, blood sugar, blood cholesterol, and cancer for citizens; ensures resources and paths of transformation, as well as putting transformation and case tracking into practice for promotion of public health.

### 2. Supervision on health center affairs

(1) Regular meeting for Directors of Health Centers: Regular meetings are held between the Director of Health Center in each district and the Director of each Division/Office in the Department of Health every month for communication and review of policies and affairs of each month. Work principles are unified for joint enhancement of the promotion and development of affairs.

Due to the change and progress of social values, citizens' demands on quality of health and health care service has been continuously progressing. In order to allow existing labor to demonstrate its full capacity, which further improves efficiency, quality, passion, and expert knowledge of services, as well as providing the best services to citizens and achieving the goal of national health, the "Target learning for directors and undertakers in the Health Centers" event was held on December 9, 2005 to welcome new challenges at all times; a total of 100 colleagues attended the event.

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(2) Execute review meeting of Health Center: On December 16, 2005, the Department of Health held an event to award the unit with the most outstanding performance in the "2005 Year End Review Meeting and Evaluation." The event mainly assessed the achievement during the year and commended the Health Centers that demonstrated outstanding performance. A total of 30 awards were given based on the assessment of significantly routine and annual strategic affairs, achievement of promotion that cooperates with policies and special achievement etc., where the units with outstanding performance also shared their experiences.

### **3. Supervision on Health Centers to enhance villager service**

(1) In order to provide human environment of consultation, the villager service is promoted with a more active and initiative attitude. The Health Center in each district has established the "Convenient Center" to receive various applications and allow the citizens to enjoy thorough service from a single counter. In order to understand the achievements of each Center, the Department of Health also holds irregular supervision and auditing.

(2) The telephone politeness test is carried out every month and the results are submitted in the meeting for the directors of Health Centers, which distinctively improves achievement of politeness in telephone service provided by the Health Center of each district for telephone consultation and satisfactory service to the public.

(3) Every year, a practical audit on public service is held jointly with the Research, Development, and Evaluation Commission of the Taipei City Government and listed for assessment. For portions that shall be enhanced or improved, the Health Center is requested for improvement within a set deadline.

## **Section 3. Organizational Reformation and Management of the Taipei City Hospital**

Over the past year, the Department of Health has rebuilt the health system of Taipei City by means of organizational revision. The prevention

concepts following natural history of disease, as well as the three phases and five levels of public health have been re-surveyed and reviewed. The organization structure that has not been amended in over 30 years is in fact not capable of handling all the complicated issues generated from public health nowadays; moreover, the current medicinal system cannot address each problem generated from amendments of the national health insurance payment system. With the restrictions of total health insurance payment system and external competition of the medical market, the subsidy of the government's financial difficulty reduces every year. In order to enhance market competitiveness of the Department of Health under Taipei municipal medical facilities, the Department of Health has reintegrated its sub health systems via reformation and new formation of organizations, as well as modifying constitutions for the Department of Health, City Hospitals, and Health Institutes. The reformation for the ten municipal medical facilities has been actively promoted since July 2003 and the Taipei City Hospital was officially registered on January 1, 2005. This is a successful transformation of one hospital established with nine branches; the medical units are divided into 14 departments and 57 divisions; the administrative units include one center, eight offices (inclusive of Personnel, Ethics, and Accounting Office), 36 sections and 19 subsections at a total number of 3,820 beds. This project of organization reformation has set an example for the fastest large-scale integration in



▲ Establishment of Taipei City Hospital (1st January 2005)

▼ Establishment of Taipei City Hospital- Picture of officials (1st January 2005)

Taiwan within the shortest period of preparation time.

The achievements in 2005 are described as follows:

**1. Integration of medicine, development of medical features in branches, and development center of public health features**

In addition to provision of common basic services and sufficient outpatient/emergency care, the Taipei City Hospital has provided special clinics for patients with special needs. Through special or referral systems, emergency and critical patients can be transferred to featured medical branches for adequate hospitalization, which establishes sharing of medical resources and creates maximum performance with least amount of investment.

(I) Taipei City Hospital, Zhongxing Branch

1. Orthopedics Center

(1) On March 17, 2005, the Center completed the first artificial disc operation in Taiwan.

(2) On July 26, 2005, the Center completed the first total ankle replacement in Taiwan.

(3) In October 2005, orthopedic doctors from Malaysia visited Taipei City Hospital for training.

2. Trauma Center

(1) The Zhongxing Branch established the Emergency Operations Center (EOC) for provision of advanced prevention, preventive drills, and corresponding processes for emergencies. Firstly, such a center ensures the Taipei City Government with control and distribution of medical resources (manpower and material); secondly, it undertakes initiative contact with each "responsible hospital for rescue" (including 23 hospitals in Taipei City and 28 hospitals in other counties and cities) and act as a multi-dimensional communication and information platform for the medical network of medical institute and emergency fire-fighting and rescue system. From the above, the center can assist in faster operation of disaster prevention and assistance system over Taipei City, as well as provide citizens with a safe environment.

(2) On September 26, 2005, the Taipei City Government established the

Disaster Medical Assistance Team (DMAT) to strengthen the disaster prevention and assistance systems, ensure citizen safety, enhance "domestic" support, and "international" interaction of medical disaster information. In order to improve the capabilities of DMAT in Taipei City Hospital, the "Medical assistance drill on wild land" was held jointly with National Taiwan University Hospital on November 21 and 22, as well as "Community Emergency Response Team (CERT)" on December 17 and 18.

(3) The transportation service provided after medical treatment is available for residents in Mazhu and off-shore islands. The hardware facilities for temporary helicopter landing zones and software/hardware for the Trauma Center were completed on August 31, 2005. Official commencement was made on September 26, 2005 and during the period from October 16, 2005 until December 26, 2005, eight patients were delivered from Mazu.

#### (II) Taipei City Hospital, Renai Branch

1. Research Center for Cancer Control and Prevention: The professional teams of cancer treatment in Taipei City Hospital are integrated through methods of joint research and development of cancer treatment, two-way referrals, training, establishment of a unified cancer database, and health education of community screenings. The Center offers citizens with a full-scale caring model for high quality and whole person cancer treatment from all stages of cancer prevention and provide treatment until recovery.

#### 2. Biotechnology Clinical Research

Since entering the post genomic era at the end of the 20th Century, biotechnology has stood out as the mainstream industry of the future. The Biotechnology Ward of Renai Branch was opened on October 25, 2005; Tt present, it is the largest biotechno-logical ward with standardized equipment in Taiwan. The center provides clinical tests for products from key locations of the biotechnology industry, namely Neihu Science Park and Nangang Software Park in Taipei City, which expects to improve clinical diagnosis and treatment, promote domestic development of the biotechnology and medicine industry, as well as reduce the cost of phase III human testing for biotechnology companies and this imposes the significance of



- ▲ Taipei City Hospital , -Zhongxing Branch
- ▶ Establishment of Trauma Center - Arrival of Mayor Ma
- ▲ Formation ceremony of DMAT

biotechnological development in Taiwan.

3. The first central laboratory in Taiwan: With establishment of a central laboratory and the completion of Taipei City Hospital, the Total Laboratory Automation System (LAS) worked against the integration of the Laboratory Information System (LIS). For serum and biochemical immune testers, the purchase price is approximately 30-50% less than the price of non-centralized inspection (inclusive of hardware investment for LAS) and approximately 20 million dollars is estimated to be saved in purchase of testers in a single year; this is the first case of successful establishment in Taiwan. Through transmission of the rail system, specimens can be delivered to each checking platform automatically and the whole conveyor belt can complete more than 60 checks at once. This does not only shorten the time of inspection, but also enhances the efficiency of the laboratory.

(III) Taipei City Hospital, Heping Branch-Research Center for Disease Control and Prevention

The Center provides integration with Taipei City Hospital for medical treatment of infectious diseases, is horizontally link with Taipei City Hospital, and vertically connected with Medical University; it enhances academic research for infectious diseases, public health, education of epidemiology, and development of human resource training, which puts epidemic prevention and measures of the community into practice, ensures community responsibility of Taipei City Hospital and changes performance-oriented culture of the



Infection Division in the Taipei City Hospital to improve infection control and medical quality, as well as building the epidemic prevention system for public health and prevention network of infectious disease.

(IV) Taipei City Hospital, Yangming Branch-Health Examination Center

The center uses a system managing model to provide procedures of health examination and establish the manpower support system for each branch of Taipei City Hospital, which improves citizen satisfaction towards the Taipei City Hospital and provides a competitive package of health examination. Furthermore, various health examination items are provided on a regular basis to meet the needs of consumers at each level.

(V) Taipei City Hospital, Zhongxiao Branch

1. The Urologist Center was officially opened on February 16, 2005; its function is to serve patients, develop relevant clinical technology, and promote development of urological science. The urological laparoscope operation has introduced the magnetic therapy chair and holmium laser. On April 2 and 8, 2005, the Urologist Center of the Zhongxiao Branch held a demonstration of an operation performed by a German professor and presented a branch-wide urological seminar.

2. The Dentist Center was established on February 16, 2005; it brought to the community the core values of "community dentistry in a medical center", reliable quality of medical treatment, and professional service, as well as receiving referrals



▲ Taipei City Hospital-Renai Branch

▼ Clinical research center of biotechnology



- ▲ Taipei City Hospital-Heping Branch
- ▶ Taipei City Hospital-Yangming Branch
- ▼ Taipei City Hospital-Zhongxiao Branch

from dental clinic at a basic level. Furthermore, the center cooperates with Yangming University on development of academic research, which provides citizens with thorough high-quality oral cavity.

(VI) Taipei City Hospital, Songde Branch-Research Center for Suicide Control and Prevention

The Research Center for Suicide Control and Prevention of Taipei City was formed to coordinate and plan for establishment of a reporting system on intent of suicide. The emergency room of each designated hospital in Taipei City reports basic information of intentional suicides to the Research Center for Suicide Control and Prevention; experts in the center will then further analyze and provide effective measures of prevention, and responsible colleagues will provide telephone care.

(VII) Taipei City Hospital, Branch for Chinese Medicine

1. Research Center of Chinese Medicine: As the first in regional hospitals nationwide, the Clinical Laboratory of Chinese Medicine was established on August 11, 2005. It provides various tests for new drugs for consideration regarding both essence of traditional medicine and verification with modern technology, which allows Chinese medicine to achieve the goal of practical medical science via clinical application and promote the "Chinese medicine at excellent quality."

2. The Research Center of Traditional Medicine was established on December 12. It is set with its environment and relevant facilities that can perform clinical tests of Chinese medicine, process with



training courses of clinical test, and learn international experience via international seminars, which further promotes the international cooperation and development. As for general hospitals, Taipei City is divided into six Chinese Medicine Divisions located in the east (Renai Branch, Zhongxiao Branch), south (Heping Branch), west (Zhongxing Branch, Chinese Medicine Branch), and north (Yangming Branch); each Branch undertakes medical service in the community with Chinese medicine. In addition, gynecological resources and manpower in Chinese medicine are integrated, which aims the overall planning in the direction of academic research on clinical service of gynecology. This further extends into each division of Chinese medicine that covers gynecological prevention and health care in Chinese medicine; it also provides a development model of Chinese medicine in the community with characteristics of health preservation with Chinese medicine.

(VIII) Branch for Disease Control and Prevention  
- Research Center for tuberculosis Control and Prevention

The center builds a complete system of disease monitoring, properly controls epidemic situation of tuberculosis, and establishes and utilizes a referral system of tuberculosis; it also enhance technology and the quality of tuberculin inspection to maintain excellent performance from evaluation of quality control made by the American Society of Clinical Pathologists.

**2. Promotion of community medicine and public health**



- ▲ Zhongxiao Branch- Center for Urology, Dentistry and Liver Diseases
- ▶ Taipei City Hospital-Songde Branch
- ▼ Mental Center



- ▲ Taipei City Hospital-Chinese Medicine Branch
- ▶ Clinical test center of Chinese medicine
- ▼ Taipei City Hospital-Branch of Disease Control

"Health for All" is a worldwide trend in the 21st Century. Its foundation of overall planning is based on putting into practice public health and medical services of health prevention and care for all community citizens. With integration done by Taipei City Hospital, the goal of "Community medical center" is achieved for community medicine.

(1) Establish network system for Health Centers

Linking each Health Center of Taipei City with Taipei City Hospital provides an external clinic and health center with the Hospital Information System (HIS) of Taipei City Hospital and makes a perfect structure of a caring system. Taipei City Hospital was established with 14 external clinics that are managed and operated by the six branches, which provides to the community the service of patient care and promotes standards of public service.

(2) Promote thorough community health and health training for the community

(3) Community healthcare cultivates healthy habits of public living and satisfies health demands from residents in the community.

(4) Community medical team

With team integration, attention is focused on metabolic diseases that greatly influence community residents in the metropolitan area. The team takes public health and medical prevention services and care for community residents as the foundation of overall planning; from large events of community health screenings and evaluation on health risks, a highly dangerous group of heart blood vessel

diseases is selected. Since these citizens are in the early stages of a disease, active behavior can be implemented for changing the lifestyles of citizen and putting community medicine into practice, which achieves the goal of "community medicine center" for the hospital, promotes health, and prevents disease.

#### (5) First electronic mobile medical treatment in Taiwan

In order to look after minority groups and residents in the community nursing institutions, each Branch of Taipei City Hospital established two-way referral systems with the nursing institutions within its jurisdiction so that professional medical manpower can directly visit the institution and provide "mobile medical treatment" in a fashion of "moving doctor and stationary patients". By cooperating with community pharmacies for home delivery of medicine, residents in the nursing institutions are provided with proximate, thorough, complete, and practical service of medical care. This allows these groups considered to be the minority to share the abundant medicine resources. At present, contracts have been signed with ten nursing institutions registered by the government. In 2005, 1,799 people have used the clinic and the public burden has been reduced by an average of 150 people per month and has saved approximately NT\$ 1,305,000 every year.

### 3. Domestic and foreign medical support program

#### (1) Supportive service of medical inspection



▲ Signing contract of mobile clinic and mobile medicine





- ▲ Yun-Jia earthquake disaster-Arrival of Mayor Ma, Inspect rescue equipment, Flag ceremony, Site condition
- Mongolian international medical support flag

The first DMAT and international community medical service team at a municipal level in Taiwan support the international medical service of far courtiers, put into practice the city of international cooperation and civilian diplomacy from the Taipei City Government, which promotes the Taipei City Hospital team towards international connections.

1. Taipei City Hospital under the Department of Health held 12 days of free clinics in Mongolian as a visiting event for Taipei City's sister city, Ulaanbaatar, from April 26 to May 17, 2004; a total of 1, 061 consultations were recorded.

2. From December 28, 2004 to January 1, 2005, the team was in Medan for investigation of the tsunami disaster in South Asia.

3. From January 7 to 15, 2005, the team went to Medan, Malabo, and Ache of Indonesia for disaster assistance after the tsunami in South Asia.

4. From April 28 to May 8, 2005, the team went to the Tibetan community of Bangalore, India to



promote municipal diplomacy of Taipei City.

5. From June 20 to 24, 2005, the team supported medical treatment at disastrous coastal areas in Yunlin and Jiayi.

6. On August 26, 2005, a flag presentation ceremony was held for the Mongolian medical inspection and assistance team. From August 29 to September 7, 2005, the Team went to Ulaanbaatar for medical assistance and the event served a total of 1,495 people.

7. "Donation ceremony of medical equipment - sending love to Mongolian" was held on December 29, 2005. The materials donated were effective for enhancement of the medical quality of medical facilities in Ulaanbaatar, which brought practical assistance for local residents and built a strong foundation of cooperation for both parties.

(2) The policy of taking care of residents on off-shore island

According to Taipei City Hospital's 2005 support program to the Mazu area, a medical team consisting of Rehabilitation, Surgery, and Medicine Division supports the medical affairs in the Mazu area every month.

#### **4. Integrated basic medical information system**

(1) The first banking-style depositing/ withdrawing of medical information in Taiwan

Nowadays, citizens are familiar with the inter-bank service of "depositing at Bank A and withdrawing at Bank B." But the convenient service of "attending consultation at Hospital A and searching for report and receiving medication at Hospital B" is still not accepted in Taiwan. The banking-style depositing/withdrawing of medical information comes from integration of medical information platforms and it allows citizens to obtain all medical information at different hospitals. In this way, repetitive checking, consultations, and drug supply can be reduced by sharing the medical information, as well as reducing medical waste derived from repetitive checking for improving patient's safety during medical treatment.

(2) The first medical information platform for hospitals in off-shore islands and far area in Taiwan and promotion of e-medicine

With the establishment of the inter-branch Picture Archiving and

Communication System (PACS), the doctor can obtain results of patient visual checks within a very short time and check the picture in the hospital at all times, which makes it a beneficial tool for examination, education, and research. The system was completed in 2004 and the remote medical platform is established with Lianjiang County Hospital, which completes the connection of medical systems in Lianjiang County Hospital and Beigan Health Office. Through the medical integration system, information of patients in the Mazu area are entered into the database of Taipei City Hospital; if doctors in Mazu need to consult with the doctor in charge of the patient during his hospitalization in Taipei City Hospital, the medical integration system can be used for simultaneous discussions on the patient's condition. Through this system, consultations and replies can be made directly without the need of regular round-trip travel between Taipei and Mazu, which enhances proximity of consultation and quality of medical service for patients in Mazu.

#### (3) Establishment of Executive Information System (EIS)

The Executive Information System (EIS) was completed on November 25, 2005 and officially online in December 2005; the system was divided into three stages with a total of 190 indexes. For convenient inquiry of indexed information, these indexes are categorized into six major categories: namely basic information, management on service capacity, finance, medical material, quality of medical treatment, and index for cost accounting, which are registered under the intranet of Taipei City Hospital. The System allows each division/office and the managerial units of the Department of Health, Taipei City Government to search online, help the managers to quickly obtain information, diagram and report abnormal status needed for management, and provide managerial planning required, as well as monitor and analyze decision information during the process. Furthermore, "Standard operation procedure of data verification" and verification tables are set to provide regular testing of each unit in Taipei City Hospital and maintain data accuracy.

#### (4) Integration of the first medical information platform for base clinics in Taiwan

In order to cooperate with the referral policies made by the Department of

Health, the Executive Yuan is attempting to achieve the more convenient hospitalization of citizens by encouraging the sharing of medical resources, which will ideally prevent the disturbance of patients caused by repetitive checking of facts. Practicing doctors who have contractual relationships with Taipei City Hospital are given information connections which provide them with complete and integrated medical information platforms. This sharing of medical resources enhances the quality of medical service for patients. By December 31, 2005, 300 doctors had joined the central information database, which has had a profound influence on the expansion of public health in Taiwan.

(5) Establishment of a mechanical room of central united information

Although the majority of the establishment process of each original system in Taipei City Hospital is outsourced, the Taipei City Hospital currently executes the transfer of technology to its outsourcing vendors by means of "technical cooperation" in order to effectively control each facet of the technology of information management. The information component at Taipei City Hospital participates in the joint establishment and development of technology with the outsourcing vendor, and also helps to reduce the cost of system maintenance after completion of establishment.

(6) Establishment of the information system within the Taipei City Hospital - Enterprise Resources Plan (ERP)

In order to speed up the operational procedure, the ERP has been actively promoted and introduced into systems, such as financial accounting, property management, and purchasing. The proposed invitation and selection was completed on January 2, 2006, along with the establishment of a project execution team; the complete establishment of the system is estimated to be completed in 2006, and it is expected to enhance hospital performance by substantially simplifying the human role within the administration in order to improve administrative efficiency.

(7) The medical colleagues at Taipei City Hospital are provided with medical training and informed of research done on the implementation of the program, which improves the professional knowledge of medical experts,

enhances the standards of research, and upgrades the quality of service given to citizens.

1. E-prescription: The Taipei City Hospital intranet is set up with e-prescription and an exclusive search engine for medicine, which allows the doctor to easily obtain information on drugs. There is also a sidebar containing information on drug committees (medication policies, new and discontinued drugs, special medications, and drug events) and medication instructions, which also provides a search tool for various educational tools.

2. Online Event Database: In order to simplify the data entry process, Hospital members will add and manage relevant information as they see fit. The goal is to ensure that all members are clear on the schedule, pertinent deadlines, and number entries remaining for each event, as well as to provide ratings for each course and document the number of hours spent on each course and the subsequent certifications.

3. E-learning environment: Students can download the electronic training material for free, allowing members to receive information without time or space constraints. For example, the educational materials for 160 hours of nursing practice and 24 hours of new employee training will be provided.

4. Online "Channel of Nursing Angel": Nursing personnel will be able to browse the latest knowledge at all times, which will both increase their knowledge and cut down on the cost of paper.

5. E-classroom: An online classroom will be a convenient and cost-reducing avenue of study for members.

6. E-meetings: In order to promote a paperless operation, the e-meeting system will be established to contain all pertinent meeting information so that members who are unable to attend the meeting can also access the relevant information, which will help reducing costs as well as establishing a solid database of information. It is estimated that this method will save at least NT \$3 million per year.

#### **5. Full-time care system:**

In order to improve the quality of patient care, the Taipei City Hospital currently offers approximately 400 ward assistant positions to assist in the



care of inpatients. The professional nursing task is handled by professional nurses in order to enhance the quality of patient hospitalization, and reduce the need for a patient's family members to provide proper bedside care. This system will create job opportunities for women and other unemployed persons, and possibly reduce the companion rate from 78% to 22.6%.

#### **6. Prescription Release in Accordance With the Separation of Medicine and Pharmaceutical Policy:**

In accordance with the policy of "separation of medicine and pharmaceuticals" executed by the government, the Taipei City Hospital has instated a policy of releasing continuous prescriptions for those with chronic diseases, so that the community pharmacist can protect community health. At present, the community pharmacies that cooperate with Taipei City Hospital are all over Taiwan, Penghu, Jinmen, and Mazu; so patients can receive sufficient drug consultations:

During 2005, 189,702 continuous prescriptions for chronic disease were issued, (a 147.4% increase from the previous year); there were 252,173 prescriptions released (a 283% increase from last year); the number of drug deliveries was 9,671 (a 465.4% increase from last year's monthly average).

#### **7. Integration of new administration and renovation of the system**

##### (1) Management of human resources

1. Downsizing personnel: In order to reduce the personnel burden on public hospitals, the Taipei City Hospital has fully cooperated with the Executive Yuan on the policy of replacing public officials with downsized manpower. Through the end of 2005, the rate of personnel expense has reduced from 64% to 60%. In addition, the schedule, target, and principles of personnel downsizing are also completed (except for the downsizing of doctors, the administrative personnel is downsized by unfilled vacancies). By promoting the personnel downsizing program, 227 people have been retrenched in 2005 (135 official personnel and 92 technicians).

2. Establishment of human resources management committee: In order to adhere to the policy of "general provisions for multi-dimensional management of public medical institutions" set by the Executive Yuan, the

Taipei City Hospital has adopted the method of "non-fulfillment of vacancy" for official personnel (excluding doctors) and started to hire employees via contract (contract personnel). However, the lack of personnel management system for the contract personnel causes anxiety among the employees and prompts the high turnover rate. In view of this, the Taipei City Hospital has set a complete regulation of management that includes: "Key Points for Management of Contract Personnel in Taipei City Hospital", "Principles of Assessment on Contract Personnel Salary and Title Allocation", "Salary Table for Contract Personnel in Taipei City Hospital", "Sequence for the Promotion of Contract Personnel" and "Evaluation Criterion for Personal Bonus of Contract Personnel" with clear specifications that actively contribute to the efforts of the corporation. In accordance with contract personnel that have been eligible for Basic Labor Law since June 30, 2005, the Taipei City Hospital has increased the original severance bonus from 3.5% to 6%.

3. Completion of the "Overview of employment to fill vacancies in Taipei City Hospital of Department of Health under the Taipei City Government": The official selection procedure, the evaluation of promotions, and the sequence of doctor and administrative personnel promotions are set and stated in the 2005 Assessment by the Hospital's Reviewing Committee. Thirty-five doctors are promoted to Shi level (i.e. level 3) when completed with their post assignments.

(2) Renovation of the drug and health materials purchasing system in order to save public funds

United purchasing was carried out to control prices, which proved to be economically effective and sufficiently purchased various drugs and health materials required for medical treatment.

(3) Establishment of ERP information system

The internal procedure and information system in the hospital was thoroughly integrated with standardized information, which simplified the previously inefficient and extremely complicated procedures and human operations. The integrated logistic support system is not only capable of enhancing the hospital's performance standard, but can also provide a

mechanism of internal control. Once it is completely set up, the system can substantially downsize the amount of administrative manpower necessary and enhance administrative efficiency.

(4) The establishment of the first Call Center in Taiwan

The 24-hour Call Center has been established and entered into the Taipei City telephone group; the citizens only need to dial 1999\*8888 for immediate service. The content of service includes 16 major items, namely the receipt of complaints, search for hospitalization, hospital address and traffic, registration process and time, consultation time, vaccination, various payment receipt and refund, assessment of disability, social welfare related to medical treatment, issuance of diagnosis and promotional event of health education, as well as application of health lecture, united registering service at Taipei City Hospital, administrative inspection and health centers; other activities include search for unit, telephone transfer, chronic prescription or search of event messages. 171, 614 people have been served during January to December of 2005 and among them, united registering service takes the largest portion (83.70%). On May 2, 2005, interpretation hotline was added for foreign spouse seeking hospitalization. Service in Vietnamese is offered in the morning from Monday to Saturday and Indonesian is offered in the afternoon from Monday to Friday for provision of online consultation, booking for registration and interpretation on hospitalization. From May 2 to December 31, 2005, 26 people have been served.

(5) Transportation - Inter-branch buses at free of charge

In order to provide convenience of inter-branch consultation for the citizens, the Taipei City Hospital at preparation stage has planned for 6 lines of free buses since December 1, 2004. From May 17, 2005, the bus lines are re-checked and 8 lines of free buses are provided for citizen and colleagues of the Hospital to travel between each branch of Taipei City Hospital. During January till December 2005, a total of 119, 436 people have been served. From January 2006 onwards, the Taipei City Hospital has added the City Government stop on brown line of Songde Branch for citizen convenience.

(6) The first integrated inter-hospital telephone communication in Taiwan

With the establishment of PHS communication network, doctors and personnel at management level can transmit instant messages to each other. When there is emergency, notice of patient condition can be processed rapidly for improvement of medical quality. The PHS phones are in the same group, thus calls between each other are free of charge and phone charges can be reduced. Since the implementation in March till December of 2005, NT\$ 1,796,000 has been saved comparing to the same period in 2004.

(7) Consultation at 1 Branch with services at 10 Branches

The Taipei City Hospital offers citizens the consultation at 1 Branch with services at 10 Branches; these inter-branch services include registration, payment, refund (supplementary payment), continuous prescription for chronic disease, payment and drug receipt at B Branch after consultation at A Branch, check-up, bed referral, procedures of referral by the same doctor on the same day at the same division from clinic consultation to hospitalization, application of payment certificate, application of anamnesis duplicate and consultation. The utilization of each service in 2005 has accumulated to 167,554 people.

(8) Provision of hotel service

The hotel service is provided with the spirit of "respect to customer" that offers 30 items, namely the taxi calling, banquet or potting ordering, as well as toilet pack, birthday party, meal ordering or hot food, account settlement, bedside hairdressing (ward service), massage (during clinic hours), fax and photocopy, lending of bed for family member as companion, posting or package service, paper delivery, laundry and admission for hospitalized patients. In 2005, the utilization of each service has accumulates to 1,127,686 people.

## **8. Divisional operation and performance management**

(1) Revision was made to "Criterion of Personnel Bonus in Medical Facilities under Department of Health, Taipei City Government"

(2) In correspondence to promotion from the Hospital on divisional operation, revision was made for "Criterion of Personnel Bonus in Medical Facilities under Department of Health, Taipei City Government" and "Key

Points on Evaluation and Distribution of Bonus for Academic Research in Taipei City Hospital" in December 2004.

(3) Drafting of open and transparent bonus evaluation

In 2005, the time of bonus distribution for doctor is set to be paid per month; for non-doctors, the bonus is distributed per season.

**9. Medical quality and patient safety**

(1) Maintenance of drug quality

Although the drugs for Taipei City Hospital adopt method of centralized purchase, the drug is for the medical center if it is not the old drug for the Hospital. The drug item must comply with certification of Good Manufacturer Process (GMP) and pass the test of Bioavailability/Bioequivalent (BA/BE) for standard acknowledged by Department of Health, thus the drug quality does not reduce. Furthermore, seminar of "appointment with drug manufacturers" is held with establishment of open and transparent platform for conversation. Since July onwards, the seminar is held once per month for free attendance. Drug vendors can raise questions in advance and exclusive window is provided for two-way communication and discussion against introduction on new medical knowledge, new drugs and Q and A.

(2) Expansion program of Intensive Care Unit (ICU)

In order to improve difficulty of bed acquisition for emergency and critical care in Greater Taipei Region, the Taipei City Hospital has completed 41 beds for ICU in 2005; these include 4 beds for emergency ICU room of Renai Branch, 3 beds for neonate ICU of Women and Children Branch, 14 beds for ICU of Zhongxiao Branch and 20 beds for ICU of Heping Branch.

(3) Establishment of the first "Bed control center" in Taiwan

The establishment of the first "Bed control center" in Taiwan was completed with intelligent bed control information system on 1st November 2005. The "Bed control center" serves citizen and thoroughly solves the citizen agony of "difficulty in bed acquisition and searching for bed everywhere."

(4) The regulation of notification for emergency care was completed to improve the efficiency of consultation.

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(5) The standard operation procedure of referring emergency and critical patient to ICU was completed to shorten the time of such patient waiting at the emergency room.

(6) The internal patient safety system via online notification was established (<http://10.203.4.18/aers/index.htm>):

With the notification and monitoring on abnormal event, the system is expected to perform further root cause analysis and improve the defects for enhancement of patient safety.

(7) Enhance medication safety

The content of enhancement includes focus on patient's medication right; promotion on medication safety; training of 85 lecturers for medication safety to cooperate with the Health Centers on 115 lectures of community medication safety; participation of 21 press conferences held by the Department of Health or Taipei City Hospital under the Taipei City Government for promotion of public medication safety; provision of 265 sheet of medication instruction for public reference; combination with community pharmacies to join the long-term nursing institution; as well as provision or medication evaluation and instruction for 150 people over the year. Furthermore, each Branch of the Taipei City Hospital establishes thorough monitoring procedures and recording systems; promote for discovery and notification of Adverse Drug Reaction (ADR); promotes seminars of medication safety and establishes ADR notification system, which has accumulated 95 notifications. In addition, "Drug recycling box" is set up at Medicine Division of each Branch in Taipei City Hospital for enhancement of drug safety.

(8) Strict access control

In order to protect the patient's privacy and maintain well working environment for the colleagues, the Taipei City Hospital regulates that each unit shall strictly control clinic hours, as well as personnel entering/exiting area for medical operation, namely emergency room, ward and operation room. No other personnel are allowed to enter the work premises (including other area for auxiliary operations) except for special situation.

## 10. Academic research and development

In order to improve academic standard for personnel in Taipei City Hospital, enhance clinical education and doctor quality, the Department of Academic Research is established in the Taipei City Hospital, which undertakes relevant issues of cooperation education for strengthening relevant function of cooperation education.

(1) Actively train and recruit medical talents.

(2) Interaction of talented people to enhance the standard of academic research.

(3) Join the group of education hospitals in National Yangming University.

This is to become the first departmental and municipal hospital that is officially listed as education hospital of famous national medical university, which helps colleagues to obtain instruction on professional research and thesis, as well as providing an opportunity of further professional study and educational position for the colleagues. This will extensively enhance function of community medical center for public health and assist Taipei City Hospital towards education hospital at level of medical center. On 19th February 2006, ceremony for upgrading Taipei City Hospital as the National Yangming University Education Hospital and teacher certification with oath was held.

(4) Encourage colleagues in the hospital to participate in studiable and academic event

15% of monetary fund is allocated every year for subsidiary of enhancing training of education and research talents. In 2005, NT\$ 2,856,000 of



▲ Promoted as National Yangming University Teaching Hospital - Certification ceremony

education and research bonus (for research thesis and academic publishing) was distributed. The purpose is to encourage the colleague to perform domestic and foreign thesis and academic publication, research program, acquisition of education position and academic lectures. In 2005, research programs applied by Taipei City Hospital were passed at 178 cases; among them, there were 106 cases of self-research programs made by the Department of Health for the year, 51 programs for monetary fund, 9 cases for National Science Council and 12 cases for Department of Health (Executive Yuan).

(5) Publication of medical magazines and periodicals

## Section 4. Outsource Operation of Hospital

### • Taipei Municipal Guandu Hospital

The Guandu Hospital is the second municipal hospital consigned by Taipei City Government for operation. In 2000, the operation was consigned to Taipei Veterans General Hospital via open selection. The Hospital followed medical policy of chronic disease made by Taipei City Government and based on development of chronic disease treatment, which planned to motivate citizen health and enhance medical quality for elders and chronic patients. In addition to corresponding general medical requirement in the community, clinic consultation was provided (mainly for chronic disease at middle and old age) and at the same time, thorough system of long-term caring was constructed.

In 2001 and 2005, the Guandu Hospital has consecutively passed the assessment of district hospitals. At present, the Hospital is set with 8 medical divisions (i.e. internal medicine, neurology, family medicine, rehabilitation, psychiatry, dermatology, radiology, and dentistry), which allows for 45 general emergency beds, 94 general chronic beds, 54 inspirator beds, 12 peace beds, 38 special beds, 50 beds for day-time hospitalization of Psychiatry Division and 91 beds for supplementary nursing at total of 384 beds.

Serving amount of each practice in 2005 has shown steady growth; the



number of clinic consultation has grown 22% comparing to last year and number of hospitalization has grown 0.4% comparing to last year. In particular, the nursing home is well acknowledged by residents and families, which has always maintained an occupancy rate between 95-99% and won the award from the Department of Health under Executive Yuan after assessment.

The achievements in 2005 are described as follows:

### **1. Promotion of community medicine and public health**

#### (I) Inter-unit community health promotion committee

1. In order to process with each event of community health, health education and health promotion, which can effectively integrate resources of each department and cooperate with health policy and direction of operational development for Guandu Hospital, the "Community health promotion committee" was formed.

2. The Committee starts from health promotion at 3 sections and 5 levels of public health; this has motivated construction of community, as well as building the concept of community and healthy hospital. The Hospital has been openly awarded by the Taipei City Government as the "excellent" hospital from 2005 healthy hospital assessment and "excellent" institution of 2005 healthy workplace. The main tasks are as follows:

(1) Promotion for psychological health service

(2) The tobacco hazards control

(3) Healthy dietary culture

(4) Promotion of sport concept

#### (II) Community Angels

1. In order to allow deep penetration of medical service into corners of community that really need it, the Taipei Municipal Guandu Hospital accepts instruction from Professor Bi-Se Zhou in Yangming University, founder of "Yangming cross" and "Community angels" of Jinmen area, as well as assistance from village chief and officers to train the "Community angels" of Guandu Village in mid March. Series of courses for health management on prevention of chronic disease have started and ignited the flame of



- ▲ Committee of community health promotion contributes into each corner of community
- ▶ "Community angels" receiving series of health management courses for prevention of chronic diseases
- ▼ "Community angels" participate the community caring visit

community medicine prevention.

2. The Guandu Hospital has established the first team of "Community angels" for Taipei City with 50 people recruited in 2005. The team consists of a group of enthusiastic and caring villagers and trained by Guandu Hospital; after series of training courses, they put on vest and nameplate of community angels for performing health education and reminding other residents to take medication and hospitalization. By taking the role as guardians for villagers and looking after their health, these angels are referred as the "health reminder."

3. The community visit on minority group is carried out with assistance from village officers. Under recent help from post-graduate student of Yangming University, elder people at Beitou District with age above 65 and health problems have been screened out first. These elders will be the target group for community angels to approach and provide continuous health tracking.

### (III) Community healthcare

With combination of 7 community resources including social welfare, medical treatment and religions, the community healthcare program for Beitou District has been promoted. The targets of service include elder and disabled person living alone in the community; the program execution includes meal delivery, community health demand and investigation, referral service, community health promotion activity and establishment of service volunteer squad. The Guandu Hospital has participated in mainly promoting community visit

and physical examination on elder people; trainees of general medical community after graduation and community volunteers perform the health visit and investigation, as well as understanding the health demand and condition of elder people. Furthermore, the Guandu Hospital has arranged physical examination for the elderly and adults; in order to assist elders with inconvenient physical movement, the shuttle bus arrives at the community directly and it is accompanied by the volunteers.

#### (IV) Community medical group

Guandu Hospital has become the cooperative hospital of medical group in Sansui District since it is geographically close to Taipei County. The medical group of Sansui District consists of 6 basic clinics, namely the Health Office of Sansui Township in Taipei County, Jingxin Hsu Otolaryngological Clinic, Chunren Union Clinic, Huizhong Internal Clinic, Huasheng Family Medicine and Dermatology Union Clinic and Shifang Chen Clinic. These clinics contain 9 specialists in 6 categories and each clinic provides referral service between each other; a system of vertical integration is established between the hospital and clinics to achieve the medical service that focuses on the patient.

## **2. Focus on medicine for elders and caring for chronic disease:**

### (1) Rehabilitation Center

The Guandu Hospital initiatively extends the rehabilitation service to the community and even expands it into an inter-community service, which makes use of strong team of rehabilitation to offer adjacent community and township with medical support via mobile service. Whether it is the rehabilitation for elders or children, the service has developed well results and reputation in both fields. In addition, cooperation has been made with 20 nursing institutions in Beitou District, where the doctors, family nurses, nutritionists and rehabilitators regularly perform the tasks of caring evaluation, diagnosis, treatment and rehabilitation via mobile service.

### (2) Day Care Center

In cooperation with increasing population of elders and requirement of social style in Taiwan, the Mental Health Division of Guandu Hospital has



- ▲ Provide better quality of health service for citizens via cooperation model of community medicine group
- ▶ The profession rehabilitation service offers citizen need of close treatment
- ▼ Group activity in day-care center - making dumplings

established the "Day Care Center" to provide adequate day care or group clinical treatment for elders of Taipei County/City. Under the care provided by professional personnel from medical and nursing, psychology, occupational therapy and social work, it does not only improve living quality of individual, but also provide the mental support, where the elders can chat with other patients at similar age and relieve the disconsolation derived from loneliness. After daily treatment of day care, the elders can go home with pleasance and interact with family members; at the same time, family members or the children can work during day time with peace and relief of mental burden.

### (3) Hospice and palliative care

The malignant tumor has been ranked at first position of 10 major causes of death in Taiwan since 1983 and the death rate rises every year. Up till the end of 1995, there are 121.56 out of every 100,000 people died from malignant tumor; the death rate increased for 42.98% within 10 years and approximately 3 families out of every 10 families confronted malignant tumor on their family members. After confirmation of diagnosis, approximately two thirds of malignant tumor cases are terminal cancer patients that cannot be cured. Every year, there are approximately 25,000 deaths due to malignant tumor in Taiwan. According to this, it is estimated that at least 20,000 people per year need the hospice care.

1. In order to allow end-of-life patient living with liberty and dignity of life at the last stage of "companion",



the Guandu Hospital has constructed a thorough system of hospice care containing various caring models such as hospitalization, respite care, nursing home, Home care services, home attendance and clinic consultation; these models connect with each other to comply with requirement from different type of cancer patient at each stage.

2. The hospice and palliative care service of Guandu Hospital has been assessed and approved by Academy of Hospice and Palliative Care from the Department of Health, Executive Yuan. In September 2003, the Hospital participated in "Integrated care of hospice medicine" and was included as the payee bank of national health insurance.

3. In order to improve understanding of more medical and non-medical experts towards hospice and palliative medicine, the Guandu Hospital has continuously received subsidy from the Bureau of Health Promotion, Department of Health for promotion of hospice and palliative care program, which increases citizen knowledge towards hospice and palliative care.

4. The 2005 promotion of hospice and palliative care program combined the community groups and invited more than 60 students from junior high school to the Hospital. 2 sessions of "Life experience camp" were carried out and students visited the Hospital under guidance, which provided them with more valuable experience towards life.

(4) Establishment of reasonable manpower for care taker in chronic hospital

The care for elder people and chronic disease



▲ Promote hospice and palliative program to improve citizen understanding on hospice and palliation

often require manpower from care takers. In 2005, the Guandu Hospital accepted the consignment from Department of Health, Executive Yuan for research on "Initial exploration for establishing scope of care taker and reasonable manpower in chronic hospitals." Investigation on current situation of care taker was made in hospitals and long-term nursing institution, as well as taking chronic ward of Guandu Hospital as demonstration for discussion on work hours and manpower of care takers. The result of research was provided for reference of setting policies in Taiwan.

### **3. Integrated medical network for critical and chronic medicine and long-term nursing:**

(1) The nursing home under thorough nursing foundation of medical system

In correspondence with increased population of elder people and change of social style, the nursing home of Guandu Hospital expanded 50 beds into 91 beds. Since the Hospital is close to Guandu Coast and natural park, excellent quality is provided with the 3 service principles of "comfort for patient, comfort for family members and comfort for colleagues." At present, the rate of bed occupancy is 99% thus the bed is very hard to obtain.

With the application of Reminiscence Group Therapy, 2 sessions were carried out in 2005 and more than 20 residents participated the session. The content included family introduction, singing of old songs, viewing of old movies, story telling from old photos, talk on things regretted and proud of; by utilizing group motivation for mutual encouragement and support, loneliness of elder people was reduced, which further enhanced life satisfaction and meaning of life. The result from this model of therapy was published in the Seminar of long-term Chinese nursing held in Shanghai 2005.

(2) Home care services

During May 2004, the Home care services team of Guandu Hospital integrated with Department of Family Medicine in Taipei Veterans General Hospital into a "Community medical network of long-term nursing service." The team contains past family doctor, nurse, community workers, nutritionists and rehabilitation experts for manpower participation. In 2005, the program of

"Community medical network of long-term nursing service" was continued to integrate resources of families and communities, which provided information of health education for major nursing group and consultation of personnel in the nursing institutions. The nursing quality of nursing institutions has been improved and many of these institutions were assessed as "Level A" institutions.

### (3) Delayed Development Center

The Guandu Hospital has established the first early child care class for special education set in the hospital in Taiwan. The past child care normally focused on physical level and extent of body "growth", which was lack of mind "development." People often think that slow development comes from individual difference and not abnormality; yet they do not realize that delayed development needs to be intervened as early as possible. This can be done at the golden age of child development with professional evaluation and therapy, which promotes early development of weaker ability and prevents serious obstacle in the future. The major characteristics of development are as follows:

The therapy targets for the model of early intervention that combines medical and educational systems are mainly based on various chronic mind development or obstruction of emotional behavior on children at pre-school age or school age. Cooperation has been made with Special Education Center of Wensan District under Department of Education, Taipei City to allocate teachers in the medical institutions with provision of medicine and



- ▲ Nursing home offers integrated caring suitable for residents
- ▼ Sufficient communication with family members during family seminar of Home care services



- ▲ The early intervention center receives 2003 golden prize in <medical facility category> for national award of medical quality in biotechnology

education transfer program. The result of this program has received the national gold award for biotechnological quality.

#### **4. E-management on medical information**

In order to correspond with the busy age of industry and commerce, as well as shortening patient waiting time and enhance accuracy of information, the operation of medical information for Guandu Hospital is fully connected online. This reduces paper waste and traveling between each counter, as well as effective saving of storage space. The operations include (1) multi-dimensional registration system; (2) creation of paperless environment of internet hospitalization and referral with medicine center and Taipei Veterans General Hospital via internet information; (3) e-management of community health, which uses concepts of disease management and nursing to establish the database of chronic patients in Guandu Hospital, as well as making regular telephone or written notification with clinical guideline to patient for return tracking; (4) the 2005 establishment of internal clinic reminder for cervical smear examination, which extensively enhanced number of screening for cervical cancer and control on tracking of abnormal cases; and (5) establishment of Executive Information System (EIS).

#### **5. Quality of medical service**

(1) The Guandu Hospital has established the "Patient Safety Promotion Committee" and "Medical Quality Assessment Committee" to set standard operation procedures and plan training courses for patient safety and quality of medicine. Each quality innovation was recognized and honored among the inventions published and awarded in 2005. They include:

1. The "singing urinal" that reduces the number of patient accidents (i.e. falling) won the Prize of Excellence in Creation for Increasing Patient Safety held by Taipei City Nurses' Association.

2. The concentric circle design for safe hemodialysis medicine won the Prize of Excellence in Creation for Increasing Patient Safety held by Taipei City Nurses' Association.

3. The result of applying multi-orifice bendable straws on patients with excessive salivation has won the Prize for Creativity held by the Nurses'



Association and was published in the 2005 Taiwan Health Indicator Series (THIS).

4. The telephone tracking service for patients with fevers who visited emergency wards was published as a poster presentation for the 3rd Annual Meeting on Medical Products in 2005.

5. Nursing instructions for preventing falls was presented at the 2005 annual academic meeting of medical affairs management.

6. The results of improving the quality of nursing homes by the application of group memory therapy was presented at the 2005 Chinese seminar of Long-term Nursing.

7. The results of medication safety in nursing homes were discussed at the 2005 Chinese seminar of Long-term Nursing.

8. The analysis of post-graduate doctors receiving community and long-term training was presented at the 3rd Annual Meeting on Medical Products in 2005.

(2) The incentives program offered by Guandu Hospital for Healthy Hospitals was awarded by the Department of Health on December 20, 2005 with "Distinction Prize."

(3) The incentives program offered by Guandu Hospital was awarded the "Distinction Prize" for the 5th time by the Department of Health. On December 26, 2005, the Department of Health also recognized the hospital as an institution "with distinction" for its strong focus on mental health and workplace safety for internal customers and personnel. They were also recognized for their establishment of a welfare team in the hospital for the promotion of welfare measures.

#### • **Re-organization of Taipei Medical University Municipal Wanfang Hospital**

The Wanfang Hospital is the first municipal hospital consigned by the Taipei City Government; it has 746 and has served the public for nine years. In August 2004, the hospital was promoted as a medical center; in August 2005, it received certification and membership as a health promoting hospital from the World Health Organization (WHO) and in December 2005, the



▲ Receiving 2005 "Distinction Prize" as healthy hospital from Department of Health under Taipei City Government

Hospital was acknowledged by the Taipei City Government as a healthy hospital with a distinctively healthy workplace.

The achievements of 2005 are as follows:

### 1. Medical service

(1) First-rate, professional medical technology: Clinical doctors in the hospital have applied their utmost effort to develop more advanced treating technology to benefit the patients. These efforts include:

1. Combination of professional teams such as vascular surgery, metabolism and high-pressure oxygen centers to form integrated nursing for diabetic foot disorders.

2. Tuberculosis prevention and nursing center in Greater Taipei's south sector.

3. Largest medical database of head trauma and trauma prevention teams in Taiwan.

4. American stroke prevention model for execution of integrated program of community stroke prevention (hosted by Principal Hsu Chong-Yi of Taipei Medicine University).

5. Tumor therapy center with world class instruments and nursing.

6. Stem cell center formed through cooperation with the Taipei Medicine University, as well as combination with clinical and basic research.

7. Establishment of critical ward for Psychiatry Division that provides critical psychiatric medicine and nursing.

8. Consultation center that provides thorough information on medication safety for in-patients.

(2) Hi-tech medical instruments: The Hospital is equipped with various advanced medical instruments that are thorough and excellent tools for medical assistance. These include: biplane angiography, IMRT, photon knife, cyber knife, axonometric allocation, High Baro Oxygen (HBO) vessel therapy, dioptric excimer laser, nuclear medicine examination, 1.5T MRI, Extracorporeal Shock Wave Lithotripsy (ESWL), Computed Tomography (CT), hemodialysis instrument, approximate therapy instrument, simulated tumor therapy instrument, tumor cell plotter, and cardiopulmonary tester.

(3) Computerized medical information: The records of registration, payment, drug consumption and hospitalization are fully computerized. Fully computerized, the clinic office, emergency room and orders provide faster and more convenient service.

## **2. Education**

The Hospital has developed a patient-orientated education (a holistic approach with regards to culture, ethics, and art), implemented a mentor system, focused on medical ethics, doctor-patient relationships, medical quality, and quality of case history. They have had further training on problem-orientated teams, dual tracks of large and small classes, as well as new models of remote and electronic learning, and verified medicine. Regular and continuing training courses include: Cardiopulmonary Resuscitation (CPR), Advanced Cardiac Life Support (ACLS), EMT-II, clinical training of ICU, and academic seminars. They maintain cooperation with domestic and foreign medical schools as well as corporate education, which provides various medical supports. Research and training expenses is equal to approximately 5% of the operational revenue.

The Hospital encourages professors, associate professors, and clinical research fellows to work on study of clinical education and contribute efforts towards promoting the integrated research program. A new center of research and education measuring approximately 500 pings (i.e. 1655 square meters) has been established and it comprises a library, PBL classroom and a materials room. Furthermore, a characteristic and integrated research group is focused on the Center for Patient Safety Informatics (PSI), neurological

medicine, stroke prevention, stem cell, trauma prevention, breasts, reproductive medicine, pain therapy, medical imaging and cancer therapy; as well as the research group for high blood pressure in cardiology, medicine metabolism and cell physiology, skeletal radiology medicine, psychiatric medicine and index of medical quality.

(1) Educational characteristics:

With integrated education of PBL, EBM and PBL, the medical ethics and clinical skills center won the creative education prize for four years running. Post education, the clinical skills center offers the Objective Structured Clinical Examination (OSCE) to evaluate students' status. The clinical skills center was the first medical center that held OSCE for four major divisions of internal medicine, surgery, gynecology and pediatrics in Taiwan.

1. In 2002, the Hospital won the creative education prize awarded by the Taipei Medical University for offering characteristics of PBL education. In 2003, the Hospital won the creative education prize again for its integrated education of PBL and EBM.

2. The Hospital cooperated with the research institute of medical information in Taipei Medical University and the Institute for Information Industry; information was exchanged with NTU Hospital and Taipei Veterans General Hospital; regular meetings were held with the Taipei Medical University Hospital on distant education. Furthermore, the E-learning Center that puts EBM and PBL as its core focus was established.

### **3. Research**

(1) The Hospital encourages professors, associate professors, and clinical research fellows in the Department of Medicine to work on studies of clinical education and contribute their efforts toward promoting the integrated research program. Up until the end of 2005, a total of 184 academic theses were presented.

(2) Equipment and collection of the library:

The hospital library is the Taipei Medical University Library of Wanfang Hospital Branch and the services include: book return/lending services, lection on electronic resource, consultation on references, inter-library

cooperation, photocopying, SDI, prescribed text books, and principal collections.

(3) Facility for education research:

Facility for education research	Quantity
Independent research office	50 (with additional offices for consultant doctors and clinical skilled center)
Joint research office	21 (with additional 5 education research groups)
Forum	41 (with additional forums for multimedia center, medical ethics center and clinical skills center)
Multimedia and computer room	8
Classroom	25 (with additional 10 simulated clinics)
Medical laboratory	12 (with additional CRC and artificial skin)
Animal laboratory	3 (with additional experimental surgery)

#### 4. Prevention and correspondence to bird flu

The Hospital has distributed warning cards during epidemic periods of Avian flu (bird flu) and the definition of new influenza cases to highly hazardous unit (i.e. Division of infectious diseases, chest, dentistry, ear-nose-throat, family medicine, pediatrics and critical care) for the reference of medical personnel, as well as the close attention on storage of epidemic prevention and proper control. On October 20, 2005, the Infection Control Room set up a poster promotion for bird flu prevention in the hospital entrance, on the right side of visitor elevator on 1F, in the emergency ward, in the clinic area of internal medicine on 2F, and at the clock in/out area on 3F. The epidemic level published by Center of Disease Control is shown on the top left corner of the poster, which provides reference for the entire staff, patients, families of patients and visitors. The "Personal protection at each stage corresponding with prevention of new influenza" has been set up in the

"Standard specification from infection control committee on isolation technology" for reference and execution by personnel in the entire hospital. On October 25, 2005, a test drill of admission procedures for patients with bird flu was held to enhance personnel training and protective measures. In 2005, the Hospital held a total of 21 trainings of bird flu protection for personnel with attendance of 2,210 people, as well as editing the first guidelines for bird flu prevention and correspondences.

### **5. Health promotion**

(1) Participation of membership certification as a World Health Organization (WHO) health promotion hospital

In cooperation with promoting Taiwan to return to the WHO, the Department of Health actively promotes the global health promotion program (e.g. city of health, school of health promotion and citizen walk) activated by the WHO, where the experience of other countries is absorbed via active participation in professional events. The health promotion is done with multi-dimensional channels and smooth promotion is easily assisted through the evolution of particular systems. For example, the enhancement of preventive health care for adults and the inclusion of health education into evaluation of hospitals are both targets for future efforts. In view of this, the Hospital has taken the concept of Healthy Taipei from the Taipei City Government and put it into practice while actively striving to pass the assessment by WHO in August 2005, which makes the Hospital as the first Health Promoting Hospital (HPH) certified by WHO in Asia.

(2) Health Promoting hospital

In order to cooperate with the vision of Healthy Taipei from the Taipei City Government, the Hospital has properly motivated self-assessment of healthy hospitals and continuously contributed efforts according to the following 5 aspects: 1. promotion of mental health in the workplace; 2. health promotion program through exercise; 3. tobacco hazards control; 4. promotion of new healthy dietary culture; and 5. status of cancer prevention and health check for personnel. In December 2005, the Hospital was honored with distinction as a health-promoting hospital.

## 6. Emergency rescue center

(1) The Hospital is close to the Wanfang Interchange of National Highway No. 3 and co-constructed with the MRT's Muzha Line, which is both well located for traffic routes and geographically convenient. If there is need for an emergency rescue, the patient can be taken to the hospital for medical service with speed, given the shortest time and closest distance.

(2) Establish the trauma center: The Center operates on a 24-hour basis and the emergency doctor in charge is on site at all times. The trauma team consists of a doctor in charge of general surgery, orthopedics, and reconstructive surgery who cooperates with other divisions and adopts integrated therapy that focuses on the patient. The Center provides critical trauma and surgical patients with continuous and consistent service from emergency, operation, ICU to hospitalization.

(3) Complete rescue program: The Center has an established procedure of emergency rescue and has set up a unified command unit. With precise procedures and information of communication process, the communication equipment is computerized, which can conduct future reviews, deal with possible situations as they arise and thoroughly elaborate the function of emergency rescue.

(4) Enhanced quality of emergency rescue and caring: By cooperating with the system of hospital assessment and occupational education, the Center continuously enhances personnel quality, introduces the latest equipment and improves standards of operation, so that citizens can obtain good service in emergency treatment. Training of ACLS, APLS, ATLS, and ETTC are held regularly to improve the medical standard of emergency care.

(5) Emergency rescue by air: In the event of emergency accidents or the need of medical care, the Center responds immediately and effectively with thorough medical and technological intervention. In order to provide smoother rescue and referral, the Hospital cooperates with the International SOS (an AEA company) and has set up a helicopter bay on 14F for delivery after emergency treatment, so that the patient can receive immediate and professional assistance.

## **7. Performance in patient safety**

(1) In order to promote good doctor-patient relationships in the community, focus on the complete quality of patient nursing and achieve satisfactory service, the Hospital establishes mutual understanding throughout the hospital via manager meetings, which have proposed the "Establishment of a serving system focused on patients for medical quality" as an important hospital project for continuous improvement through the year.

(2) The hospital has developed 5 information systems for patient safety, which include:

1. Drug-drug Interaction Reminder (DDI)
2. Surgical Patient Safety System (SPSS)
3. Adverse Event Reporting System (AERS)
4. High Risk Reminder (HRR)
5. Radiofrequency Identification (RFID)

(3) Draft indicator system for patient safety

In accordance with experts on effectiveness, the Hospital first drafts 54 indicators for patient safety, which include: 6 indicators for clinical care, 6 indicators for emergency care, 34 indicators for hospitalization care and 8 Taiwan Health Indicator Series (THIS). From the above 54 indicators, a total of 21 indicators come from the indication system currently used in the Hospital, which can utilize present indicator resources in the Hospital to further improve the benefits.

## **8. Bilingual service**

Since 2003, the Hospital has cooperated with Taiwan College of Health Executive for the promotion of a program to build a bilingual environment, which is expected to assist the promotion of "building an internationalized living environment and enhancing national English ability" leading to an increase of the use of English in the Hospital.

(1) Course of promotion

1. The patient-center nursing model establishes a space of hospitalization for patient safety at all positions, where the Hospital strives to become a benchmark hospital with excellence in quality, service, community,



culture, education and research.

2. The quality management is comprehensive and consists of factors such as proximity, safety, suitability, participation, continuity and thoroughness. In keeping with the spirit of these factors, the Wanfang Hospital opts to strive for medical quality via "construction of bilingual environment."

3. The spirit of the 6 factors:

(1) Proximity: Provide a friendly environment for foreigners and expand English information for laypersons.

(2) Safety: The bilingual guideline of hospitalization allows foreigners to understand hospitalization procedures sufficiently, which prevents systematic defects in medical treatment.

(3) Suitability: Easily guide the patient to their destination via bilingual floor plan.

(4) Participation: Bilingual instructions for queuing and registration will aid the patient in knowing how to register and where to line up..

(5) Continuity: The bilingual web site in Chinese and English provides continuous information for patients; additionally, English training is provided to personnel for continuous improvement in quality of patient service.

(6) Thoroughness: Provide information guide on hospitalization services that helps patients know how to follow procedures of hospitalization.

(2) Items and scope of indication

1. The bilingual instructions include sign boards for medical facilities, clinics, emergency, admission, registration, payment, drug taking, inspection, checking, floor indication, sanitation education and enquiry counters.

2. The bilingual guides include hospital introduction, relevant promotion for clinic attendance, certificate of diagnosis for each check, medicine pack, receipts, interpretation sheet of serious diseases and health education sheet...etc.

(3) Additional revisions of English manual for personnel: Basic conversations and commonly used phrases for personnel serving in each department are collected for each edition of booklet; relevant experts and

scholars are also invited to assist in consultation and education where the booklets are made as training materials. Additional revisions have been made for the booklet of Chinese-English translation, which includes: bilingual process sheet of hospitalization, procedures of social services and introduction.

(4) Provide English training for personnel: Carry out cooperative education with university and colleges providing department of applied foreign languages for execution of English training for personnel. Front line personnel of the hospital are the main targets and education is carried out by speaking exercises and role playing.

### **9. Multi language service**

(1) The social environment of Taiwan has changed with the mass influx of foreign brides and laborers. According to Ministry of Internal Affairs statistics, the total number of foreigners in Taiwan at the end of June 2005 was 513,000. Among them, Vietnamese make up the largest proportion with 30.47%; followed by 20.20% from Thailand, 19.19% from The Philippines and 8.41% from Indonesia. The statistics clearly show that South East Asians and citizens of non-English-speaking countries constitute the majority of foreigners in Taiwan.

(2) Since foreigners in Taiwan have increased every year and most of them come from non-English-speaking countries, the English environment originally planned in the hospital is no longer sufficient. As the Department of Health in the Executive Yuan actively promotes the policy of patient safety; the Hospital has expanded service of foreign languages from English to multi-lingual environment. This is in recognition of the fact that foreigners attending hospitals in Taiwan may have their safety negatively impacted if they are unable to understand services and instruction. Understanding procedures and patient reporting will aid medical institutes to provide suitable and safe medical service. The hours of service are from Monday to Saturday in the mornings and afternoons. The service languages currently available are Vietnamese, Thai and Indonesian with two interpreters daily per 278 people served.

## 10. International communication of medicine

### (1) International seminar of medical management

From December 13 - 21, 2005, the "2005 International Seminar of Medical Management" is jointly offered by the Hospital and hosted by Department of Health in the Executive Yuan and Ministry of Foreign Affairs, which is undertaken by Taiwan College of Medical management. During the seminar, practical experiences of medical management in Taiwan were shared with each friendly country, where interested high-level, medical management personnel from each country were invited to register.

### (2) Medical training for Vietnamese personnel

In order to promote friendship and medical interaction between Taiwan and Vietnam, the Hospital has participated in the International Cooperation and Development Fund to improve medical standards between each nation. In particular, training programs were held together with the Taiwan Association of Private Medical Institutes, which expands interactive relationships between both parties via medical communication. They also enhance medical standards between each nation, so that the achievement of the following targets can be expected:

1. Ascertain practical communication of medical culture between both parties and begin with professional training of personnel, instrument and equipment in medical affairs. Important medical personnel from both parties are expected to be invited for mutual visits, training or professional training in Taiwan, which promotes the understanding and development of medical business between each nation.

2. Interaction between administrative personnel in medical affairs and new knowledge of professional medicine, which includes interaction and provision of each software and hardware including procedure of relevant medicine, system, information and insurance.

3. Recommend renowned Taiwanese medical team to Vietnam for market development or investment, for the promotion of the macro economy of Taiwan and to enhance the level of trading interaction.

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## 11. Annual Awards

(1) In January 2005, the Hospital was awarded by the Ministry of National Defense as an excellent hospital of health examination during the recruitment of soldiers for national military service.

(2) In January 2005, the Hospital was awarded by the Ministry of Transportation and Communication for its system of children's safety seats and accompanying promotion.

(3) In January 2005, the Hospital passed OHSAS 18001.

(4) In January 2005, the Hospital passed the assessment of "Self-Protected Unit for Health and Safety" made by the Council of Labor Affairs, Executive Yuan.

(5) In August 2005, the Hospital won membership certification of Health Promoting Hospital (HPH) by the WHO.

(6) In November 2005, the Division of Emergency Medicine was awarded with the 2005 national creation prize in the category of development and technology.

(7) In November 2005, the Department of Emergency and Critical Disease won the bronze prize in community service groups of the medical facility category for national quality of biotechnological medicine.

(8) In November 2005, the Patient Safety Information Center won the 2005 national quality badge in patient safety groups of medical facilities category.

(9) In December 2005, the Hospital passed the distinction assessment for healthy workplaces made by Department of Health from the Taipei City Government.

(10) In December 2005, the Hospital passed the distinction assessment for healthy hospitals made by Department of Health from Taipei City Government.

(11) In December 2005, the Hospital won the patient safety badge for national quality of biotechnological medicine with the theme of "Application of innovative information and communication technology to strengthen patient safety."

(12) In December 2005, the Hospital won the bronze prize for community service teams of national quality of biotechnological medicine with the theme of "Result of emergency rescue service by air for patients with emergency and critical disease off-island or in remote areas."

## **12. Conclusion**

Wanfang Hospital has upheld the principle of "respect to community and patents" to carry out the practice with "excellent leadership, participation of entire staff, customer orientation and continuous improvement." With the spirit of caring for life and community outreach, the entire Hospital has participated in mutual construction of patient-centered culture of medical quality, provided high-quality medical nursing service and become a guardian of community health. Under this concept and nine years of hard work, the Hospital has become one of the hospitals in Taiwan that pays strict attention to patient safety, medical quality, community medicine, cultural medicine and medical information.

To make the Hospital an important facility of national-class medicine and academic research is the mission of Taipei Medical University Hospital. Therefore, the Hospital will contribute more effort toward building an excellent culture within the organization, focus on medical quality, performance, innovation, development of new technology and integrate clinical foundations, as well as connecting with international medical and health industry players, and continuously cultivate fine medical experts. The Hospital will focus more on the value of life, improve doctor-patient relationships and pursue excellence at all levels; so it will become a full service medical center that maintains excellence of quality, service, community, culture, education and research.

## **Chapter 3.**

### **General Status of Manpower in Authorities**

#### **1. Occupational status of health workers**

In terms of division of labor, there are a total of 3,477 people in the current health manpower (excluding the Municipal Wanfang and Guandu Hospital that are consigned for operation). Among them, there are 14 senior personnel at 0.40%, 430 associate personnel at 12.37%, 297 junior personnel at 8.54%, 41 temporary personnel at 1.18% and 2,695 medical personnel at 77.51%.

## **2. Academic background of health workers**

The distribution of academic background for health workers within the Department of Health and its sub unit (excluding Municipal Wanfang and Guandu Hospital) includes 269 people with Doctorate and Masters degrees at 7.74%, 1,224 people with Bachelor degree at 35.21%, 1,595 people with College diploma at 45.87%, 384 people with high school (vocational) graduation certificate at 11.04% and 5 people with other academic background at 0.14%.

## **3. Qualification of health workers examination**

The distribution of health workers examination within the Department of Health and its sub unit (excluding Municipal Wanfang and Guandu Hospital) contains 599 with qualification of higher examination at 17.23%, 565 people with qualification of general examination at 16.25%, 70 people with qualification of special examination at 2.01%, 666 with qualification of other examination at 19.15% (including elementary and promotional examination) and 1,577 people employed according to other regulations at 45.36%.

# **Chapter 4. Expense of Medical Health care**

## **1. Budget of medical health care**

The budget for 2005 medical health care expenses was listed at NT\$ 4,224,170,000, which made up 3.34% of the total local budget from Taipei City at NT\$136,115,090,000. The budget of medical funds was listed as a total expense of NT\$ 12,514,970,000.



## 2. Final account of medical health care

The final tally of 2005 medical health care expenses was listed at NT\$ 4,443,300,000, which made up 3.40% of the total local final account from Taipei City at NT\$ 130,604,690,000. The final account of medical fund was listed as a total expense of NT\$ 11,637,350,000.

# Chapter 5. Development of Information Integration

## Section 1. Health Information Affairs

The information affairs for the Department of Health under the Taipei City Government are mainly the planning, supervision, promotion, assessment and execution of information operation on health affairs. At the same time, coordination is made available for research and promotion of important projects on affairs of national health and medicine information networks. In recent years, active integration was made with information systems of the Department of Health and its sub health centers for development of more thorough program of public health information. The developments of 2005 health information by the Department of Health under the Taipei City Government are as follows:

### 1. Cooperation with program of Department of Health from Executive Yuan:

(1) Cooperation with "Online Convenient Service Program for Citizens, Department of Health"

The "Online Convenient Service Program for Citizens, Department of Health" is mainly the application of information technology to speed up overall and consistent internet technology for Department of Health and health centers nationwide. These provide health care service to the citizens. The program has been continuously promoted in 2005, so that citizens can

conveniently receive relevant health care service from easy-to-access single-window and online application. At present, the program has been completed with establishment of medical health care convenient entry service website system, development of food information system and integration of a medical management system, as well as integration and development for web site registration and information system of health centers.

(2) Cooperation with "Integration and Construction Project of Single Login and Directory Service System, Department of Health"

The "Integration and Construction Project of Single Login and Directory Service System, Department of Health" is mainly to establish personnel directory service system for Department of Health in each County/City. With basic construction of this directory service system, the Department of Health in each County/City can develop and establish other value-added information systems by itself. The system officially commenced operation in 2005 and integrated a convenient health care entry service website, and control on account authority, so that the degree of information for Department of Health in each County/City progresses and provides efficient services for citizens.

(3) Cooperation with the "Integration and Construction Project of Single Login with Citizenship Card for Entering Websites Within the Department of Health"

The "Integration and Construction Project of Single Login with Citizenship Card for Entering Websites Within the Department of Health" was officially online as of October 2005. Colleagues in the Department of Health in each County/City can use an IC card of citizenship to log into and enter the web sites within the Department of Health, which provides secure identity verification and prevents identity theft and related illegal activities.

## **2. Motivation of public health information program for Department of Health and sub health centers:**

(1) The public health information program has been developed for many years. In each stage, the Department of Health has continuously maintained the original operation system and developed new application systems. This program launched an internet version of public health information system; in

addition to the original systems of family health management, mental health management, operational health management and occupational health management, the child integrated screening management system was added in 2005. This system integrated three screenings of vision, hearing and teeth for pre-school aged children, so that the operation can be promoted smoothly. In the future, the Department of Health will cooperate with service requirements and policy directions to continuously develop application systems that correspond with the trends, as well as heading towards the goal of e-government.

(2) In order to keep computer systems up-to-date, the Department of Health has adopted the open main frame system at previous stages and changed all hardware of Health Centers for 12 Districts under Department of Health into a network structure. The application system was changed from a master-slave structure into internet structure, and files are saved on a database, which uses convenient and high-speed access to facilitate resource sharing and information integration between the Department of Health and each of its sub Health Centers.

## Section 2. Development of Health Information Systems

### 1. Development of the information system

The effective promotion of e-information will help with the motivation and execution of service. In order to cooperate with the service requirements of each Division and Office, the information system is adequately introduced to achieve more simplified operational procedures. For example, the "Audit List Management System" officially commenced in 2005, has reduced delay of audits due to document delivery. Additionally, the completion of the "Statistics Information Management System" has included the statistical tasks into computer management and provided relevant statistical data online for each Division and Office at all times. Furthermore, the completion of an advanced version of the "Report System of Supporting Tasks for Medical Personnel of the Medical Institution" has allowed each clinic in Taipei City to combine with

network equipment for supporting the report and notifying operations. Finally, the completion of the "Meeting and Project Management System" has improved the efficiency of executing each meeting throughout the entire Department, which performs tracking control via the upgraded system. In order to achieve the goal of resource and knowledge sharing within the organization, a "Health Knowledge Base Bank" was established to provide more transparent information. As part of this system, "E-learning" is the online test and it provides opportunities for self-directed-study and online education for colleagues, which further relates to the training of immediate internet education. The "training web site" was established this year and it assists information training and allows colleagues to search and register online for the latest courses.

## **2. Document computation and automation**

In order to improve administration efficiency and speed up the office automation, the Department of Health under the Taipei City Government completed a document management system, e-document exchange system and a 2005 web-based document editing system. With thorough automation by computers, these systems control the procedures of document processing, shorten deadlines of document processing and statistics compiling to achieve the purpose of total document integration. In order to simplify the attendance verification for the Department of Health, the fingerprint attendance verification system was developed and completed, whereby the computer automatically identifies and takes statistics of personnel attendance. Furthermore, the e-mail boxes for personnel in Department of Health and sub units were established to deliver relevant messages in a faster and convenient way. The online calling system is used so colleagues in the office can control the status of equipment maintenance at all times. In order to reinforce the convenient service, we will develop the service information system more actively aim for the goal of thorough office automation.

## **3. Internet service**

The web site is an online convenient service entry conceived by the Department of Health (<http://www.health.gov.tw>) for public searches. In 2005, a new version went online; the design and development of web site complies with the "Development regulation for web page accessibility" set by the Research, Development and Evaluation Commission, Executive Yuan. The new version concerns itself with "convenience for citizens" and provides abundant information, that focus on the convenience of getting and searching for information. The web site consists of an internet registration, downloads of various application forms and various online services convenient for citizens, as well as the establishment of sanitary inspection, search system and self-management net for sanitation. Furthermore, the Department of Health has consecutively developed the "Breastfeeding area", "New immigration care area", "Hot spring information area", and integrated information of "e-net" for the topic page of "Infectious disease information area", which allows citizens to conveniently browse each topic.

Moreover, the Citizen Health website (<http://www.healthcity.net.tw>) provides a space for the exchange of professional knowledge between each medical unit and compiles the "Medical Consultation Area" into a FAQ, which easily allows citizens to search for answers to commonly asked questions. News related to foreigners in Taiwan is translated into English, so it can be kept updated on the latest medical situation in Taipei City. The interview and report of "Health club" was introduced and "Information on Restaurant Discounts" report from the professional angle of public health, which enables citizens to eat nutritiously, healthily and safely while saving money. In order to provide a more convenient network service for citizens, online service systems such as the "Medical Waste Online Declaration System", "Adult Fitness Targeting 1824", and "Disease Prevention Education Results" were introduced to correspond with the policy of more network application and less road utilization.

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## Section 3. Information Training

In order to help colleagues in the Department of Health and sub Health Centers to keep current with the information age, as well as to apply functions of computer systems and packaged software, various information training is carried out for the personnel of the Department of Health and sub Health Centers. The courses include: "Basic Introduction of PKI", "Training on Information Safety for Personnel in the Department of Health under the Taipei City Government", "Design of VBA Program", "Project Management", "Strategy and Planning of Internet Marketing", "Editing of Portable Documents as PDF and WDL", "Decision Analysis and Support with Information System", and "Multimedia Editing and Process with Media Studio 7.0" totaling 141 hours.

## Chapter 6. Service for Citizens

### Section 1. Overall Improvement of Service Quality

In order to continuously improve, the Department of Health and its sub units have submitted two themes for municipal quality competition. Among them, the "Construction Program of a Community Health Care Network in the Zhongzheng District, Taipei City" submitted by the Health Center of the Zhongzheng District has won the "Quality Improvement Award"; the "Healthy City - Construction of Medicine Home Delivery Program from Community Pharmacy Mutual Care Network" submitted by the Food and Drug Division and the Taipei City Hospital together has achieved the excellent result of nomination for re-examination. These programs can create excellent health care for citizens and further improve the standard of medical service quality.

In order to allow Department of Health with continuous improvement on quality of citizen service and activation of organizational function after re-organization, which provides excellent health care for citizens of Taipei City,



the "2005 assessment execution program for service quality award" and "Execution program for improving service quality" have been drafted. These programs will supervise sub units and each Division/Office to execute accordingly and build the well image of service for citizen.

During November till December of 2005, external experts and scholars are invited to form the assessment team. The team has visited the Taipei City Hospital and Health Centers in the 12 Districts to assess result of service for citizens. Among them, 2 units are assessed with distinction, 9 units are assessed with excellence, 2 units are assessed as level A and there is no unit assessed as level B. The average performance of overall assessment scores 87.15 points and maintains at excellent level, which indicates that overall quality of service provided by Department of Health for citizens has been maintained at substantial standard.

In order to establish audit of each service and tracking of progress, the Executive Information System (EIS) has been built specifically, which has executed total of 99 services with 526 sub indicators in 2005. The audit is made each month, where report and review are proposed in the meeting for department affairs. Each service unit is able to adequately address service of lagging progress (i.e. execution rate under 80%) with review and strategy of improvement.

## Section 2. Management of Citizen Appeals

In 2005, citizen appeals accepted have accounted to 3, 062 cases (inclusive of 1,422 cases to Mayor's mail box, 739 cases to Director-general's mail box, 562 cases from delivery after Unified service center, 194 cases assigned from Mayor's Office and 145 cases of general appeals); all cases have been processed according to relevant regulation of "Reminders for Taipei City Government's acceptance on citizen appeals" and "Key points of Taipei City Government's document process." Exclusive personnel are provided for tracking; cases are processed by relevant unit adequately and closed according to deadline regulated.

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### Section 3. Audit from Taipei City Government

The Department of Health has been striving for ascertaining concept of public health in 3 stages and 5 levels over the years. In 2005, guiding principles of Ottawa Statement by WHO (i.e. establishment of health public policy, creation of supportive environment, emphasis on community participation, reinforcement of personnel ability and direction adjustment of health service to achieve the purpose of health promotion) were integrated into each service, which was expected to build the "Taipei healthy city" for guarding the citizen health. During participation in the City Government's audit on "2005 service quality award", the assessment was completely made with e-method, which can thoroughly reveal characteristics of "Professional items of authority" in Department of Health and provide smooth audit, so that the policy of "paper less" operation and "more internet application and less road utilization" promoted by the City Government are followed accordingly. In the future, the Government will still seek for continuous innovation and improvement, which is expected to provide best service to citizens, connect with world health systems and heading towards the goal of internationalized Taipei City!

Accordingly to regulation of 2005 administration program, the 2 annual administrative programs, namely the "Result of Taipei City Hospital integration" and "Reinforced service program for suicide cases in Taipei City" are submitted for approval and management. After efforts contributed by colleagues of the Department of Health and its sub units, the 2 programs were both honored as Class A in the year-end audit and assessment by each Department and Division. Moreover, the 2 programs also recognized as Class A group and received the award from the Mayor.

### Section 4. Audit from Department of Health from Executive Yuan

The Department of Health accepted the "2005 composite audit on performance of local Department of Health" held by the Department of Health from Executive Yuan and achieved the excellent result of 1st place in Group

1, which was rewarded with a trophy and bonus of NT\$ 80,000. In 2005, the audit adopted e-operation for the first time and established the "Audit area for Department of Health from Executive Yuan" on the internal web site; each unit can upload relevant information of the audit to effectively reveal performance of the Department of Health.

# 2 *Health Promotion*

*Part*



# Health promotion

## Chapter 1.

### Women, Children and Eugenic Health Care

Execution of eugenic health care is the foundation of healthy breeding for next generation and the Department of Health under Taipei City Government undertakes services of women and children health, eugenic health care and reproduction health care for pregnant woman, woman in labor, baby, child and special group. With assisting measures such as pre-natal genetic diagnosis, congenital metabolism anomalies screening for new born baby, maternal serum Down syndrome screening for pregnant woman, induced abortion and Intra-Uterine Device (IUD) to increase citizen willingness of examination and reduce economic burden of minority. For suspicious or abnormal families discovered on eugenic health care, tracking visit, adequate consultation, referral and reproduction care instruction are provided to reduce occurrence of babies with congenital defects. In addition, promotion of population policy is enhanced together with execution of marriage lesson and citizen education to build happy and health families.

#### Section 1. Reproduction Care

In order to create supportive environment suitable for marriage and reproduction, the serial lec-



▲ Executing the "2005 training for hired visitor on household health service" (6th September 2005)

▼ Marriage class for new immigrant - Zhongshan Community University (9th July 2005)

tures on marriage and promotion for population policy have been processed to motivate the "Subsidizing project for pre-pregnancy and reproduction health examination", distribute the "Warehouse of happy marriage - manual of eugenic health care for new marriage" for new married group and promote the importance of pre-pregnancy eugenic health.

Guidance is provided for internet notification for birth in delivery facilities of Taipei City, which has provided 531 cases of instruction on health education for reproduction adjustment (legation, IUD and induced abortion) via visit management on special group (i.e. married person with intellectual disability, mental disability and under-age woman that gave birth).

## Section 2. Eugenic Health Care

In order to improve population quality, relevant subsidy on eugenic health care (prenatal genetic diagnosis, Down syndrome screening and eugenic health examination) is provided for 7,574 people and subsidy of congenital metabolism anomalies screening for new born baby is made for 16,760 people. With tracking management and visit on child with congenital defects and new born baby screened for abnormal (suspicious) congenital metabolism, assistance is provided for early treatment to reduce occurrence of physical or intellectual disability and a total of 471 cases have be served.

## Section 3. Health Care to New Immigrants

In order to provide health care to new immigrants and their children, eugenic health care and knowledge of reproduction care has been strengthened on new immigrant as spouse registered for marriage, as well as new immigrants and their child registered for birth; among them, a total of 3,293 cases have been served. In order to establish pregnancy notification and prenatal care system, the nursing management is involved with pregnant period at early stage, where 252 cases of visit addressing initiative notification of new immigrants as spouse. Furthermore, the relevant subsidy of eugenic

health care has been executed to serve 608 people. In order to provide accessible environment of communication, 8 volunteers have been recruited for eugenic health care to new immigrants. The service of "Mobile volunteers for new immigrant" has been established in Taipei City Hospital, which has assisted for clinical translation and consultation at a total of 491 people. For such program, "5 single sheets of pregnancy care in 1 format" have been printed in multi languages (i.e. English, Thai, Malay, Cambodian, Myanmar, Vietnamese and Indonesian) for total distribution of 3,500 copies; the "Guideline of eugenic health care and health education for new married couples" (in Vietnamese and Indonesian) have been distributed for 2,081 copies and used by new immigrants.

#### Section 4. Breastfeeding

In order to motivate the policy of breastfeeding, the Taipei City has certified 19 "Baby-friendly hospitals", which makes up 23.46% of the 81 facilities in Taiwan. 293 breastfeeding volunteers are motivated and guidance is provided to institutions, companies and public unit for establishment of 307 nursery rooms at growth rate of 176.58%. In 2005, the promotional event of international breastfeeding week has been held with provision of 14,500 manuals, 34,000 leaflets, 5,206 posters and 1,868 VCD to motivate friendly workplace and breastfeeding. With investigation on 24 obstetrics and gynecology facilities in Taipei City, the rate of pure breastfeeding is



▲ Service of "Walking volunteer for immigrants" between March - December 2005

▼ Award for 2005 healthy school



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57.73% during hospitalization of woman that gave birth, 44.40% at 1 month after birth and 32.40% at 2 months after birth.

## Chapter 2. Promotion of Health Education

### Section 1. Healthy Preschool

Since the child development influences the future study and development of personality, the "Evaluation project on healthy preschool" was first executed in 2002. The Health Centers of 12 Districts in Taipei City and professional scholars have formed the "Evaluation and assessment team for health preschool", which evaluates preschools and nurseries in Taipei City every year and check on child health. The evaluation of healthy preschool adopts free registration, which divides into preschool evaluation and nursery evaluation. The evaluation include 10 items, namely the vision care, oral cavity care, information management on child health, kitchen sanitation, sanitation equipment, food storage and safety, food nutrition and education, health education, prevention of accidents and adverse effects and prevention of infectious disease. Another item of composite category is the special bonus point for auditing participating status of the preschool on executing each public health event in the community.

The evaluation of health preschool is processed in 2 stages, namely (1) written assessment: only preschools with assessment result higher than 80 points can participate the evaluation of practical inspection; (2) practical inspection: the evaluation team is formed by Health Center of each District and professional scholars to assessment candidate preschools with excellent performance.

A total of 386 preschools registered for the evaluation project on healthy preschools. Among them, 25 preschools won the "Gold healthy preschool" prize and 239 preschools won the "Healthy preschool" prize. The prize giving event was held at west square of Dr. Sun Yat-Sen Memorial Hall on 17th

December 2005, where the 42 preschools that won the "Gold healthy preschool" and "Healthy preschool" prizes were invited to demonstrate their efforts and results on health care and education.

## Section 2. Adolescent Care

The adolescent period is a significant and necessary stage for transformation from youth to "adult." In addition to abrupt change of physical state for adolescents, substantial change of psychological state also takes place. In order to understand behavior risk factors on adolescent in Taipei City. The City Government specifically executes research and investigations on relevant factors, which lists 14 projects on major issues that influence adolescent health.

The results of execution include:

1. Completion of 1 investigation report on behavior risk and relevant factors.
2. Sex education and health: Exhibition of 39 posters for "selective sex for youth girls" was made and 1,044 events were held on promotion of sex education with participation of 15,096 people.
3. Execution of 58 promotional lectures on pimple prevention.
4. Promotion of healthy body weight: 221 health lectures were given in the campus for weight control.
5. Prevention of Sexually Transmitted Diseases (STD): 2 batches of "Training camp for adolescent love in Taipei City" were held with participation of 77 people; 2 seminars for prevention of AIDS and sexually communicated disease were held with participation of 101 people and the "AIDS prevention camp - welcome AIDS child to school" was held with participation of 79 people.
6. Completion of 197 sessions for adolescent mental health at 36,288 people.
7. Prevention of internet addiction: i.e. establishment of promotional web page for prevention of internet addiction and completion of 3,000 question-

naires on internet addiction.

8. Prevention of accidents and adverse effects: 104 sessions of prevention of adolescent accidents and adverse effects have been executed.

9. Prevention of sport injury: 32 health lectures have been given for prevention of adolescent sport injury.

10. Prevention of betel nut risk: 205 health lectures have been given for prevention of betel nut risk.

11. The tobacco hazards control: 2,413 stores that are located around schools and sell tobacco were audited; among them, 2,186 cases of smoking by adolescent under age of 18 and 77 cases of selling tobacco to adolescent under age of 18 were banned.

12. Prevention of drug abuse: 283 promotional lectures were given for prevention of drug abuse with attendance of 29,013 people.

13. Completion of guidance to 12 schools of health promotion.

14. Completion of printing 20,000 copies of adolescent health passport.

With drafting and execution of "Taipei City Government's white paper on adolescent health", adolescent knowledge on self health care and healthy life have been reinforced; so that each adolescent possesses healthy body and mind, where the future adolescent can all be major supports for the country.



▲ 2005 promotion for prevention of accident

▼ Awarding ceremony for comic competition of health care on "Healthy energy - Power, beauty, present and past of Taiwan" (26th January 2005)

## Section 3. Marketing Promotion of Health Education

4 promotional films have been produced and they are namely the "Self-health management (health and love version)" for Department of Health, "Washing water tower (beauty bath version)" for Taipei Water Department, "Green city (city gardener version)" for Public Works Department and "Motorcycle safety (heaver registration version)" for Traffic Bureau. These films have been broadcasted for 409 times by TVBSN, ET, Set and CTI News, which promotes benefit to the public with more directive channel.

The comic competition on health care of the topic "Health energy - the power, beauty, past and present of Taiwan" was held together with the Brother Bull Comic Cultural Fund. The issue of national health was the soliciting content of comic and the theme covers 6 major health topics of "health weight reduction, melancholia, tobacco hazards control, betel nut prevention, AIDS and vision care for students." There was a total of 1,242 works for participation and works complied with requirement were accounted to a total 277 pieces. After selection made by experts, 50 pieces were selected as distinctions and 8 pieces as excellence. The award winning works were displayed together with health care comics made by senior, high and junior standard of comic artists of Taiwan in Cuiheng Gallery of National Dr. Sun Yat-Sen Memorial Hall together with implementation of prize giving ceremony. A total of 1,300 people have visited the exhibition and all works demonstrated were collected together for convenience of promoting health education.

## Chapter 3.

## Preventive Healthcare for Middle and Old Age Diseases

### Section 1. Preventive Promotion on Chronic Disease

With the community strength, preventive promotion for chronic disease

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on middle and old age people has been ascertained and 24 promotional events for health education on kidney disease have been executed in Health Centers of the 12 Districts. Furthermore, cooperation has been made with 2005 World Asthma Day to hold the serial events for "Conquer allergic asthma and build mite-free environment" and "Competition of tooth health for elders" for strengthening citizen understanding on prevention of chronic disease.

## Section 2. Menopause Support Group

Supportive and caring environment is provided for women in menopause where supportive group is motivated for women in menopause. 2 training courses are held for seeds of menopause support group, which has trained 249 seeds and 32 consultants for health care. Experts have helped in construction of the network of community resources, guidance for Health Centers in 12 Districts and establishment of menopause support group in the communities of 12 Districts, which arranges for multi-dimensional event on relevant issue of menopause health promotion, as well as learning from each other and share things learnt from participation via the Taipei City result inspection on health promotion for women in menopause.

## Chapter 4. Promotion of Healthy Fitness for Citizens

In order to increase citizen focus and comprehension on promotion of healthy fitness, progress has been made on cultivating sport habit and increasing population of healthy sport. Furthermore, combination is made with each private resource to execute 24 walking event, where contact and cooperation with Health Center in each District and citizen sport center. 2 seminars have been held for seed fitness teacher; 2,452 sessions of healthy fitness promotion and training have been held for citizens, 147 sessions of citizen fit-

ness testing have been held for citizens at 12,196 people and 20,000 manuals and leaflets of body fitness have been distributed. The citizen health exercise and CD-Rom of family exercise are provided to generate continuous and regular trend of sport, which builds goal of "Taipei healthy city" and keep the citizens away from chronic diseases, which reduces the expense on medical resources and social cost.

## Section 1. Guidance of Community health development

1. The neighborhood is gathered to jointly execute a community health promotion and selection seminar. The health development units in 23 communities in Taipei City are divided into 4 responsible areas according to administrative regions; among them, 14 guides have been provided by experts and scholars and 3 seminars of regional cooperation and contact have been held, which strengthens community and makes the topic of health community as part of our live.

2. Establish the regional support system for community health development unit, develop regional cooperation of linking relationship and sharing of experiences, as well as becoming mutual support for future platform of connection network.

3. In combination with relevant resources of Taipei City Government, the existing 8 community health development units from Department of Health under Taipei City Government have been applied to



- ▲ Director-general's demonstration of health exercise on Asthma Day (1st May 2005)
- ▶ Health care personnel in the 12 Districts for menopause group in community look after health of menopause women
- ▼ 2005 community health promotion seminar in Taipei City (25th May 2005)

participate in community work camp held by the Bureau of Social Affairs and cooperated with Bureau of Public Work on seminar of community architects. 10 seminars on concepts and promotion strategies on community health development have been held to create win-win situation with inter-Bureau/Division support.

4. Connection meeting for each community health construction unit has been held with enthusiastic participation of 40 people for discussion.

5. The inter-County/City inspection and discussion seminar of community health development has been held with participation of 61 people for sharing experiences.

## Section 2. Healthy Environment and Space Development

Guidance has been offered to Beitou Armed Force Hospital for executing the healthy environment and space development program of "Protective employment service", which provides a facility of adaptive preparation for mentally disabled patient prior returning to the society.

## Section 3. Workplace Sanitation and Health Promotion

In order to promote workplace sanitation, guidance has been provided to designated medical facilities of mobile health examination, execution of labor health examination have been made to 20 companies, 5,549 guidance have been provide for factory sanitation, promotion at workplace for prevention of occupational disease have been made to 2,773 families, 2,700 lectures of workplace health have been given and manual for prevention of acute circulation system disease (death from overwork) from work have be printed, where the Health Centers in 12 Districts are combined to distribute manuals to personnel at workplace and enhanced with health education. Furthermore, promotion has been made on workplace health and demonstration VCD of teaching health exercise are produced for company acquisition. The Health Centers in 12 Districts also promote for fitness and ascertain the workplace fitness.

In order to combine manufacturing, official and academic industries to



mutually develop health promotion at workplaces, 1 forum of discussion on health promotion at workplaces has been held with enthusiastic participation of 350 people. In order to improve health promotion at workplace, seminar of workplace audit has been held and experts are invited to practically audit the companies. 94 companies have participated in the selection of excellent companies and 79 companies are selected as the companies with excellent health promotion at workplace.

#### Section 4. Health Maintenance on Environmental Contamination

In order to provide family care for radiation contaminated buildings in Taipei City, the Department of Health has offered health examination to trace total of 1,592 people, which achieves the accumulated examination rate of 78.6%. With combination of relevant nursing unit, the "2005 Year end party for residents of radiation houses" was held at participation of 300 people. The face-to-face communication and sharing of experience was made via the manual of "Health discussion on latest electromagnetic field" provided in the meeting and "Common health problems for Taiwanese people" by Professor Tianjun Zhang of NTU Hospital, which provides mind comfort and support, as well as improvement of ability for self-caring.

#### Section 5. Adult Fitness Targeting 1824

In order to cooperate with "Adult fitness target-



▲ 2005 praise and inspection for health promotion of excellent workplace in Taipei City (26th December 2005)

ing 1824" by Department of Health from Executive Yuan, the results of promotion in Taipei City include: promotion in 2005 by means of evaluation on healthy hospitals and practical audit; a total of 46 medical facilities in Taipei City, namely the Taipei City Hospital, Health Centers in 12 Districts, medical centers, regional hospitals and district hospitals have registered with "1824" point with total registration of 53,471 people with weight loss of 46,464.9 kilograms and weight increase of 4,228.16 kilogram. The result was distinctive, thus the Department of Health was awarded by the Department of Health from Executive Yuan with "Best performance prize."

In 2005, 469 lectures were held for weight control with attendance of 27,150 people; 73 sessions of weight control were held with participation of 2,577 people; .....(missing original text) with attendance of 7,878 people and 1,371 sessions of other 1824 events were held with attendance of 92,984 people.

From practical assessment, the Department of Health has selected 22 excellent registration points with other 5 groups that are enthusiastic in promoting the program and 3 units that promote for community health diet. In order to encourage these facilities, the prize giving to "excellent units" of "Adult fitness targeting 1824" and demonstration of healthy dietary result was held in the lobby of Taipei City Government on December 14, 2005.

## Chapter 5. Taipei Healthy City

Taiwan is located at converging pivot of eastern and western culture with expression of flourishing and multi-dimensional culture. Taipei City is the capital of Taiwan with prosperous industry, developed trading and concentrated human resource. According to 2004 assessment made by the World Economic Forum? (WEF) on city development, Taipei City is ranked as 3rd in Asia and 11th in the world. Looking from subjective or objective assessment, each visible and invisible administration of major policy for Taipei City has gained acknowledgement from citizens and established the international repu-

tation.

## Section 1. The Decathlon Healthy Taipei

Each administration of Taipei City has achieved the basis of constructing international healthy city. In order to comply with the developing trend of international healthy cities defined by the WHO, the Taipei City Government has actively promoted the Taipei healthy city program, which makes Taipei City an international healthy city with 10 major characteristics, e.g. safety, ecology, prosperity, hospitality, happiness, culture, convenience, health, energy, and sustainability.

The Taipei City Government has established the "Inter-Bureau/Division promotion team for Taipei Healthy City" that includes Safety Section, Ecology Section, Culture Section, Energy Section, and Convenience Section, which look after and express characteristics of a healthy city in various dimensions. The Deputy Mayor Fucong Jin has undertaken the role of convener and the Department of Health is responsible to compile resources of each Bureau/Division and promote each event of Taipei healthy city.

With innovative understanding and cooperation between each Bureau and Division of Taipei City Government, many practices of Taipei healthy city have successfully walked into citizen life and received extensive feedbacks.

## Section 2. Total Citizen Mobilization for Healthy Taipei

The smiling mark of Taipei healthy city that is designed for closer touch to citizen perception has delivered the friendly and energetic image of Taipei City. The slogan of "Pushing Taipei towards the goal of international healthy city" has consolidated mutual vision of all citizens.

## Section 3. Molding of Healthy and Sustainable Community

From recommendation and election by each industry in the society, 57 representatives in total have been selected for Taipei healthy city. With citizen participation, improvement on self-healthy behavior has been achieved and



▲ 57 representatives for Taipei healthy city are recommended and elected via each field of society, which actively promote for healthy sport in the community

▼ Careful selection of 3 major feature route of Taipei City (bicycle trip by riverside, cultural trip and ecological trip) for publishing of guided manual for exploration trip of healthy city

the meaning of healthy city has been understood further.

The quantity of community that participated in this event has reached 118 and on December 14, 2005, inspection and result presentation is executed with participation of 600 people from each Village office, District office and community development association over the entire Taipei City. The event has shared comprehension, sufficiently shown the degree of community participation and successfully plant the concept of healthy city deep into the Villages and communities to promote citizen health.

#### Section 4. City Tour and Health Guard

3 major routes (Riverside tour with bicycle, culture tour and ecology tour) that feature Taipei City are selected for publishing tour guide to explore the healthy city. Professional player of Chinese Professional Baseball has been invited as spokesman to express the experience on exploration tour, which promotes citizens to cherish and experience abundant content of the tour.

#### Section 5. Academic Cooperation for International Connection

In order to promote the healthy city and connect with international healthy cities, which provide higher quality of living environment to citizens of Taipei City, the Taipei City Government has started visiting tour to other international healthy cities.

##### 1. Visit to healthy cities in Eastern Asia:

During the period from March 2 to 5, 2005, Mayor Ying-jeou Ma led the team of relevant personnel from Department of Information, Research, Development and Evaluation Commission (RDEC), and Department of Health from Taipei City Government to visit Tokyo and Yokohama City in Japan for relevant issues of healthy cities. 10 important locations including 8 featured indexes of healthy cities were visited.

## 2. Visit to healthy cities in Europe and America:

In March 2005, the Deputy Mayor Jin-chuan Yeh led a team to inspect healthy cities in Europe and America. The itinerary covered 5 cities over 4 countries, namely the Indianapolis City in USA, Toronto City in Canada, Copenhagen City in Denmark, Truku and Helsinki City in Finland. The experiences of each country are helpful to motivate the Taipei healthy city.

## Section 6. City Marketing and Leaders' Forum

### 1. The 2005 Taipei Healthy Cities Leaders Roundtable:

In order to promote interaction of experiences in each healthy city in the world and discuss achievement of Taipei healthy city program, the "2005 Taipei healthy cities leaders roundtable" was held on October 30, 2005. A total of 46 Mayors or representatives from 26 countries attended the event; deep discussion was carried out on the theme of "New roles for leaders of healthy cities" and the healthy city statement was signed. The



- ▲ "2005 round table discussion for Taipei healthy city" with participation of 46 Mayors or representatives from 26 countries
- ▼ "2005 round table discussion for Taipei healthy city" with co-signature of 46 Mayors or representatives from 26 countries on statement of healthy city



▲ The "2005 international seminar for Taipei healthy city" has invited around one hundred construction scholars and experts on international healthy cities, which share experience of international health cooperation and interaction of construction experience on healthy city with local scholars and experts

forum is helpful to combine successful experiences of international healthy cities and build a foundation for future cooperation between each country. Furthermore, the successful experience of each country was converged in Taipei via mayors and representatives who attended the event, where the results of Taipei's efforts were also represented on the international stage. Whether in depth or width, this forum was referred to as the city diplomacy for Taipei City with the largest scale and most marvelous results in recent years.

## **2. 2005 Taipei International Healthy Cities Conference**

To prolong the successful experience of the first Taipei international healthy cities conference in 2004, the "2005 Taipei international healthy cities conference" was held again during October 29 to 31, 2005. Almost a hundred international and local scholars and experts on construction of healthy cities shared their experiences in regards to international health cooperation and construction of healthy cities, which discussed the topics of "safety, energy, health, cleanness, convenience, hospitality, happiness, ecology, culture, and technology." The conference successfully exchanged strategies and experiences between each country on promotion of health city, as well as providing valuable platform of knowledge sharing for hundreds of citizen that participated in listening and discussion, which made the conference as knowledge feast that consists of both practice and learning.



### 3. Exhibition of healthy cities

The fine products and models, as well as interactive events every day in the theme exhibition of healthy city has attracted participation of more than 5,000 citizens, which allow the citizens to understand present and future promotion from Taipei City for healthy cities.

## Section 7. In love with healthy and beautiful Taipei City

The purchasing rush of "Easy-go card for marching Taipei towards international healthy city", the deep affection on theme song of "Deliver love" for Taipei healthy city and the signing event of "Alliance with health - leaving expectance and blessing for Taipei healthy city" have sufficiently shown passionate reaction from citizens towards Taipei healthy city.

With inter-department cooperation in Taipei City Government and consolidated strength from the public, Taipei City has rapidly transformed into a place with more convenient transportation, larger green lands, waste reduction, thorough recycling, top sewer piping rate in Taiwan and thorough installation of wireless internet, which places Taipei City under focused attention of urban competitiveness in the world. Since Taipei becomes better and better, all citizens are in love with this beautiful and healthy city.



- ▲ The theme exhibition of healthy city has attracted participation of more than 5,000 citizens with further understanding of present and future for promoting Taipei City towards healthy city
- ▼ With understanding of Taipei's effort for promoting healthy city, even the scorching sun cannot stop the citizen enthusiasm for signature



# 3 *Special Protection*

*Part*



# Special Protection

## Chapter 1. Healthy Environment for Living

### Section 1. Purification for Drug, Cosmetics and Food Advertisement

#### 1. Enhancing bans on violated advertisements

The violation discovered in 2005 includes 779 drug cases, 1,712 cosmetic cases and 2,325 food cases for a total of 4,816 cases. Among them, disciplinary action has been taken on 224 drug cases, 777 cosmetic cases and 547 food cases for a total of 1,547 cases. These actions are expected to preclude exaggerated advertisements of violation, protect consumer rights and health, as well as reduce dispute in consumption.

#### 2. Execute contact meetings with drug, cosmetic and food companies with the media

Three meetings have been held for 418 people to describe principles of tracking and determining violated advertisements. This has enhanced company's ability of self-check and self management to reduce occurrences of violated advertisement.

#### 3. Timely distribution of information

Eight pieces of information have been distributed to remind consumers regarding prevention of purchasing products promoted in violated advertisements that cause loss of money and damage to the body. The contents are as follows:

(1) Slim S Junior with ultra body essence - 5 violated advertisements discovered by the Department of Health under the Taipei City Government.

(2) Who is the winner for violated advertisement? The statistics from the Department of Health under the Taipei City Government is now available and action taken against companies with frequent violations will be reinforced. The citizens are welcome to report violated advertisement and receive awards!

(3) The regulation of "No quote of 'Shi mark from Department of Health'



- ▲ Business owners listening attentively on precautions for broadcasting advertisement
- ▶ Praise for certification of self-sanitation management in food industry (4th August 2005)
- ▼ Certification of self-sanitation management for chain convenient stores (14th December 2005)

is allowed in food advertisement" was launched on April 1st!

(4) The Department of Health under Taipei City Government has fined "Chilin Lin's rapid combination of slim body 10-day session of nutrition and slim DIY, with chili slimmer!"

(5) Tips from Department of Health under the Taipei City Government on preventing violation in drug and cosmetic advertisement!

(6) The food advertisement of "Green slimmer" (weight loss) is exaggerated and false, the citizens are advised not to trust it!

(7) Who wins with violating advertisement? The 2nd statistics from The Department of Health under Taipei City Government is now available!

(8) Do you know that selling "contact lenses" online is illegal?

## Section 2. Food Sanitation Management

### 1. Motivation to food companies for sanitation management

In cooperation with the Taipei City Government's policy on constructing Taipei, a healthy city, sanitation management for food companies have been promoted since 2002. In 2005, continuous promotions have been made on: sanitation management on dining business at tourist attractions, self sanitation management on tea and coffee chain stores, sanitation and nutrition evaluation on lunch box business, sanitation management on chain convenient stores and sanitation management on

central kitchens. With promotion methods such as sanitation lectures, field guidance, sample inspection, audit and expert assessment, a total of 971 food companies have passed the assessment and have passed the sanitation management requirements. This is expected to enhance senses of honor and responsibilities of companies via news distribution and announcements online. At the same time, consumers are encouraged to choose certified food companies, where the management system receives pursuance from the same trade via mechanisms of consumer choice and improves the standard of dietary culture.

## 2. Food Sanitation Inspection

The 2005 food inspection focused on Chinese New Year, the Lantern Festival and the Dragon Boat Festival, as well as seasonal food, easy violations, abrupt events, and cases consigned by the Department of Health from Executive Yuan. In 2005, a total of 3,630 cases were inspected (rate of disqualification was 8.82% of the total establishments inspected), where cases not complied with regulations were tracked and executed according to legal requirements. Detail descriptions are as follows:

### (1) Inspection corresponding to festivals:

1. For the inspection on food of Chinese New Year, a total of 453 cases were inspected and 85 cases did not comply with the regulations. The rate of disqualification at 18.8% (85/453) is comparatively less than the rate of disqualification at 23.3% (110/472) in 2004, which shows that under government's guidance, food companies have improved the methods of adding improper food additives in the past.

2. For inspection on food for the Lantern Festival, 91 cases were inspected and 6 cases did not comply with the regulations. The disqualification rate of 6.6% (6/91) is comparatively less than the disqualification rate of 16.3% (13/80) in 2004, which shows that under the government's guidance, food companies have improved the methods of adding improper food additives in the past.

3. In 136 cases of food for the Dragon Boat Festival, 12 cases did not comply with the regulations, which were transferred to other counties to be

processed and the companies were informed not to sell disqualified food.

4. In 154 cases of food for the Moon Festival, 2 cases did not comply with the regulations.

(2) Inspection on cases with seasonal feature, easy violation, abrupt event and cases consigned by the Department of Health from Executive Yuan

In order to protect citizen safety from food purchase, routine inspections are made in addition to seasonal and festival food. Among them, 915 cases of pesticides residue on vegetables and fruits had 47 cases that did not comply with regulations; 345 cases of livestock, poultry and aquatic products had 20 cases that did not comply with regulations; 242 cases of lunch boxes inspected every term had 13 cases that did not comply with regulations; 424 cases of loosely packed drinks inspected during Summer had 21 cases that did not comply with regulations and 870 cases of other matters had 114 cases that also did not comply with regulations.

### **3. Prevention of food poisoning and maintenance of "Food sanitation management" under public safety programs**

(1) In 2005, 37 cases of suspicious food poisoning on 258 victims were investigated among catering companies in Taipei City. From the result, all companies that did not comply with the requirement of Food Sanitation Management Act were prosecuted accordingly and listed for strengthened audit and consultation.

(2) At present, 274 food companies are listed for maintenance by public safety programs (including 26 lunch box companies, 38 self-service cafeterias near school, 34 self-made lunch companies for schools, 7 catering companies, 74 restaurants, 62 outsourcing lunch companies for the school and 33 tourist hotels) and a total of 1,384 companies have been audited.

(3) In cooperation with the Department of Public Works under the Taipei City Government for expanded execution of "Taipei City's year-end check on safety of public premises, food sanitation and status of fire control", 24 large department stores have been audited from January 17 until the 19, 2005; the total of 246 stores including 9 retailers, 30 restaurants, 207 stores in the food court.

(4) For companies of general catering and public safety program, a total of 89 sanitation lectures have been given over the year and the number of people trained in such lectures has reached 4,916 people. Among the lectures, 8 lectures are given to Chinese Cuisine Cook Class C with participation of 451 people; 14 lectures are given to certificate holders with participation of 739 people. All lectures held by Department of Health under the Taipei City Government are published in the web site "Chef certificate" by the Department of Health from the Executive Yuan, which provides convenience of search and registration for citizens.

(5) Sanitation lectures are held for self-established and self-made kitchens of schools, as well as outsourced central kitchens kitchen of schools. During the term, two audits have been made at the school kitchen and a total of 469 kitchens have been audited.

#### **4. Sanitation examination and guidance for public dining premises**

(1) Sanitation audits and guidance for public dining premises: In 2005, a total of 33,166 stores have been audited and 2,266 improvements have been guided on the defects discovered. As for each sanitation facility and personal sanitation of employees, audits still have to be ascertained. Improvement is strictly required on items not complied with regulations. The evaluation system on result of audit and guidance are established to achieve practical effect, thus the measure of sanitation management for public dining premises in Taipei City are set accordingly.

(2) For night markets, 829 catering booths have been listed for management. Audit and guidance have been made each month for total of 6,375 booths and 15 lectures have been held with participation of 827 people.

(3) Guidance has been provided to catering booth in Shilin night market of Taipei City Shilin and a total of 100 booths have been listed at present. Bilingual and nutrition labels are provided on products and 1 sanitation lecture has been held with total attendance of 73 people. In addition to active guidance for self management of booth sanitation, regular health examination have been held for all employees. Moreover, leaflets for promoting food sanitation are produced against relevant reports made by media on "Hong



Kong visitors infected with hepatitis from tourism" and "not using exclusive dinning sets for trial taste" in Shilin night market, which guide the booths to pay attention on dinning sanitation.

(4) For audit carried out on 59 catering restaurants with supplementary facilities of children entertainment in Taipei City, 57 restaurants have complied with the regulation and 2 restaurants have not comply with the regulation; the 2 restaurants have been requested by responsible authority for completion of improvement before deadline.

(5) On January 10 and 26, 2005, sanitation lectures have been given for 2005 Taipei promenade and bazaar for New Year festival with participation of 164 people in total. On January 27, lectures were held for dumpling manufacturers with attendance of more than 20 companies in total. On April 26, the seminar of "food sale and sanitation management on cooked food" was held with attendance of 73 companies in total. On August 1st, the "Seminar for items that shall be listed in the catalogue of festive cuisine and promotion on Consumer Protection Act" was held jointly with WWW Civil Service of Doc., MOEA with participation of convenient stores and large shopping malls for a total of 31 people.

(6) In cooperation with policy of prohibiting use of disposable dinning sets, guidance has been provided to catering companies in Taipei City to cooperate with the improvement and comply with request of sanitation safety; a total of 22,330 have been audited.

(7) As for live stock and poultry companies in traditional markets, guidance and audits have been offered together with distribution of leaflets on "precautions for live stock and poultry companies on bird flu." Up until now, 58 live stock and poultry companies in traditional markets have been guided and promotional booths have reached 766 to promote epidemic prevention by live stock and poultry companies on bird flu. 500 "Epidemic prevention pack" containing the leaflet of health education, thermometer, mask and gloves have been made and distributed to the live stock and poultry companies. Guidance has been provided to wear mask and gloves during work, as well as regular measurements of body temperature to prevent the expansion of bird



flu.

## 5. Management of food labeling

(1) Site audit has been performed against retail industry (i.e. large shopping malls, supermarkets and convenient stores) and companies that do not comply with the regulation are prosecuted according to the law. In 2005, a total of 69,592 cases have been audited and 722 cases of violation are discovered. For these violations, the status revealed by Department of Health under the Taipei City Government contains: 28 cases of overdue food, 53 cases of incomplete labeling, 55 cases of inconsistent labeling for nutrition, 52 cases of exaggerated descriptions and 1 case of medical effect to a total of 189 cases.

(2) In order to correspond with prohibition of quoting or labeling "Shi mark" from The Department of Health from Executive Yuan or character with the same meaning on following items, namely the ingredient and content of nutrition that shall be labeled on baked or grain processed food available on the market since January 1, 2005, food advertisement since April, 1, 2005 and food manufactured since July 1 of the same year. On March 9 and 22, 2005, two seminars of "Food and nutrition labeling for package food available on the market" were held particularly for food manufacturing, importing and retailing companies of "package food" in Taipei City. A total of 179 people have attended the seminar and the newsletter of DOTS has been distributed online.

(3) On September 7 and 8, 2005, "Joint audit on shopping malls and supermarkets in Taipei City" were carried out on a total of 40 companies. Among them, 73 cases of suspicious food violation (10 cases for overdue food and 63 cases for labeling not complying with requirement" have been discovered and partial sanitation of other 19 companies haven't complied with well sanitation regulation of food. All these cases have been prosecuted according to the authorities.

## 6. Consumer protection

(1) Establishment of consumer hotline (02)2720-8777: all appeals or reports from consumers are registered for process, and then replied

consequently. Furthermore, newsletters are distributed against consumer safety and health for reference to the consumers. If the reported cases are found to be true after investigation and prosecuted with administrative fine, the consumer can receive bonus for reporting. In 2005, 1,633 cases were reported by the consumers (bonus has been distributed to 154 cases of food, drug, cosmetic and cigarette hazards for total amount of NT\$ 234, 000).

(2) On September 28, 2005, seminars have been held for slim and beauty companies with attendance of 80 people.

#### **7. Food sanitation volunteers**

(1) In order to effectively utilize social manpower, combine private strength and resources, as well as promoting relevant business on food sanitation, the "Training for food sanitation volunteers" hosted by the Department of Health from Executive Yuan was held on the 26th of August 2005, particularly for improvements of performance and service quality. The content of seminar includes: investigation and practical visits to shopping malls, interaction of investigation skills in shopping malls, happy volunteers, practical investigation on food sanitation - legal aspect and type of food dispute and sharing of audit cases with participation of 49 people in total.

(2) For participation of "2005 national volunteers' camp on food sanitation" held by the Department of Health from the Executive Yuan on October 20 and 21, 2005, content of the course includes: topic speech-crisis handling, practical analysis on task of sanitation volunteer, free your heart and operation description of interaction network for food sanitation volunteers. A total of 7 people in Taipei City have participated in the camp.

#### **8. Process of national nutrition affairs and promotion of "New healthy dietary culture"**

(1) Cooperation has been made with Nutrition Departments of public and private hospitals in Taipei City and Health Centers of the 12 Districts, which jointly guides 299 food companies in Taipei City to be capable of providing healthy diet. On August 4 and December 14, 2005, demonstration has been made at 1F lobby of Taipei City Government. Furthermore, cooperation has also been made with Taipei City Hospital to execute 4 press conferences and

distribute the newsletter against festive and seasonal food, which promotes concept of balanced diet and improve citizen comprehension on correct and healthy diet.

(2) In order to motivate the "Quality improvement and nutrition education program for meals provided by kitchens in school lunches", special planning has been made on promotional drama of "Massive check on students' nutritious lunches - fixed amount and balanced diet is the healthiest way", which delivers knowledge and concepts of healthy diet to school teachers, personnel, students and parents. Furthermore, the students, teachers and parents have understood that "large quantity" does not equal to "abundant nutrition" and possible effect that may arise from imbalanced nutrition. From the program, they have learnt the concepts of necessary volume during squashing of vegetables to cultivate habit of balanced diet; so that adequate amount of wholegrain can be taken. The drama is played by "Yi-Yuan Cloth Puppet Troupe" for 20 sessions since November 2005, which are made at 20 elementary schools including Yucheng Elementary School in Taipei City and lobby of Taipei City Government with participation of 12,456 people.

(3) Audit on status of practical "healthy lunch boxes" in schools: Audit has been made on status of labeling food quantity, calorific capacity and supply of nutrition on "healthy lunch boxes" in schools every term, where the result of audit are delivered to the Bureau of Education. During the



- ▲ Press conference of healthy glutinous rice (30th May 2005)
- ▶ Promotional troupe of "Food inspection-Smart eyes"
- ▼ Guidance to lunch box industry of Taipei City on making healthy meal

period from March 24 and April 28, 2005 and from September 12 to October 26, 2005, audit has been carried out on labeling food quantity and calorific capacity. 59 companies and 177 lunch box companies were audited; the results showed that most of calorific capacities supplied were located between 600-900 kilocalories and all average fat supply can be controlled to below 30%, which is close to suggested capacity progressively.

(4) In order to promote new healthy dietary culture continuously, the fun, fresh and attractive film of "health audit and new healthy dietary culture" has been produced to teach correct knowledge of healthy diet to citizens. Furthermore, the "Seminar of food sanitation and preparation of healthy diet" has been processed to improve auditor's ability and promotion on new healthy dietary culture with participation of 34 people in total.

(5) The "Improvement program of meals supplied by school kitchens - profession seminar for school dietitians" has been held jointly with the Dietitians' Association of Taipei City and the course content includes "introduction of red, yellow and green light for food, operation and practice of red, yellow and green light for food, improvement program of meals supplied by school central kitchens, self management for catering sanitation and cooperation for nutrition education in schools", which are expected to improve quality of nutritious lunches in elementary schools.

(6) The "Self sanitation management program for chain convenient stores" has been processed to guide companies on provision of "instant food containing wholegrain" and "ordering of meals for elders", which offers better and multi-dimensional environment for consumers.

## **9. Improve quality of audit tasks**

In order to enhance practice of auditors from Department of Health under Taipei City Government and auditing skills of food sanitation, the following training courses are executed:

(1) On 14, 16, 18 of March 2005 and 15, 17, 21 of March 2005, two batches of "Management and practical camp for drug and food sanitation" were held. On May 24 and 26, 2005 and on May 25 and 27, 2005, two

batches of "Application camp for administrative Act and penalties" were held. On September 28 and 29, 2005, the course of "Epidemiology study - taking food poisoning as example" was held.

(2) On June 23rd and 24, 2005, two batches of "Practical courses for CAS meat factory and processing of baked food" were held and the course contained: Introduction on CAS meat factory, factory tour and practice, introduction on wheat food and baked food, tour and practice on wheat food factories and baking premises with participation of 80 in total.

(3) In order to continuously promote food safety control system and enhance executing ability of food auditors, the "Practical audit (seed personnel) camp for safety control system of catering food" was held at cooperation with Food Industry Research and Development Institute (FIRDI) from September 19 to 23 2005. The course content includes: course study and practical audit with participation of 22 people in total.

(4) From November 25 to 26 2005, the "Practical course and inspection on CAS factories and food processing" was held. The course content includes: introduction on CAS vegetables and meat factories, as well as factory tour and practice with participation of 40 people in total.

(5) The films of "Well food sanitation regulation-catering version", "Standard operation procedure for inspection on drugs, cosmetics and food (including drinks, cool desserts, lunch box and general food)" have been produced, which expects to enhance new auditors' skill via fun, fresh and attractive introduction by films.

### Section 3. Management of Pharmaceutical Affairs

#### 1. Audit on status of practice of clinics and pharmacists in and labeling check on drug containers

(1) The status of auditing pharmacist employed by clinics for the needs of personal prescription and wearing license: In 2005, audit was carried out on 861 pharmacies owned by licensed pharmacist, 1,742 pharmacies managed by licensed pharmacist and 1,963 clinics to a total number of 4,566.

(2) Audits have been carried out on medical facilities (including medical facilities of Chinese medicine) and pharmacies and sees if the labeling of their drug container follows "labeling of drug container (including 13 necessary items and 3 suggested items)" per Wei-Shu-Yao-Zi No. 0910033863 by the Department of Health from Executive Yuan on May 8, 2002. In 2005, audits were carried out on 835 pharmacies owned by licensed pharmacist and 1,429 medical facilities for a total number of 2,264.

## **2. Seize on illegal drugs**

In order to protect citizen health and consumer safety, close contact is made with procurator, police and investigator unit for seizing illegal drugs; cooperation has been made with the "Project of Striking people's livelihood crime" by High Court Prosecutors' Office, which has uncovered illegal matters and distribute news timely. This has imposed deterrence to illegal companies and assisted the custom to stop illegal source. In 2005, discovering has been made on 26 cases of counterfeit drugs, 6 cases of prohibited drugs, 1 case of illegal medical equipment and 1 case of inferior drugs executed for other administrative penalties.

## **3. Enhance quality inspection on drugs available in the market and labeling of healthy packages**

(1) Checking has been made on monthly basis for total of 11,784 cases on package labeling for drug available in the market. 7,649 cases of drug and 4,135 cases of capsule products have been checked. Among them, 122 cases (including 18 cases of drug and 104 cases of capsule products) did not comply with the regulation.

(2) For enhancing monitoring drug quality, 571 cases of drugs available in the market were inspected (i.e. 221 cases of drugs and 350 cases of capsule products) and 37 cases were disqualified (i.e. 17 cases of drugs and 20 cases of capsule products).

## **4. Audit on informal premises for drug selling**

(1) Over the whole year, audits were carried out on informal premises (betel nut booths, grocery stores, construction sites and lottery shops) that sell alcoholic products; a total of 3,968 premises have been audited and 14

cases of violations were discovered.

(2) Audits were carried out on 1,659 formal premises and 1,536 informal premises (monthly report from chain convenient stores and seasonal report from adult shops).

(3) Overall audit on adult shops: A total of 118 adult shops are checked and among them, 222 cases are guidance provided for companies to cooperate with violated condoms off the shelf and a total of 4 illegal shops were discovered and transferred for prosecution.

(4) Acceptance of selling illegal drugs online: A total of 26 cases have been discovered for suspicions on the selling of illegal drugs online. Among them, 7 cases are transferred to Criminal Investigation Bureau and District Prosecutors' Office for investigation, the other 2 cases are prosecuted with administrative penalty and the remaining 17 cases are transferred to external County/City for further process.

#### **5. Training promotion event:**

(1) During October 20 and 21, 2005, the "2005 audit training class on illegal drugs" in Faculty of Education, National Taiwan Normal University for the whole day. A total number of 126 people from the Department of Health in each County/City and prosecutor-police-investigation unit have attended the training.

(2) On December 16 2005, "Report of investigation on illegal drugs" was held for sharing experience of audit and encouraging future direction of investigation with attendance of approximately 70 auditors.

#### **6. Controlled drugs management**

(1) According to monthly sales report provided by institutes and companies of controlled drugs, tracking and auditing have been carried out on direction and status of application for controlled drugs. Routine audits have been executed on total of 3,625 companies and a total of 6,268 controlled drugs have been checked via telephone. A total of 18 companies are discovered for violation and fined with the penalty of NT\$ 900,000.

(2) From May until September of 2005, a total of 6 promotional lectures on controlled drug regulation with participation of 262 people in total from



institutes and companies.

(3) In cooperation with District 300A3, Branch 3 under the International Association of Lions Clubs, the "2005 Anti-drug carnival" was held in Dr. Sun Yat-sen Memorial Hall. One booth for anti-drug promotion has been set up and anti-drug documents are distributed via quiz. The citizens' reaction is enthusiastic and approximately 400 people have attended the carnival.

(4) Result report on adolescent anti-drug promotion during summer:

1. In addition to promotional methods of lectures, seminars and quizzes for general premises, execution has been combined with the community, group, hospital, health, health manager, toilets, schools and health centers for promotion. During any relevant event of promotion, prevention of drug abuse has been enhanced. 40 promotions have been processed for this period for 2,064 people.

2. In cooperation with the Department of Health under Taipei City Government for joint audit, anti-drug awareness campaigns have been promoted in specific locations, such as night clubs, snooker clubs internet cafes, karaoke bars, and KTV establishments. In order to avoid disrupting individuals' free time and risk negative response from the public, promotional materials are simply provided for distribution. One such promotion was a survey, which has been completed by 952 individuals during 21 sessions.

## **7. Cosmetic management**

(1) Out of 119 products on the market that have been inspected, 30 cases of unsafe products were found nine of which have been disqualified and transferred for legal action.

(2) Package labeling for 6,760 cases of cosmetics on the market have been checked; among them, 238 cases have not complied with regulations and 133 of them have been prosecuted with penalties.

(3) Cosmetic check-ups on 129 marketing companies, including one inspection and 402 package labeling checks, have resulted in the disqualification of seven cases.

(4) The self-management of cosmetic companies has been promoted, and on April 29, 2005, prizes for self-management excellence were awarded

to the best companies. A total of 256 cosmetic companies were considered and 104 of them were awarded with a certification of excellence.

(5) In April 2005, during an inspection of 11 cases of "nail oil", three cases of methanol were found and 6 cases of product inconsistency were detected. All of these cases have since been transferred to other counties for further processing..

(6) In September 2005, guidance of self-management for cosmetic companies continued. A total of 93 companies were checked, as well as the labels on 630 cases of products, which found three cases of inconsistent labeling and two cases of unsafe quality.

(7) In November 2005, a joint audit was conducted on raw material cosmetic companies around Tianshui Road in Taipei City and an audit on raw material chemical companies around Tianshui Street had been enhanced. A total of 25 companies have been checked and nine cases of cosmetic violation have been inspected for the tracking process.

(8) In November 2005, two lectures were held for cosmetic companies to promote industry regulations and interactive communication among companies. Attendance was approximately 300 people.

#### **8. Customer service and medication safety**

(1) In order to prevent a bird flu epidemic in communities of Taipei City and increase public awareness on medication safety, community resources were combined into two sessions of "Community seed training for bird flu prevention and medication safety" on December 4 and 5, 2005. Medical professionals in the community, who consist of 188 pharmacists, nurses, doctors and dieticians in community pharmacies, were provided with training. They are expected to make a profound contribution to the community, as well as improve public awareness on epidemic prevention and medication safety.

(2) In order to prevent a bird flu epidemic and increase public awareness of medication safety in Taipei City, the Taipei Medical University Municipal Wanfang Hospital, Mackay Memorial Hospital, Xinguang Hospital, and Tri-Service General Hospital worked together to provide a total of 80 public awareness courses between September 1, 2005 and the end of December

2005. These courses were well received.

### **9. Guide community pharmacies and promote separation of pharmacy and medicine**

In order to provide community health care and overall pharmaceutical care to the public, a policy to separate pharmacy and medicine was introduced July 1, 2004 to the Taipei Pharmacist Association to allow renewable prescriptions for people with chronic disease. Since August 1, 2004, the public has been provided with services such as various prescription dispensations, enquiry of medications, clinic referrals, health education, telephone reminders for return dispensation, and home delivery of drugs.

The model of prescription availability established by Taipei City Hospital and community pharmacies has motivated medical centers to follow suit. In 2005, community pharmacy members of the "Service team of chronic prescription" have received a total of 129,519 prescriptions from Taipei City Hospital, which included 105,618 renewable prescriptions for chronic diseases. Home delivery of drugs has also been offered to 9,671 people. Furthermore, seven medical centers, including NTU Hospital, have released a total of 97,485 prescriptions, 73,930 of which were renewable prescriptions for chronic disease. Home delivery of drugs has been offered to 970 people.

### **10. Improving medication safety and the prevention of drug abuse**

A collaborative effort has been made with each medical facility, professional pharmacy group, community, school and workplace in Taipei City to host the "Promotion event of medication safety, separation of medicine and pharmacy and prevention of drug abuse." In part of these events, a key lecturer and a group of professionals from the Department of Health under Taipei City Government have gone deep into communities, schools, and workplaces to actively promote medication safety and the prevention of drug abuse by means of lectures, carnivals, theaters, and community events. A consultation service was also provided. There have been 283 sessions between January 1 and December 31, 2005, which have benefited a total of 29,013 people.

### **11. Convenient service of e-health fees**

An online application and search system for drug and cosmetic advertisements advertisement for the Department of Health under Taipei City Government was initiated on July 1, 2005. Electronic billing was put in place for the first time and combined with the G2B2C electronic business service, where companies can make payments via ATM, bank tellers and five major chain convenient stores. According to statistics taken between July 1 and December 31, 2005, there were a total of 5,086 online searches. Between November 1 and December 31, 2005, as well as 34 completed online applications, 16 of which have passed the assessments. Five companies have applied for the approval of 40 advertisements (i.e. a total of 305 cases for cosmetic and drug items); among them, 38 advertisements have been approved and issued advertisement permits, whereas two cases have not passed the initial assessment.

#### Section 4. The Cigarette Hazards Prevention

The Cigarette Hazards Prevention Act has been in place since 1997 in order to promote public awareness as to the potential hazards of cigarettes. The Department of Health has worked hard to develop anti-smoking initiatives that reach deep into each citizen's heart. From 1998 onwards, violations were no longer acceptable. In 2000, public establishments in Taipei City were given guidance and in 2001, restaurants were encouraged to promote a smoke-free environment. This initiative was followed by further guidance, evaluation and audit tasks for cigarette hazard prevention in an effort to certify smoke-free beauty salons, smoking cessation lessons, smoke-free workplaces, smoke-free schools and smoke-free hotels. In addition to the anti-smoking initiative, the Department of Health expects to refer performance and methods of the cigarette hazards prevention to other counties and cities for the development of other cigarette hazards prevention programs that meet the same standards as the one in Taipei City. With this, Taipei City hopes to decrease the number of people who smoke and create an environment free of second-hand smoke. This will make it easier for people to say "No" to smoking, which is necessary

to strive for the ultimate goal of creating a smoke-free city.

The smoking cessation lessons and occupational training of cigarette hazard prevention took place on consignment in nine medical facilities: the Taipei Medical University Hospital, Taipei City Hospital, Taipei Medical University Municipal Wanfang Hospital, Taipei Municipal Guandu Hospital, Shin Kong Wu Huo-Shi Hospital, Kang-Ning General Hospital, Kang-Ning General Hospital, Mackay Memorial Hospital, Taiwan Adventist Hospital, and Xi-Yuan Hospital. Thirty smoking cessation sessions were attended by 535 people. Four sessions of occupational training for nurses on cigarette hazard prevention were attended by 100 people and three sessions of occupational training for teachers on cigarette hazard prevention were attended by 75 people.

The establishment of consultation stations and a station and demonstration system for managing smoking cessation in communities included 16 hours of pharmacist training courses for consultation station and smoking cessation management. A total of 199 pharmacists have since completed the training. Fifty community smoking cessation consultation stations have been established, with 511 people served and 53 sessions of community smoking cessation held. In cooperation with "Establishment of consultation station for community smoke cessation", a management system for community smoking cessation was established. After community pharmacists had accepted the smoking cessation at the consultation station, relevant information was registered into the system; on October 13, a small seminar was held at Renai Hospital with the attendance of 50 pharmacists.

To promote women's health and increase their awareness of the dangers of cigarettes, three events have been staged to inform women of the negative effects of smoking. Women were provided with information on how cigarettes affect their skin and health, as well as their families and friends. At the same time, women were encouraged to care for themselves and love their families, which starts with quitting smoking and discouraging their families and friends from smoking. The events took place at three department stores: Idee Department Stores II on November 19, Core Pacific City on November 20,

and Shin Kong Mitsukoshi Department Stores Xinyi Branch on November 27. During these events, booths were set up for free skin testing and information on cigarette hazard prevention; furthermore, there were games designed to attract female participants and discourage women from smoking. More than 1,500 people attended these events.

The cigarette hazard prevention program has been carried out in Health Centers throughout the 12 Districts, each with its own characteristics. The program can be divided into three dimensions: adolescent, community, and special groups. The dimensions are described as follows:

### **1. Cigarette hazard prevention for adolescents**

(1) Health Center of Nangang District: Promotion in school and poster design competition.

(2) Health Center of Wanhua District: A program to promote anti-smoking as "cool" and encourage youth to express their natural energy

(3) Health Center of Songshan District: Promotion in school and street dance competition.

(4) Health Center of Zhongzheng District: Creative competition to refuse cigarettes in school.

(5) Health Center of Wenshan District: Street dance competition in school.

(6) Health Center of Datong District: Promotion in school and painting competition.

(7) Health Center of Shilin District: Badminton competition in school.

(8) Health Center of Beitou District: Poster design and painting competition in school.

### **2. Cigarette hazard prevention for communities**

(1) Health Center of Da-An District: The program of "Smoke-free street for NTNU."

(2) Health Center of Xing-Yi District: The program of "Building a smoke-free Taipei City and heading towards the year of the healthy city."

(3) Health Center of Neihu District: Promotion of cigarette hazard prevention in the workplace.

3. Cigarette hazard prevention for special groups:

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(1) Health Center of Zhongshan District: The program of "Investigation on prevalence of smoking behavior and awareness of health hazards for female personnel at international hotels."

(2) Cigarette hazard prevention in schools: On October 15 and 16, assessment was made at the Affiliated Senior High School of NTNU for an anti-smoking logo design competition. The competition was divided into three groups: Senior High School, Junior High School, and Elementary School, where five prizes for distinction and ten prizes for excellence were awarded. On October 29 and 30, a web page design competition for a smoke-free school was held at the Affiliated Senior High School of NTNU where five prizes for distinction and ten prizes for excellence were awarded to Senior High Schools, five prizes for distinction and four prizes for excellence were awarded to Junior High Schools, and five prizes for distinction were awarded to Elementary Schools. The winners now have a web page for a smoke-free school. The 19 top smoke-free schools of 2004, Jianguo and Heping High Schools have undertaken the task of editing the "Report on the results of promoting smoke-free schools." The content mainly consists of practical methods, results of execution, sharing experiences, and smoking cessation essays for promoting a smoke-free school. The reports are distributed to each level of schools below Senior High School in Taipei City.

(3) Over the past five years, the number of smoke-free restaurants has increased from 262 to a total of 1,400 restaurants. On November 22, 2005, a certification ceremony was held in the lobby of the Taipei City Government, where 10,000 copies of guiding manuals for model smoke-free catering were distributed to citizens for reference.

(4) Smoke-free workplaces and healthy corporations: Six guided courses of cigarette hazard prevention were held and 250 personnel from 30 companies participated in the events in total. A singing competition was held to relieve stress in the work place and a smoke-free ambassador was elected for each work place to promote a smoke-free environment. On November 22, a ceremony in praise of excellent smoke-free workplaces was held in the lobby of the Taipei City Government, with the participation of 85 companies.



(5) For adolescent cigarette hazard prevention:

In order to discourage adolescents from smoking, 718 convenient stores around schools in Taipei City are banned from selling cigarettes to adolescents under age 18. On July 21, 2005, a promotional lecture on cigarette hazard prevention was made to personnel from five major chain convenience stores. On December 8, 2005, the adolescent cigarette hazard prevention of "youth cigarette refusal" was held at the Affiliated Senior High School of NTNU, where Miss Shuli Chen, a lifetime volunteer from John Tong Foundation, was invited together with representatives from five major chain convenience stores (7-11, Family Mart, OK Mart, Hi-Life, and Nikomart) for a joint vow of "not selling cigarettes to adolescents under age 18", which reduces the number of adolescents purchasing cigarettes. In addition, entertainment was provided by a group of students and a professional singer, with the goal of strengthening adolescents' desire to refuse cigarettes and promote a smoke-free environment in schools.

(6) Consignment to private groups for promotion of cigarette hazard prevention: Private groups, such as Chong-de Foundation, Society Purification Foundation, Champions Education Association, and the Awakening Foundation were invited to address the community to pool community resources and cooperate with the group's professional ability to hold 29 promotional seminars for various cigarette hazard prevention in Junior and Senior High Schools in each community. The John Tong Foundation agreed to hold the "Promotional training



- ▲ Certification and praise for smoke-free restaurant and workplace at lobby of City Government
- ▶ Famous celebrity Yichen Lin and Er Nou spoke for anti-smoke (27th November 2005)
- ▼ Affiliated Senior High School of NTNU executed adolescent cigarette hazard prevention promotion (8th December 2005)

for COPD prevention and cigarette hazard prevention", so that health education professionals can understand the relationship between cigarette hazard prevention and COPD, as well as learn the method of intersecting from promotion of COPD into cigarette hazard prevention. Furthermore, material of health education has been provided to colleagues in the Department of Health under Taipei City Government, so that every health education professional can become a voice in the community for promoting cigarette hazard prevention.

(7) Audit for cigarette hazard prevention: There have been 13 cases of advertisement violations , 2 cases of cigarettes being sold to someone of unrecognized age adolescents, 2,276 cases of under age smoking, three cases of smoking behavior, 59 cases of supplying cigarettes to a person under the age of 18, 16 cases of poor labeling of smoke prohibition, and 38 cases of not setting up an appropriate smoking area. In 2005, 30,029 cases of cigarette hazard prevention were audited and 1,853 cases were fined a total penalty of NT\$ 3,483,000. In order to promote public cigarette hazard prevention and ascertain sense of anti-smoking, Taipei City has set up "Rewarding measures for reporting violation of cigarette hazard prevention in Taipei City", to encourage citizens to report. In 2005, bonuses for reporting were distributed to seven citizens at total of NT\$26,000.

## Section 5. Operational Health Management

Along with the continuous increase in public consumption and progressive improvement of quality of life over recent years; events, such as spas and commercial and public entertainment have increased with the promotion of a two-day weekend policy. Since the service quality from relevant industries, such as tourism, accommodations and recreation, spas, KTV singing, and beauty salons have received more attention from the public, the safety and health of these services have become important issues.

Due to lack of regulations, lack of training for employees, insufficient standards of operation and sanitation equipment on such premises, changes

have been reflected in the overall quality of service. The Sanitation and Management Act imposed in Taipei City is based on "Self-Government Ordinance of Hygiene Management for the Business Sectors in Taipei City", which was modified and distributed under the order of Fu-Fa-San-Tzi No. 9010345400 on September 6, 2001. The audit and guidance on sanitation of operation premises are made more efficient with the intervention of public power, which should strengthen professional skill, focus on sanitation, enhance ability for self-management, participate in sanitation training, improve maintenance of existing equipment, and effectively manage sanitation of operation premises, to provide excellent sanitary quality, as well as protection of consumers' health and safety.

The categories of operational sanitation management include six major industries: hotels, hairdressing and beauty salons, entertainment establishments, bathrooms, swimming facilities and movie theaters. In 2005, the following achievements to reinforce operational health management and maintain public health were:

#### **1. Audit, guidance and prosecution of violation of sanitation**

(1) Hotel industry: Key points have been addressed on toilets, towels, bed sheets, blankets, pillow covers and cabinets in guest rooms, as well as laundry, cleaning, lighting, air quality, disease prevention, personnel sanitation, sanitation administrator, cooling tower, environmental sanitation, toilet sanitation and self management of sanitation. In 2005, 1,390 hotels were checked; among them, 43 hotels have been guided for improvement and 18 hotels have been fined.

(2) Hairdressing and beauty salon industry: Key points have been addressed on equipment, towels, neckerchiefs, tool sanitation, sterilization equipment, cosmetic sanitation, air quality, lighting, technicians, disease prevention, personnel sanitation, sanitation administrator, cooling tower, environmental sanitation, toilet sanitation and self management of sanitation. In 2005, 5,595 shops have been checked; among them, 382 shops have been guided for improvement and 110 shops have been fined.

(3) Bathroom industry: Key points have been addressed on articles used by guests, towels, laundry, cleaning, clothing cabinets, lighting, air quality, disease prevention, monitoring of water quality, labeling of sanitation, personnel sanitation, sanitation administrator, cooling tower, self management of sanitation and environmental sanitation. In 2005, 1,133 bathrooms were checked; among them, 66 bathrooms have been guided for improvement and 54 bathrooms have been fined.

(4) Swimming premises: Key points have been addressed on sanitation equipments on swimming premises, namely the change rooms, showers, clothing cabinets, feet washing pools, wading pools, monitoring of water quality, labeling of sanitation, record of water exchange, personnel sanitation, and management on environmental sanitation. During open period of swimming pools, the sanitation administrator is requested to monitor PH value of pool water and chlorine balance every two hours with a simple test. The condition of water quality monitored is entered into the "Notice board for water sanitation", and sanitary status is recorded at all times. In 2005, 714 premises have been checked; among them, 19 premises have been guided for improvement and 11 premises have been fined.

(5) Entertainment industry: This industry includes singing clubs, dance clubs, KTV, and MTV, where key points have been addressed on air quality, lighting, disease prevention, personnel sanitation, sanitation administrator, self management of sanitation and environmental sanitation management. In 2005, 337 premises have been checked; among them, 30 premises have been guided for improvement and 34 premises have been fined.

(6) Movie theater industry: Key points have been addressed on air quality, lighting, disease prevention, personnel sanitation, sanitation administrator, self management of sanitation, and environmental sanitation management. In 2005, 193 theaters have been checked; among them, eight theaters have been guided for improvement and one theater has been fined.

## **2. Pool water inspection at operational premises**

The water in bath pools (including saunas and springs) and swimming

pools is inspected regularly, premises with water that does not comply with regulations will be prosecuted with administrative fines or continuous fines.

(1) For water inspection of bath pools: 2,451 cases have been inspected and the result shows 152 cases of inconsistency due to an excessive amount of bacteria or positive indication of colon bacillus, which derives the rate of disqualification at 6.2%.

(2) For water inspection of swimming pools: 1,446 cases have been inspected and the result shows 22 cases of inconsistency due to an excessive amount of bacteria or positive indication of colon bacillus, which derives the rate of disqualification at 1.5%.

### 3. Improve sanitation knowledge of employees

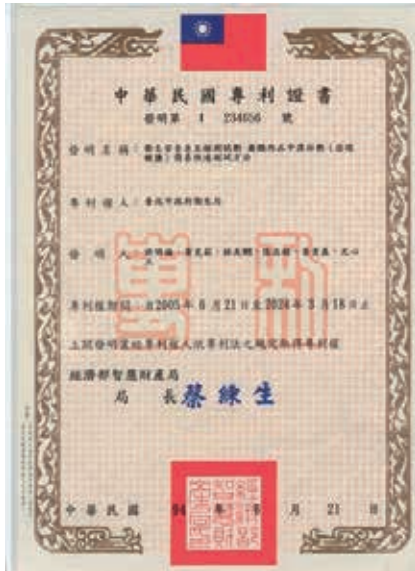
(1) 23 sanitation lectures have been held for employees with an attendance of 1,181 people.

(2) During sanitation audit and guidance on operational premises, promotion of relevant regulation and sanitation knowledge has increased to 9,422 premises.

(3) For training of sanitation administrators, 8 sessions have been provided for the following industries: hotel, hairdressing and beauty salon, entertainment, bathroom, and movie theater with the registration of 778 people; among them 698 people have participated in the full course and passed the test.



- ▲ Sanitation management on operation premises - Audit on cinemas
- ▶ Inspection of bath water of operation premises
- ▼ Inspection on swimming pool water of operation premises



▲ Photo of HS-II fast testing tester

▼ The sulfite tester has obtained the patent from Intellectual Property Office

## Section 6. Networking of Inspection Defense

A series of abrupt events such as the potential of bird flu epidemic and illegal products on the market (i.e. food, aquatic products, cosmetics, sexual enhancer and weight losing products) has caused consumer panic with regards to diet products and medication, particularly after reports made by news media. In order to protect public safety and health from food, drugs and cosmetics, the laboratory in Department of Health under Taipei City Government has successfully developed 10 types of fast tests. These tests can effectively help people screen various food, drugs, and cosmetic products by themselves, which prevents them from mistakenly purchasing or eating unsafe goods. In addition to preventing an epidemic situation, protection can be provided to the public, as well as the interests and reputations of legal shops, business owners, and governments. In order to eliminate illegal products and stop them from selling on the market of Taipei City, it was hoped that the combined strengths of citizens and business owners (source supplier and distributor) to construct the "Network of inspection defense on health and safety of food, drugs and cosmetics for Taipei Metropolitan" could build the Taipei city of health together.

### 1. Continuous innovation for developing DIY tester for health and safety, as well as progressive acquisition of patent

(1) The order of priority for the Department of



Health to develop tester mainly takes "public demand" as the primary factor of consideration. In cooperation with routine inspection, reports of illegal food, illegal Chinese medicine, and illegal cosmetics, requirements of the Food Sanitation Act work towards limit and control for each type of food additive, as well as limit the developing technology (e.g. demand on stability, semi fixed amount and fixed amount), the priority items are selected (see Table 1) for development and distribution of simple tester.

(2) Ten DIY testers have been launched: Since the beginning of 2004, the Department of Health has continuously launched the HS-II tester for

**Table 1** Priority items selected for development of tester

Items tested	Name of tester	Progress
Metanil yellow in food	Metanil yellow tester	Completed
Hydrogen peroxide in food	Hydrogen peroxide tester	Completed
Sulfite in bird meat	Sulfurous tester	Completed
Mercury in cosmetic products	Mercury tester	Completed
Hydroquinone in cosmetic products	Hydroquinone tester	Completed
Salicylic acid in cosmetic products	Salicylic tester	Completed
Nitrates and sulfites in food	Dark red tester	Completed
Formaldehyde in food	Purple tester	Completed
Rongalit in fruits	Blue tester	Completed
Borax (preservative) in food	Borax tester	Completed
Cyanide in drinks	Cyanide tester	Completed
Chinese medicine mixed with western medicine	-	Under development
Residual pesticides in vegetables	-	Under development
Aflatoxin in food	-	Under development



simple and fast testing of metanil yellow (metanil yellow tester) in food, hydrogen peroxide in flour, soybean and meat product (hydrogen peroxide tester), sulfite in bird meat (sulfurous tester), formaldehyde in aquatic products (purple tester), nitrate and nitrite in food (dark red tester), borax in food (borax tester). Furthermore, HS-II cosmetic testers are also used for simple and fast test of mercury (mercury tester), hydroquinone (hydroquinone tester), and salicylic acid (salicylic tester) in cosmetic products. All these testers have received a tremendous amount of feedback, which has been acknowledged and supported by consumers, business owners, and industries. It has also made the Department of Health the first health authority in Taiwan to develop and distribute testers for food, drug and cosmetic products.

(3) Items that have obtained patent right from Intellectual Property Office from Ministry of Economy Affairs include the sulfite tester (self-testing tester for health and safety - quick and simple way to test bleach (sulfite) in bird meat with application no. 093107431) and hydroquinone tester with application no. 093107430 for testing illegal whitening components used in cosmetics. The other items have entered into practical assessment and will obtain the patent right soon, which makes the Department the first health authority that obtain patent right with food-drug-cosmetic tester.

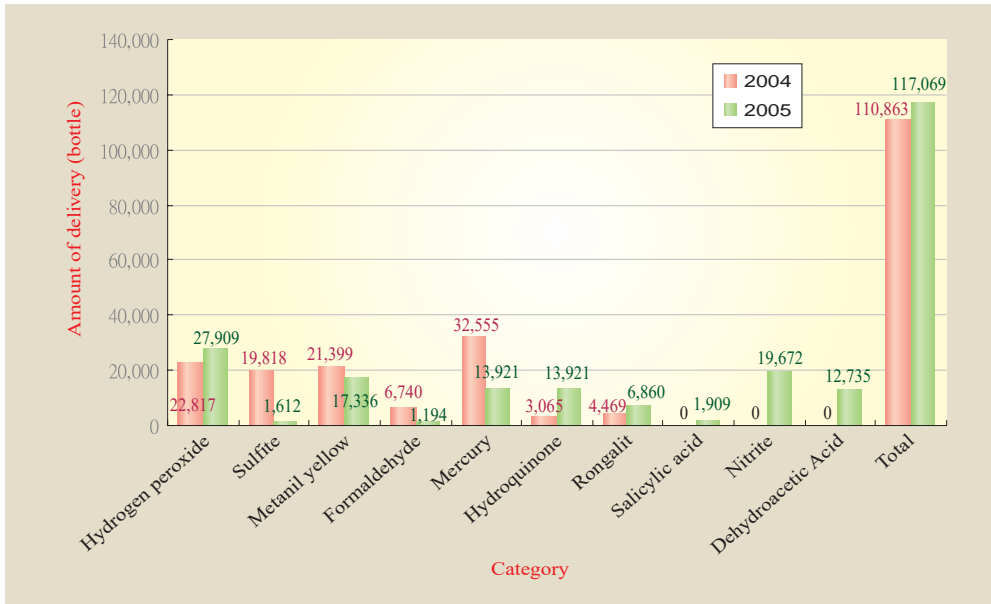
(4) As a participant assessed for the "2005 National Quality Badge - Biotechnology Category" held by Institute for Biotechnology and Medicine Industry, the Department passed the primary, secondary and final elections, and obtained the National Quality Badge.

(5) In the beginning of 2004, seven types of testers were introduced progressively and three types were added in 2005 totalling ten types of testers currently present. Tester distribution was as follows: 110,863 portions were distributed in 2004; from January until December 2005, 117,069 portions were distributed. **(As per Diagram 1)**

## **2. Expansion of inspection services for citizens, and protective measures for food-drug-cosmetic safety and sanitation**

(1) In order to promote new concepts of innovative service, the

**Diagram 1** Comparison of distribution for screening testers in 2004 and 2005



Department of Health has expanded the target of inspection services from a limited focus on companies to include Taipei City residents since 2004. Beginning April 1, 2005, services available to business owners in Taipei City are determined through project planning. The inspection categories have expanded from one hundred and 48 types in 15 categories to four 101 types in 34 categories of inspections (as per Table 2).

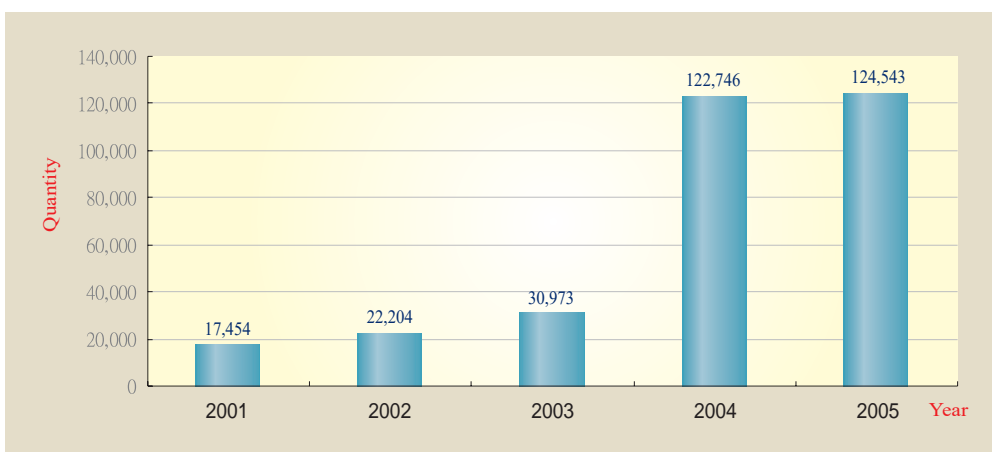
(2) After performing expanded inspections for citizens, the number of inspection items increased abruptly. This shows strong citizens' demand for the inspections so the Laboratory also provided more thorough and multi-dimensional protections on a progressive basis. Please refer Diagram 2 for comparison of inspection application between 2001-2005.

(3) As for problems concerning citizens, such as salmonella in contaminated milk powders, Chinese medicine mixed with western medicine, heavy metals in cosmetic products, whitening cosmetics, sexual enhancers and weight loss products, immediate and free inspections are provided (as

**Table 2** Comparison between inspection service for citizens in 2004 and their expansion in 2005

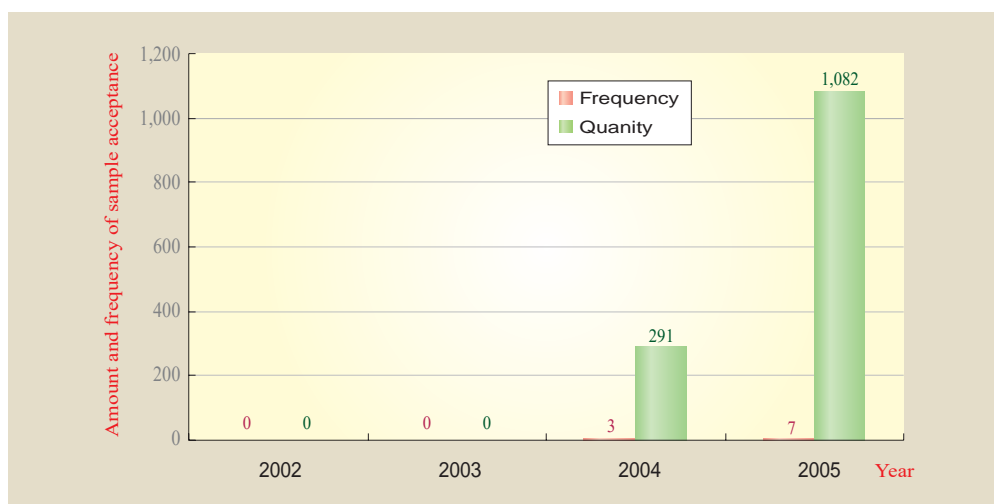
	Before 2004	After expansion of citizen services
Target	Company	Citizens or companies in Taipei City
Items inspected	Food bacteria and sanitation inspection, where the items of inspection categories can be divided into 15 categories and 148 types	Addition of inspection for Chinese medicines mixed with western medicines and inspection for cosmetic products, where the items of inspection have increased to 34 categories and 401 types.
Method of inspection	Personal delivery is needed	Addition of postal delivery for inspection
Time of operation	11 working days for sanitation inspection and 9 working days for bacteria inspection	9 working days for sanitation and chemistry, where 7 working days are allocated for bacteria inspection.

**Diagram 2** Status of inspection application from 2001~2005



**Table 3** Overview on status of free inspections in 2005

Frequency	Date	Theme	Status of delivery
1	January 3~ 7 2005	Project: weight loss products	126
2	April 4 ~ 8 2005	Project: free screening on sexual enhancers	10
3	April 11 ~ 15 2005	Free testing of heavy metal content in Chinese medicine	350
4	April 20 ~ 17 2005	Free screening of milk powders	14
5	July 15 ~ 25 2005	Chinese medicine sticker	9
6	August 1 ~ 5 2005	Free inspection for mercury levels in hair.	485
7	October 31 ~ November 10 till 2005	Free screening test for lead, mercury and hydroquinone	88
Total			1082

**Diagram 3** Frequency of free inspection for citizens and status of sample acceptance from 2002~2005




▲ Mobile inspection vehicle visits promenade and bazaar for new year festival with health education and distribution of test tester

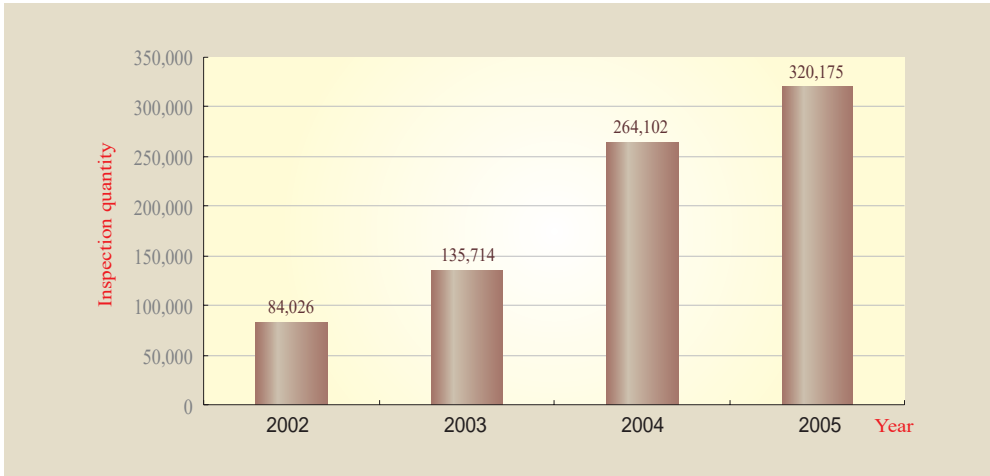
per Table 3). 7 free inspections in total were provided in 2005 and a total of 1,082 people were served, an obvious increase compared with 291 people served via three free inspections last year (as per Diagram 3). The citizens' health is well controlled, where both speed and efficiency have exceeded each health authority.

(4) Multiplied inspection capacity with abundant results: Please refer Diagram 4 for statistics on abrupt increases of laboratory inspections from 2001 until 2005.

### **3. The mobile inspection vehicle for defensive food-drug-cosmetic sanitation and health in Taipei Metropolitan Area**

(1) The appearance of the mobile inspection vehicle was designed collaboratively, and provides mobile distribution of test testers and information on marketing posters, delivery and receipt of specimens for inspection. The vehicle also has a marketing function.

(2) Cooperates with current affairs for mobile provision of timely food-drug-cosmetic screening on-site (items screened include: metanil yellow, sulfur dioxide, sulfite, borax, rongalit, formaldehyde and hydrogen peroxide in food, as well as mercury, hydroquinone and salicylic acid in cosmetic products). When suspicious violations of products are discovered, they will be brought back to the Laboratory for further analysis, so that citizens' demands for inspection are satisfied.

**Diagram 4** Comparison of inspection quantity from 2002~2005

#### **4. Promotion of "Certification System for Healthy Companies" is made and more than 60 source suppliers are guided to obtain such certification**

By promoting the "Certification System for Healthy Companies", source suppliers are encouraged to initially submit products to the Laboratory of the Department of Health for testing. Qualifying goods will be issued with a qualification badge which puts the concept of preventive screening from the source into practice. With the source managing and refusing to sell disqualified goods, the quality monitoring that links each stage and supervises each process is formed, so that disqualified goods are not easily distributed. This does not only relieve the consumers, but also maintains the reputation of the company, which results in a winning situation for all business owners, government units and citizens.

### **Section 7. Prevention of Accident Injury**

According to 2004 statistics on causes of death, the rate of accidental injury and death in Taipei City is 17.64 people for every 100,000 people and

ranks as the 6th highest of the 10 major causes of death in Taipei City. In order to reduce such rates, sixty households were visited for the purpose of promoting safety guidance for children at home. Furthermore, relevant promotions on the prevention of accidental injury were held during 1,982 sessions including 120,133 people. One copy of the analytical report on accidental injuries and trauma database for adolescents between 10 ~ 19 years old in Taipei City was consigned, which will allow Taipei City to draft reference guidelines for the prevention of adolescent accidental injuries.

## Section 8. Training of Cardio Pulmonary Resuscitation (CPR)

The training includes "Basic Life Support (CPR) training for citizens of Taipei City" and "Training of Basic Life Support." In 2005, a total of 2,068 CPR trainings were carried out and a total of 125, 597 people were trained.

## Chapter 2. Drug Courier

In order to cooperate with the Department of Health, Executive Yuan, in motivating the separation of medicine and pharmacy, the policy of prescription release, saving medical expenses for citizens in the community and shortening hospitalization times, which further saves expense on health insurance, the Department of Health has made efforts to promote the policy of prescription release since August 2004. The promotion starts from the Taipei City Hospital, in combination with community pharmacies within Taipei City, to ascertain community, local, and convenient pharmacy service and provide "free" drug delivery to residents.

The Department of Health has combined with the Taipei City Hospital, 221 community pharmacies with health insurance under the Taipei Pharmacist Association, and 41 community pharmacies with health insurance under the Association of Pharmacist Assistants (i.e. a total of 262 community pharmacies with health insurance) to carry out the operation of a mutual caring network by community pharmacies and build a "Medicine family



management system for the Greater Taipei Region"; so that the public can enjoy the services of "Consulting a doctor in Taipei and receiving drugs over Taiwan." The 40 "flagship pharmacies" selected by Taipei Pharmacist Association simultaneously provide "free" drug delivery to elderly residents and those with paralysis, or intellectual, mental, or physical disability.

In order to provide closer and more professional service, community pharmacists are starting to step into the community. Take Pharmacist Zhang of Da-shing Pharmacy for example. His 83-year old patient, Mr. Zhang resides in Daan District and has had drugs for his chronic ailment dispensed and delivered to his home since the middle of October 2004. Since Mr. and Mrs. Zhang live dependently on each other, Pharmacist Zhang often takes the opportunity of drug delivery visits for checking medicine in the house and describing applications, side effects and precautions for each medicine. Furthermore, Mr. and Mrs. Zhang can directly perceive the warmth of such kindness and this mode of caring is still maintained at present. In addition, Pharmacist Zhang even participates in the "Community smoke cessation consultation station" motivated by the Department of Health, and has established a "Smoke cessation class" at his own pharmacy to help residents in the community. Many people have successfully quit smoking so far and Zhang has been recognized as the kindest guardian of health for his neighbors.

When Pharmacist Xu of Jing-shing Pharmacy



- ▲ Dashing Pharmacy cares the patient via home delivery of medicine
- ▼ Pharmacists Zhang establishes smoke cessation consultation room in his pharmacy

delivers medicine for an 84 year-old man who lives far in the mountains of Xizhi, he has to start driving from 5:30 in the morning and travel along the mountain path for half an hour to safely deliver the medicine. There has even been one case of drug delivery during a thundershower. Since the old man was an asthma patient, Pharmacist Xu had to worry about the disastrous situation brought on by the flood on one hand, and worry about getting the medicine to the patient on the other. Pharmacist Xu still departed under the pouring rain but since a tremendous amount of water had accumulated on the roads, a few bridges including the Nahu Bridge that connect Xizhi with Taipei had been blocked. In order to reach his destination, Xu changed his route to Nanyang Bridge and headed straight to the mountain roads to quickly deliver the medicine to the asthma patient. This experience has made Xu further realize a pharmacist's responsibility and mission. In delivering the prescription for chronic disease, the pharmacist has sufficiently expressed his sincerity, which gains the trust and friendship of the patient.

The mode of prescription-delivery established between Taipei City Hospital and community pharmacies has also led medical centers to follow suit. In 2005, the community pharmacies of the "Service team for chronic prescriptions" have received a total of 129,519 prescriptions from Taipei City Hospital. These include 105,618 continuous prescriptions for chronic disease, and home delivery of drugs is provided to 9,671 people. Moreover, 7 medical centers including the NTU Hospital have released a total of 97,485 prescriptions. Among them are 73, 930 continuous prescriptions for chronic disease, and home delivery of drugs for 970 people.

The enthusiasm of "care for patients", "cozy service" and "determination of mission accomplishment" has made the community pharmacist a "health guardian" for citizens. The Department of Health will continue to help more community pharmacies transform into "flagship pharmacies", which provide cozy, convenient, professional, and fast medicine service to citizens.

## Chapter 3.

### Infectious Diseases Prevention Network

#### Section 1. Vaccine-Preventable Disease Control and Eradication for PMMT (Polio, Measles, Rubella, Tetanus)

##### 1. Vaccine-preventable disease control

Vaccine-preventable disease control is the most economical and effective way of controlling infectious disease. It uses effective inoculation of suitable vaccines to produce antibodies and obtain complete or partial protection. This effectively isolates infectious diseases and the effect of prevention is truly a pride of the public health field.

The vaccines conventionally given in Taipei City include the Oral Polio Vaccine (OPV), Diphtheria-Pertussis-Tetanus (DPT), Japanese Encephalitis (JE), Measles Virus (MV), Hepatitis B vaccine, Measles-Mumps-Rubella (MMR), Bacille Calmette Guerin (BCG), and chicken pox vaccine. In addition to assisting Taipei City Hospital with various preventive inoculations, willing hospitals and clinics that comply with requirements are consulted to provide a

**Table 4** 2005 statistics on rate of various vaccination completion for child in Taipei City

Type of vaccination	No. to be vaccinated	No. vaccinated	Rate of vaccination
4th shot of OPV	24,504	19,399	79.17%
4th shot of Diphtheria - Pertussis - Tetanus vaccine	24,504	19,261	78.60%
Measles - Mumps - Rubella vaccine	24,504	22,073	90.08%
3rd shot of Japanese Encephalitis vaccine	26,628	21,538	80.88%
3rd shot of Hepatitis B vaccine	23,231	20,687	89.05%

**Table 5** 2005 statistics on rate of various vaccination completion for students in elementary schools of Taipei City

Type of vaccination	No. to be vaccinated	No. vaccinated	Rate of vaccination
OPV	26,940	25,641	95.18%
Mixed vaccine with reduced Tetanus and Diphtheria	26,940	25,620	95.10%
Measles - Mumps - Rubella vaccine	26,867	25,771	95.92%
Japanese Encephalitis vaccine	28,904	28,057	97.07%

**Table 6** No. of Bacille Calmette Guerin vaccination for babies during January-December 2005 in Taipei City

Item District	No. of birth	Total no. of vaccination	Rate of vaccination (%)
Songshan	1,539	1,285	83.5
Xinyi	1,890	1,564	82.75
Daan	2,151	1,597	74.24
Zhongshan	1,646	1,293	78.55
Zhongzheng	1,082	787	72.74
Datong	1,005	790	78.61
Wanhua	1,549	1,136	73.34
Wenshan	2,130	1,600	75.12
Nangang	994	810	81.49
Neihu	2,117	1,823	86.11
Shilin	2,267	1,785	78.74
Beitou	2,009	1,611	80.19
Total	20,379	16,081	78.91

Note: 1. No. of birth is based on household information from Department of Civil Affairs, TCG.

2. Statistic for total no. of vaccination is made according to national inoculation information management system.

3. People with household registration out of Taipei City are not included.

vaccine-preventable disease control service for citizens' convenience, which expects to achieve more than a 90% inoculation rate for all of the above vaccines (as per Table 4, 5, 6).

## 2. Vaccination of chicken pox for children

Since 2003, Taipei city cooperated with the Center for Disease Control under the Department of Health, Executive Yuan, to include the chicken pox vaccine as one of the routine vaccinations for children aged one to two. As of 2005, a total of 26,245 people have been vaccinated in Taipei City.

## 3. Vaccination of influenza for high risk elders over age 65

Since 2001, Taipei City has cooperated with the Center for Disease Control under the Department of Health, Executive Yuan, to carry out vaccination of influenza for elders over age 65. As of 2005, a total of 210,488 people have been vaccinated.

## 4. Trial vaccination of strepto coccus pneumonia for high risk elders

Based on maintenance of health care service for elders, threat reduction of infectious disease and prevention of serious complications or death caused by pneumonia among elders, Taipei City has become the first city in Taiwan to offer free inoculation for "strepto coccus pneumonia" since April 11, 2005. 23,500 vacancies are provided to residents in long-term nursing institutes, mobile epidemic prevention teams and elders more than 65 years old who hold a catastrophic illness certificate or have been diagnosed by a doctor as suffering from a chronic disease.



▲ Elders of high risk group receive pneumococcal vaccination

## **5. Eradication of PMMT (Polio, Measles, Rubella, Tetanus)**

Taiwan announced eradication of Polio on October 29, 2000. In order to prevent the occurrence of Polio caused by viruses from wild plants, Taipei City has reinforced strict monitoring of Polio and followed the requirements of the Center for Disease Control under the Department of Health, Executive Yuan to list the cases of Acute Flaccid Paralysis (AFP) in the infectious disease reporting system. In 2005, 253 contracted hospitals and clinics were notified in Taipei City; from January to December, 14 cases of AFP were reported (7 cases in Taipei City, 1 case in Jia-Yi County, 1 case in Keelung City and 5 cases in Taipei County). After investigation, none of these cases were found to be Polio.

## **Section 2. Prevention of Infectious Disease**

In order to expand targets of prevention, the Department of Health, Executive Yuan has listed new infectious diseases under their management, and strengthened the duties of community citizens and medical institutes for cooperating with the task of epidemic prevention. Additional relief measures and compensation requirements have been listed, the central and local authorities' obligations have been clarified, the command system has been made complete and the penalties for non-compliance have been increased. In view of this, the Infectious Disease Prevention Act was modified, published, and signed into law on January 20, 2004. The original infectious diseases that are distinguished in legal reports have now been split into 3 categories with a total of 40 types of infectious disease, designated as infectious diseases or new infectious diseases according to the time of the report.

In order to prevent the occurrence and spread of various infectious diseases, active progress has been made on disease monitoring and reporting of infectious disease, where personnel from relevant units in TCG cooperate in executing each task of epidemic prevention. More and new strategies of infectious disease control have been learnt from the experience

of SARS in 2003 and since 2004, active progress has been made on education and auditing of infection control within each hospital in Taipei City. In order to prevent a second attack of SARS, each preventive mechanism such as fever screening stations, monitoring of body temperature, planning of moving paths, storage of epidemic prevention material, HEPA isolation wards, emergency epidemic disaster correspondence and command system, commission of epidemic prevention and consultation, and mobile epidemic prevention teams have been maintained. Since the prevention is adequate, although the epidemic situation of avian flu has been announced internationally, no spread of major infectious disease has taken place in 2005. Prevention tasks for each significant infectious disease are described as follows:

#### **1. Prevention on sexually-transmitted diseases and Acquired Immune Deficiency Syndrome (AIDS)**

The prevention of sexual-transmitted diseases in Taipei City is undertaken by the Branch of Disease Control in Taipei City Hospital. In addition to providing fast, anonymous screening, syphilis and AIDS screening are also provided to unlicensed prostitutes, clients of prostitutes, homosexuals, patients of sexually-transmitted disease, clinic cases of sexually-transmitted disease, employees in sanitary operations or public catering premises, and the general public. In 2005, a total of 135,447 people were screened and 458 people were confirmed as virus carriers via the Western Blot method. The Branch has filed each case with household registration in Taipei City and set up an exclusive line (Tel: 2370-3738) for citizen consultation.

The promotion of health education has been strengthened and targets include companies, foreign laborers, addictive drug users, special business owners, kids and adolescents, students, misbehaved teenagers, women, nursing personnel and the general public. A total of 200 health education sessions have been done, including large promotions, parties for AIDS patients and media promotion. Retired public prostitutes have been trained as "AIDS Educators for Sexual Workers", which carry out promotional education



on AIDS prevention to 3,349 street prostitutes. 484 street prostitutes have received the blood test; among them, 1 person is infected with AIDS and 127 people are infected with syphilis.

In view of this, the inter-bureau/division "AIDS prevention commission of Taipei City" was established in April 2002. The strengths of each bureau and division are combined to thoroughly promote AIDS prevention and set a "5 year program of AIDS prevention for Taipei City", which is expected to effectively prevent the spread of AIDS.

## **2. Prevention of malaria**

Malaria has been eradicated in Taiwan, thus citizens who go to malaria epidemic areas for tourism, business inspection or to visit relatives can apply for the preventive medicine "Chloroquine" for malaria from the Department of Disease Control under the Department of Health. In 2005, 2 positive cases of malaria immigrated from overseas occurred but no local cases took place.

## **3. Prevention of dengue fever**

### **(1) Status of epidemic prevention for dengue fever**

From January 1 until December 31, 2005, the Department of Health has received notification for a total of 80 suspicious dengue fever cases. Among them, a total of 13 cases were positively confirmed as dengue fever in Taipei City by the Center for Disease Control under the Department of Health, Executive Yuan. All 13 cases are immigrants from overseas (i.e. 1 case each from Thailand, Cambodia, Indonesia and Myanmar, 2 cases each from the Philippines and Malaysia and 5 cases from Vietnam). The number of people notified has increased more than 11 cases from last year and Taipei City still maintains a record of zero local cases. According to the regular 2005 investigation made by the Department of Health on vector mosquito density for dengue fever, a total of 2,267 Villages were investigated over the year. A total of 229 Villages (or 10.1% of villages investigated) had a vector mosquito density level higher than 2 at 10.1%, which is higher than the 4.8% last year.

### **(2) Strategy of executing dengue fever prevention**

1. The meeting of the dengue fever prevention team held on March 24, 2005 set the separation of rights and responsibilities of annual affairs, as well

as activating the preventive mechanism of dengue fever in Taipei City.

2. The inter-bureau/division report of the Taipei City Government dengue fever prevention center was held on October 20, 2005, and set the "Standard operation procedures for the Department of Health under the Taipei City Government to process the dengue fever prevention and cases violating Infectious Disease Prevention Act."

### 3. Reinforcement of epidemic monitoring

(1) From February to June 2005, many documents have been issued to medical facilities in Taipei City. In addition to providing the latest information on the epidemic situation of dengue fever, the concept of "Making immediate notification for any suspicious case without negligence" is also emphasized.

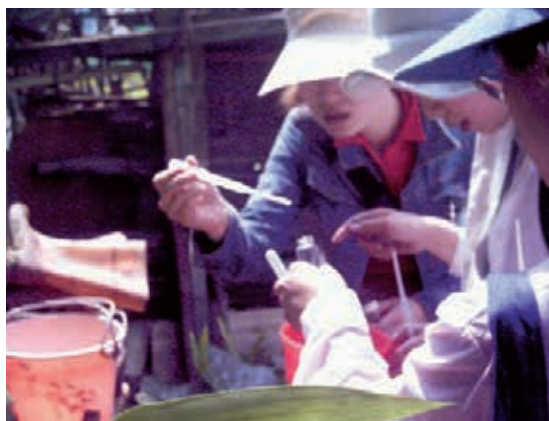
(2) The notification system and unified contact windows for suspicious dengue fever in school has been established, where the schools are required to pay attention to the health condition of all teachers, personnel and students. If fever combined with suspicious symptoms of dengue fever, namely headache, bone pain, rear orbit pain, and skin rashes have taken place, the Department of Health must be notified immediately to begin each prevention task.

(3) Enhancement of infectious disease notification made by owners of traveling and tourist hotels: the Department of Transportation has put a course on dengue fever prevention into the "Seminar for employees in tourist industry" to achieve the purpose of education and promotion.

(4) Tracking and handling measures for epidemic prevention: after receipt of case notification from Taipei City, the Branch of Disease Control will immediately execute investigation of epidemic status and vector mosquito density of living environment, as well as cooperate with the Environmental Protection Agency (EPA) for disinfection (3 sprays with 1 week intervals) over 50 households (radius of 50 meters) near the residence.

### (5) Enhance investigation of vector mosquito density

The investigation of vector mosquito density at public premises such as schools, markets, stations and parks has been enhanced. The notice for improvement deadline is issued immediately once water containers with



▲ Density investigation of vector mosquitoes for prevention of dengue fever

vector mosquito larvae have been discovered. The containers are rechecked a week later, and if the result of recheck still fails, a fine of between NT\$10,000 and \$150,000 will be levied according to Infectious Disease Prevention Act (the first penalty was levied in July 2005).

6. Carry out the seminar for relevant prevention personnel

A total of 2 seminars on epidemic prevention for personnel in the Health Office, care and education personnel, as well as Chiefs of Villages in Taipei City have been carried out, with 645 people participating.

7. Enhancement of promotion for health education on dengue fever

Various promotion leaflets for dengue fever have been printed for use. Promotion tags about dengue fever have been hung on EPA garbage trucks. The Department has also cooperated with Taipei Healthy Radio Station to produce a dengue fever drama to be broadcast, as well as using promotional phrases and attaching posters on relevant issues of dengue fever prevention in medical facilities and schools. Relevant newsletters for dengue fever are published on an irregular basis to provide the latest information on dengue fever epidemics and remind citizens on preventive protection.

#### **4. Prevention of enterovirus**

The enterovirus prevention program was initiated by the Department of Health, Department of Social Welfare, and Department of Education by establishing thorough school monitoring. In addition,

19 hospitals above the regional level in Taipei City are requested to make weekly reports on the state of emergencies, clinic consultation and hospitalization of any suspicious enterovirus. After compiling the statistical information, the Department of Health sends it back to the Center for Disease Control (under the Department of Health, Executive Yuan) every week, to monitor the status of clinical consultation and hospitalization of suspicious enterovirus cases. Moreover, the enterovirus prevention and correspondence team of Taipei City Government has also been established. Normally, the team's primary mission is to monitor the status of epidemics, while training and promoting health education to teachers and nursing personnel in elementary schools, preschools and nurseries.

(1) Strategies executed

1. Implementation of educational promotion: Resources from government and private industries are combined via various media to provide correct information on enterovirus for citizens, professional nurses, educational nurses and media workers. This information includes cultivation of good sanitary habits, including promotion to communities and families to provide adequate environment and facilities for hand washing, reminders to citizens to pay attention to signs of critical disease for prompt hospitalization, and educating medical personnel for adequate treatment of critical disease.

2. Enhancement of case monitoring and determination of popular messages: Domestic and foreign information on enterovirus infections are



▲ Lectures on prevention of infectious disease for epidemic prevention personnel and education personnel

collected continuously for understanding of enterovirus infections, as well as controlling trends of domestic and foreign diseases, so that correspondent measures can be set accordingly.

3. Establishment of emergency epidemic processing system: The enterovirus infection is not only a task of epidemic prevention; it also involves problems in other aspects including overall medical, educational, media and social policy. Therefore, each unit must cooperate with each other closely when the epidemic monitoring system is abnormal, so that a complete and effective network of epidemic prevention task can be established. The mechanism is expected to mobilize the organization for provision of timely and adequate medical service, inspection, case investigation and consultation, which reduces or isolates the epidemic, cases of deaths and public panic during periods of widespread infection.

4. The occupational education for medical personnel is held at least once a year.

5. The seminar involving experts, scholars, and authorities on education and social affairs is held at least once a year, to discuss the enterovirus prevention strategy in Taipei City.

6. By means of promotion from each medium, citizen comprehension on enterovirus prevention and the five steps of correct hand washing are provided.

#### (2) Prevention and monitoring of epidemic status

1. Before the common season of enterovirus, audits are made on hand washing equipment at a total of 2,346 elementary schools, preschools, nurseries and baby-sitting centers in Taipei City and all results have complied with the standard.

2. Enterovirus notification from hospitals: From January 1 to December 31, 2005, the Department of Health has received notification at 19 hospitals above regional level in Taipei City for suspicious enterovirus cases, for a total of 11,207 people. Among them, 22 patients were suspected as critical cases of enterovirus (only 11 people were confirmed with the critical disease and the other 11 people have been excluded). Four patients were reported in 2004

and one patient was confirmed with a critical condition.

3. Enterovirus notification from schools: From January 1 to December 31, 2005, the Department of Health has received notification from schools on suspicious cases of enterovirus for a total of 4,193 people. Based on recommended standards of class suspension in education and nursery institutes in Taipei City due to enterovirus, a total of 236 classes in Taipei City (77 classes for nurseries, 115 classes for preschools and 44 classes for elementary schools) have been suspended. Each case notified has been transferred to the Branch of Disease Control for epidemic investigation of reported schools, where the schools and parents are taught the relevant information on environmental disinfection and enterovirus prevention.

4. Most kids infected with enterovirus show slight symptoms of herpangina and this is mainly caused by Coxsackie A10, A4 and B4 enterovirus. Since these enteroviruses are not the EV71 type of virus which causes serious sickness, the Department of Health needs the public to remain calm.

#### **5. Prevention of Japanese encephalitis**

In order to prevent Japanese Encephalitis infections, all infants at least 15 months old shall receive two initial vaccinations (with a two-week interval between them), and an additional vaccination after one year. When the child attends first grade in elementary school, another vaccination will be given between March and May every year. In 2005, the rate of two initial vaccinations for Japanese Encephalitis (for infants born from January 1 through December 31, 2003) has reached 87.55%; the completion rate of 3rd vaccination (for infants born between January 1 and December 31, 2002) has reached 80.88% and the vaccination rate for Grade 1 students in elementary school has reached 97.07%.

#### **6. Prevention of tuberculosis**

Due to its wide spread in recent years, tuberculosis has once again attracted international attention. Although the death rate from tuberculosis has been out of the top ten causes of death since 1986 and reduced every year, the 2004 death rate of tuberculosis in Taipei City is 2.82 people per 100,000





▲ Management on tuberculosis individual with community visit and individual tracking

of population (based on an annual statistical report by the Center for Disease Control under the Department of Health, Executive Yuan). The prevalence of tourism, public access of visiting relatives in China, large import of foreign laborers, frequent international contact and abrupt increase of AIDS patients with tuberculosis are all factors which could cause tuberculosis to rise again. In addition, the elderly population is increasing, thus the task of preventing tuberculosis is also significant with an increasing number of nursing institutes for the elderly. The tuberculosis patients are discovered at an early stage and assisted with methods of thorough treatment and case tracking, which achieves the goal of effectively controlling the epidemic status of tuberculosis. The major tasks of tuberculosis prevention are as follows:

(1) Process preventive measures of screening tests in the community and high risk groups

From January to December of 2005, free chest X-rays have been carried out for 65,182 citizens in communities (including community checks, authority groups and health examinations at school) and for the high tuberculosis risk group of 4,149 people (including aboriginal authorities, the homeless, and residents of nursing centers, mental institutes, and prisons).

(2) Recommend disease surveillance and investigation system

The internet notification model has been established to track the screening test with timely surveillance and investigation on epidemic situation



via contacts with notified cases. From January to December 2005, the new registration of tuberculosis cases has amounted to 2,029 people.

(3) Case management on tuberculosis

As for cases notified and confirmed as tuberculosis, community nurses have tracked the status of medication treatment during the whole course with list management and guidance. From January to December 2005, a total of 15,277 people have been listed for management.

(4) Tracking management on contacts

Chest X-ray examinations are provided for contacts over the age of 12 and skin tests of tuberculin are provided to persons under the age of 12.

(5) Promote "DOTS program"

The "Directly Observed Treatment Short-Course (DOTS )" is promoted to cover targets including open and non-open cases, which is more thorough than in other cities and countries. From January to December 2005, a total of 1,313 tuberculosis patients have joined the program.

(6) Establish Taipei City tuberculosis prevention commission

Domestic experts on tuberculosis are hired to act as commissioners in Taipei City, to draft the program and strategy of tuberculosis prevention in Taipei City, as well as execute case discussion and analysis on partial cases. The meeting of the commission is mainly held once a season; if there are suspicious events of tuberculosis grouping, emergency meetings will be held irregularly.

(7) Regular and irregular meetings for assessing case histories are held at least once a month.

(8) The tuberculosis learning and demonstration center is established in Taipei City Hospital, Heping Branch, to receive tuberculosis patients and provide clinical education.

## **7. Prevention of Hepatitis**

The contracted obstetrics and gynecology hospitals and clinics in 12 Districts of Taipei City have cooperated in drawing blood for Hepatitis B test during antenatal examinations. If the mother is a virus carrier of Positive Hepatitis B, the neonate will be injected with immunoglobulin within 24 hours



▲ Promotion of health education for community mobilization on new influenza and offer health education at District Office

after birth and then inoculated with regular vaccines according to the requirements of the Center for Disease Control under the Department of Health, Executive Yuan.

### Section 3. Prevention of new types of influenza

In order to improve vaccination rates for influenza, 157,762 elders over the age of 65 in Taipei City have been vaccinated up until December 30, 2005, which amounts to a vaccination rate of 53.42%.

Up until December 31, 2005, the Department of Health has stored 11,200 pills of Tamiflu. In addition, the Central Intellectual Property Office (under the Ministry of Economic Affairs) has declared the compulsory authorization of Tamiflu on November 25, which allows the Department of Health, Executive Yuan to conditionally produce Tamiflu up until December 31, 2007. By that time, Taiwan will be able to produce sufficient Tamiflu to meet demand.

The quarantine measure for foreign tourists is mainly executed according to standards made by the Center for Disease Control under Department of Health, Executive Yuan. At present, people who enter Taiwan from high risk areas are requested to perform self health management at home and make immediate notification once they notice any symptom. As for tourists arriving with fevers, the Branch of Disease Control in Taipei City Hospital will keep enhancing the tracking and management.

In 2005, promotion of health education on "Total community mobilization" for new types of

influenza has been done at a total of 191 sessions with attendance of 31,328 people. On December 12, 2005, the Department of Health offered a course on "Educational training for prevention of new types of influenza" to wholesale poultry markets and sellers, and the managing office of the market has attached promotional posters on the notice boards at Nanmen Market. For a period from Tuesday until Saturday every week, audits are made on poultry booths, market disinfection, health condition of booth owners and poultry that are sold in Nanmen market, as well as promoting measures of epidemic prevention to booth owners.

In 2005, a total of 32 trainings have been executed for prevention of infectious disease with total participation of 3,518 people. On March 14 and November 2, 2005, maneuvers of bird flu prevention have been carried out to enhance alertness and sensitiveness among work personnel.

#### Section 4. Quality Improvement of Hospital Infection Control

Since the impact of SARS in 2003, the task of infection control has become one of the important tasks in the hospital. In order to improve the quality of hospital infection control, the Center for Disease Control under the Department of Health, Executive Yuan has announced the "Auditing measures for infectious disease control and inoculation in medical institutes" on November 3, 2004. Hospitals are regulated to fulfill the relevant tasks of infection control and the Department of Health is requested to perform at least 1 guided audit every year. From 2005 onwards, the Department of Health has undertaken the initial evaluations of audits on infection control.

As for strategies for improving the quality of hospital infection control, improvement of infection control personnel's professional knowledge is very important in addition to the use of audits and guidance on infection control. The Department of Health has invited relevant experts to give lectures for improving the knowledge of personnel.

Although no SARS epidemic has taken place in 2004 after monitoring, people now have to face the threat of possible attack by new types of



▲ Provide training of infection control for personnel of hospital infection control in Taipei City

influenza that are more infectious and deadly than SARS; thus the hospital is one of the important keys to discovering cases in a timely manner and stopping the expansion of epidemic situation effectively. In addition to enhancing diagnosis and inspection technology, as well as preventing nosocomial infection due to negligence of hospital infection control, continuous improvement in the quality of hospital infection control is still an important task. The achievements in improving the quality of hospital infection control in 2005 are as follows:

### **1. Execute practical audit on hospital infection control**

Audits of infection control have been done on hospitals above the regional level in Taipei City, with experts hired for assistance. After the audit, each hospital has been supervised for improvement against the results of the audit and reports have been submitted to the Department of Health for reference. In the results of the 2005 audit on hospital infection control, only two District hospitals did not pass the audit. The Department of Health has focused on practical re-checking and guidance for the two hospitals and continued supervising for proper improvement of defects in infection control.

### **2. Give guidance in infection control to the hospital with the worst fulfillment of infection control**

The guidance of infection control is mainly provided by experts in infection control, and personnel from Branch of Center for Disease Control and

Department of Health in the hospital together. In Taipei City, a total of 16 hospitals (15 District hospitals and 1 regional hospital) have been guided in the first half of 2005 and a total of 10 hospitals (9 District hospitals and 1 regional hospital) have been guided in the second half of 2005.

### 3. Execute training for personnel of hospital infection control and improve their professional knowledge

In 2005, the Department of Health has hosted and jointly held 4 training sessions on infection control with 783 people participating in total.

### 4. Establish the infectious disease prevention network

The infectious disease prevention network has been established through cooperation with the Center for Disease Control, where the Taipei City Hospital, Heping Branch is designated as the major hospital to receive infectious disease in Taipei City. The Department of Health supervised and assisted Heping Branch in performing the maneuver of "Receiving off-island patients with new types of influenza" on August 23, 2005. In order to maintain the function of the HEPA isolation ward in the receiving hospital, experts from the Institute of Occupational Safety and Health have audited the HEPA isolation ward and relevant equipment over the year.



- ▲ Provide training of infection control at Taipei City Hospital - Heping Branch for personnel of infection control in Northern region
- ▼ Execute drill of "Admission of off-island patient with new influenza" at Taipei City Hospital - Heping Branch

# 4 *Medical Care*

*Part*





# Medical Care

## Chapter 1.

### Disease Prevention and Care Network

#### Section 1. Mutual Diabetic Care Network and Cardiovascular Prevention Network

In Taipei City, certification has been granted to 159 institutes for the mutual diabetic care network, 1,051 people for medical personnel in diabetic care network, 219 institutes for Cardiovascular Prevention Network and 1,791 medical personnel for such networks.

The "Content Carnival" has been made in cooperation with 2005 Worldwide Diabetes Day to promote importance of health care and foot care for diabetes. The promotional event of "Healthy heart" has also been held on 2005 Worldwide Heart Day, which encourages citizens to pay attention to weight and waist size, as well as choose a healthy style of living to prevent diseases.

#### Section 2. Medical Network for Gestation Period

On June 10, 2005, the meeting for coordination and mutual understanding on women and children and eugenic health care affair was held. On June 16, 2005, the first meeting for Commission of



▲ Promotion on World Heart Disease Day-  
"Loss weight and maintain health life style"  
(25th September 2005)

▼ Seminar of gestation care in Taipei City  
(25th September 2005)



Medical Network for Gestation Period was held. On October 27, 2005, the second meeting for Commission of Medical Network for Gestation Period was held. On December 5, 2005, the contact meeting of internet referral for gestation period was held.

As for relevant seminars of gestation period: the seminar for relevant caring of gestation period was held on September 25, 2005. 3 seminars of NRP training were held on August 6, 23 and October 30, 2005. 2 seminars for caring of premature baby were held on November 12 and December 17, 2005.

### Section 3. Medical Network for Cancer

On May 23, 2005, the Department of Health under the Taipei City Government held the first meeting of "Medical Network and Counseling Commission for Cancer Prevention and Treatment" for Taipei City and the second meeting was held on December 30, 2005.

During September 12 and 13, 2005, the "2005 Personnel Training for Cancer Prevention and Treatment in Taipei City" was held at the Official Training Center of Taipei City Government, where 44 medical personnel from the Department of Health, Health Center and municipal hospital attended the training. In December 2005, a total of 1,000 manuals for cancer prevention and treatment in Taipei City were printed and distributed to Health Centers and Taipei City Hospitals in 12 Districts of Taipei City. There are a total of 7 hospitals that are appointed by the Department of Health from the Executive Yuan as the "Cancer Prevention and Treatment Centers", which include: NTU Hospital, Tri-Service General Hospital, Shin Kong Wu Huo-Shi Hospital, Mackay Memorial Hospital, Cathay General Hospital, Taipei Veterans General Hospital and Sun Yat-sen Cancer Center.

There are a total of 15 hospitals in Taipei City that have been appointed by the Bureau of Health Promotion under the Department of Health from the Executive Yuan as the exclusive hospitals of "Mammography Service for Women" with national health insurance. These hospitals include: Taipei City

Hospital (Women and Children Branch, Heping Branch, Zhongxing Branch, Renai Branch, Yangming Branch and Zhongxiao Branch), Taipei Medical University Municipal Wanfang Hospital, NTU Hospital, Mackay Memorial Hospital, Taiwan Adventist Hospital, Central Clinic, Zhongsan Hospital, Taipei Medical University Hospital, Taipei Veterans General Hospital , Sun Yat-sen Cancer Center, Cheng Hsin Rehabilitation Medical Center, Tri-Service General Hospital, Taipei Municipal Guandu Hospital, Pojen General Hospital and Chang Gung Memorial Hospital.

There are a total of 14 hospitals in Taipei City that have been appointed by the Bureau of Health Promotion under the Department of Health from the Executive Yuan as the exclusive hospitals of "Diagnosis and Treatment Hospitals for Oral Cavity Cancer." These hospitals include: NTU Hospital, Taipei Veterans General Hospital , Tri-Service General Hospital, Shin Kong Wu Huo-Shi Hospital, Cathay General Hospital, Taiwan Adventist Hospital, Sun Yat-sen Cancer Center, Mackay Memorial Hospital, Cheng Hsin Rehabilitation Medical Center, Taipei Medical University Hospital, Chang Gung Memorial Hospital, Songshan Armed Forces General Hospital, Taipei Medical University Municipal Wanfang Hospital and Taipei City Hospital (Women and Children Branch, Heping Branch, Zhongxing Branch, Renai Branch, Yangming Branch, Zhongxiao Branch).

There are total of 11 hospitals in Taipei City that have been appointed by the Bureau of Health Promotion under the Department of Health from the Executive Yuan as the "Service Hospital of Colonoscopy for High Risk Groups With Family History of Colorectal Cancer", these hospitals include: Taipei City Hospital (Renai Branch), Shin Kong Wu Huo-Shi Hospital, Zhongsan Hospital, Songsan Armed Forces General Hospital, Taipei Medical University Hospital, Cathay General Hospital, Cathay Hospital-Neihu Branch, Cheng Hsin Rehabilitation Medical Center, Tri-Service General Hospital, Taiwan Adventist Hospital and NTU Hospital.



▲ 2005 seminar for development of preschool child

## Chapter 2. Screen Test for Child Health and Medical Subsidy

### Section 1. Screen Test and Notification for Child Development

In order to discover children with delayed development at an early stage, medical facilities with professional doctors in pediatrics and family medicines are combined, which provide examinations for preschool children upon clinical consultation. A total of 97,245 people have been tested and 1,404 children with suspicious delay of development were discovered. They have been notified and referred to a general service center of early intervention for further evaluation and assessment.

In order to improve service and quality of preventive health care for children in Taipei City, a total of 2 batches of "Seed Training Seminars for Screen Test and Notification of Child Development." The seminars targeted colleagues in the Health Center, household visitors and service institutes in the jurisdictional area for early intervention and relevant personnel in medical facilities, where 412 people have attended the seminar.

Infants that range from 0 to 3 years old have been promoted for inoculation at hospitals and clinics or simultaneous execution of tests for preschool development upon health examinations, as well as setting standard operation procedures.

Cooperation has been made with medical facilities in Taipei City for sending personnel to preschools and nurseries on screen tests, where a total of 6,325 people in 144 preschools and nurseries have accepted the test. Tracking and notification for abnormal cases from screen test have been strengthened, reminders are attached in the test sheet with detailed stipulation of resources for early intervention institutes in Taipei City, so that the doctor of the initial test can guide parents when taking the children to the institutes and performing evaluations.

## Section 2. Oral Health Care for Children

In order to understand caries prevalence rate for children in Taipei Municipal preschools and nurseries, the programs of oral examination for children have been carried out since 1993. From the results of these examinations in 2005, it was discovered that the rate of decayed temporary tooth is 65% and this is 0.1% less than the 65.1% in 2004. Regarding oral examinations for children, there were 1,012 nurseries and preschools within Taipei in 2005; 1,009 of them have been processed with oral examinations at achievement of 99.7%. The total number of examinations on nurseries and preschools was 49,458 children.

The promotion of caries prevention with fluorine mouth wash: The national income of Taiwan has stepped into the level of developed countries, but the caries prevalence rate for children in Grade 1 of elementary schools in Taipei City is still ranked number one in the world with 64.57%(2004). Therefore, the effective caries prevention and improvement on curing caries prevalence rate are the priority emergencies for children's oral health care. Fluoride is the most effective tool to prevent caries so far and the Ministry of Education has already executed the decay prevention plan by providing fluorine mouth wash for students nationwide.

The promotion of caries prevention with fluorine mouth wash on children age 5 in preschools and nurseries: In 2005, a total of 1,360 classes from 959 institutes with 28,394 children have participated in the program. These

welfare measures are highly acknowledged by parents and teachers.

The promotion of education on tooth cleaning after meals and caries prevention from milk bottles for preschool children: The condition of caries on children age 5-6 in Taiwan is currently very serious. According to an investigation made by the Department of Health from the Executive Yuan in 2001, it has been discovered that caries prevalence rate in children age 6 in Taiwan is 88.43% and the deft is 5.88. The 2004 caries investigation on preschool children shows that the caries prevalence rate for students age 6 is 65% (lower than the national rate) and the deft is 3.55 (also lower than the national rate). In 2005, the promotion of education on tooth cleaning after meals and caries prevention from milk bottles were carried out for 24 sessions in Taipei City, which has motivated the rate of tooth brushing after meals for children in senior classes of nurseries and schools to reach 100%. The future target is expected to be enhancing feeder's comprehension on preventing caries from milk bottles, as well as promoting parents or feeders in the community on proper methods to assist in tooth brushing guidance of infants.

The demonstration of fluorine coating on disabled children in Taipei City for caries prevention: The WHO has set the expectation of achieving 90% of "zero caries" on children age 5 by the year 2010. However, the use of mouth wash requires certain levels of learning, comprehension and cooperation from the children; the target of such a program does not include disabled children in Taipei City. Since such children are less capable of washing their mouth normally, Taipei City has based their consideration of human rights and equal welfare for proposing the demonstration of fluorine coating with disabled children in 2005. Cooperation has been made with the Chinese Association of Family Dentists for executing caries prevention on a total of 52 disabled children from Wensan Special School, Muzha Nursery and Xing-Yi First Children's Development Center. Research has been done on small samples to establish the effect and operation mode of caries prevention with localized fluorine paint, which can be used as reference for thorough implementation in future.

Filling the gap of the first molar for children at age of 5: The first molar is the permanent tooth that emerges at the earliest stage, since it is located at rear end of the deciduous tooth, it is often mistaken as the deciduous tooth. In preventative medicine, the caries ratio for the first molar is also on top of the list rankings; the "gap filling" of the first molar has been made on 61 children (113 teeth) "at the age of 5 with household registration in Taipei City and the grown permanent tooth" to achieve the purpose of caries prevention. With this event of "gap filling", it is expected to remind and educate parents for oral attention and caring for children.

### Section 3. Screen Test of Hearing Ability for Preschool Children

Hearing ability plays an important role for the language development of children; hearing loss does not only influence children and their ability to learn a language and communicating with the outside world, but it also causes uncoordinated comprehension, socialization, and emotional expression, which indeed imposes profound effects.

Standardized training courses for screening tests of hearing ability for preschool children: 48 nursing personnel from Health Center have been trained and 2 "Seminars for parents and preschools on hearing damage of preschool children" were held with the participation of 204 students. The "Standard operation procedure for preschool screen test on hearing ability and tracking management" and promotion manual of "Health care for children's hearing ability" have been revised. 6,000 manuals have been printed and distributed to Health Centers in 12 Districts; moreover, promotions of screen tests on the hearing ability for preschool children have been attached on the body and back of 26 private buses (Metropolitan Bus and Xin-xin Bus) over 12 Districts of Taipei City for one month.

Screen tests on hearing ability: A total of 14,331 preschool children between the ages of 3 and 4 have been tested. Among them, 614 children were found abnormal from primary test rate of 4.3%; 587 children received a secondary test at the rate of 95.6%; 140 children were found abnormal from

referred secondary tests at the rate of 23.9%; 140 abnormal children have been tracked for correction and the rate of tracked correction and abnormality found in the secondary test is 100%.

#### Section 4. Screen Test for Preschool Vision and Strabismus/Amblyopia, as Well as Health Education

The time before the age of 6 is the most critical time of effective strabismus/amblyopia treatment for children and the last chance of vision test for preschool children. It is expected to discover children's vision problems of ametropia such as strabismus/amblyopia or short sightedness at early stage, so that adequate and timely treatment can be provided to the children and stop their vision from getting worse.

12 sessions of "Seminar for test and nursing personnel on vision and strabismus/amblyopia of preschool children" have been held with attendance of 844 people. The "Children's troupe for vision health care" has been selected for vision promotion; 16 sessions of promotions have been held at preschools and nurseries, where the "Standard operation procedure for preschool vision and strabismus/amblyopia" has been revised accordingly.

Vision test: The vision and strabismus/amblyopia test has been executed on 41,739 children ages 4 to 6 in preschools and nurseries. Among them, 9,101 children were found abnormal from the primary test rate of 21.8%; 8,576 children have received a secondary test at the rate of 94.2%; 7,272 children were found abnormal in the secondary test and the rate of confirmed abnormality to diagnosis is 84.8%.

#### Section 5. Integrated Screen Test for Preschool Children

In order to improve the efficiency of integrating execution made by preschools and nurseries on each screen test for preschool children, the first trial execution of integrated screen test including vision, hearing ability, oral and child development examination have been held in Datong District and Nangang District since 2005. A total of 5,697 people have been tested and



the tracking management system for 4,384 cases of suspicious abnormality (case with abnormality in 1 item is listed immediately) is also established for ascertaining the task of case tracking and management, where nursing personnel that participated in the screen tests have given high credit on overall satisfaction (about 85%) for quality of integrated screen test. In 2006, this program will be expanded to the 12 administrative Districts for execution.

## Section 6. Medical Subsidy for Children

### 1. The policy and spirit of the Department of Health for caring for the minority groups

On December 25, 1995, the "Program of medical subsidy for children under the age of 3 in Taipei City" commenced ahead of other Counties and Cities. On October 10, 1998, the medical subsidy for children under the age of 6 has been executed and this benefits more children and families in Taipei City. From 2001 onwards, new systems of medical subsidy for children has commenced and strategic principles focus on wealth exclusion, poverty salvation, and assistance with diseases. The second type of medical subsidy for children has been strengthened and it includes children under the age of 6 in families with low income, children in poor families, and children under the age of 12 with a critical or unusual disease. This can complete the goal for the Department of Health to care for the right of minority groups. In 2005, the "Medical subsidy for children in Taipei City" was still in practice.

### 2. Status of Certification on Medical Subsidy for Children in Taipei City

Up until December 31, 2005, the number of children with general identity and holding certificates of medical subsidy in Taipei City has reached 375,631. For children in the second category, certificates have been issued to 3,378 people.

### 3. Status of signing contract with medical facilities

In this program, there are total of 428 contracted medical facilities, which include 37 hospitals and 391 clinics.

#### **4. Status of assessment and payment for medical subsidy**

In 2005, expenses of medical subsidy have been made to a total of 161,755 people totaling NT\$ 47,935, 261; among them, 79,465 children have received health consultation services.

## **Chapter 3. Screen Test for Mature Age**

### **Section 1. The 3 in 1 Test**

The tests of blood pressure, sugar and cholesterol have been made for 111,473 citizens over the age of 40 with a testing rate of 19.05%. Among them, 33,256 people were found with abnormal blood pressure, 5,605 people were found with abnormal blood sugar, 7,595 people were found with abnormal blood cholesterol, where the completion rate for tracking and referral of abnormal cases has achieved 99.71%. For community citizens and abnormal cases, 96 lectures of cardiovascular and diabetic health have been given, so that citizens will care more about their own health, which further reduces occurrence of disease and complication. A total of 5,054 people have attended these lectures.

### **Section 2. Health Examination for Elders**

Health examinations for elders: 47,122 vacancies of free health examination for elders have been provided to senior aboriginal citizens with household registration in Taipei City and over the age of 65 and 55. From accumulation, 41,631 people have received the health examination. From the monitoring result on service and quality of health management made by contracted hospitals on health examination for elders, average scores for 25 contracted hospitals is 85.62 points with highest score of 95.32 points and lowest scores of 67.55 points. Regarding telephone investigation for satisfaction of people that received the examination, the average score for 25

contracted hospitals is 91.27 points with highest score of 97.8 points and the lowest score of 87.60 points.

For elderly people that attended clinics of Taipei City Hospitals in 12 Districts, subsidy has been made to NT\$ 50 of co-payment for National Health Insurance (NHI), which has served 39,998 in accumulation. 479,643 elders have served for oral examination.

## Chapter 4. Prevention and Treatment of Cancer

In order to help citizens in establishing correct concepts of cancer prevention and treatment, as well as understanding the significance of early treatment upon early discovery, the Department of Health under Taipei City Government has performed various services for cancer prevention and treatment, which include the cervical smear examination, mammography examination, test on high risk group of liver cancer, colorectal cancer and test for oral cavity cancer.

### Section 1. Prevention and Treatment of Cervical cancer

Cervical smear examination: The Health Centers in 12 Districts of Taipei City have combined with private groups for joint cooperation on promotion



- ▲ Doctor offers individual and profession consultation on result of health check for elders
- ▼ "6 minute for lifetime of protection" - Shin Kong Mitsukoshi (16th April 2005)

that focuses on women not receiving cervical smear examination for more than 3 years. Guidance on public and private hospitals and clinics have been strengthened for accepting the contract of providing cervical smear examination to woman above the age of 30 once a year. Test stations have been established in the communities to effectively enhanced test rate. During the period from 2003 to 2005, the cervical smear examination has been performed for 474,207 people (81,560 people tested in 2005). Furthermore, the "Reward program promoted by medical facilities in Taipei City for smear examination" has been executed to encourage medical facilities on adoption of various promotion or managing measures, establishment of fast smear passing for clinic consultation, registration-free provision and immediate service of smear examination. These can induce women's acceptance of examination, guide the medical facilities for establishing initiative reminding system, enhance assistance for women hospitalized at other divisions to accept the smear examinations, cooperation with the period of declaration for income tax, and enhanced citizen services by setting up stations in communities.

The Human Papilloma Virus (HPV) test: From October till November 2005, the "Service of HPV test" has been executed for women at the age of 40-69 that have not received cervical smear examination for more than 10 years and 1,102 people have been served. 77 positive cases are discovered and have been guided to accept the cervical smear examination.

Enhanced promotions for cervical cancer prevention and treatment: On April 9, 2005, cooperation was made with the Department of Education under the Taipei City Government to execute the event of health exercise by public and private preschools and cancer tests by Health Centers with service to a total of 255 people. On April 16, 2005, the parade and test of "6 minute check in exchange of lifetime protection" was held on the Parisienne Walkway by Hall A9-A11 of Shin-Kong Mitsukoshi Department Stores - Xing-Yi Branch with service to a total of 73 people. On October 23, 2005, cooperation was made with the Indigenous People's Commission under the Taipei City Government for "Cervical smear examination" during 2005 Indigenous

People's Festival in Taipei City held at city hall plaza; a total of 55 people were served.

The prize drawing event for cervical smear examination: In order to encourage women in Taipei City to accept regular cervical smear examination, the Health Centers in 12 Districts of Taipei City held the prize drawing event for cervical smear examination on Mothers' Day and Moon Festival.

On September 26, 2005, the "2005 test and lecture for prevention and treatment of cervical cancer and breast cancer" was held at Family Theater on 2F of the Taipei City Government building, which served 242 people in total.

On November 11, 2005, the event of "caring yourself and embrace happiness" was held by the Mackay Memorial Hospital on 15F of its Taipei Branch for patients of breast cancer and cervical cancer; 178 patients and family members attended the event.

## Section 2. Prevention and Treatment of Breast Cancer

Mammography check: The analog mammography has been included for payment by NHI since July 2004. During January until December 2005, 12,816 women between 50 and 69 years old have received the analog mammography with NHI. Among them, 58 people were confirmed to have breast cancer.

Enhanced promotion of breast cancer prevention and treatment: On October 16, 2005, the "International month for breast cancer prevention



▲ "Promotion for prevention of breast cancer - free riding in pink" (16th October 2005)

▼ Screen test for oral cavity cancer in 2005 Aborigine Festival

and treatment", the street event of "2005 pink ribbon event for breast cancer prevention and treatment" was held at Hall A9-A11 of Shin Kong Mitsukoshi Department Store, where 13 people had served by the "Cervical smear examination station." On December 5, 2005, the "2005 Prize giving and inspection of excellent medical facilities for women's cervical cancer and breast cancer" was held at the Sun Yat-sen Cancer Center.

### Section 3. Prevention and Treatment of Oral Cavity Cancer

Oral Mucosa Test: For the high risk group of smoking and betel nut chewing population, a total of 48,486 people have been tested. Among them, 307 people were discovered for suspicious positive results and 63 of them were confirmed with oral cavity cancer.

Enhance the promotion for prevention and treatment of oral cavity cancer: On November 29, 2005 prior to the "Month of betel nut prevention (December)", the events of "Quit betel nut and look after your family!" and "Promotion for prevention of betel nut and oral cavity cancer" were held at Family Theater on 2F of the Taipei City Government. Professor Liang-Jun Han from NTU Hospital was invited to give a topical lecture on oral cavity cancer and patients with oral cavity cancer shared their experiences, where the Chinese Association of Family Dentists, Taipei City Hospital and Health Centers from 12 Districts in Taipei City had offered free tests for oral cavity cancer and consultation on health education. A total of 450 citizens attended the event.

On December 4, 2005, the "Event for promoting betel nut prevention and caring patients with oral cavity cancer" was executed at Futian Garden in Shilin District; the targets included patients with diseases caused from betel nuts and their family members, suspicious positive cases that need further confirmation after oral mucosa test performed by doctors, patients confirmed with oral cavity cancer, high risk cases screen from community health examination, patients of cancer association, dentists, doctors from ear-nose-throat division, nurses and social workers. A total of 100 people attended the



event. The patients' group has promoted for prevention of betel nuts towards human health and social hazards, which offers care to the patient for motivating the doctor-patient relationship, as well as providing support between patients and comprehension on health education.

## Section 4. Prevention and Treatment of Liver Cancer

**Liver cancer test:** From January to December 2005, the test for liver cancer was executed on 11,406 people and the results are as follows: 848 people were discovered as virus carriers for hepatitis B; 142 people were discovered as virus carriers for positive hepatitis C; 5 people were discovered as virus carriers for hepatitis B and positive antibodies for hepatitis B at the same time; 1 person had a fatty liver; 3 people were confirmed with liver tumors and no one was confirmed with liver cancer.

**Enhanced promotions for prevention and treatment of liver cancer:** On January 25, 2005, the Department of Health under the Taipei City Government, the Department of Public Works and Liver Disease Prevention and Treatment Research Foundation cooperated to execute the "Lecture of test, prevention and treatment for liver cancer and oral cavity cancer" in Family Theater of the Taipei City Government. Professor Jianhong Chen from Department of Internal Medicine of NTU University and Doctor Jie-Yuan Zheng from Oral Surgery of



▲ "Free inspection for hepatitis and liver cancer" (22nd October 2005)



Mackay Memorial Hospital were invited to lecture on prevention and treatment for liver disease and oral cavity cancer. In the event, screen test for liver cancer and oral cavity cancer were also provided with participation of 750 people in total. Among the 482 people that tested for liver cancer, 76 people were discovered as virus carriers for hepatitis B, 7 people were discovered to have positive hepatitis C, 1 person was discovered as a virus carrier for hepatitis B and positive anti-HCV.

In order to enhance attention from citizens, aborigine and new immigrants towards prevention and treatment of liver cancer, the Taipei City Government and Liver Disease Prevention and Treatment Research Foundation have jointly held the "free test for hepatitis and liver cancer - healthy city and self-improvement service" at the National Taiwan Science Education Center on October 22, 2005, aborigine, new immigrants, volunteer police, volunteer fire fighters and citizens over age of 20 were invited for participation. In the event, inspection on liver functions, such as Hepatitis B surface antigen (HBsAg), Hepatitis C virus antibody (Anti-HCV), Alpha fetoprotein (AFP), Serum Glutamate-Oxaloacetic Transaminas (SGOT) and Serum Glutamate-Pyruvate Transaminas (SGPT) have been provided; 3,964 people have taken the test for hepatitis and liver cancer, while 258 people are tested for colorectal cancer.

## Section 5. Prevention and Treatment of Colorectal Cancer

Screen test for colorectal cancer: From September 2 until December 31, 2005, the screen test for colorectal cancer was performed using the Fecal Occult Blood Test (FOBT) and a total of 38,621 people were tested. Among them, there were 1,615 positive cases, indicating a positivity rate of 4.2%; within that group, 39 people were confirmed as having colorectal cancer and 200 people were found to have colorectal polyps. From April 1 until December 31, 2005, citizens between the ages of 50 and 69 with a family history of colorectal cancer were referred for a thorough examination which included a colonoscopy, and a total of 393 people were tested; among them, 3 people

were confirmed as having colorectal cancer and 138 people were found to have colorectal polyps.

Enhance promotion of prevention and treatment for colorectal cancer: On March 30, 2005, the "Lecture on the oral mucosa test together with the prevention and treatment for oral cavity cancer and colorectal cancer" was held at the Family Theater on the 2nd floor of the Taipei City Government building. Free tests for oral cavity cancer, blood pressure, blood sugar, blood cholesterol, free cervical smear examinations and free health education consultations were provided; participants amounted to a total of 700. Furthermore, cooperation was established between Cathay General Hospital, Tri-Service General Hospital, Taipei City Hospital, Taipei City Government's Department of Public Works, and the Formosa Cancer Foundation for the holding of six lectures, titled, "Intestine health care lecture - Serial event of healthy city by Taipei City Government" on October 15, 19, 21, and 29 and November 5, 11, 2005, where experts and scholars were invited to give speeches on "Topics of 579 daily diet with vegetable and fruits, cancer prevention with sports and prevention of colorectal cancer" and tests for colorectal cancer were provided for a total of 1,300 participants.

## Section 6. Integrated Prevention and Health Care Service

By means of community service, the medical facilities and Health Centers have been able to



▲ Free screen test of colorectal cancer for "Golden 50" at age between 50 to 69

▼ Integrated preventive health care at Neihu District Health Center (20th August 2005)

provide composite health examinations for adults and screen tests for various cancers. These health establishments have also encouraged community and family participation, while further enhancing the quality and efficiency of service. In 2005, 59 sessions of screen tests (16 sessions for Neihu District, 10 sessions for Zhongzheng District, 6 sessions for Da-An District and 3 sessions for each of the remaining 9 Districts) have been executed for a total of 9,162 people. The results are **shown in Table 7:**

## Section 7. Health Care for Aborigines

The "Self-governing clauses of health and medicine for aborigine in Taipei City" was approved by the Taipei City Council on May 11, 2005 and announced on June 9, 2005. In order to fulfill the requirement of Article 5 (i.e. "The Taipei City Government shall execute health promotion events for aborigines in order to enhance education in medicine and health care.") and Article 6 (i.e. "The Taipei City Government shall provide preventive health care services for aborigines in Taipei City"), the Taipei City Government's Department of Health has offered one session of preventive health care services and filing of household information services for aborigines in Taipei City, for the improvement of aboriginal people's health.

According to the requirement of Article 6 in the "Self-governing clauses of health and medicine for aborigines in Taipei City", the Department of Health under Taipei City Government announced the "Items of abnormal mental and physical health for aborigines derived from specialty in group and culture" on August 31, 2005, which included "cerebrovascular disease", "accidental injury", "chronic liver disease and cirrhosis", "diseases from high blood pressure", "bronchitis, emphysema and asthma", "tuberculosis" and "diseases originated from gestation." They are recognized as items for which aborigines may apply for a disease subsidy from the Indigenous Peoples Commission under the Taipei City Government.

On October 22 and 23, 2005, the Department of Health under Taipei City Government cooperated with the Indigenous Peoples Commission under

**Table 7** Overview on 2005 result of integrated service for preventive health care

Items		Test quantity	Abnormal cases	Tracking completion
Blood pressure	Quantity	7,919	3,120	3,000
	Percentage	—	39.40%	96%
Blood sugar	Quantity	7,605	938	921
	Percentage	—	12.33%	98%
Blood cholesterol	Quantity	7,606	3,365	3,215
	Percentage	—	44.24%	95%
Urea nitrogen	Quantity	7,606	293	—
	Percentage	—	3.85%	—
Creatinine	Quantity	7,606	205	—
	Percentage	—	2.70%	—
Urine protein	Quantity	7,580	562	—
	Percentage	—	7.41%	—
Cervical smear	Quantity	4,149	145	120
	Percentage	—	3.49%	83%
Test for breast cancer	Quantity	4,391	387	311
	Percentage	—	8.81%	80%
Liver cancer	Quantity	7,108	796	780
	Percentage	—	11.20%	97%
Oral cavity cancer	Quantity	8,240	14	10
	Percentage	—	0.17%	71%
Colorectal cancer	Quantity	3,121	25	21
	Percentage	—	0.80%	84%

Percentage of abnormal cases=Quantity of abnormal cases / Total quantity tested\*100%

Percentage of tracking completion=Quantity of tracking completion/Quantity of abnormal cases\*100%

Taipei City Government to execute an event titled, "The Joint festival-a performance of traditional aboriginal dances of 12 tribes and sales of special agricultural products" at Taipei City Hall plaza. Screen tests were offered on site, which included cervical smear examinations for 55 people, oral cavity cancer examinations for 182 people and colorectal cancer examinations for 102 people.

## **Chapter 5. Household Health Management**

The household health service is community-orientated, which integrates resources of communities and enhances health management for citizens in the community, as well as managing referral and consequent tracking. Within this service, the people in the community who receive priority for visitations include aborigines, low income families, isolated elderly people and mental health patients. Each visit consists of screen tests on blood pressure, urine sugar, urine protein, blood sugar and blood cholesterol, as well as aiding in the of referral of abnormal cases and management of consequent tracking. From January to December 2005, visits were paid to 4,165 aboriginal families with 9,209 cases, 6,655 low income families with 23,681 cases, 3,656 cases of elderly people and 5,680 cases of mental health patients in the community.

## **Chapter 6. Prevention and Treatment of Melancholia**

### **1. Joint Care Network for Melancholia**

(1) Many citizens suffering from melancholia often approach the divisions of internal medicine and family medicine services that are non-psychiatric for treatment. In order to provide adequate treatment for these citizens, the Department of Health under Taipei City Government started to construct the Joint Care Network for Melancholia in 2003. Medical personnel

of basic clinics for non-psychiatric divisions, namely the divisions of internal medicine and family medicine in Taipei City are invited to participate in training for certification which would allow them to efficiently help melancholia patients, for which an inter-level, inter-division and inter-professional team of medicine has been organized. The tasks of the Joint Care Network include:

1. Establishing instruction for the joint care of melancholia for the Joint Care Network for Melancholia in Taipei City.
2. Establishing key points of certification for the Joint Care Network for Melancholia in Taipei City.
3. Establishing foundations for training courses in the "Joint Care Network for Melancholia in Taipei City."
4. Establishing set requirements for the application and use of identifying labels in the Joint Care Network for Melancholia in Taipei City.
5. Establishing set amounts for credit recognition for further education of medical personnel in the Joint Care Network for Melancholia in Taipei City.
6. Accepting applications of identifying labels for the Joint Care Network for Melancholia in Taipei City.
7. Registering the information of certified basic clinics within the citizens' health network of Taipei City for the purpose of allowing internet browsing and download.
8. Providing one identifying label for each institute of certification for the Joint Care Network for Melancholia in Taipei City, as well as simplified informational health sheets, editor's notes and leaflets for health education on melancholia for basic consultation usage.

(2) In 2005, 177 basic clinics in Taipei City joined the Joint Care Network for Melancholia in Taipei City as certifying institutes.

(3) As for relevant personnel at certified clinics under the Joint Care Network for Melancholia in Taipei City who have completed the foundation courses, the Taipei City Hospital - Songde Branch has executed the "Unified consultation meeting on the Joint Care Network for Melancholia" for further training of such personnel. In 2005, 5 meetings were held with 524 people in attendance.

(4) The Department of Health under Taipei City Government has printed promotional material for health education, such as promotional posters, editor's notes, emotional meters and identifying plates, which are provided for promotional use and for health education in basic medicine.

(5) The Department of Health under Taipei City Government has produced the internet course titled "Listen to the blue heart ~ Talks on melancholia" (<http://elearning.taipei.gov.tw/>) in cooperation with the Taipei e-University of Official Training Centers, so that citizens can learn the complete concepts for prevention and treatment of melancholia in a 2 hour online course. The course was published on August 8, 2005 and ranked number one in popularity amongst courses on the "Taipei e-University" website.

(6) On October 8, 2005, the John Tong Foundation, the Dwen An Foundation and the Taiwan Association Against Depression joined together to hold the "2005 screen test for Melancholia" at the New Life Square at the Shin Kong Mitsukoshi Department Store Complex in which 300 participated.

## **2. Psychological Health Services within Schools**

In 2005, the Department of Health under Taipei City Government executed the following within elementary schools, junior high schools, senior high schools and occupational schools in Taipei City via cooperation with the Department of Education:

(1) Contact meetings for guidance in school: 13 meetings were held with participation amounting to a total 751 people.

(2) Psychological guidance lessons and group in school: 140 lessons were held with participation amounting to 2,212 people.

(3) Assessment and feedback seminar on the emotion meter in schools: 36 seminars were held with participation amounting to 1,200 people.

(4) "Seminar of sectional cases" in schools: 105 seminars were held in which 361 professional guidance teachers participated, who in turn assisted with 160 cases within high risk groups and guided 595 people within high risk groups in schools.

## **3. Trial program for psychological consultations in the community**

(1) Melancholia patients can receive treatment from the Joint Care



Network for Melancholia and other various mental institutes. However, people whose problems are caused by other mental difficulties still need relevant resources and services. In view of this, the Department of Health under the Taipei City Government established clinics at the Taipei City Hospital of Xing-Yi, Wenshan District in July of 2005, which commenced trial services for psychological consultation, with licensed clinical psychologists and counseling psychologists made available to provide consultations for citizens in the community. In October of 2005, the service expanded to 4 Districts, namely the Zhongzheng, Daan, Zhongshan and Songshan Districts. In addition to providing individual psychological consultation services, resources are also provided to psychological health groups that offer free service to citizens in the community.

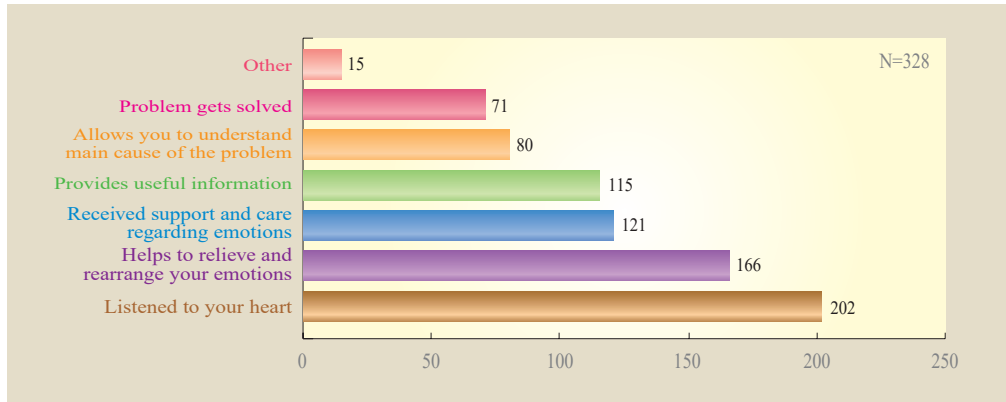
(2) Status of service in 2005

(3) The analysis of submitted questionnaires shows that 93.29 % of citizens recommend the individual psychological consultation services and 94.15% of citizens recommended psychological health group services

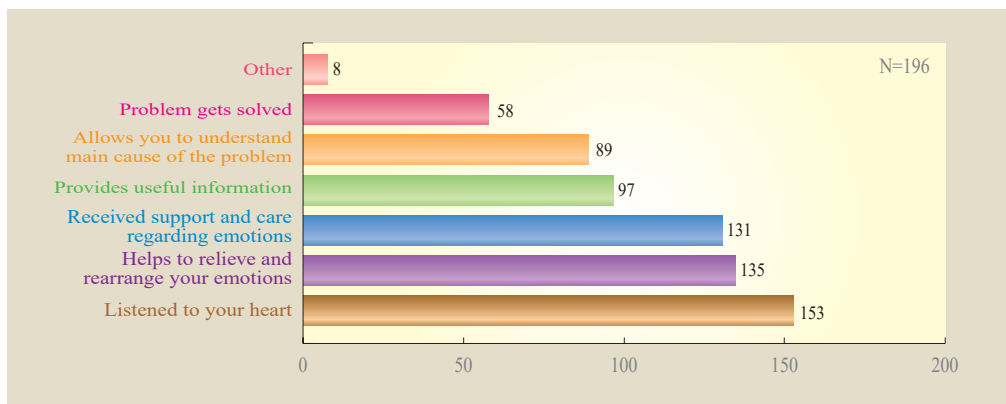
**Table 8** Quantity of individual psychological consultations and services provided by psychological health groups

Time of service	Individual psychological consultations		Psychological health groups	
	No.	People	No.	People
July-September 2005 (Xinyi and Wenshan District)	50	196	—	—
October-December 2005 (Xingyi, Wenshan, Zhongzheng, Daan, Zhongshan and Songshan District)	156	462	91	566
Total	206	658	91	566

**Table 9** Maximum levels of influence and assistance provided by individual psychological consultation as perceived by various citizens (July - September, 2005)



**Table 10** Analysis on influence and assistance from participating psychological health groups as perceived by citizens that approached the clinics (October-December 2005)



#### 4. Consignment of private groups to execute sectional services of psychological health within the community

(1) In 2005, the Department of Health under the Taipei City Government has consigned 3 private institutes of psychological health to jointly provide

psychological health services in the community. After the procedures of invitation and procurement, the Bright Wisdom Social Affairs Foundation has undertaken to provide services to Shilin, Beitou, Zhongshan and Datong Districts in Taipei City; the Taipei Office of Teach Chang Foundation has undertaken Songshan, Neihu, Xinyi and Nangang Districts; and the Taipei Buddhism Guan-Yin Association has undertaken the Daan, Wenshan, Zhongzheng, and Wanhua Districts.

(2) From August to December 2005, the consigned units for the 3 sectors carried out: case consultations and guidance for 743 people; general psychological consultations for 6,822 people; 250 hours of group guidance for 922 people; 18 sessions of discussions on school cases; 6 sessions of contact meetings in schools; 9 sessions of contact meetings in the community; 144 hours of school guidance, for a total of 677 professional personnel; and 114 hours of general training, for a total of 1,195 professional personnel. These were performed to fulfill the requirement for psychological health services within the community.

##### **5. Subsidy for private service psychological health programs**

(1) In 2005, the Department of Health under the Taipei City Government followed the key items of administration to subsidize private service psychological health programs especially for special groups in Taipei City. The target sector included families struggling with household violence and sexual harassment, workers who need intervention for prevention of melancholia and suicide, students who need consultation and guidance. The subsidy also provided for the training of professional personnel within these psychological health services.

(2) 27 applications submitted by 19 private psychological health groups were accepted. After assessment, the subsidy was granted to 12 groups, namely the Taipei Buddhism Guan-Yin Association, the Kuang Ching Foundation, the Good Shepherd Sisters of Social Welfare Services, the Mackay Memorial Hospital, the Life Improving and Loving Association, the Garden of Hope Foundation, the Sunflower Human Care Association, the Mental Health Foundation, the Dwen An Foundation, the Teach Chang and

Deron Foundation and the Chinese Single Parent Mutual Support Association for a total of 13 psychological health service programs.

#### **6. Community services provided by the Psychological Health Center of the Department of Health under the Taipei City Government**

(1) Individual psychological consultation/guidance: The Psychological Health Center for the community provided telephone consultation services to 1,133 people. Individual psychological consultation/guidance for the psychological crises of high risk groups were provided to 1,207 people in the community.

(2) Service to high risk groups in the community: Such groups include individuals with urgent need of psychological health services due to difficulties in personal relationships or in life, sustainment of psychological wounds, distinct living pressure and emotional difficulties. In 2005, 358 sessions of group services have been executed with participation amounting to a total 3,953.

(3) Psychological health services within the workplace: In 2005, a total of 11 seminars for emotional meter assessment in corporations; test reports of workplace pressure were held with participation amounting to 156 people. Two training sessions were held for psychological health professionals and seed personnel at various workplaces with participation amounting to 116 people. One seminar on Strategies for Handling Psychological Crises at the Workplace was held with participation amounting to 93 people. Continuous support has been provided for corporations for the development of internal mechanisms that provide relevant consultations regarding psychological health and service

(4) Psychological health services for emergencies and disasters: In 2005, Accumulated Crisis Management served 126 people, 20 batches of psychological crisis and pressure reduction groups were held for a total of 308 people; 34 training sessions for professional personnel of emergency psychological health have been executed with attendance amounting to 1,047 people; 10 sessions of supervision training were held for 62 people; Coordination meetings for psychological health institutes and 26 private

institutes of psychological health were combined to construct the psychological health network for emergencies and disasters in Taipei City.

(5) Psychological health services over the internet: In 2005, the central website for psychological health in the community had a total of 345,163 visitors; network experts replied to 154 letters, 103 people were served with internet consultations and 2,457 people were tested with online psychological assessments.

## Chapter 7.

### Network for Suicide Control and Prevention

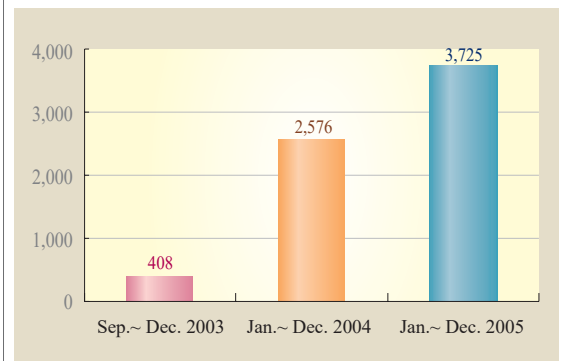
#### 1. "Research and Development Center for Suicide Control and Prevention"

Every week, the Research and Development Center for Suicide Control and Prevention filed all reported cases for management. Notification of suicide cases have accounted for 2,576 people in 2004 and 3,725 people in 2005 (as per Table 11).

#### 2. Network contact and educational promotion for suicide control and prevention

(1) In 2005, the "Report for inter-department/division coordination and contact in Taipei City Government for Suicide Control and Prevention" was held twice, where the Department of Social Welfare, Education, Labor, Civil Affairs, Fire Control and Police, as well as Information and Personnel Divisions were invited to initiate inter-department/

**Table 11** Number of notifications of suicide cases in Taipei City (from September 2003 till December 2005)



division discussions within the Taipei City Government on matters of suicide control and prevention.

(2) In 2005, the Department of Health under the Taipei City Government carried out various health education seminars for the general public, school teachers and students and high risk groups for suicide with participation amounting to a total of 13,674 people.

(3) The Department of Health under the Taipei City Government cooperated with the Official Training Center in producing 1 hour of an internet learning course titled "Get to know suicide" (<http://elearning.taipei.gov.tw/>). Since its publishing on August 8, 2005, it has been ranked as the 2nd most popular course on the web site.

(4) In October 2005, the Department of Health under the Taipei City Government cooperated with the Taipei Life Line Association to carry out 4 sessions of life education by means of holding movie screenings on "Consolidating living strength with love and care", where a total of 1,540 people participated in the events.

**3. In September 2005, the rate of suicides as reported by psychiatrists in Taipei City shocked everyone. The Department of Health under the Taipei City Government at that point in time put forth immediate press releases and provided hot-line services, whereby psychiatrists in Taipei City Hospital-Songde Branch were able to arrange clinics for patients and hospitalization for treatment of such patients. Within a week of the announcement (i.e. from September 27 to October 5, 2005), 81 telephone consultations resulted in referrals for hospitalization, higher scrutiny in view of the impact of the incidence of suicide, and more acquisition of case histories.**

## **Chapter 8. Emergency Medical Network**

**1. Establishment of the Incident Command System (ICS) for the Department of Health under the Taipei City Government**

(1) Introduction:

The Department of Health under the Taipei City Government is the responsible authority in disaster prevention systems in 'epidemic situations'; this precedent was based on the experiences during the SARS period during which correspondent mechanisms were set by referring to the common structure of the ICS and expert opinions on emergency correspondence in the USA, as well as correspondent demands and structure in Taiwan. In addition to the allocation of commander and vice commander, the ICS also includes 5 major departments, namely contact, plan information, execution, regulation and finance and logistics which form the main structure.

(2) Planning and drill:

1. In order to address major incidents, the Emergency Operation Center (EOC) of the Department of Health under the Taipei City Government executed the first drill with a tabletop simulation (disastrous event simulation) in May 2005. The purpose of the drill was to allow better comprehension on the part of the ICS members in the Department of Health of new the types of influenza, which was simulated according to ICS structure, allow familiarization with operating hardware and software in the information center, as well as to achieve vertical and horizontal contact with each department.

2. In order to address the possible impact and influence of medicine on Taipei City due to epidemic situations concerning the Bird Flu, the Department of Health has activated ICS and carried out 2 tabletop simulations of "Correspondent operation in response to a widespread incidence of new influenza" on November 9, and 29, 2005. The results were as follows:

(1) 10 preliminary meetings were held and 1 batch per meeting was held which included pre-training and seminars, all of which were carried out with participation amounting to a total of 142 people.

(2) 4 standard sheets were designed for the ICS of the Department of Health: i.e. ICS procedures for epidemic activation, operation procedures of the information center, and the operation checklist for commanders and each department were outlined in detail.

(3) Improvement on 4 major operational problems for the ICS of the



Department of Health occurring during maneuvers: information processing (including statistics), management of correspondent operation, press releases and logistical support.

(4) Experts on relevant fields of epidemic prevention, public health and emergency correspondence in the Department of Health from the Executive Yuan were invited to administer instruction; representatives from the Department of Fire Control, the Environmental Protection Agency, the Department of Construction and the Research-Development-Evaluation Commission, under the Taipei City Government were requested for attendance. During the discussion, the experts gave a high level of recognition to the Department of Health for competence in corresponding in the current situation, simulating possible situations with drills and process according to the epidemic prevention necessary at that present time where all members were devoted to their roles in the operation mode.

## **2. Consequent establishment and operation of the EOC of the Department of Health under the Taipei City Government**

Experts and scholars from the emergency medicine and legal fields in Taipei City were invited for consultation on aspects of information delivery, operational procedure, internal cooperation, drafting of decisions, and legal systems of referring critical patients in Taipei City. Relevant measures of improvement were as follows:

### 1. For the basis of legal sources:

(1) The Central Health Authority was urged for prompt discussion concerning a legal source of emergency rescue, limits of public power and, the direction of development for the EOC.

(2) On October 26, 2005, "Establishment and key points of execution for the EOC from the Department of Health under the Taipei City Government" was completed and the Government Gazette was published for its execution, which included the scope of administration, organization, duties of personnel, on-duty and operational outlines.

2. For operational procedure: Thorough integration of information for improving efficiency

(1) Setting of standard operational procedures for the EOC in order to execute the "Inter-hospital referral operation for critical patients in Taipei City" was completed in March, which executed tracks and managed the operation.

(2) The operation of "Speedy notification with correspondence" was planned and activated, which provided a direct channel from the EOC to each bed inquiry in each hospital and reduced the amount of time wasted from going between multiple contacts.

(3) The manpower support program was established, where the time and method of support were specified clearly.

(4) Development and establishment of the Phase 2 information system, which was included under the software planning of the bed assignment system in the Taipei City Hospital.

(5) Cooperation with trauma team operations in the Taipei City Hospital to perform notification, contact and tracking of trauma cases.

(6) Establishment of contact lists, which included "Inter-County/City referral windows for the northern region", "Medical processing abilities for emergency and critical cases in Taipei City", "Windows of emergency medicine management systems for each rescue hospital in Taipei City" and "List of professional consultants in the Chinese Heart Association and Neurosurgical Association."

(7) Completion of investigations into 10 major "Medical processing abilities for emergency and critical cases " in Taipei City (inclusive of internal cardiology/cardiac surgery, neurology/neurosurgery, pediatric care, burns, poison, infectious disease, hyperbaric oxygen treatment and body reconstruction).

3. For improvement of quality: Audit index and standard operation procedures were set accordingly:

(1) Take regular statistics on quantity and ratio of outgoing referral and acceptance of emergency and critical patients.

(2) Execute occupational training for standard operation of work personnel.

(3) Set the inspection mechanism of the EOC to audit quality of

operation.

(4) Regularly hold internal meetings every week for references of administrative planning.

(2) The results from execution of the EOC under the Department of Health were as follows:

1. Assistance of medical facilities on referral operations: From January to December 2005, 1,889 referrals were made and the rate of success reached 100 %.

2. The taking of statistics for tracking major "Notifications of emergency rescue" in Taipei City: During January to December 2005, 151 notifications were received and the rate of tracking has reached 100 %.

3. The taking of statistics on the status of fever patients in fever testing stations: 82,546 people have been tested from January to December 2005.

4. Performance of daily monitoring on status of fire ant attacks on plants and green lands within medical facilities in Taipei City: There were no cases of fire ant attacks reported in 2005.

5. Summarization and analysis of news on "Major disasters and epidemic situations in Taiwan and overseas": 1,657 news items have been counted from January to December 2005 (1,233 news items on international and domestic monitoring of disasters and 424 news items on international and domestic monitoring of epidemic situations).

### **3. Medical support service - establishment of DMAT and trauma center, as well as activation of a landing field for emergency medical rescue**

(1) Introduction: In May 2005, the DMAT from the Department of Health under the Taipei City Government recruited 64 "volunteers" to join the rescue and support team (inclusive of nursing and administrative personnel). 4 teams were formed (16 to 18 people per team) to cooperate with rescue and support mechanisms of the City Government. The formation of DMAT is based on normal missions; once the notification of duty is received, a convention can be completed within 6 hours. The Team undertakes missions of assistance for clinics in disaster area, medical tasks in emergency treatment and support for medical material, providing manpower and other

missions relating to health and medicine.

(2) In September of 2005, the "DMAT" completed its training and on September 26, 2005, the Mayor of Taipei City, Executive Yuan from the Department of Health, and Magistrates of Mazu and Lianjiang Country were invited to host the formation of "DMAT" together with the commencement ceremony of the Trauma Center and landing field for emergency medical assistance at the Zhongxing Branch. The achievements of the service are as follows:

1. Support was gathered for the rescue of south-east Asia earthquake victims from January 7 through the 15. The medical rescue team from Taipei City Government, totaling 20 people (including representatives from the Department of Health, Public Works, Civil Affairs and other private groups), was assigned to support disaster areas in Indonesia (including Medan, Malabo and Aceh). Rescue aid was given through approximately 37 boxes of medical materials and relevant living supplies, as well as free clinical consultation to more than 300 people, tetanus vaccinations for over 100 people, provision of medical care and counseling at the refugee camp, as well as drug donations, all of which earned international recognition and acknowledgement.

2. Recovery from flood damages and medical assistance was provided in the Yunlin and Jiayi areas from June 20 to June 24, 2005. On June 20, 2005, the support of "medical rescue for the Middle and Southern area severely impacted by the 0612 torrential rain" commenced under the approval of Mayor Ma. During the period of medical support, the enthusiastic service earned a positive reputation. A total of 1,053 people served in Yunlin while 979 people served in the Dongshi Township of Jiayi County.

#### **4. Continuous execution of pre-hospital rescue with the dual system enhances the rate of survival for critical patients after hospitalization**

- (1) The 13 designated hospitals in Taipei City send out nursing personnel and ambulances at the same time as the rescue team leaving the Taipei City Fire Department. 267 rescue attempts were made in 2005 and for the last 6 years, from April 1999 to December 2005, 166 Death On Arrival (DOA)

patients have been brought back to life successfully. The rate of survival after release is 8.7%, which is 8 times higher than the previous survival rate of less than 1%.

(2) The execution of online instruction for emergency medical assistance continues.

(3) Cooperation has been made with the Fire Department for completing the establishment of a "post tracking system for DOA patients in Taipei City."

(4) The implementation of an exchange system for rescue equipment continues.

#### **5. Continuous evaluation of trauma hospital categorization in Taipei City**

Regarding the categorization of the nursing abilities of designated hospitals for trauma patients in Taipei City, the NTU Hospital, Taipei Veterans General Hospital and Tri-Service General Hospital are classified as level 2 trauma hospitals. The Municipal Heping Hospital, Zhongxiao Hospital Branch, Mackay Memorial Hospital and TMU Hospital are classified as level 3 trauma hospitals. Finally, the Zheng Shing, Shin Kong, Taiwan Adventist, Municipal Renai Branch, Songsan Armed Forces General, Wanfang, Zhongxing, Hongen and Pojen Hospitals are all classified as general trauma hospitals. In 2005, the 18 designated hospitals (including 6 branches of municipal hospitals) registered 11,145 cases of trauma patients.

#### **6. Supervision and audits of designated hospitals**

In February 2005, the Department of Health in Taipei City completed a "visit to emergency, critical nursing and referral administrations of 18 designated hospitals ( including 6 branches of municipal hospitals)." From May to July "2005, supervision and audits of designated hospitals" are completed, and practical suggestions are proposed as reference for each hospital's improvement.

#### **7. Management of ambulances**

(1) Check on ambulances functioning in Taipei City.

In 2005, a total of 191 ambulances with certified personnel and equipment all passed the check performed by the Department of Health under Taipei City Government regulations (rate of completion: 100%for regular

checks and 95.53% for irregular checks).

(2) Establishment of standard operation procedure for managing the siren volume on the ambulance.

The "relevant regulations on ambulances entering Taipei City for emergency assistance declares that they must turn off the siren 100 meters away from the hospital" and the "execution program for reducing the volume of ambulance sirens and the corresponding time controls" has been set.

(3) Supervision and audits of private institutions using ambulances.

During September 2 to 14, 2005, the "supervision and audits of private institutions using ambulances" was completed and on October 24, business owners (a total of 5 businesses with 4 in Taipei City and 1 inter-County/City business) with excellent performance were rewarded according to the result of the audit.

#### **8. Execution of "education training for medical personnel" (8 major categories in total)**

11 categories of training including: "primary and secondary training for primary nursing personnel", a "training course for first response", "seminar for quality of emergency medical assistance at a large event", "seminar on establishing safety systems for emergency patients", "training for regular and irregular audits of ambulances", "2005 annual training for medical teams of civil defense", "seminar for improving correct patient identity" and finally the "2005 training for trauma registration" were all held with the participation of 1,256 people.

#### **9. Execution of "education training for non-medical personnel" (2 major categories)**

This includes "training for basic rescue life support for Taipei citizens" and "training instructors how to provide basic life support." In 2005, 2,068 sessions were executed and a total of 125,597 people received CPR training.

#### **10. Support event for authorities and groups in emergency medical assistance**

(1) In 2005, a total of 297 emergency assistance cases accounted for large events in Taipei City: 829 medical personnel and 283 ambulances were

dispatched to serve 1,945 patients.

(2) Participation has been planned for emergency assistance at international competitions, which include the "East Asian Soccer Championship", the "2005 World Inline Cup", the "2005 Taipei International Dragon Boat Race Championship", the "International Ski Competition", the "International Car Free Day", the "2009 Deaf Olympics", the "2009 International Olympics", the "12th Annual Meeting" and the "2011 World University Games."

#### **11. Execution of examination for disability**

(1) The "meeting of the examination team for disability" has been held twice to set relevant regulations on the examination of disabled persons in Taipei.

(2) In 2005, 24,498 people were been examined.

## **Chapter 9. Management of Medical Institutes**

### **1. Medical resources**

Up until the end of December 2005, there were a total of 41 hospitals (37 for western medicine and 4 for Chinese medicine) and 2,703 clinics (1,170 for western medicine, 1,187 for dentistry and 346 for Chinese medicine) in Taipei City. The total quantity of beds available in each hospital in Taipei City totaled 20,169 beds, containing 15,107 general beds (including 13,164 acute general beds, 1,134 acute psychiatric beds, 290 chronic general beds and 519 chronic psychiatric beds) and 5,062 special beds. Registered doctors in practice amount to 10,297 people (7,906 for western medicine, 1,835 for dentistry and 556 for Chinese medicine) while every ten thousand of the population contains 40.736 doctors and 50.19 acute general beds, which shows that the medical resources are more abundant than many other counties and cities.

### **2. Process for cases violating medical affairs**

(1) Investigation on violating medical institutions is mainly based on



cases violating the Medical Act and the Physician Act. In 2005, a total of 236 cases were prosecuted with a fine of NT\$ 9,114,000.

(2) The program for stopping exaggerated and false medical advertisement has been executed according to annual purification of medical advertisements, this enhances investigation of medical advertisements via pictures and electronic media. In 2005, a total of 288 advertisements were prosecuted with a fine of NT\$ 12,188,000.

(3) For other illegal cases of medical affairs and cases violating relevant regulation of medical personnel management (including the Nurse Act, the Medical Technologist Law, the Physical Therapist Act and the Occupational Therapist Act), a total of 258 cases were dealt with in 2005 resulting in a fine of NT\$ 1,575,000.

### **3. Arrest illegal doctors**

In order to protect citizen safety during hospitalization, a person that is not qualified to be a legal doctor and still practices the medical profession will be transferred to a justice unit for prosecution upon discovery of physical evidence. Furthermore, in order to enhance the skill of basic detectors and improve work efficiency, the "principles for handling cases of illegal doctors in Taipei City" have been set up as regulation for the undertaker at each level when processing similar cases. In 2005, a total of 167 illegal doctors were arrested and 26 cases were transferred to the District Prosecutors' Office for further investigation.

### **4. Medical assessment**

In order to enhance the management of medical institutes in Taipei City, reasonably distribute medical resources, improve the quality of medical service, protect patient rights and reinforce national health, the Medical Examination Committee of Taipei City Government has been established according to the requirement of Article 99 in the Medical Act for assessment on 3 cases of hospital expansion and standard of change. In this way, each medical institute can refer to and follow directions for controlling the resources in the medical region.

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## **5. Mediation on medical dispute**

As for the process of medical disputes, active assistance is provided for communication between the patient's family and the medical facility to eliminate un-necessary misunderstandings, which encourages both parties to reach a mutual agreement, reduce damages to a minimum and decrease sources of litigation. In 2005, 332 cases accepted mediation, and 108 cases applied to the Department of Health. Among them, 43 were successfully mediated with success rate of 39.8%.

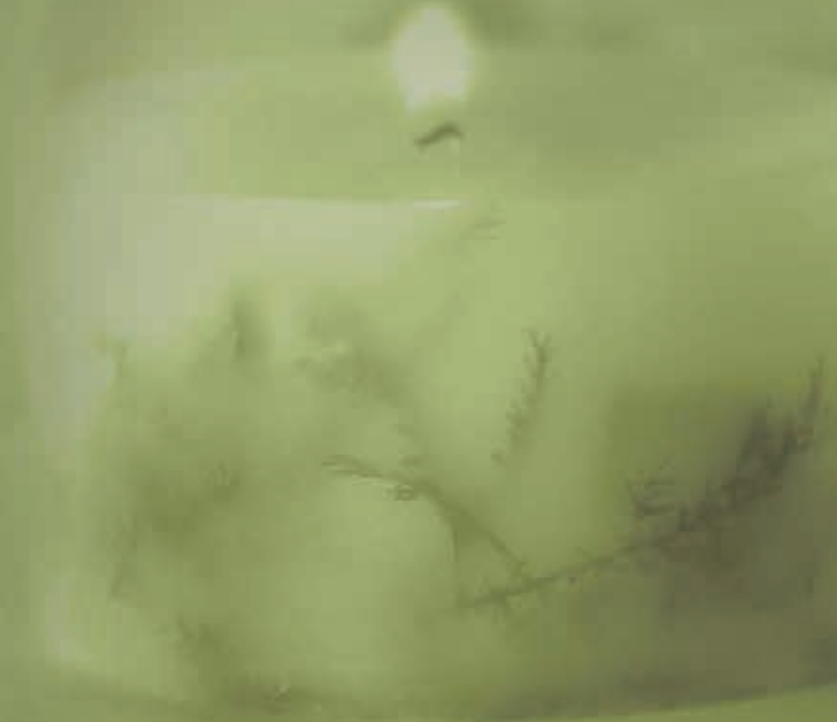
## **6. Punishment for doctors**

In accordance with the "measure of punishment for doctors" published by Executive Yuan from the Department of Health on October 9, 2002, the Taipei City has established the "doctor punishment committee under the Taipei City Government", together with the setting of principles and procedures for committee member's group assessment, which has provided the first example in Taiwan. The cases for transferring doctors to punishment are divided into categories of inadequate behavior upon administration, negligent behavior, criminal behavior or behavior violating medical morals. In 2005, a total of 22 cases were assessed.



# 5 *Disability Limitation*

*Part*



# Disability Limitation

## Chapter 1. Early Intervention for Children

### 1. Early intervention for children with delayed development

(1) Taipei City has initiated 22 contracted medical facilities of early intervention for children with delayed development. Among them, 17 facilities are hospitals executing evaluation, identification and intervention; 5 facilities are hospitals executing interventions.

(2) Items evaluated and identified include the Division of Child Psychiatry, Pediatric Genetics and Endocrinology, Pediatric Neurology and Pediatric Rehabilitation, as well as intelligence assessments, child occupation, vision checks, motor skills assessments, language assessment, hearing tests, family functioning, and education evaluation. The service items of intervention include physiotherapy, cognitive therapy, psychological therapy, vision training, occupational therapy, emotive behavior therapy, hearing training, language therapy, parent education, and family therapy.

(3) Evaluation and identification of children with delayed development and medical subsidies for intervention: From January to December 2005, 1,909 children were evaluated and identified with having delayed development, resulting in a total subsidy of NT\$ 6,030,000 approved; 81,165 people have received a total subsidy of NT\$ 17,559,725.

### 2. Enhance promotion of early intervention for children with delayed development

(1) In order to enhance the quality of medical service during early intervention for children with delayed development, the supervision and audit of contracted medical institutes for early intervention in Taipei City were conducted from May 24 to August 3, 2005. Experts from each field of early intervention were invited to take part in the supervision and audit of medical institutes and provide useful suggestions, which are communicated to each hospital as a basis of improving service quality.

(2) In order to reduce numbers traveling between hospitals for evaluation

of cases with many problems related to delayed development, each medical facility is encouraged to facilitate the creation of united clinics. From January to December on 2005, a total of 542 people attended united clinics to conduct intervention meetings, as well to enhance communication between medical personnel and family members to better understand individual problems. From January to December on 2005, a total of 979 people have attended intervention meetings.

(3) In order to enhance the quality of medical services during early intervention for children with delayed development, training of relevant personnel for early intervention has been enhanced. Eight relevant courses were held with a total participation of 473 professional personnel. Fourteen lectures were held for parents of children with delayed development and saw a participation of 1,140 people in total.

**3. The management and promotion of policy has been enhanced via "Information system on medical service on early intervention for child with delayed development."**

## **Chapter 2. Community Health Care**

The aging population of today's society has gradually declining fertility, thus the establishment of a health care network has already been the trend and the method of care will move towards a more humanized management model of community care. The Health Center is the frontline of encouraging public health in the community. It shall play an active role of caretaker for community health on aspects of preventive health care and health promotion, so that citizens in the community can live longer and higher quality lives, as well as living with wisdom and dignity.

In order to combine minority groups in community resources, provide village services and construct a multi-dimensional care system, where human resources can be applied effectively to maximize benefits of care, the resource development for community care shall adapt with more local culture,

integrate the community's sense of value, gradually fulfill usability and proximity of community care, as well as plan for each category and quantity of service required in the community; so that resources can be distributed in a balanced way to offer proximate, fair, customized and humanized service. Since July 2004, the Department of Health under the Taipei City Government has established the "Network of community health care" that accommodates to citizen demand. The targets served by Health Centers in 12 Districts of Taipei City includes 5 minority groups, specifically isolated old people, people who have had a stroke, the physically disabled, the mentally disabled, and the intellectually disabled, where services such as caring visits, health consultations, 3-in-1 health test, evaluation of health requirements and home delivery of medicine. From January to December 2005, the service was provided to 11,474 isolated old people, 24,498 people who have suffered from a stroke, 17,639 disabled people, 84,237 mentally disabled people and 9,159 intellectually disabled people. The descriptions are as follows:

### **1. Isolated old people**

For isolated old people in Taipei City, the Barthel Index (BI) is used to evaluate the health condition. People who score under 90 points or who suffer from chronic disease are all filed for management. Government units have cooperated to establish services of dual referral for isolated old people. As for isolated and disabled people with health requirements, provision were made for medical referral, health test, telephone greeting, caring visit, meal delivery, household service (feeding, bathing and laundry), shopping companion, hospital companion or mental support.

### **2. People who have had a stroke**

After stabilization of individuals who've suffered a stroke, life after returning to the community is a great challenge for both the individual and the main caretaker. The network of community health care of the Health Center provides each resource and individual service, e.g. monitoring of blood pressure, blood sugar and blood cholesterol, as well as caring visit, health consultation, referral for rehabilitation, medicine delivery, volunteer service, referral to long-term nursing center and social welfare unit. Among the stroke cases, services



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accepted most often include health consultation, caring visit, and referral of resources. As for the knowledge and skill of the main caretaker, training lessons can be provided.

### **3. Disabled people**

The key points from the Health Center on management of disabled individuals are to discover the disease at early stage and refer to an adequate medical facility. According to the case requirements, relevant units of referral include: medicine, rehabilitation and social welfare (e.g. meal delivery, household service, application of disabled certificate, mobility aids, application for living allowance, community rehabilitation, companion for hospitalization and psychological health).

### **4. Intellectually disabled people**

Based on age differences, the content of major services provided by the Health Center to intellectually disabled people include: health consultation, family planning, genetic counselling, women health, increase of health knowledge for individuals and family members. The resource transfer includes training for employment referral, transfer to other institutes for service, proper use of social welfare, monitor and help mental and economical burden for the individual and family members.

### **5. Mentally disabled people**

The content of service provided by the Health Center for mentally disabled people adopts the hierarchical management of individuals and the major management is the continuous tracking and caring after evaluation from nursing personnel via caring visit. Transfer to other social resources can be made according to individual needs. Health information and resources relating to disease, drugs, family planning and genetic counselling were provided to individuals and family members, as well as provision of caring visit, guidance for medication on time, employment, resource transfer of social welfare and community education.

## Chapter 3. Community Rehabilitation

In order to enhance mobility of disabled patients in Taipei City and improve their quality of life, private resources are combined by means of program consignments; this allows chronic patients to reenter the community, improve self-care ability and reduce burden of the caretaker.

This program is for elderly citizens over the age of 65, or chronic patients over age of 40, which are diagnosed by doctors in the Division of Rehabilitation, Neurology, Neurosurgery, Orthopedics, Reconstructive and Plastic Surgery, Allergy-Immunology-Rheumatology, Internal Medicine and Family Medicine as needed for rehabilitations providing physical and occupational therapy in Taipei City. As for persons under the age of 40 and diagnosed as the above by doctors as requiring rehabilitation, this service can also be accepted when the doctor's need or recommendation is stipulated clearly on the referral sheet. Group therapy/health education shall be evaluated by a physiotherapist or an occupational therapist for such requirement.

The program of community rehabilitation has operated since October 2004 in only 4 Districts initially, namely the Datong, Xinyi, Wanhua and Neihsu District. Since 2005, the program expanded and is offered at external clinics of Taipei City Hospital in 12 Districts. A professional group of rehabilitators were consigned to provide community citizens with simple physiotherapy, occupational therapy and health care of group rehabilitation. From January 1 until December 31 2005, a total of 93,040 people were served by 21,218 people for occupational therapy and 71,822 for physiotherapy.

# 6 *Health Rehabilitation*

*Part*



# Health Rehabilitation

## Chapter 1. Long Term Care

### 1. Basis for the "measure" of subsidies for care expenses of expense on tracheostomy individuals individual residing at nursing institutions in Taipei City

Subsidy is granted to tracheostomy individuals individual from low income and medium income families, where NT\$ 15,000 is subsidized per person and per month for low income families, NT\$ 10,000 is subsidized per person and per month for medium income families. A total of 537 people were provided with subsidized in 2005.

### 2. Establish the "planning and promotion task team for long term care in Taipei City"

Meetings are held regularly and in 2005, 5 long term care centers provided services for individual evaluation, including a visiting professional team, individual management and referral. In 2005, individual management contained 1,326 old cases and 1,289 new cases.

### 3. Expand training for nursing caretakers

40 training sessions have taken place with a total of 2,452 people participating in 25 support group events for caretakers that involved for caretaker 200 people. In addition, 13 training units were cosigned to execute 48 training sessions for caretakers with participation reaching 1,690 in total, which is 60% of the total quantity trained in Taiwan. This is the first information system of caretaker management, and the only human information on of caretakers that can be searched by citizens in Taiwan through online browsing has established that these numbers reach 29,796 people in total.

### 4. Promote respite service in long term care institutions

The respite institutions have accumulated to 18, helping 1,475 people per day.

### **5. Visits by professional household personnel of long term care**

6 categories of professional personnel have visited a total of 2,303 people.

### **6. Actively help hospitals and private units to establish nursing institutions**

Encourage hospitals to adopt a multi-dimensional operation. Up until the end of December 2005, there were 15 Taipei municipal nursing homes for long term care, with 850 beds, and 30 nursing homes.

### **7. Establish a job bank of volunteer for service as long term care angels**

The job bank of long term care angels (volunteers) has been established with the creation of human resources for long term care volunteers. The head office and branch office of the job bank are established from combining private groups and Health Centers in the 12 Districts for the provision of nursing homes. The number of volunteers has have accumulated to 2,331 and in 2005, 17,835 people received volunteer service, reaching a total of 53,265 hours.

## **Chapter 2. Hospice Care**

Taipei City has 10 medical institutions on institutes for trial use of a mutual hospice care program, and these institutions include: NTU Hospital, Tri-Service General Hospital, Shin Kong Wu Huo-Shi Hospital, Mackay Memorial Hospital, Cathay General Hospital, Taipei Veterans General Hospital, Sun Yat-sen Cancer Center, Taipei City Hospital (Renai Branch), Taipei Medical University Municipal Wanfang Hospital and Taipei Medical University Hospital.

Taipei City has 8 medical institutions that have become the promotional hospitals of hospice nursing as approved by the Bureau of Health Promotion under the guidance of Executive Yuan from the Department of Health. These institutions include: NTU Hospital, Tri-Service General Hospital, Shin Kong Wu Huo-Shi Hospital, Mackay Memorial Hospital, Cathay General Hospital, Taipei City Hospital (Zhongxiao Branch), Taipei Municipal Guandu Hospital

and Taipei Medical University Hospital.

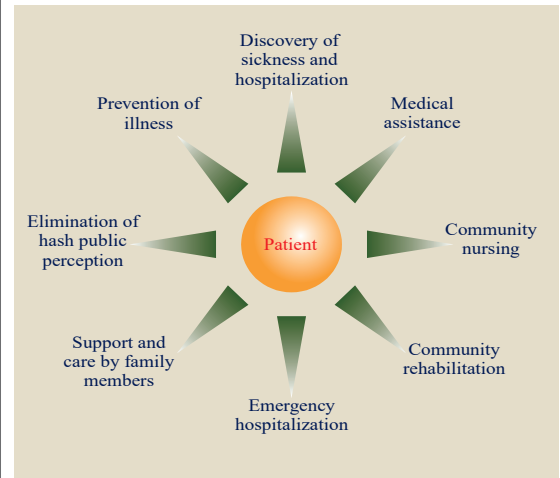
The Department of Health under the Taipei City Government has provided professional service for terminal cancer patients and their the family members, which helps the patients to effectively control pain and symptoms, provides mental support for the patient and family members and helps the patient complete the journey of life in peace. In 2005, a hospice ward with 15 beds was set up at Taipei City Hospital - Renai Branch.

## Chapter 3.

### Psychiatric nursing for individuals

The living pace of citizens in Taipei City is fast and residents generally sustain high living pressures. Usually, even larger pressures are confronted by patients suffering from mental disabilities and their family members. These pressures include a harsh perception and repulsion from community residents towards the diseased disease and causing a problem of insufficient human resources for daily nursing duties. Therefore, a thorough and continuous system that covers medicine, community rehabilitation and welfare services, as well as patient-centered nursing measures (as per Diagram 5) needs to be established. This will enable the different requirements from mentally disabled person, due to

**Diagram 5** The patient-centered nursing measure



the different stages of disease or the specialty of their specific the phase to be dealt with. Each measure and relevant affair involving the Department of Health is described as follows:

### **1. Early discovery of psychiatric patients in the community and assistance with their assist for hospitalization**

In order to discover suspicious psychiatric patents at an early stage or the need for active help with mental care, which prevents worse case conditions of many patients condition of patient and influences the community peace, chiefs and clerks in the village from the civil affair unit, social workers from the social affair unit and nurses of public health from the health affair unit are combined to establish a single system of notification in each jurisdictional area, so that patients in need of mental care can receive medical assistance promptly.

(1) Nurses from Health Centers in the 12 Districts 12 District accept notification of a patient that is suspicious or has suffered from mental disease, which is followed by a case receipt, visit and evaluation of the individual, and provision of relevant medicine needed.

(2) After a Health Center in one of the 12 Districts discovers or accepts the notification of a special individual, the Taipei City Hospital - Songde Branch is notified. Then the problem and requirements of individuals are categorized for the combination of units from health, social and civil affairs, which provides medical assistance needed and enables problem solving.

### **2. Establish the mental health care and mental rehabilitation facilities**

Enhance control and management of effective mental institutions and their corresponding human resources in Taipei City. Executing visits to mental facilities, creating files of facilities, filing information for management, updating information regularly and providing medical assistance needed by the patient. The resources of mental health care in Taipei City are as follows:

(1) 27 mental hospitals and 13 mental clinics.

(2) The Psychiatry Division contains 1,145 acute beds and 519 chronic beds for a total of 1,664 beds. There are 1,313 beds available for hospitalization during the day time.



**Table 12** 2005 statistics on the number of mental health care and rehabilitation institutions established, and number of beds available in each District of Taipei City

District	Number of institutes established with administrations									Number of mental beds			Day-time beds
	Clinic	Full day hospitalization	Day-time hospitalization	Forced hospitalization	Home therapy	Emergency service	Addiction therapy	Rehabilitation center	Rehabilitation home	Sub-total	Acute	Chronic	
Total	39	14	19	11	10	12	22	7	33	1,664	1,145	519	1,313
Songshan District	6	4	2	1	0	2	5	1	2	205	64	141	50
Xinyi District	4	1	2	1	2	1	2	0	1	510	419	91	350
Daan District	9	0	1	0	1	0	3	1	2	0	0	0	30
Zhongshan District	1	1	1	1	1	1	1	1	2	0	0	0	53
Zhongzheng District	6	1	3	1	1	1	2	0	3	68	68	0	230
Datong District	1	0	1	0	1	0	1	0	1	3	3	0	50
Wanhua District	0	0	0	0	0	0	0	1	3	0	0	0	0
Wenshan District	1	0	1	0	0	0	1	1	5	38	38	0	50
Nangang District	1	1	1	1	0	1	1	0	1	49	49	0	10
Neihu District	3	2	2	2	1	2	2	1	2	143	143	0	130
Shilin District	2	1	1	1	1	1	2	0	5	25	25	0	60
Beitou District	5	3	4	3	2	3	3	1	6	623	336	287	300

(3) The 40 mental rehabilitation institutions include 7 community rehabilitation centers, capable of receiving 380 people, and 33 rehabilitation homes, home capable of receiving 807 people.

### **3. Community service of mental care**

(1) In accordance with the "key points of home visits to mental patients by the Health Center from the Department of Health in each District under Taipei City Government," the Health Centers in the 12 Districts continue to provide tracking and follow up care for mental patients in the community. In this way, the patients and their family members can continue to obtain adequate information, complete medicine, rehabilitation and health care, so that community residents can have a peaceful living environment.

(2) Up through December 2005, the number of mental care cases being tracked accumulated to 13,551 people. From January to December 2005, tracking visits were made to a total of 34,856 people.

i. In order to improve the quality of tracking care for patients, mental facilities in the jurisdictional area are appointed as the supervising hospital. They then execute the supervision meeting for the care of patient in the community at one of the Health Centers in the 12 Districts, as well as processing the occupational training of the work personnel. From January to December 2005, a total of 122 sessions were been held for 366 people. Personnel of the mental health community supervised the meetings and carried out seminars on seminar of special individuals in the community. From January to December 2005, 85 sessions were held for 170 people. Relevant personnel from the police department, fire department, social affairs, school administration, health affairs, medical community, medicine and civil affairs were all invited for participation of discussing nursing strategies for mental patients who need assistance of multi-dimensional resources in the community, as well as mutual communication and coordination of nursing matters.

### **4. Community mental rehabilitation**

(1) In order to encourage private units to establish mental rehabilitation institutions in Taipei City, which increases the community rehabilitation resources for chronic mental patients and allows the patients to continuously receive mental rehabilitation in prevention of a worse condition, as well as helping them to gradually adapt to a more the social life, subsidy has been

provided to 30 institutions for the institutes for rental of mental rehabilitation institutions from January to December 2005, which accounts for the amount of NT\$ 1,096,765.

(2) In order to maintain the service quality of mental rehabilitation institutions, guidance of quality improvement was enacted in May 2005, allowing for the evaluation, supervision and audit of Taipei municipal mental rehabilitation institutions, which were performed from November to December.

(3) From January to December 2005, 14 rehabilitation homes were approved and the 33 rehabilitation homes located in Taipei City accommodate 807 beds. 2 rehabilitation centers were also approved and the 7 rehabilitation centers located in Taipei City accommodate 380 beds.

#### **5. Acute medical care for mental patients in the community**

(1) From January to December 2005, the Taipei City Hospital - Songde Branch hospitalized a total of 4,080 people for emergency treatment. 2,021 people were been transferred to clinical treatment and among them, 1,431 people were admitted for acute hospitalization. Treatment included 106 people sent to the ICU, 64 people were transferred to general hospitals due to internal medicine or surgical problems, 107 people were been transferred to other mental hospitals and 351 people were processed for other reasons.

(2) In order to enhance the service network of emergency hospitalization of patients in the community, which adequately looks after mental patients and their family members in the community, the duty of the "medical team for emergency individuals in individual in the community" has to be continued. As for the disputable or doubttable individual in question of hospitalization, initiative and direct service has been is adopted, where the professional personnel for mental health care provides professional and adequate help to demanding patients and family members in the community. From January to December 2005, the "medical team for emergency individuals individual in the community" helped 299 individuals with emergency hospitalization.

(3) Forced hospitalization: In accordance with the regulation of the Mental Health Act for protecting critical patients from hurting themselves or other people, as well as provisions for timely and adequate health care, a

person identified by more than 2 psychiatrists as a critical mental patient shall be under forced hospitalization if full-time hospitalization is required and such a person refuses to accept. At present, 12 medical institutions have been institutes are appointed by Executive Yuan from the Department of Health as forced hospitalization facilities in Taipei City, where the Department of Health supervises and manages cases in compliance with the law to protect patient's rights.

(4) Designated protector: A protector shall be allocated to a critical mental patient according to the requirement of the Mental Health Act. For a person that cannot be allocated as protector according to the requirement, "the authorities shall designate personnel as the protector." Taipei City has appointed the nursing personnel, of the of public health community that undertake the affairs of mental health in Health Centers, to be the designated protectors, who perform the required duties and offer necessary help to the patient.

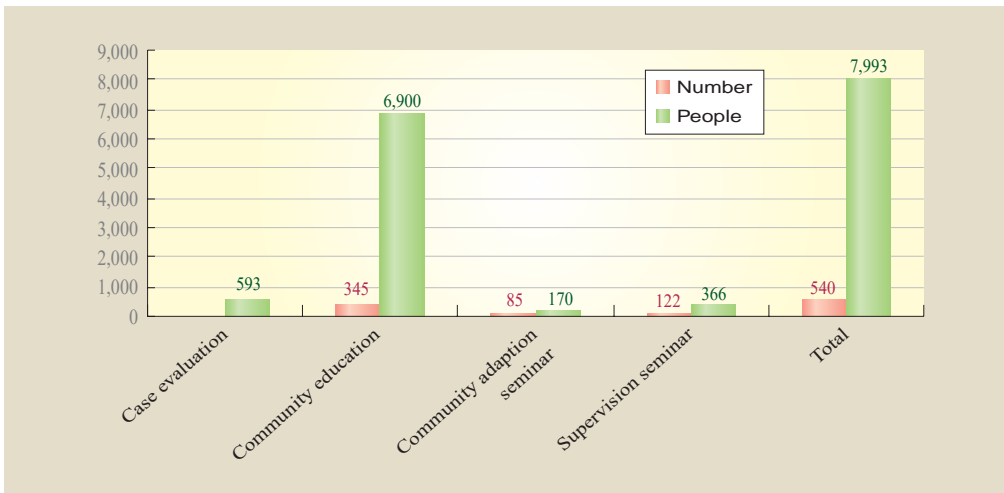
#### **6. Support and care of the mental patient and family members**

(1) Respite service: In order to appreciate the hard work of the caretaker for a mental patient, suitable opportunities for rest are offered to relieve load of on the caretaker. Since 2002, the Department of Health has expanded the "respite service for citizens accepting long term care." From January to December 2005, a total of 126 patients used the respite service for a total of for 1,577 days.

(2) In order to enhance nursing for mental patients in the community, the "evaluation and processing program for the community of mental patient in Taipei City" has been executed to combine the personnel in hospitals and Health Centers. The demand is understood from evaluation of patient's questions and active arrangement is made for nursing in the community, which is expected to reduce the influence of mental disease towards the individual person, family and community. In 2005, Taipei City evaluated 593 individuals. For active nursing events in the community: 1. A total of 345 community education seminars have been held with attendance of 6,900 people. 2. A total of 85 seminars have been held on individual adaptation in

the community with the discussion of 170 individuals. 3. A total of 122 supervisory seminars have been held with the attendance of 366 people.

**Table 13** The 2005 result from the "Evaluation and processing program for community mental patients in Taipei City"



## 7. Demonstrate positive functions of the patients and eliminate negative concepts concept of mental disease

### (1) Essay solicitation from Dreamer:

In 2005, the program from the 2004 essay solicitation from Dreamer on "culture care" continued with the completion of "Dreamers' essay collection." The overall design of the essay collection expresses the concept of "warmth, kindness and freshness", and copies have been distributed to libraries in Taipei City and other Counties, to the Department of Health, medical institutions, rehabilitation institutions and family leagues of mental patients for reference and collection.

### (2) Cooking competition

In order to keep mental patients away from the harsh perceptions of society, the Taipei City Hospital - Songde Branch - executed the cooking

competition for dreamers on December 17, 2005, which was expected to motivate public care and acknowledgement of dreamers. Each mental facility, Health Center, community rehabilitation center and rehabilitation home in Taipei City were the places for entry registration. 25 institutes entered the competition with a total of 238 competitors.

#### **8. Occupational training for professional personnel**

(1) In order to improve the service quality of the tracking care of patients and to establish interaction of experience, the 2005 supervisory supervision meeting for community patient care was been revised to be held by each individual Health Centers in the 12 Districts, where many mental facilities are appointed as primary supervision hospitals. On September 16, 2005, a total of 24 supervision meetings for community mental health workers were held along with seminars on the seminar or tracking care of mental patients in the community. A total of 90 people from Health Centers in the 12 Districts, the Department of Social Welfare and each welfare center, home violence center, each police office and the 12 District offices were all invited for participation.

(2) In order to enhance inter-field co-operation, strategies between each field for helping special mentally diseased patients were mental disease discussed with mutual communication and coordinated care. In 2005, a seminar for individual patients with special mental diseases in the community was held with participation of relevant personnel from the police department, fire department, social affairs, school administration, health affairs, medical community, medicine and civil affairs. From January through September 2005, a total of 3 seminars for special individuals in the community were held.

(3) On May 25 and 26, 2005, 2 sessions of the "training course for the telephone process of suicide cases", which enhances knowledge of the frontline personnel of Taipei City on processing suicide cases were held.. These personnel include: 119 for the Fire Department, 110 for the Police Station, 1999 for the Telephone center of the Taipei City Government, personnel from Health Centers in Center of each district and social welfare units. A total of 116 people attended the seminar.

## **9. Addiction prevention and treatment**

(1) Executive Yuan from the Department of Health appointed Taipei City to establish 25 addiction treatment institutions.

(2) In order to fulfill anti-drug policy and enhance addiction prevention and treatment, the Taipei City Hospital - Songde Branch - has continued with mental health care for addiction patients and occupational training for professional personnel. The achievements from January to December 2005 are as follows:

1. The addiction consultation and prevention clinics in Taipei City Hospital - Songde Branch - served a total of 8, 220 people.

2. The hospitalization provided by the Taipei City Hospital - Songde Branch - for addiction treatment and the Xiang-shan school served a total of 638 people.

3. 121 topical speeches on addiction prevention and treatment were held with the participation of 18,600 people.

## **10. Prevention of family violence and sexual assault**

(1) In order to help victims of family violence and sexual assault to walk out of the shadow as early as possible, each mental facility in Taipei City has continued to provide the service of psychologists to deal with the injured and victims of family violence.

(2) The institutes that provide pre-trial identification of the injured person as a result of the injuring party of family violence, include Peilin Hospital and the Armed Services Beitou Hospital. The institutes that provide treatment of the injured person as a result of family violence include Taipei City Hospital - Songde Branch, Armed Services Beitou Hospital, Shin Kong Hospital and Tri-Service General Hospital.

(3) The institutes that provide mental therapy and guided education for the injured person from sexual assault include Taipei City Hospital - Songde Branch, Armed Services Beitou Hospital, Peilin Hospital and Cardinal Tien Hospital. The execution of mental therapy and guided education for the injured person from injuring party sexual assault has accumulated to total of 200 for individual management.



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(4) The Department of Health under the Taipei City Government has held a total of 11 meetings for the evaluation of the injured person as a result on injury of sexual assault.

(5) In order to improve professional knowledge of the personnel in medical institutions in Taipei City for executing mental therapy and guided education on the injured people from injuring party of sexual assault, as well as promoting integration and interaction of work experiences between treatment institutes, 2 seminars on the individuals injured from individuals injured in sexual assault, as well as a contact meeting between executing institutions of mental therapy and guided education on the injured person from injuring party of sexual assault, have been held in 2005. On December 23, 2005, a training seminar on therapy and guided treatment for injured people from party sexual assault was held with the participation of approximately 90 people including psychiatrists, psychologists, social worker and police units.



# 7 *Health Statistics*

*Part*



# Health Statistics

## Chapter 1. Overview of Population

### 1. Population and life expectancy at birth

According to the household registration, the population of Taipei City at end of 2005 is 2,616,375, which is 11.49 % of total national population of 22,770,383.

The Taipei City has been transformed into municipality in 1967, which allocates Neihu, Nangang, Muza, Jingmei, Shilin and Beitou into its territory in the following year. The population at then is 1,604,543 and starts to increase every year. Up till the end of 1990, the population has become 2,719,659 and

**Table 14** Overview of population and life expectancy at birth for Taipei City

Year	Population at year end	Crude birth rate (%)	Crude death rate (%)	Natural increasing rate (%)	Life expectancy at birth (year)	
					Male	Female
1995	2,632,863	13.15	4.47	8.68	76.18	81.07
1996	2,605,374	13.04	4.67	8.37	76.37	81.14
1997	2,598,493	13.48	4.75	8.73	76.51	80.96
1998	2,639,939	11.53	4.72	6.81	76.56	81.20
1999	2,641,312	12.05	4.80	7.25	76.84	81.55
2000	2,646,474	12.74	4.91	7.83	76.97	81.62
2001	2,633,802	10.23	5.05	5.17	77.33	81.79
2002	2,641,856	9.72	5.13	4.60	77.56	81.95
2003	2,627,138	8.85	5.23	3.62	77.79	82.39
2004	2,622,472	8.44	5.34	3.10	77.93	82.87
2005	2,616,375	8.00	5.54	2.46	—	—

Source of information: Annual statistic of Taipei City, Department of Statistics, Ministry of Interior.

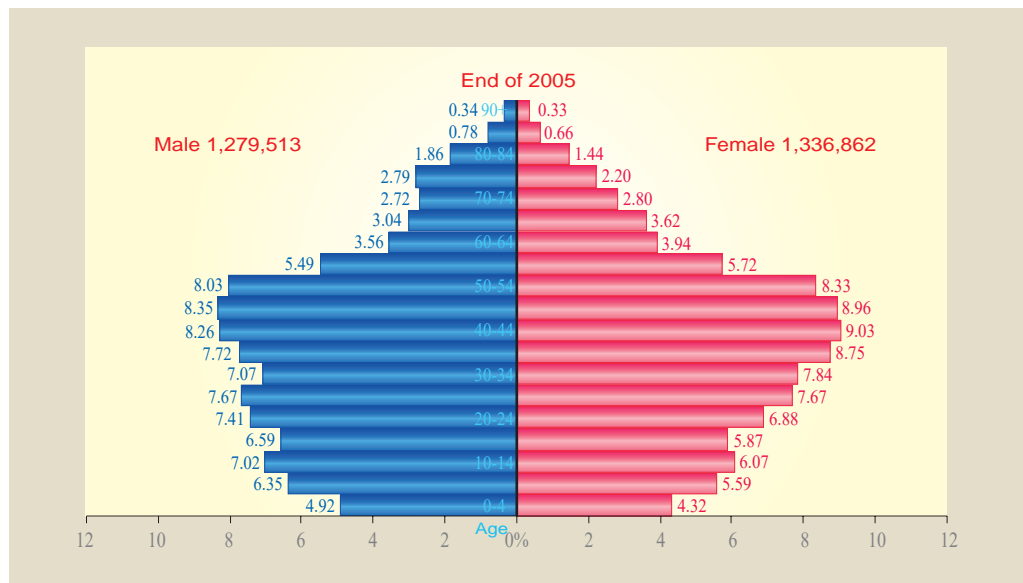
reached the peak of population registered in Taipei City with 69.50% of increase in 22 years. This population has started to decrease every year since 1991 and it only starts to rise again at the end of 1998. However, the population has started to decline again at the end of 2001, which is caused by declining amplitude of natural increasing rate of population since the population moving out is greater than the population moving in, where the negative social growth rate is higher than the natural increasing rate of population.

In 2005, the population of Taipei City is 0.23% less than 2003, the crude birth rate is 8.00 %, and crude death rate is 5.54 % and the natural increasing rate is 2.46 %. In 2004, the life expectancy at birth for citizen of Taipei City is 79.96 years old with 77.93 years old for men and 82.87 years old for women, which are much higher than national figure of 76.37 years old with 73.47 years old for men and 79.70 years old for women.

## 2. Population structure

At the end of 2005, the male population in Taipei City is 1,279,513 and

**Diagram 6** Age structure of population in Taipei City



**Table 15** Population index of Taipei City

End of year	Population at end of year (thousand)	Population structure (%)			Population index (%)			
		Age under 15	Age between 15-64	Age above 65	Dependency ratio	Young age population dependency ratio	Old age population dependency ratio	Aging index
1995	2,633	21.58	69.98	8.44	42.90	30.83	12.06	39.12
1996	2,605	21.15	70.09	8.75	42.67	30.18	12.49	41.38
1997	2,598	20.81	70.14	9.05	42.57	29.66	12.90	43.50
1998	2,640	20.30	70.48	9.22	41.89	28.80	13.09	45.43
1999	2,641	19.93	70.63	9.44	41.57	28.22	13.36	47.34
2000	2,646	19.64	70.69	9.67	41.46	27.78	13.68	49.25
2001	2,634	19.27	70.79	9.94	41.27	27.23	14.04	51.58
2002	2,642	18.77	70.97	10.25	40.90	26.45	14.44	54.61
2003	2,627	18.19	71.23	10.58	40.38	25.53	14.85	58.15
2004	2,622	17.71	71.37	10.92	40.11	24.81	15.31	61.70
2005	2,616	17.11	71.60	11.29	39.67	23.90	15.76	65.95

Source of information: Annual statistic of Taipei City, Department of Statistics, Ministry of Interior.

1,336,862 for female population; the ratio between male and female is 95.71. With the observation on age structure, the young age population at the end of 2005 (age under 14) is 448,000, which is 17.11% of total population in Taipei City; the productive population (between age of 15~64) is 1,873,000 at 71.60% and the old age population (age above 65) is 295,000 at 11.29%.

The old age population at age above 65 in Taipei City has exceeded 7 %

since 1992, which has become the high age society defined by the United Nations. The population has kept increasing since then and at the end of 2005, the old age population has occupied 11.29 %. If one ranks the ratio of old age population for 23 Counties and Cities in Taiwan with order from high to low, the Taipei City is ranked at 11th position. At end of 2005, every hundred of productive population (between age of 15~64) must support 39.67 people of dependent population (dependency ratio) at age under 14 and above 65, which tends to reduce every year.

## Chapter 2. Statistics for Medical Affairs

### 1. Number of medical facility

The medical facilities in Taipei City have kept increasing since 1973 and only started to decrease after reaching 2,701 facilities at end of 1996, which starts to rise again after reaching 2,633 facilities at end of 2001. At the end of 2005, public and private medical facility in Taipei City have accounted to 2,835, which includes 41 hospitals and 2,794 clinics. At the end of 2005, one medical facility in Taipei City has served average of 923 people, which is lower than the 1,172 people over Taiwan. The number of facilities owned by every ten thousand of population is 10.84, which is more than 8.53 over Taiwan.

### 2. Number of beds

At the end of 2005, the public and private medical facilities in Taipei City have total of 21,841beds with 12,845 beds for public medical facilities at 58.81% of total bed number and 8,996 beds for private medical facilities at 41.19%. Regarding property, the beds are divided as 15,107 general beds at 69.17% and 6,734 special beds at 30.83%. Every ten thousand of population have 83.48 beds, which is greater than the 64.29 beds over Taiwan. Each bed serves 119.79 people, which is lower than 155.55 people over Taiwan.

### 3. Hospital capacity

The medical capacity of average daily clinic and emergency treatment in

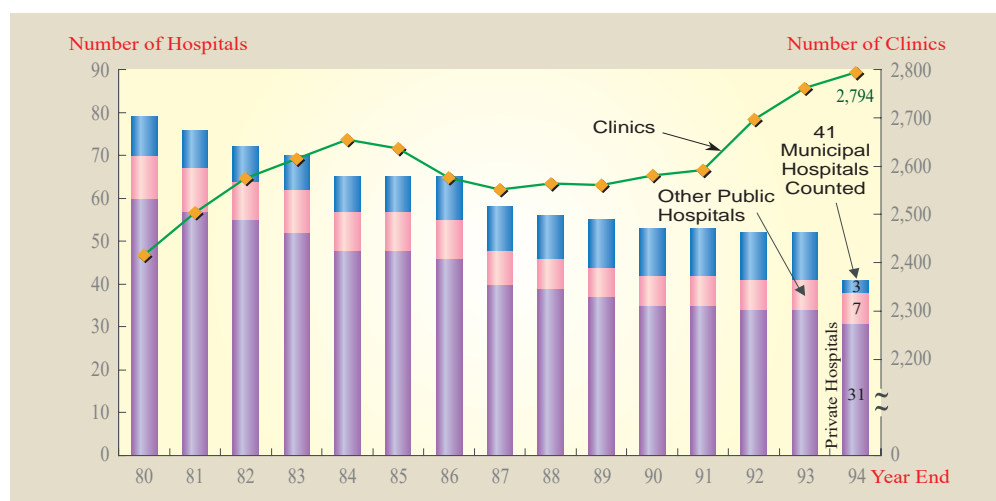


**Table 16** Number of public and private medical facility in Taipei City

Unit: number

End of year	Total	Hospital				Clinics			
		Sub-total	Municipal	Other public	Private	Sub-total	Municipal	Other public	Private
1994	2,685	70	8	10	52	2,615	16	15	2,584
1995	2,720	65	8	9	48	2,655	16	19	2,620
1996	2,701	65	8	9	48	2,636	18	17	2,601
1997	2,641	65	10	9	46	2,576	27	16	2,533
1998	2,610	58	10	8	40	2,552	26	13	2,513
1999	2,620	56	10	7	39	2,564	13	19	2,532
2000	2,615	55	11	7	37	2,560	12	20	2,528
2001	2,633	53	11	7	35	2,580	12	20	2,548
2002	2,645	53	11	7	35	2,592	13	20	2,559
2003	2,748	52	11	7	34	2,696	15	21	2,660
2004	2,814	52	11	7	34	2,762	15	20	2,727
2005	2,835	41	3	7	31	2,794	14	16	2,764

Source of information: Annual health statistic of Taipei City.

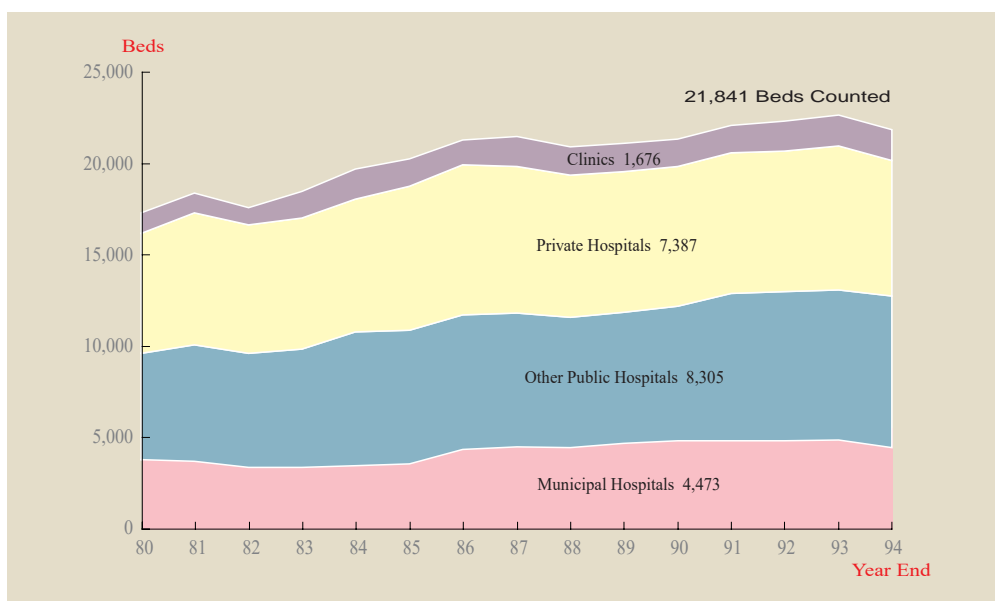


**Table 17** Number of beds for public and private medical facility in Taipei City

Unit: family, bed, people

End of year	Number of family			Number of beds			Average number of bed for every ten thousand population	Number of people served by each bed
	Total	Public	Private	Total	Public	Private		
1994	2,685	49	2,636	18,464	9,909	8,555	69.58	143.72
1995	2,720	52	2,668	19,682	10,838	8,844	74.76	133.77
1996	2,701	52	2,649	20,252	10,894	9,358	77.73	128.65
1997	2,641	62	2,579	21,303	11,778	9,525	81.98	121.98
1998	2,610	57	2,553	21,493	11,865	9,628	81.41	122.83
1999	2,620	49	2,571	20,940	11,658	9,282	79.28	126.14
2000	2,615	50	2,565	21,096	11,937	9,159	79.71	125.45
2001	2,633	50	2,583	21,321	12,256	9,065	80.95	123.53
2002	2,645	51	2,594	22,080	12,977	9,103	83.58	119.65
2003	2,748	54	2,694	22,328	13,030	9,298	84.99	117.66
2004	2,814	53	2,761	22,663	13,154	9,509	86.42	115.72
2005	2,835	40	2,795	21,841	12,845	8,996	83.48	119.79

Source of information: Annual health statistic of Taipei City.



**Table 18** Medical capacity for public and private hospitals in Taipei City

Year	Average daily number					Average days of hospitalization	Rate of cesarean %	Occupancy rate %
	Clinic	Emergency	Dialysis	Clinical surgery	Hospitalization surgery			
1995	60,628	2,536	1,061	466	475	9.56	33.07	71.83
1996	64,831	2,575	1,172	514	513	9.46	32.78	71.22
1997	68,324	2,687	1,120	609	509	8.96	31.71	67.10
1998	73,613	2,635	1,169	637	532	7.89	33.47	67.54
1999	78,550	2,918	1,272	597	538	9.06	34.94	70.32
2000	79,039	3,033	1,321	592	562	8.74	34.63	71.65
2001	83,033	3,057	1,443	597	568	8.70	32.38	71.45
2002	81,789	3,242	1,556	616	561	8.63	33.37	73.39
2003	72,027	2,771	1,576	539	495	9.16	33.61	67.18
2004	81,157	3,106	1,650	658	547	9.10	24.99	73.83
2005	74,580	2,892	1,671	579	539	8.90	33.06	73.59

Source of information: Annual health statistic of Taipei City.

hospitals of Taipei City has increased every year. This capacity only starts to decline since end of 2002 and drops even more due to SARS at end of 2003. At the end of 2005, the average number of daily clinic consultation and emergency treatment are 74,580 people and 2,892 people respectively; the average period of hospitalization is 8.90 days at occupancy rate of 73.59%.

#### 4. Medical personnel

At end of 2005, medical personnel of each practice in public and private medical institute and other medical institute in Taipei City have accounted for 38,518 people. With observation on each category of personnel, nursing personnel (including registered nurse, nurse and midwife) occupy the most portion at 51.37%, doctors (including doctors for Chinese medicine, western medicine and dentistry) occupy the second height portion at 26.49%,

**Table 19** Number of medical personnel for each type of practice in public and private medical institute and medical institutes of Taipei City

Unit: people

End of year	Total	Doctor of western medicine	Doctor of Chinese medicine	Dentists	Pharmacist	Pharmacy assistant	Medical technologist, assistant, technician	Medical Radiological technologist, technician	Registered nurse and nurse	Midwife	Assistant dentist	Dietician	Physiotherapist and assistant	Occupational therapist and assistant	Clinical psychiatrist	Counseling psychiatrist	Respiratory therapist
1993	26,293	6,283	438	1,937	2,892	1,114	1,014	435	12,053	118	9	-	-	-	...	...	...
1994	26,551	6,223	441	2,004	2,770	1,066	1,093	454	12,416	77	7	-	-	-	...	...	...
1995	27,171	6,060	537	1,896	2,833	1,004	1,167	460	13,057	28	7	122	-	-	...	...	...
1996	28,410	6,146	450	1,968	2,979	1,010	1,193	503	14,008	27	7	119	-	-	...	...	...
1997	31,884	6,264	490	2,027	3,407	1,091	1,339	511	16,323	35	7	162	228	-	...	...	...
1998	30,987	6,427	483	2,010	3,277	1,054	1,194	559	15,401	24	7	157	295	99	...	...	...
1999	31,935	6,467	521	2,033	3,422	1,037	1,381	605	15,818	19	7	162	327	136	...	...	...
2000	33,229	6,952	515	2,087	3,519	1,036	1,403	639	16,300	16	6	182	420	154	...	...	...
2001	34,457	7,072	555	2,142	3,566	948	1,581	769	17,050	15	4	178	423	154	...	...	...
2002	36,008	7,085	582	2,122	3,657	994	1,615	820	18,279	19	6	191	464	174	...	...	...
2003	37,116	7,260	619	2,233	3,668	925	1,669	858	18,949	15	4	195	526	195	...	...	...
2004	38,306	7,262	645	2,252	3,790	897	1,633	869	19,972	16	4	200	552	214	...	...	...
2005	38,518	7,246	653	2,305	3,875	870	1,537	897	19,771	15	3	229	612	231	92	12	170

Source of information: Annual health statistic of Taipei City.

**Table 20** Average number of medical personnel in practice possessed by every ten thousand people in Taipei City

Unit: people

End of year	Total	Doctor of western medicine	Doctor of Chinese medicine	Dentists	Pharmacist	Pharmacy assistant	Medical technologist, assistant, technician	Medical Radiological technologist, technician	Registered nurse and nurse	Midwife	Assistant dentist	Dietician	Physiotherapist and assistant	Occupational therapist and assistant	Clinical psychiatrist	Counseling psychiatrist	Respiratory therapist
1993	99.10	23.68	1.65	7.30	10.90	4.20	3.82	1.64	45.43	0.44	0.03	-	-	-	...	...	...
1994	100.06	23.45	1.66	7.55	10.44	4.02	4.12	1.71	46.79	0.29	0.03	-	-	-	...	...	...
1995	103.20	23.02	2.04	7.20	10.76	3.81	4.43	1.75	49.59	0.11	0.03	0.46	-	-	...	...	...
1996	109.04	23.59	1.73	7.55	11.43	3.88	4.58	1.93	53.77	0.10	0.03	0.46	-	-	...	...	...
1997	122.70	24.11	1.89	7.80	13.11	4.20	5.15	1.97	62.82	0.13	0.03	0.62	0.88	-	...	...	...
1998	117.38	24.35	1.83	7.61	12.41	3.99	4.52	2.12	58.34	0.09	0.03	0.59	1.12	0.38	...	...	...
1999	120.91	24.48	1.97	7.70	12.96	3.93	5.23	2.29	59.89	0.07	0.03	0.61	1.24	0.51	...	...	...
2000	125.56	26.27	1.95	7.89	13.30	3.91	5.30	2.41	61.59	0.06	0.02	0.69	1.59	0.58	...	...	...
2001	130.83	26.85	2.11	8.13	13.54	3.60	6.00	2.92	64.74	0.06	0.02	0.68	1.61	0.58	...	...	...
2002	136.30	26.82	2.20	8.03	13.84	3.76	6.11	3.10	69.19	0.07	0.02	0.72	1.76	0.66	...	...	...
2003	141.28	27.63	2.36	8.50	13.96	3.52	6.35	3.27	72.13	0.06	0.02	0.74	2.00	0.74	...	...	...
2004	146.07	27.69	2.46	8.59	14.45	3.42	6.23	3.31	76.16	0.06	0.02	0.76	2.10	0.82	...	...	...
2005	147.22	27.69	2.50	8.81	14.81	3.33	5.87	3.43	75.57	0.06	0.01	0.88	2.34	0.88	0.35	0.05	0.65

Source of information: Annual health statistic of Taipei City.

pharmaceutical personnel (including pharmacists and assistant pharmacist) at 12.32%, medical technical personnel (including medical technologists, medical assistant, radiotherapist and assistant) at 6.32% and other medical personnel (assistant dentist, dietician, physiotherapist and assistant, occupational therapist and assistant) at 3.5%. In average, every ten thousand people possess 147.22 medical personnel in practice, which includes 39 doctors (including Chinese medicine, western medicine and dentists) and 75.62 nursing personnel.

## Chapter 3. Statistics of death cause

### 1. 10 major causes of death and change

The malignant tumor has been ranked at top of major death cause for citizen of Taipei City since 1973 over 32 years. Among them, heart disease and brain vascular disease have both been ranked at 2nd or 3rd position after 1991, where the death from accident or injury has reduced dramatically. In 2005, the death rate for citizen of Taipei City is 547.4 in every hundred thousand of population, which is lower than the national death rate of 611.3 people. The death rate of malignant tumor is 163.8 people in every hundred thousand of population at 29.9 % of all deaths with 63.6 people for heart disease at 11.6% and 52.2 people for brain vascular disease at 9.5%. Other causes of deaths ranks as diabetes, pneumonia, nephritis, nephritic syndrome and nephritis, suicide, accidental injury, chronic liver disease, liver cirrhosis and disease from high blood pressure.

### 2. The 10 major cancers

In 2005, 4,290 people in Taipei City died of cancer and the death rate was 163.78 people in every hundred thousand of population, which is slightly less than the national death rate of 163.75 people. Among them, the male death was 2,630 people and the death rate was 205.0 people in every hundred thousand of male population; the female death was 1,660 people and the death rate was 124.20 people in every hundred thousand of female

**Table 21** Major cause of death in Taipei City

Unit: people, %, people / hundred thousand people

Ranking	Cause of death	Number of death	Percentage of death	Death rate in every hundred thousand of population		
				Total	Male	Female
	<b>All causes of death</b>	14,339	100.00	547.41	683.06	417.20
1	Malignant tumor	4,290	29.92	163.78	205.00	124.20
2	Heart disease	1,665	11.61	63.56	82.62	45.27
3	Brain vascular disease	1,367	9.53	52.19	64.07	40.78
4	Diabetes	988	6.89	37.72	40.61	34.94
5	Pneumonia	572	3.99	21.84	28.84	15.11
6	Nephritis, nephritic syndrome and nephritis	544	3.79	20.77	25.26	16.46
7	Suicide	467	3.26	17.83	24.40	11.52
8	Accidental injury	415	2.89	15.84	24.32	7.71
9	Chronic liver disease and liver cirrhosis	323	2.25	12.33	14.97	9.80
10	Disease from high blood pressure	162	1.13	6.18	8.26	4.19
	<b>Others</b>	3,546	24.73	135.37	164.70	107.22
11	Septicemia	150	1.05	5.73	5.69	5.76
12	Bronchitis, emphysema and asthma	109	0.76	4.16	5.53	2.84
13	Gastric and duodenal ulcer	77	0.54	2.94	4.05	1.87
14	Tuberculosis	60	0.42	2.29	3.90	0.75
15	Disease originated from gestation	47	0.33	1.79	2.10	1.50

Note: 1. The mid-year population for 2005 in Taipei City has accounted for 2,619,424 people with 1,282,908 male and 1,336,516 female.

2. The ranking on this table is arranged with total death rate of both genders.



population,

The cause of death for 10 major cancers are ranked in order of Lung cancer, Liver cancer, Colorectal cancer, Female breast cancer, Stomach cancer, Prostate cancer, Non-Hodgkin's lymphoma, Cervical cancer, Pancreatic cancer, Oral cavity cancer.

**Table 22** Ranking comparison for 10 major death cause in Taipei City

Unit: sequential order, people/every hundred thousand of population

Year	All causes of death	Malignant tumor	Heart disease	Brain vascular disease	Diabetes	Pneumonia	Nephritis, nephritic syndrome and nephritis	Suicide	Accidental injury	Chronic liver disease and liver cirrhosis	Disease from high blood
1994	415.24	(1) 111.55	(2) 49.63	(3) 43.64	(5) 19.79	(8) 11.61	(7) 12.14	(10) 6.52	(4) 33.54	(6) 13.49	(9) 9.95
1995	437.00	(1) 120.31	(3) 47.56	(2) 49.41	(5) 23.46	(7) 14.07	(8) 13.54	(10) 7.79	(4) 28.45	(6) 14.38	(9) 11.05
1996	457.75	(1) 128.52	(2) 52.84	(3) 51.96	(5) 24.21	(8) 12.68	(6) 14.05	(10) 8.55	(4) 29.48	(7) 14.01	(9) 12.52
1997	463.27	(1) 134.67	(2) 55.84	(3) 50.96	(4) 29.02	(9) 10.61	(6) 14.53	(10) 8.22	(5) 26.25	(7) 13.41	(8) 10.99
1998	465.98	(1) 133.21	(2) 50.82	(3) 49.75	(5) 24.70	(8) 12.60	(6) 15.77	(10) 7.67	(4) 26.42	(7) 14.85	(9) 10.73
1999	470.49	(1) 134.97	(2) 54.08	(3) 45.78	(4) 32.68	(8) 15.00	(6) 15.87	(10) 8.03	(5) 24.92	(7) 15.30	(9) 9.47
2000	484.10	(1) 141.38	(3) 47.35	(2) 52.20	(4) 37.97	(8) 11.95	(6) 17.29	(9) 8.96	(5) 22.66	(7) 14.11	(10) 7.22
2001	500.81	(1) 154.88	(3) 52.38	(2) 52.91	(4) 34.20	(7) 13.90	(6) 18.56	(9) 10.98	(5) 19.17	(8) 13.83	(10) 6.33
2002	503.41	(1) 158.05	(2) 54.97	(3) 46.74	(4) 33.70	(7) 16.98	(6) 17.29	(8) 12.32	(5) 19.49	(9) 11.56	(10) 6.79
2003	517.40	(1) 151.87	(2) 62.33	(3) 50.29	(4) 35.91	(5) 21.52	(6) 19.09	(9) 12.15	(7) 17.27	(8) 13.93	(10) 5.39
2004	523.20	(1) 160.09	(2) 65.09	(3) 47.24	(4) 34.02	(7) 17.03	(5) 19.16	(8) 13.18	(6) 17.64	(9) 12.69	(10) 6.36
2005	547.41	(1) 163.78	(2) 63.56	(3) 52.19	(4) 37.72	(5) 21.84	(6) 20.77	(7) 17.83	(8) 15.84	(9) 12.33	(10) 6.18

**Table 23** Major cancers as death course in Taipei City 2005

Unit: People, %, people/population of hundred thousand

Order	Death cause	No. of death	Death percentage	Death rate per population of hundred thousand		
				Amount	Male	Female
	<b>All cancers as death cause</b>	4,290	100.00	163.78	205.00	124.20
1	Lung cancer	870	20.28	33.21	43.81	23.05
2	Liver cancer	607	14.15	23.17	34.69	12.12
3	Colorectal cancer	542	12.63	20.69	23.85	17.66
4	Female breast cancer(1)	224	5.22	16.76	-	16.76
5	Stomach cancer	354	8.25	13.51	18.40	8.83
6	Prostate cancer(2)	133	3.10	10.37	10.37	-
7	Non-Hodgkin's lymphoma	181	4.22	6.91	8.96	4.94
8	Cervical cancer(1)	86	2.00	6.43	-	6.43
9	Pancreatic cancer	168	3.92	6.41	8.03	4.86
10	Oral cavity cancer (including oropharynx and nasopharynx)	146	3.40	5.57	10.37	0.97
	<b>Others</b>	979	22.82	37.37	46.53	28.58
11	Esophagus cancer	126	2.94	4.81	9.04	0.75
12	Gallbladder cancer	120	2.80	4.58	5.46	3.74
13	Leukemia	100	2.33	3.82	4.60	3.07
14	Ovary cancer	50	1.17	3.74	-	3.74
15	Nasopharyngeal carcinoma	80	1.86	3.05	4.60	1.57

- Note: 1. The mid-year population for 2005 in Taipei City has accounted for 2,619,424 people with 1,282,908 male and 1,336,516 female.  
 2. The ranking on this table is arranged with total death rate of both genders.  
 3. (1) is the death rate for female (number of death in every hundred thousand of female population). (2) is the death rate for male (number of death in every hundred thousand of male population).

**Table 24** Comparison and order of 10 major cancers as death course in Taipei City

Unit: in order of people/population of hundred thousand

Year	All cancers as death cause	Lung cancer	Liver cancer	Colorectal cancer	Female breast cancer	Stomach cancer	Prostate cancer	Non-Hodgkin's lymphoma	Cervical cancer	Pancreatic cancer	Oral cavity cancer
1994	111.55	(1) 23.33	(2) 17.68	(3) 11.65	(5) 10.13	(4) 11.08	(7) 4.66	(8) 3.50	(6) 7.79	(12) 2.98	(15) 2.90
1995	120.31	(1) 23.27	(2) 21.56	(3) 12.45	(5) 10.23	(4) 12.41	(7) 3.85	(10) 3.48	(6) 8.18	(9) 3.67	(13) 2.95
1996	128.52	(1) 24.63	(2) 22.18	(3) 14.74	(5) 11.69	(4) 13.59	(7) 5.19	(8) 5.08	(6) 7.79	(9) 4.24	(13) 3.36
1997	134.67	(1) 27.59	(2) 23.29	(3) 14.07	(4) 13.97	(5) 13.30	(8) 5.00	(7) 5.11	(6) 9.82	(10) 4.19	(9) 4.34
1998	133.21	(1) 27.83	(2) 22.45	(3) 15.20	(5) 12.47	(4) 12.48	(8) 5.06	(7) 5.19	(6) 7.75	(9) 4.28	(15) 3.02
1999	134.97	(1) 28.40	(2) 21.36	(3) 15.79	(4) 12.18	(5) 12.00	(7) 6.94	(8) 5.42	(6) 8.50	(9) 4.62	(10) 3.71
2000	141.38	(1) 28.41	(2) 21.26	(3) 17.47	(4) 12.66	(5) 12.41	(7) 7.10	(9) 5.14	(6) 7.27	(8) 5.22	(10) 4.27
2001	154.88	(1) 33.45	(2) 25.42	(3) 16.82	(4) 14.90	(5) 13.22	(6) 9.20	(8) 4.92	(7) 8.24	(9) 4.70	(10) 4.28
2002	158.05	(1) 33.70	(2) 25.06	(3) 18.58	(4) 14.36	(5) 14.18	(6) 8.15	(8) 6.52	(7) 7.85	(9) 5.95	(14) 3.49
2003	151.87	(1) 32.15	(2) 25.20	(3) 16.55	(4) 15.55	(5) 11.16	(6) 8.25	(8) 6.30	(7) 6.35	(9) 5.54	(10) 4.74
2004	160.09	(1) 33.53	(2) 25.79	(3) 19.73	(4) 15.20	(5) 11.85	(6) 9.46	(9) 5.64	(7) 6.51	(8) 6.25	(10) 5.26
2005	163.78	(1) 33.21	(2) 23.17	(3) 20.69	(4) 16.76	(5) 13.51	(6) 10.37	(7) 6.91	(8) 6.43	(9) 6.41	(10) 5.57

Remark: The number within bracket represents order of death cause and the number below it represent the death rate (number of death per population of hundred thousand).

## Appendix 1 - Events

### January

Date	Important events
1	1. Official commencement of "E-Net convenient service website for citizens." 2. Official commencement of "Audit list management system." 3. Cooperate with editing for integration of Department of Disease Control, laboratory, mental health center and 5 audit teams into Virtual Private Network (VPN) for Department of Health.
5	Activate 1st group of influenza students to Taipei Municipal Hospital - Songde Branch for practical investigation of epidemic situation, as well as discussion on preventive strategy and measure.
8	Execute the event of "Health deep breathe - free consultation for prevention of female lung cancer."
11	Execute the 2004 investigation on "Assessment of public and private nursing institutes" till February 28.
13	Cooperate with Center for Disease Control under Department of Health from Executive Yuan to distribute "Peak flu period - promotion poster for flu vaccination" via Health Centers in 12 Districts for promotion of flu vaccination.
14	Hold the "2004 conference for health examination on personnel in City Government."
14	The Food and Drug Division, National Union of Pharmacist Associations Republic of China and Taipei City Pharmacist Associations published the press conference for "continuous prescription for chronic disease" in Taipei City" at Agora Garden.

- 17 Published press release on phthisis, dengue fever and scarlet fever for explaining status of prevention to publish and method of preventing above mentioned infectious disease January 19.
- 17 The Food and Drug Division cooperated with Department of Public Works from Taipei City Government to execute the "Year-end mobile checking on safety of public premises, food safety and fire control in Taipei City" till January 19.
- 18 The Food and Drug Division coordinated with ET company on "Exclusive vehicle for home delivery of medicine."
- 20 Cooperation made with Center for Disease Control under Department of Health from Executive Yuan for distributing "Prevention of Hepatitis B - 210 years of successful experience in Taiwan" to community university of 12 Districts, Department of Information, Branch of Disease Control under Taipei City Hospital.
- 24 Activate 2nd group of students for investigating epidemic situation of infectious disease via digestion channels and relevant promotion on health education.
- 25 Assisted Taiwan Public Television for shooting of the program "Epidemic fight - Widespread disease in Taiwan" and providing relevant promotion CD-Rom on SARS.
- 25 The Food and Drug Division held the "Meeting for planning online application system of cosmetic advertisement."
- 25 The Food and Drug Division cooperated with "2005 Taipei promenade and bazaar for new year festival" for audit and guidance of food sanitation till February 6.

## February

Date	Important events
2	The Food and Drug Division has established task team to cooperate with investigating unit for initiative tracking on destination of dead pigs and stop illegal logistics till March 1.
3	The Food and Drug Division participated the meeting of "Discussion on relevant problems on drug logistics and supply" held by the Taipei Pharmacist Association.
17	The Food and Drug Division held the "Information connection meeting on management system of drug and cosmetic advertisement for Department of Health from Executive Yuan.
21	The "Meeting for online application system of drug and cosmetic advertisement" was held.
21	The Food and Drug Division attended the 6th meeting for "Promotion team on developing biotechnology industry in Taipei City" held by the Department of Economic Development from Taipei City Government.
22	Held the "2005 additional function and revision on information management for elders' health examination" and adjusted relevant information system to comply with dem and of management report from Department of Service.
22	Held the 1st promotion and consultation committee for health at workplace.
22	The Food and Drug Division executed training for personnel of food sanitation and pharmaceutical affairs.

22	Executed 2004 investigation of "Medical service assessment on public and private hospitals" till March 31.
26	The Food and Drug Division executed training for personnel of food sanitation and pharmaceutical affairs.
28	Executed the investigation on dengue fever density for total of 85 villages; no confirmed cases of dengue fever has been discovered up till the end of February.

## *March*

Date	Important events
2	Visit to healthy cities in Eastern Asia: Mayor Ma led the team to visit Tokyo and Yokohama in Japan and returned on March 5.
8	Executed the training on "Density investigation for vector mosquitoes of dengue fever" with participation of 80 people in total.
13	Visit to healthy cities in Europe and America: The Deputy Mayor Jin-chuan Yeh lead a team to inspect USA (Indianapolis City), Canada (Toronto City), Denmark (Copenhagen City), Finl and (Truku and Helsinki City), namely 4 countries with total of 5 cities and returned on March 20.
14	The "Preventive maneuver for suspicious bird flu by Department of Health under Taipei City Government" was executed at the plaza for Branch of Disease Control under Taipei City Hospital.
20	The "Governors' camp for healthy cities" was held.
20	The "Walking event by Taipei coast" was held with the sport association to combine with healthy life of Chinese.
23	Tabletop drill was made for notification of infectious disease and



	investigation of epidemiology. After auditing, the committee members were very satisfied with the processing procedure of this drill and expected for further advance on epidemic prevention of infection disease in the future.
24	The first report meeting for dengue fever prevention and treatment center under Taipei City Government was held. Main items discussed included: 1. Task allocation for 2005 dengue fever prevention by each Department/Division of City Government. 2. Review for status of 2004 dengue fever prevention.
29	The Food and Drug Division executed the "Seminar of enhancing new knowledge of drug and food for pharmaceutical personnel."
30	The Food and Drug Division executed the "Seminar of enhancing new knowledge of drug and food for pharmaceutical personnel."

## April

Date	Important events
1	The network of citizen health launched the interview and report of "Health club."
2	The first "Promotion of health education with prevention to infectious disease" was held at Shing-Ya Elementary School in Xinyi District with participation of approximately 400 people.
6	The Food and Drug Division executed the "Praising ceremony for pharmacy group, community pharmacy, pharmacists and volunteers" for open reward.
12	The second "Promotion of health education with prevention to infectious disease" was held at Dalong Elementary School in Datong District with participation of approximately 350 students.

- 15 The revised version of health check system for elders was launched online.
- 15 Collect and compile important health statistical index for Taiwan, internal cities and countries till May 31.
- 18 Held 2005 beginner's class for training of applied epidemiology at the Official Training Center in Taipei City. 1st batch of lessons are provided during April 18 and 22 with class of 24 people; 2nd batch of lessons are provided during April 25 and 29 with class of 34 people.
- 18 Press conference was held to promote the "2005 health examination for elders" with 47,122 vacancies. Booking and registration have started on April 25 and the period of checking starts from May 2 till December 25.
- 18 The Food and Drug Division has carried out investigation on content of caffeine in non-bottled coffee and tea on the market. 85 stores are guided to pass the "Certification of self-sanitation management" till June 29.
- 20 Executed the serial workshop of "5 links for health workplace."
- 21 The third "Promotion of health education with prevention to infectious disease" was held at M and arin Experimental Elementary School in Zhongzheng District with participation of approximately 800 students.
- 22 The Food and Drug Division executed the "Contact meeting with media owners such as shopping channel, system owner, satellite TV stations, wireless TV stations, internet platform, papers and magazines and radio stations."

- |    |   |
|----|---|
| 25 | The revised version of health check system for elders was launched online.  |
| 29 | The "Praise event for excellent cosmetic owners with certification of self-management" was held in lobby of City Government; a total of 104 owners were praised and awarded with "OK" badge, which attracted a total of 500 citizens. |
| 30 | The forth "Promotion of health education with prevention to infectious disease" was held at Shinhu Elementary School in Neihu District with participation of approximately 400 people.  |

## May

Date	Important events
------	------------------

- |           |  |
|-----------|--|
| 1         | In order to fulfill management of vaccine safety, the Department of Disease Control has enhanced supervision and audit on total of 36 contracted facilities for inoculation in 12 Districts of Taipei City. Facilities to be improved has arranged for date of re-inspection to ensure quality of vaccine. |
| 1         | The "Supportive report system for medical personnel" has been expanded and promoted to basic clinics.  |
| 11        | The "Self-governing clauses of health and medicine for aborigine in Taipei City" was approved by Taipei City Council on May 11, 2005.  |
| 16        | The event of "Citizen health network - please measure your pulse" was executed till June 10 and the list of winners was published on June 15.  |
| 17 and 23 | The Food and Drug Division executed the training course for operating the "Medical administration system when medical  |

	personnel go to other institute" and the "Document production system."
24 ~ 27	The Food and Drug Division executed "Audit on practical and occupational training."
25	The Department of Health received notification from Wanfang Hospital on May 18, which related to 1 resident at age of 4 in Wensan District with suspicious case of complication infected from enterovirus. The case was received on Center for Disease Control (medical consultation team for clinical and critical disease) on May 25. The case was the first infection of enterovirus in Taipei City, which was confirmed as critical disease.

## *June*

Date	Important events
1	A total of 24 contracted facilities in 12 Districts of Taipei City had been audited and 1 of them needed to improve.
3	The Food and Drug Division established task team to track the case of food from burial and worship ceremony enter into the market; fact had been clarified at the end and reputation for relevant stores had recovered. The incidence came to an end by June 15.
13	The "Training for prevention of infectious disease" was executed particularly to chiefs and clerks of villages together with nursing personnel, which contained prevention of dengue fever, precaution of biological prevention and enterovirus prevention with participation of 326 people.
23	Department of Health from Executive Yuan awarded the "Excellent prize for basic health care" and "Level A prize for expansion of

	public service" after 2004 audit on health care affairs of local health authorities.
24	The "2005 speech for practice and theory of material control in Northern region and training for additional MIS functions" were held at conference room on 7F at Branch of Disease Control with participation of 95 people in total.
29	The Department of Health executed training of "Prevention on infectious disease" and "Send out love and health" to nursing personnel, which contained prevention of dengue fever, talk about SARS prevention via flu and prevention of enterovirus with participation of 319 in total.
30	Revised version of web site for health city was completed and linked with relevant Departments and Divisions of Taipei City Government. The link of this site was placed on home page of Taipei City Government's web site in July 2005, so that citizens can understand the progress of healthy city conveniently.
30	The "Information system of health statistics" for Department of Health was officially online and established with relevant statistics up till December 31.

## July

Date	Important events
1	The information management system of statistics was commenced officially.
1	The "2004 investigation on serving capacity of public and private basic clinics" was executed up till August 31.
1	The online application and search system for drug and cosmetic

advertisement was commenced. The online application was operated externally on November 1 in the same year, where the electronic bill was used for the first time. With the combination with "G2B2C electronic commercial system", business owners can use ATM, bank tellers and the 5 major chain convenient stores for payment. From the statistics started on July 1 till December 31, 2005, 5,086 people had made online search. From November 1 till December 31, 34 accounts had been applied online; among them, 16 accounts had passed the assessment. For the assessment on 40 advertisements applied by 5 companies (i.e. a total of 305 cosmetic and drug items), 38 cases were passed and issued with advertising permits; 2 cases did not pass the initial assessment.

5 Through the annual mascot "Doraemon", the Department of Health has made the "Promotion article of health education on infectious disease (pad and ruler)" and executes the promotion with use of Doraemon stationery favored by students, so the leaflets would not be discarded. The promotion article for this case was divided into 4 themes, namely the enterovirus, dengue fever, inoculation and bird flu, which were completed with inspection on July 5, 2005.

15 The Department of Health cooperated with 1st Branch of Center for Disease Control under Department of Health from Executive Yuan to execute the "intermediate class of "short-term training for talented person on applied epidemiology in Northern region." The training was executed in 2 batches, the 1st batch was made from July 4 till 8, 2005 (5 days) with 21 participants; the 2nd batch was made from July 11 till 15, 2005 (5 days) with 29 participants. Major participants included colleagues from Department of

- Disease Control, epidemic prevention personnel from Center for Disease Control under Department of Health from Executive Yuan and medical personnel from Taipei City Hospital, so that the professional knowledge of medium personnel is enhanced towards higher profession of epidemic prevention.
- 20 The consultant meeting for marketing of Taipei healthy city was executed.
- 25 1st positive case of dengue fever emigrated from overseas appeared in Taipei City. Press release was published on July 25, 2005 to prevent spread of dengue fever and remind citizens for initiative cleaning of source for vector mosquitoes.
- 25 The Department of Health sent letter to each elementary school in Taipei City on July 6, 2005 for intention of arranging prevention week for infectious disease and cooperation with the Department of Health on "Promotion of health education for prevention of infectious disease." Up till July 25, 76 schools replied with willingness of participation and the Department of Health expected to combine the school motivation with gift distribution, so that students are constantly reminded with concept of prevention for infectious disease during use of these gifts.
- 26 Executed the "Contact meeting between drug and cosmetic business owners for play the advertisement."
- 26 Audit was enhanced on stores in Taipei City (e.g. adult shops) for selling of violated "condoms" that has not obtained permit of medical equipment. The business would be guided to remove violated products off the shelf and not to be sold, where the manufacturer would be requested for recycling prior December 29,

	2005. At the same time, condoms sold at adult shops are inspected thoroughly for permit of selling.
27 and 28	The "Seminar on introduction and application of administration regulation" was executed.
31	Epidemic situation: From July 1 till 31, 2005, the Taipei City had received notification on 14 cases of suspicious dengue fever (total of 7 cases with household registration in Taipei City) and 1 case was examined by Center for Disease Control under Department of Health from Executive Yuan and confirmed as dengue fever. At the same period in 2004, the Taipei City had received notification on 21 cases of suspicious dengue fever (4 positive cases were confirmed with household registration in Taipei City). From the density investigation regularly held by Department of Health on vector mosquitoes of dengue fever, the result shows that 253 villages had been investigated from July 1 till 31, 2005. 47 villages had density level above 2 for vector mosquitoes, which were 18.6 % of the villages investigated.
31	A total of 24 contracted facilities in 12 Districts of Taipei City had been audited and 4 of them needed to improve for re-check where date of re-check was scheduled to protect quality of vaccine.

## *August*

Date	Important events
1	The 2004 annual health statistics for Taipei City was printed till September 30.
1	The news of "How to identify legal drug and cosmetic advertisement? The Department of Health under Taipei City Government has



	provided the internet DIY for searching! " was released.
4	Executed the "Certification and praise for self-sanitation management in food industry" and demonstration of result.
13	Executed the signing event of "Leaving wishes and blessing behind for Taipei healthy city."
14 and 21	Executed the "training course for smoke management pharmacist and establishing consultation station for smoke cessation in community."
15	The "Seminar for investigating epidemic situation and prevention of infectious disease in Northern region" was executed till 16th. The main targets for the seminar were colleagues in Department of Health for Jinmen County, Department of Health Department of Disease Control and Branch of Disease Control under Taipei City Hospital. The content of seminar mainly include basic principles and skills of investigating epidemic situation of infectious disease, as well investigation and case discussion on respiratory infectious disease, digestive infectious disease, insect-pollinated infection disease, nosocomial infection and basic principles of using antibiotic. A total of 63 personnel for epidemic prevention has participated the seminar
15	The online course of "Training for medical personnel on prevention of infectious disease" was executed. The version of medical personnel is online course for training of epidemiology investigation; the version for citizen is online course for prevention of infectious disease.
24	The first contact meeting for 2005 construction center of community health was held.

24	Executed the 2005 breastfeeding promotion of "Friendly workplace - total mobilization of breastfeeding for healthy future of your baby!"
29	Executed the growth seminar of "2005 volunteer instructor for breastfeeding."
30 to Sep. 2	Inter-regional and united audit was made on betel nut booth, general grocery stores and construction sites in Taipei City for selling of alcoholic energy drinks such as "Whisibih and Polyta B" and understanding status of new packaging of Polyta B. A total of 280 stores were audited and 5 stores were discovered with violation, which had been prosecuted according to requirement of Item 1, Article 27 of Pharmacy Act as unlicensed medicine dealer.
31	According to requirement of Article 6 in "Self-governing clauses of health and medicine for aborigine in Taipei City", the "Abnormal items of physical and mental health for aborigine derived from specialty of tribe and culture" were announced.

## *September*

### Date Important events

1	Courier service of vaccine was provided to contracted medical facility and since September 1, 2005, the Department of Health had provided courier service to total of 190 contracted medical facility. After questionnaire made by Department of Health, the degree of satisfaction had reached 95%.
1	The 2004 life statistics for Taipei City was printed till October 31.
7	Practical assessment on quality of 19 contracted hospitals for health check up of elders was made till October 21.

17	Executed the signing event of "Leaving wishes and blessing behind for Taipei healthy city" during car free day with signatures of 1.750 people.
25	The theme of "Health Weight, Health Shape" was cooperated with 2005 WHO promotion, where event was held in Da-An Park.
29	The "Tracking system for meeting instruction and project management" was activated officially.
Sep. to Dec.	The Food and Drug Division, Taipei Medical University Municipal Wanfang Hospital, Mackay Memorial Hospital, Shin Kong Hospital and Tri-Service General Hospital had cooperated in execution of "Promotion on citizen's ability in epidemic prevention towards bird flu and medication safety."

## October

Date	Important events
3	Press release of "Upgraded service of community pharmacy - stories of quit smoking with consultation station."
12	Executed reward ceremony to representatives of Taipei healthy city and demonstrate the poster of name list for "representatives of Taipei healthy city."
13	Department of Health executed 2 trainings for new flu with participation of 809 people.
14 to 28	Executed 8 "Seminars for medicine dealer and pharmacy selling Chinese and western medicine", where pharmacy regulations, trend of food development, nutrition and prevent of chronic disease were discussed with participation of 616.

- 18 The first style of easy-go card printed with the theme "sending out love" and general MRT card printed with slogan of "Walking Taipei towards healthy city" at the back for Taipei healthy city were issued officially.
- 19 Planned fun, fresh and attractive "Promotion troupe for medication safety and prevention of drug abuse" for performance at schools in Taipei City, which were played by the "Troupe on black mountain."
- 20 500 red ribbons with note of "Do not touch or feed bird for prevention of bird flu" were produced for each Department and Division to hang and promotional education.
- 20 Held second report for dengue fever prevention center and obtained resolution of setting "Standard operation procedure for processing cases violating prevention of infectious disease" to ensure quality.
- 20 Held the event of "2005 promotional discussion for healthy workplace."
- 20 and 21 Held the "2005 seminar for detecting personnel on illegal drugs."
- 22 Held the "Training for prevention of bird flu" with Chinese United Nurse Association for participation of 50 people.
- 22 Held the "Free test for hepatitis and liver cancer."
- 25 3 promotion of health education on prevention to bird flu and enterovirus under the "Promotion of health education with prevention to infectious disease" were held with participation of approximately 550 students.
- 26 Printed 100,000 leaflets for "Promotion of 10 Don'ts and 5 Do's for bird flu" and requested each Health Center for distribution to citizens.

- 26 Held the "Contact meeting for food industry to play advertisement."
- 27 In order to enhance professional knowledge of relevant personnel on prevention of bird flu, more people were trained to enhance community promotion. Training for seed teacher of new flu in each office in Department of Health, each Health Center and Taipei City Hospital were held with participation of 74 people.
- 29 Held the event of "brave love and graceful traveling" with pink ribbon for prevention of breast cancer.
- 29 Deputy Director-general Suwen Deng from Department of Health under Taipei City Government led relevant Department and Division of the Taipei City Government to attend the "2005 international seminar of Taipei health city and exhibition of Tainan healthy city." Speech was given during the course for successful promotion on achievement of Taipei for motivating healthy city, as well as absorbing successful experience of Tainan City on joining as healthy city of WHO.
- 29 Held first stage of demonstration for exhibition of healthy city till October 31.
- 29 Held the "2005 international seminar of Taipei health city " and the event stopped on October 31
- 30 Held the "2005 round table discussion for Taipei healthy city."
- 31 Held the seminar of "Leaders' talk on healthy city - Sustainable topic of European cities."
- 31 1. Epidemic situation: From October 1 till 31, 2005, the Taipei City had received notification on 9 cases of suspicious dengue

fever (total of 6 cases with household registration in Taipei City) and 2 case was examined by Center for Disease Control under Department of Health from Executive Yuan and confirmed as positive dengue fever (76 cases reported from January to October, where 9 cases confirmed are all immigrants from overseas). At the same period in 2004, the Taipei City had received notification on 6 cases of suspicious dengue fever (3 positive cases were confirmed with household registration in Taipei City).

2. From the density investigation regularly held by Department of Health on vector mosquitoes of dengue fever, the result shows that 221 villages had been investigated from October 1 till 31, 2005. 30 villages had density level above 2 for vector mosquitoes, which were 13.6 % of the villages investigated.

31 All personnel of epidemic prevention from Department of Health and its Branch of Disease Control have gone into the community for promotion of health education. Up till end of October, 44 sessions have been held, which expected to plant prevention of influenza into citizen life to construct healthy living.

## *November*

Date Important events

1 Courier service of vaccine to contracted medical facility still continued during November 2005, where latest regulation and relevant requirement for inoculation are notified. In November, courier delivery of vaccine has been made to 220 contracted medical facilities.

- 1 The "G2B2C electronic commercial system" was activated to use bar code model for electronic bill, which allows business owners to ATM, bank tellers and the 5 major chain convenient stores for payment via online application when applying for drug and cosmetic advertisement.
- 1 Activated the online application system for drug and cosmetic advertisement.
- 1 to 30 Thorough inspection was made on adult shops in Taipei City and illegal business owner was found in Wensan District for selling 9 items of Bufalin, Sildenafil or Lidocaine that are not approved. 2 of the items even contained grade 2 Methamphetamine that is prohibited under announcement by Department of Health from Executive Yuan; the whole case has now been transferred to Taipei Prosecutor's Office for further investigation.
- 2 Held "Praise ceremony for excellent volunteers and teams in volunteer service of health care in Taipei City."
- 10 Held the "2005 Exhibition of healthy city series - World Trade Center show" and the signing event of "Leaving wishes and blessing behind for Taipei healthy city" till 13th.
- 12 Held the signing event of "Leaving wishes and blessing behind for Taipei healthy city" at "2005 Taipei international bird watching exhibition" till 13th.
- 14 Held the second stage of exhibition for health cities and the signing event of "Leaving wishes and blessing behind for Taipei healthy city" till 18th.
- 15 The Department of Health printed 900,000 leaflets in mid

- November with modification of content against level 0 of epidemic status; 600,000 leaflets were distributed to citizens via each District Office. Since it is time of possible attack from bird flu, citizens are reminded for enhancing personal sanitation.
- 15 and 18 Cooperated with online planning of food sanitation management system for Department of Health from Executive Yuan and held the "Training for online food sanitation management system for Department of Health from Executive Yuan."
- 19 The promotion of health education on prevention to bird flu and enterovirus under the "Promotion of health education with prevention to infectious disease" were held on November 1 and 19 with participation of approximately 500 students.
- 19 Held the "2005 promotion event for women cigarette hazard prevention - smoke and make-up free for plain new hope" on 19th, 20th and 27th.
- 21 Held the prize giving event for completing "Questionnaire of living quality" on citizen health network and the event terminates on May 20, 2006.
- 21 Issued second style of easy-go card of "Walking Taipei towards international healthy city."
- 22 Held the "Certification ceremony for smoke-free restaurants and workplace", as well as the inauguration of smoke-free ambassador.
- 22 Held the seminar of statistics on death cause.
- 23 The Department of Health held 2 batches of "Training for investigating epidemic status of new influenza" on November 17 and 23, to colleagues in Department of Disease Control, colleague



- from Branch of Disease Control and team member of mobile epidemic prevention under Taipei City Hospital, as well as students that had participated training class of field epidemiology investigation and colleagues from Health Centers in 12 Districts with participation of 297 people.
- 24 On November 23 to 24, the Department of Health and Center for Disease Control under Department of Health from Executive Yuan jointly held 4 batches of "Practical training of telephone investigation on epidemic status of new influenza" with participation of 180.
- 24 and 25 Two speeches for owners of cosmetic business were held and total of 320 people registered for participation. After the speech, business owners expressed that the course content were very useful for their business.
- 27 The Department of Health held the training for practicing doctors in Taipei City on new influenza with participation of 151 people.
- 27 Held the "2005 World Diabetic Day - content carnival."
- 28 The result inspection on health promotion for menopause women in Taipei City was held at Family Theater on 2F of Taipei City Government.
- 28 The Department of Health held the training of new influenza for Fire Department and Police Department on 15th, 28th, 21st and 25th, November 2005 with participation of 405 and 133 people from the City Government.
- 29 Held the event of "Look after the family - quit betel nut!" and "Refuse betel nut - promotion for prevention on betel nut and oral

cavity cancer."

- 30 From 1st till 31st November 2005, the Taipei City had received notification on 7 cases of suspicious dengue fever (total of 6 cases with household registration in Taipei City) and 2 case was examined by Center for Disease Control under Department of Health from Executive Yuan and confirmed as positive dengue fever (70 cases reported from January to October, where 10 cases confirmed are all immigrants from overseas). At the same period in 2004, the Taipei City had received notification on 8 cases. From the density investigation regularly held by Department of Health on vector mosquitoes of dengue fever, the result shows that 140 villages had been investigated from November 1 till 31, 2005. 9 villages had density level above 2 for vector mosquitoes, which were 6.4 % of the villages investigated.

## *December*

Date Important events

- 1
1. On December 1, 2006, the Taipei City Hospital - Yangming Branch reported that certain teacher from San-Yu Elementary School suffered form tuberculosis. The case was received by individual manager from prevention team of tuberculosis under Department of Prevention for Infectious Disease, where promotion of health education in school and screen test for contactors were completed according to requirement.
  2. In order to allow parents to understand the course of process and influence from teacher suffering tuberculosis towards students, cooperation had been made with Department of Health

for executing 2 sessions of seminar to parents and representatives (one more session was added on January 7, 2006). Professional doctors had personally explained relevant knowledge of tuberculosis and answered relevant questions from the parents.

3. The Department of Health had produced the leaflets of QandA for prevention of tuberculosis and promotion of health education.

1 Corrected comments on statistics of public affairs from Department of Health were compiled till December 15.

1 to 14 The promotion troupe of "Toxic free city is most healthy - medication safety and prevention of drug abuse" and "Major check on lunch - fixed amount and balanced diet are most healthy" were performed at 20 sessions each.

4 and 11 2 batches of "Training of community seeds for prevention of bird flu and medication safety" were held.

5 The 2005 assessment meeting on quality analysis program of contracted hospital for health check on elders was held.

5 The "2005 series of healthy city-Award and inspection for excellent medical facility on prevention of cervical cancer and breast cancer."

8 The promotion of adolescent cigarette hazard prevention was held.

10 The promotion of health education on prevention to bird flu and tuberculosis under the "Promotion of health education with prevention to infectious disease" were held at celebrated carnival of Nangang Senior High School in Nangang District with

participation of approximately 500 students.

- 12 In order to enhance professional knowledge of personnel at poultry premises for prevention of new influenza (bird flu) and personal protection, the Department of Health held the "Training of new influenza" at great hall on 10F of Branch of Disease Control under Taipei City Hospital (Kunming). The training was targeted for representative for public and private market, centralized booths and poultry wholesale market, market administrator and representatives of poultry sellers. A total of 85 people participated the training.
- 14 Inspection and presentation of health city was held.
- 14 The 2005 certification on chain convenient stores and central kitchens with self-sanitation management in Taipei City and praise ceremony for excellent unit challenged 1824" was held.
- 17 The "2005 award of healthy school" was held.
- 20 The "E-Net convenient service website for citizens" was awarded by Department of Health from Executive Yuan as 2005 excellent web site of health information.
- 23 The drawing of easy-go card with the theme of "Send out the love" for healthy city was held.
- 26 The praise of excellent workplace was held.
- 29 The presentation of "Guided manual for exploring tour of healthy city" was held.
- 29 The Department of Health has cooperated with the digital learning network of "Taipei e-University" operated by Official Training Center of Taipei City Government to offer a series of 11 online

courses for "Training of medical personnel on prevention of infectious disease." Since commencement of courses in August, 1,085 medical personnel have actually participated the online study with total of 15,782 hours. 2 other courses were also offered for citizens and number of study had reached more than 1,200 people. In order to encourage the medical facility with excellent performance during participation of this course, the Department of Health had awarded the Taipei Municipal Hospital-Heping Branch and Zhongxiao Branch during department meeting for active participation of study.

- 31 In order to prevent flu attack, the Taipei City had initiated mobilization in the community, where epidemic prevention personnel from Department of Health and Branch of Disease Control under Taipei City Hospital, as well as seed teachers of Health Centers in 12 Districts had all contributed in the community for promotion of health education. 201 sessions had been executed up till end of December with participation of 31,995 people. It had been expected to plant flu prevention deep into citizen life for mutual resistance against influenza and bird flu, as well as constructing healthy life.

Jan. to Dec. The 2005 promotion on regulation of medicine control had been held for total of 6 sessions with participation of 262.

## ◇◇ Appendix 2 - Profiles ◇◇

### < Commissioners of Department of Health >

Term No.	Title	Name	Year / Month started	Year / Month ended	Remarks
1 <sup>st</sup> Term	Commissoner	Yao-Tung Wang	1967/08	1976/07	
2 <sup>nd</sup> Term	Commissoner	Teng-Hsien Wei	1976/07	1987/07	
3 <sup>rd</sup> Term	Commissoner	Hsien-Chung Ke	1987/07	1992/09	
4 <sup>th</sup> Term	Commissoner	Chung-Hsiang Lee	1992/09	1993/05	
5 <sup>th</sup> Term	Commissoner	Pao-Hui Chen	1993/05	1996/09	
6 <sup>th</sup> Term	Commissoner	Hsing -Che Tu	1996/09	1998/12	
7 <sup>th</sup> Term	Commissoner	Chin-Chuan Hsieh	1998/12	2001/06	
8 <sup>th</sup> Term	Commissoner	Shu-Shih Chiu	2001/07	2003/05	
9 <sup>th</sup> Term	Commissoner	Hang Chang	2003/05	2005/02	
10 <sup>th</sup> Term	Commissoner	Yen-Jen Sung	2005/02		Present term

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URL : <http://www.health.gov.tw/Desktop.aspx>

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### **System Requirement**

Software : Internet Explorer 6.0, Adobe Reader 7.0, and Flash Player 8

Operation system: Windows 2000 or Windows XP upon, hard disk  
capacity 100 MB above

\*The screen setting of windows system should be above 8-bit 256 colors  
(suggest to be 24-bit) and the screen resolution would be 1024X768.

Hardware : Pentium® above, intel® process, 52X Cd-rom or above, 256  
MB RAM and sound card is needed.

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