

# Annual Report 2009

TAIPEI 98年臺北市 Annual Report 2009

## 衛生醫療年鑑

Public Health of Taipei City



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臺北市  
政府衛生局  
Department of Health, Taipei City Government



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## 序 Forewor

98年本局歷經了非常多的公共衛生及醫療工作的挑戰。首先是年初H1N1新型流行性感冒由墨西哥開始肆虐全球，台灣也不能倖免，四月份臺北市出現了第一例病例後，漸漸的臺北市也進入疫區。至年底為止預估臺北市大約有15萬人得過H1N1新型流感，其累計住院病例為113人，其中不幸4位死亡。這個統計數據顯示H1N1與一般的流行性感冒相比實在並不嚴重。此成績反映出全民6年前歷經SARS的洗禮後，對傳染病流行的自我防疫意識已有極大進步，而本市的醫療更可說早達國際水準，因此在重症病患的處理上有很好的成績。其實H1N1這類高傳染性，低致死率之呼吸道傳染病，只要民眾做好自我健康管理之工作，要防阻它並不困難。

本局的第二個挑戰就是危害食品保健安全事件的接連發生；食品炸油反覆使用的店家被發現後，本局即迅速成立稽查小組，徹查所有使用油炸油2000多家之商家（包括攤販）。檢查其油之酸價，以確保全民之健康，商家也很配合地自我管理主動定期更換炸油；此事件在很短時間內就獲得改善，當然該等油品稽查一定會持續下去。另外因為本市對美國牛肉進口含骨髓，內臟及絞肉中可能含有產生狂牛症之蛋白（prion）存有疑慮，因此郝市長龍斌率全國之先，要求本市所有餐廳應該標示出牛肉產地，讓消費者有知的權利，並且馬上組成反美國牛內臟、脊髓、絞肉進口之聯盟，並呼籲商家自我管理。此舉一出，馬上得到本市2,000多家商家的支持，而此作為也得到超過百分之八十的民眾支持。

聽障奧運在臺北市圓滿地閉幕了，本局同仁在全市各大醫院緊急救護同仁之協助下，共醫治了近800位之選手，本市之醫療水準更得到很多國家選手的肯定，並成功地完成全國首次全程網路監控之緊急救護系統。

In the year 2009, the Department of Health of the Taipei City Government (hereafter the City Health Department, or the Department for short) had experienced several challenges in public health and medical care. The first one was the H1N1 novel influenza infection in the early part of the year which originated in Mexico and spread all around, and Taiwan was no exception. In April, the first case was reported; and soon after, Taipei City was an epidemic zone. By the end of the year, estimate was that about 150,000 people had been infected by the novel influenza. In total, 113 persons were hospitalized; with, unfortunately, four deaths. This statistical analysis shows that the H1N1 infection was no more serious than the ordinary influenza. The efforts demonstrated by the public and the government in the self-control of communicable diseases had made remarkable progress since the combat against SARS six years ago. At the same time, the medical care services of the City have reached the international standard to effectively handle critical cases. In fact, respiratory tract communicable diseases of high communicability and yet low fatality such as H1N1 are not difficult to control if the public is in good self-management of their own health.

The second challenge was the series of food incidents hazardous to health. When it was found that shops used fry oil repeatedly, the Department soon set up an inspection team to thoroughly investigate 2,000 some stores (including food vendors) of their use of fry oil for acid contents to protect the health of the citizens. The stores were very cooperative in self-management to refresh their fry oil regularly; and the matter was resolved in a relatively short period of time. Inspection of oil will continue, naturally. As the citizens were generally suspicious of the beef imported from the US that their bone marrow, internal organs and minced meat could contain prion that could lead to the mad-cow disease, Mr Hou, the City Mayor, took the initiative to require all restaurants in the City to label the origin of their beef in response to the rights of knowing of the citizens. An alliance against the import of internal organs, bone marrow and minced beef meat from the US was soon organized to urge the business people in self-management. This appeal was immediately met the approval of the 2,000 some stores in the City and also more than 80% of the public.

The Deaflympics Games held in Taipei City successfully came to an end. The Department, with the help of the emergency rescue groups of the major hospitals in the City had treated around 800 athletes for their medical problems. The medical care standards of the City have once again met the approval of the athletes from various countries. At the same time, the Department had successfully set up the all-round network monitoring emergency rescue system, the first one in the country.

臺北市民健康卡已推行二年了，其成果相當不錯，已有超過25萬市民申請了健康卡，本市市民累積點數累計達80多萬點，更有逾千名市民爭取到價值超過新台幣一萬元之免費健康檢查。今年健康卡更擴大集點方式及兌換對象，例如：臺北馬拉松比賽，若參與者即可累積點數；跨年慢跑活動亦可累積點數。除了先前的兌換方式外，集滿8點亦可換得參觀天文台或動物園之免費門票。文祥深信只要“多用健康卡”一定會少用“健保卡”。臺北市民健康卡未來一定會日漸擴大服務對象，以期喚起市民自身健康管理之意識，而達到全市民健康的目的。

臺北市立聯合醫院已進入穩定期，並已深獲市民之肯定。由市府研考會所做的之不記名問卷，其滿意度由二年前的50%日漸提升，最近的一次已達91%，這是臺北市立醫院系統空前的記錄，值得欣慰。但我要提醒聯醫之同仁應以此自勉，更加努力。而且市立聯合醫院定位為社區醫院，並透過急診病患到院前分流計畫，能與其鄰近之醫學中心建立合作管道，其與醫學中心之合作關係已日趨穩定，初步建立了醫院分級合作之基礎。另外，在今年臺北市成立了府級「臺北市政府自殺防治中心」，通報關懷量較去年同期成長42%，訪視率提昇33%。推動「市民健康生活照護服務試辦計畫」，於聯醫建置「市民健康生活照護服務客服中心」。並率全國之先訂定「臺北市公共場所母乳哺育自治條例」，歷經四年努力於98年6月29日獲市議會三讀通過；辦理「臺北市新生兒聽力篩檢推廣試辦計畫」；推動「醫療到宅服務」；籌建「臺北市政府北投觀光醫療暨健康保健中心」，期望此一具有指標性之建物營運後，能促進北投地區之繁榮。總之，風風雨雨中衛生局在牛年交出了一張亮麗的成績單，期許在明年的虎年中，再創佳績。並祝所有市民朋友及衛生局、聯醫、健康服務中心同仁闔家快樂、幸福美滿、身心健康。

臺北市政府  
衛生局局長

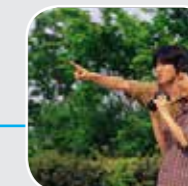
邱文祥 謹識

Allen W. Chiu

Commissioner  
Department of Health  
Taipei City Government

The Wellness Card has been promoted for two years with remarkable success. Thus far, more than 250,000 people have applied for the wellness card, and the total credit points earned by the citizens have accumulated to more than 800,000. More than a thousand people have even strived for the free health examination worth NT\$ 10,000. The rules of game have changed this year. For instance, participants of the marathon race could earn points; participants of the cross-year jogging could also earn points. Eight points collected could trade for one free ticket to either the Planetarium or the City Zoo. It is my strong belief that the more use of the wellness care will eventually lead to the less use of the card. The target groups served by the wellness card will be expanded to make the public more conscientious of the self-management of health to reach the goal of health for all.

The Taipei City Hospital is now in a stable stage, and is met the approval of all citizens. The anonymous questionnaire surveys conducted by the Research and Planning Commission of the City Government show that the satisfaction rates had increased from 50% two years ago to the recent 91%. This is an unprecedented record for the Taipei City Hospital system, and should be congratulated on. They should, however, continue to strive for better, and to orient themselves as community hospitals to establish collaborative channels with the neighboring medical centers through pre-arrival allocation of emergency patients. The collaborative relationship with the medical centers has been relatively stable. Initially, a collaboration by level system will be set up. In addition, a city-government level "Taipei City Suicide Prevention Center" was established this year, and the amount of reporting for care had increased by 42% of the same period of the previous year, and the home-visit rate by 33%. A pilot project, "healthy life care of the citizens", was conducted to set up in city hospitals "healthy life care service centers". A breast-feeding in public places autonomous act, the first one in the country, was formulated. The act was read again and again for four years by the City Council and finally met their approval on June 29, 2009. A pilot project to promote hearing screening of the newborns was tried out; a "home-delivery of medical care services" project was promoted; a tourism-medicine and health promotion center in Beitou was planned, hoping, by the establishment of this center, the prosperity of the Beitou area can be promoted. In general, in the midst of rain and wind, the City Health Department has once again made remarkable success in the year of Ox, hoping that in the coming year of Tiger, more success will be made. I wish every citizen of the City, staff of the Health Department, the Taipei City Hospital, and all health centers happiness, good fortune and good health.



## 第一篇 行政組織與概述 01

第一章 行政組織架構	02
第二章 機關人力概況	08
第三章 醫療保健支出	08
第四章 服務品質	10
第一節 全面提升服務品質	10
第二節 服務績效	12
第五章 健康資訊網	14
第一節 資訊系統開發	14
第二節 配合行政院衛生署之資訊系統	16
第三節 推動公共衛生資訊	16
第四節 衛生局網站服務	16

## 第二篇 形塑市民健康生活型態 20

第一章 健康促進與維護	22
第一節 婦幼及優生保健	22
第二節 兒童及青少年保健	26
第三節 中老年疾病保健	34
第四節 原住民保健	38
第五節 推行市民健康卡	40
第六節 健康體能	42
第七節 菸害防制	44
第二章 篩檢與追蹤照護	52
第一節 中老年疾病篩檢	52
第二節 老人健康檢查	52

## Part 1 Introduction 01

Chapter 1 Organization	03
Chapter 2 General Status of Manpower	09
Chapter 3 Health Expenditures	09
Chapter 4 Service Quality	10
Section 1 General Improvement of Service Quality	11
Section 2 Service Effectiveness	13
Chapter 5 Health Information Network	15
Section 1 Development of Information Systems	15
Section 2 Cooperation with the Plan of the DePartment of Health, the Executive Yuann	17
Section 3 Promotion of Public Health Information	17
Section 4 Internet Service	19

## Part 2 Shaping Healthy Lifestyles of the Citizens 21

Chapter 1 Health Promotion and Maintenance	23
Section 1 Maternal and Child Health and Genetic Health	23
Section 2 Healthcare for Children and Adolescents	27
Section 3 Healthcare for Adults and the Elderly	35
Section 4 Healthcare for Indigenous Peoples	39
Section 5 Promotion of the Wellness Card	41
Section 6 Health Fitness	43
Section 7 Tobacco Hazards Prevention	45
Chapter 2 Screening and Follow-up Care	53
Section 1 Disease Screening for Adults and the Elderly	53
Section 2 Health Examination for the Elderly	55

第三節 癌症防治	54
第四節 輻射屋個案之健康照護	64
第五節 新生兒聽力篩檢	64
<b>第三章 整合式健康照護</b>	<b>66</b>
第一節 醫療與保健共同照護網	66
第二節 家戶健康管理	68
第三節 社區健康照護網	68
<b>第四章 社區化健康環境</b>	<b>68</b>
第一節 健康城市	68
第二節 安全社區	70
第三節 職場健康促進	74
第四節 社區健康營造	76
<b>第五章 健康服務中心管理</b>	<b>78</b>
第一節 健康服務中心簡介	78
第二節 健康服務中心功能	78

Section 3 Cancer Control	55
Section 4 Healthcare for Residents of Radioactive Buildings	65
Section 5 Hearing Screening for the Newborns	65
<b>Chapter 3 Integrated Health Care</b>	<b>67</b>
Section 1 Joint Health and Medical Care Network	67
Section 2 Household Health Management	69
Section 3 Community Healthcare Network	69
<b>Chapter 4 Community-Based Healthy Environment</b>	<b>69</b>
Section 1 Healthy City	69
Section 2 Safe Community	71
Section 3 Health Promotion at Work Places	75
Section 4 Community Health Building	77
<b>Chapter 5 Health Centers</b>	<b>79</b>
Section 1 The Health Centers	79
Section 2 Functions of Health Centers	79

### 第三篇 提供優質醫療照護 81

<b>第一章 兒童早期療育與醫療補助</b>	<b>81</b>
第一節 評估與療育	81
第二節 兒童醫療補助	84
<b>第二章 心理衛生</b>	<b>86</b>
第一節 心理健康促進	86
第二節 憂鬱症防治	92
第三節 自殺防治	94
第四節 精神醫療照護	98
<b>第三章 緊急支援救護</b>	<b>100</b>
第一節 強化及提昇緊急醫療品質	100
第二節 提昇公共場所安全維護	102
<b>第四章 長期照護</b>	<b>106</b>
第一節 臺北市長期照顧管理中心	106

### Part 3 Providing Quality Medical Care Services 81

<b>Chapter 1 Early Care of Children and Medical Subsidies</b>	<b>83</b>
Section 1 Assessment and Care	83
Section 2 Medical Subsidies for Children	85
<b>Chapter 2 Mental Health</b>	<b>87</b>
Section 1 Promotion of Mental Health	87
Section 2 Prevention of Depressive Disorders	93
Section 3 Suicide Prevention	95
Section 4 Psychiatric Care and Rehabilitation	99
<b>Chapter 3 Emergency Support and Rescue</b>	<b>101</b>
Section 1 Strengthening and Upgrading of Emergency Care Quality	101
Section 2 Health Maintenance in Public Places	103
<b>Chapter 4 Long-Term Care</b>	<b>107</b>
Section 1 Taipei City Long-Term Care Management Center	107

第二節	居家照護	108
第三節	機構式喘息	110
第四節	社區復健	110
第五節	長期照顧志工	110
第六節	失智症樂齡照護	112
<b>第五章</b>	<b>醫事機構及資源管理</b>	<b>112</b>
第一節	醫療院所品質提升	112
第二節	護產機構品質提升	118
第三節	精神復健機構評估	118
第四節	醫療資源及各類醫事人員執業登錄	120

Section 2	Home Care	109
Section 3	Institution-Based Respite Care Services	111
Section 4	Rehabilitation Services in Community	111
Section 5	The Long-Term Care Volunteers	111
Section 6	Music Healthcare for the Dementia Elderly	113
<b>Chapter 5</b>	<b>Management of Medical Institutions and Resources</b>	<b>113</b>
Section 1	Improvement of Quality of Medical Care Institutions	113
Section 2	Improvement of Quality of Nursing Care Institutions	119
Section 3	Assessment of Psychiatric Rehabilitation Institutions	119
Section 4	Medical Care Resources and Registration for Practice of Medical Personnel	121

## 第四篇 藥粧食品安全聯網，建構健康消費環境 125

<b>第一章</b>	<b>健全管理打擊不法</b>	<b>126</b>
第一節	專案查緝	128
第二節	一般稽查與抽驗	132
第三節	突發案件處理	132
第四節	落實業者管理	132
第五節	淨化藥、粧、食品廣告	134
<b>第二章</b>	<b>營造健康消費環境</b>	<b>136</b>
第一節	維護食品公共安全	136
第二節	推動健康飲食新文化	136
第三節	輔導產業優質化	146
第四節	為民服務與消費者保護	148
<b>第三章</b>	<b>營造用藥安全環境</b>	<b>150</b>
第一節	用藥安全及濫用防制教育宣導	150
第二節	處方釋出送藥到宅	150
第三節	推動長期照顧藥事服務	152
第四節	社區戒菸諮詢站	154
<b>第四章</b>	<b>衛生檢驗服務</b>	<b>154</b>

## Part 4 Safety Network of Food and Drugs – Building a Healthy Consumer Environment 125

<b>Chapter 1</b>	<b>Strengthening Management to Combat Illegal Acts</b>	<b>127</b>
Section 1	Project-Based Inspection	127
Section 2	General Auditing and Spot Checking	129
Section 3	Management of Incidents	133
Section 4	Self-Management by Dealers	133
Section 5	Management of Advertisements on Drugs, Cosmetics and Food	135
<b>Chapter 2</b>	<b>Building a Healthy Consumer Environment</b>	<b>137</b>
Section 1	Maintaining Public Safety of Food	137
Section 2	Promotion of Healthy New Dietary Culture	139
Section 3	Supervision of Industries	147
Section 4	Services to the Public and Consumer Protection	149
<b>Chapter 3</b>	<b>Building a Healthy Safe Drug-Use Environment</b>	<b>151</b>
Section 1	Education on Safe Drug-Use and Control of Drug Abuse	151
Section 2	Release of Prescriptions and Medicine Home-Delivery Services	151
Section 3	Promotion of Pharmaceutical Services for Long-Term Care	153
Section 4	Smoking-Cessation Counseling Stations in Communities	155
<b>Chapter 4</b>	<b>Laboratory Testing</b>	<b>155</b>



## 第五篇 優化市醫及國際醫療服務 161

第一章 推動國際衛生醫療合作交流	162
第一節 補助及辦理國際會議	162
第二節 辦理國際醫療支援服務	164
第三節 培育臺北市立聯合醫院優良醫事管理人才	168
第四節 發展國際觀光醫療	170
第二章 醫療保健傳播行銷	174
第三章 臺北市立聯合醫院公衛醫療服務	180
第四章 委外經營醫院	218
第一節 臺北市立萬芳醫院	218
第二節 臺北市立關渡醫院	244

## Part 5 Improvement of Municipal Hospitals and International Medical Care Services 161

Chapter 1 Promotion of International Cooperation and Exchange in Health	163
Section 1 Subsidies to the Holding of International Conferences	163
Section 2 Operating International Medical Support	165
Section 3 Development of Quality Medical Management Manpower in the Taipei City Hospital	169
Section 4 Development of International Tourism-Medical Care Services	171
Chapter 2 Sales and Promotion of Health and Medical Care	175
Chapter 3 Public Health and Medical Care of the Taipei City Hospital	181
Chapter 4 Outsourced Operation Hospitals	219
Section 1 The Taipei Municipal Wanfang Hospital	219
Section 2 The Taipei Municipal Guandu Hospital	245

## 第六篇 健全傳染病防治網絡 265

第一章 預防接種	266
第一節 幼兒預防接種	266
第二節 季節性流感疫苗接種	266
第三節 A肝疫苗接種	266
第四節 人類乳突病毒疫苗接種	268
第二章 社區傳染病防治	268
第一節 腸病毒防治	268
第二節 結核病防治	270
第三節 登革熱防治	270
第三章 流感暨H1N1新型流感防治	272
第一節 流感暨H1N1新型流感防治	272
第二節 「2009年臺北聽障奧林匹克運動會」防治策略與執行	274
第三節 H1N1新型流感疫苗接種	276
第四章 愛滋病防治	278

## Part 6 Strengthening Communicable Disease Control Network 265

Chapter 1 Immunization	267
Section 1 Immunization for Young Children	267
Section 2 Immunization against Influenza	267
Section 3 Immunization against Hepatitis A	267
Section 4 Human Papillomavirus Immunization	269
Chapter 2 Control of Communicable Diseases in Community	269
Section 1 Control of Enterovirus Infection	269
Section 2 Control of Tuberculosis	271
Section 3 Control of Dengue Fever	271
Chapter 3 Control of Influenza and H1N1 Novel Influenza	273
Section 1 Control of Influenza and H1N1 Novel Influenza	273
Section 2 Control Strategies and Execution at the 2009 Taipei Deaflympics Games	275
Section 3 Immunization against H1N1 Novel Influenza	277
Chapter 4 AIDS Control	279

第七篇 衛生統計 281

第一章 人口概觀	282
第一節 人口數及零歲平均餘命	282
第二節 人口結構	284
第二章 醫政統計	288
第一節 醫療院所數	288
第二節 病床數	292
第三節 醫院服務量	296
第四節 醫事人員	298
第三章 死因統計	302
第一節 十大死因及變化	302
第二節 十大癌症	306

附錄 大事紀要 311

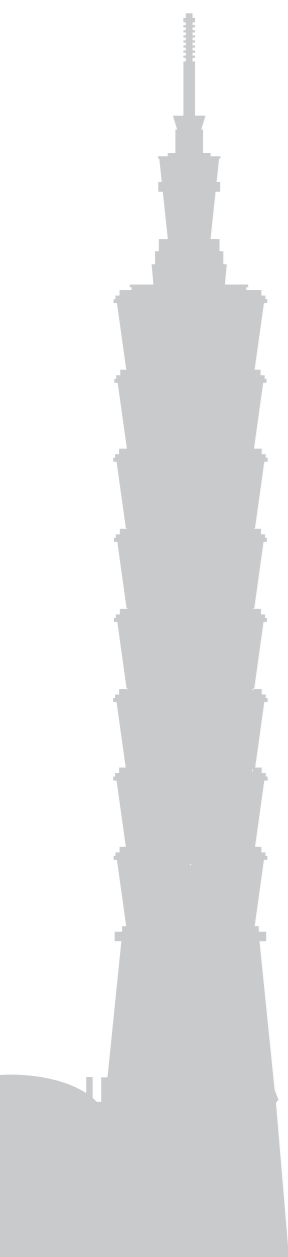
索引 366

Part 7 Health Statistics 281

Chapter 1 The Population	283
Section 1 Population and Life Expectancy at Birth	283
Section 2 Population Structure	285
Chapter 2 Medical Affairs Statistics	289
Section 1 Number of Medical Care Institutions	291
Section 2 Number of Hospital Beds	293
Section 3 Hospital Service Capacities	297
Section 4 Medical Personnel	299
Chapter 3 Causes of Death	303
Section 1 Ten Leading Causes of Death and their Changes	303
Section 2 Ten Leading Causes of Cancer Death	307

Appendix: Chronicle of Major Events 311

Index 366





## Part 1 Introduction

### 行政組織與概述

# 壹·行政組織與概述

## Part 1 Introduction

### ● 第一章 行政組織架構

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

臺北市政府衛生局組織重整為設5處7室：疾病管制處掌理疫情監測、調查、訓練及醫院院內感控事項、規劃疫苗接種之政策及執行、社區傳染病及新興傳染病之防治、外勞與營業衛生從業人員之防疫及委託臺北市立聯合醫院辦理疾病防治等事項；藥物食品管理處掌理藥政、藥品、醫療器材、化粧品、食品衛生管理及國民營養調查、諮詢、管理等事項；醫護管理處掌理醫政、醫院管理、護理行政、藥械供應、緊急救護、特殊照護及心理衛生輔導等事項；健康管理處掌理健康管理及保健業務之推廣、監督、規劃、考核事項；企劃處掌理綜合業務規劃、研究發展、計畫管考、國際衛生合作、公共關係、綜合業務督導、綜合衛生業務訓練等事項；秘書室掌理財產管理、文書管理、庶務、出納及其他不屬各處室事項；檢驗室掌理食品、藥物及公共衛生檢驗，及支援公共衛生相關稽查樣品檢驗、投訴檢舉專案檢驗、受理飲食品藥物等申請檢驗事項；資訊室掌理業務電腦化及辦公室自動化之規劃、推動、管理及所屬各單位實施資訊作業之督導、輔導等事項；會計室依法辦理歲計及會計事項；統計室依法辦理統計事項；人事室依法辦理人事管理事項；政風室依法辦理政風事項。

### ● Chapter 1 Organization

To face the international trend in health and medical care development and thus to become a healthy city at the global level, following the restructuring of the national health organization, action was then taken in 2003 through 2004 to review and reform the organizational structure of the Taipei City Health Department and its subordinate medical care institutions with a view to establish a responsibility-sharing mechanism of unified authority and duties with clearly defined authorities and responsibilities to fully manage functions of each department, to allow existing manpower to execute in full their best and thus to upgrade service efficiency. The Department was then reorganized from seven sections and eight offices to five divisions and seven offices; the ten medical care institutions were integrated into the Taipei City Hospital; and the 12 district health stations were restructured into 12 district health centers. The restructuring plan was reviewed and approved by the 9th City Council at its 8th meeting of the 10th interim meeting on July 7, 2004 under Fu-Fa-3 Order No. 09312728300, effective on January 1, 2005.

After the restructuring, the Taipei City Health Department now has five divisions and seven offices. The Division of Disease Control and Prevention is in charge of epidemic monitoring, investigation, training, infection control in hospitals, planning and implementing immunization policies, prevention and control of communicable diseases and emerging diseases in communities, disease control for alien laborers and employees of business establishments, and commissioning the Taipei City Hospital to conduct matters concerning disease control. The Food and Drug Division manages matters concerning pharmaceutical affairs, drugs, medical devices, cosmetics, food sanitation, nutrition surveys, counseling and management. The Medical Affairs Division administers medical affairs, hospital management, nursing administration, supply of medicines and medical devices, emergency care, special care and mental health counseling. The Health Promotion Division handles health management and health promotion, supervision, planning and evaluation. The Research and Planning Division operates overall program planning, research and development, program evaluation, international cooperation in health, public relations, supervision and training. The Administrative Service Office handles management of properties, documentation and filing, general affairs, payment, and other matters not under other offices. The Laboratory conducts laboratory testing of food, drugs and public health, supports public health-related sampling testing, and special testing of complaints and appeals, and accepts applications for testing

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

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

of food and drugs. The Systems Administration manages the computerization of information and plans, promotes automation of office, and supervises the information management of the affiliated organizations. The Accounting Office conducts budgeting and accounting. The Statistics Office handles by law matters concerning statistics. The Personnel Office operates management of personnel affairs. The Government Ethics Offices supervises ethical matters.

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

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

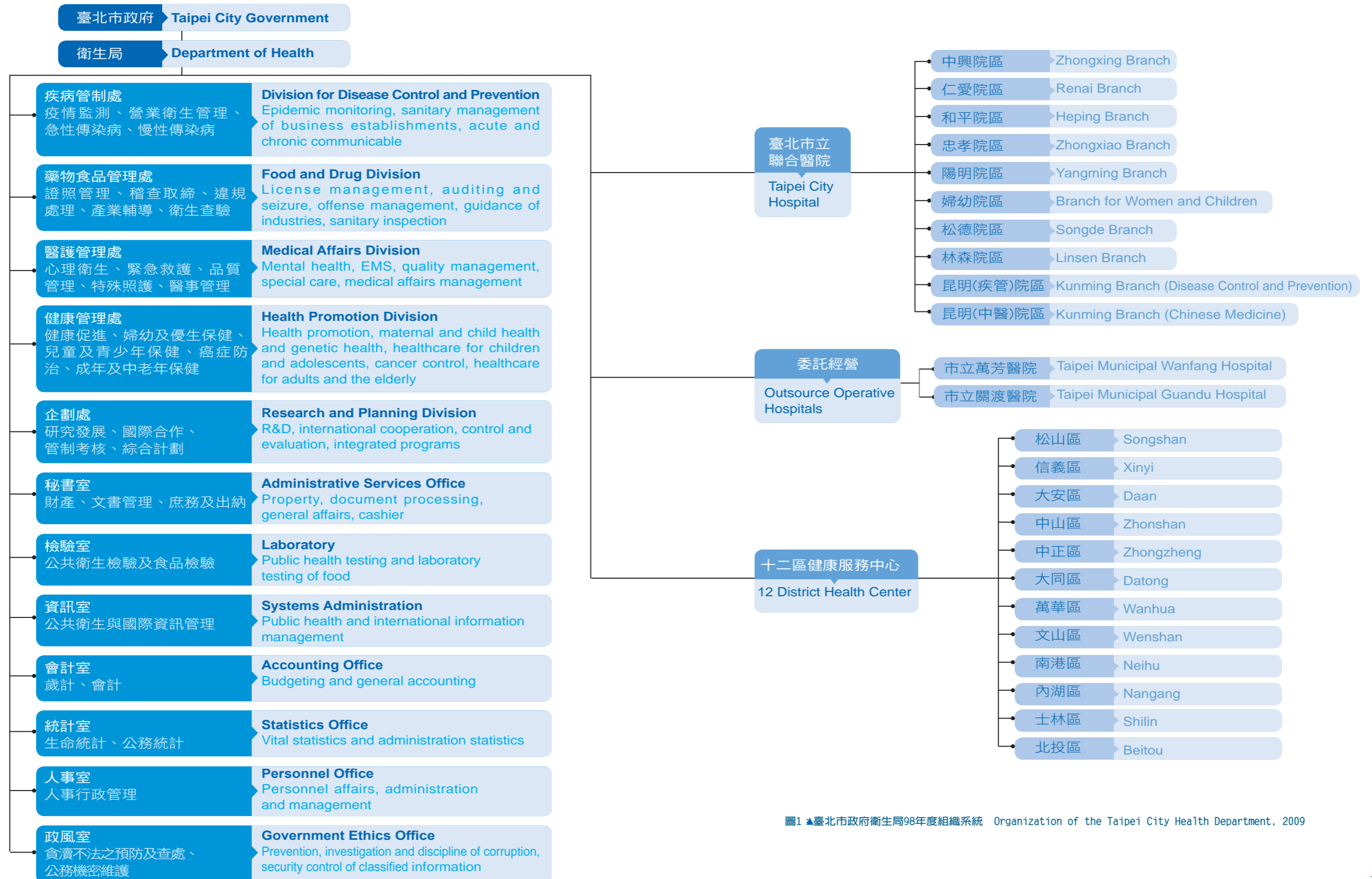


圖1 ▲臺北市衛生局98年度組織系統 Organization of the Taipei City Health Department, 2009

## ● 第二章 機關人力概況

### 一、衛生人力職等情形

以職等別而言，現有編制之衛生人力總數2,803人（不含委託經營的市立萬芳及關渡醫院），計有簡任人員12人，佔0.43%；薦任人員438人，佔15.63%；委任人員200人，佔7.14%；雇員28人，佔1%；醫事人員2,125人，佔75.81%。

### 二、衛生人力學歷情形

現有衛生人力學歷分布（未含市立萬芳及關渡醫院），具備博士、碩士學歷者334人，佔11.92%；具備學士學歷者1,107人，佔39.49%；具備專科學歷者1,125人，佔40.14%；具備高中（職）學歷者235人，佔8.38%；其他學歷者2人，佔0.07%。

### 三、衛生人力考試資格情形

現有衛生人力考試資格分布（未含市立萬芳及關渡醫院）具有高考資格者548人，佔19.55%；具有普考資格者425人，佔15.16%；具有特考資格者82人，佔2.93%；其他考試資格者598人，佔21.33%（含初等考試及升等考試）；依其他法令進用者1,150人，佔41.03%

## ● 第三章 醫療保健支出

### 一、醫療保健預算

衛生局暨所屬聯合醫院與健康服務中心98年度醫療保健支出之單位預算，計列43億2,279萬元，占臺北市地方總預算1,535億8,597萬元之2.81%，醫療基金預算計列事業總支出121億5,089萬元。

### 二、醫療保健決算

醫療保健支出98年度單位決算計列43億1,492萬元，占臺北市地方總決算1,481億9,980萬元之2.91%，醫療基金決算計列事業總支出121億2,022萬元。

## ● Chapter 2 General Status of Manpower

### 1. Positions of Health Manpower

By positions, of the 2,803 employees of the Department (not including those of the Municipal Wanfang Hospital and the Municipal Guandu Hospital that are commissioned out), there are 12 senior-ranking officers (0.43% of all), 438 recommended-rank officers (15.63%), 200 commissioned-rank officers (7.14%), and 28 employees (1%). 2,125 (75.81%) of them are medical personnel.

### 2. By Education

Of the existing health personnel (not including those of the Wanfang and Guandu hospitals), 334 persons hold either a doctor's or master's degree (11.92% of all), 1,107 persons hold a bachelor's degree (39.49%), 1,125 persons hold a diploma of junior college (40.14%), 235 persons are graduates of senior high schools and vocational schools (8.38%), and two with other academic background (0.07%).

### 3. By Qualifying Examination

548 persons of the existing health manpower (not including those of the Wanfang and Guandu hospitals) are qualified by national examinations (19.55% of all), 425 persons are qualified by general examinations (15.16%), 82 are qualified by special examinations (2.93%), 598 are qualified by other examinations (21.23%) (such as the elementary and promotion examinations), and 1,150 persons are employed under other regulations (41.03%).

## ● Chapter 3 Health Expenditures

### 1. Budget for Health and Medical Care

Budget for the Department, the affiliated Taipei City Hospital, and the district health centers for the year 2009 was NT\$ 4,322,790,000, accounting for 2.81% of the total City Government annual budget of NT\$ 153,581,970,000. Expenditures from the medical care funds were budgeted for NT\$ 12,150,890,000.

### 2. Final Account of Health and Medical Care Expenditures

Health and medical care expenditures for 2009 were NT\$ 4,314,920,000, accounting for 2.91% of the total expenditures of NT\$ 148,199,800,000 of the Taipei City Government. Total expenditures from medical care funds were NT\$ 12,120,220,000.

## ● 第四章 服務品質

### 第一節 全面提升服務品質

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

為持續推動提升政府服務品質，使民眾隨手可得健康資源，與民眾共創健康的生活環境，98年度衛生局暨所屬機關秉持不斷追求進步及創新的理念，配合臺北市政府所訂定之政府服務品質實施計畫，衛生局以「健康醫療兩相贏－健康卡創意策略」榮獲服務規劃機關之優等單位殊榮，北投區健康服務中心榮獲第一線務服務機關之優等單位之殊榮。

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

衛生局期所屬各機關能依循市府標準辦理公文書處理相關作業，以確保辦理時限及文書品質，另為簡化公文處理成效檢核作業，獎勵表現績優機關，並落實待加強機關之督考作業，衛生局參照臺北市政府研考會檢核機制酌予調整，針對97年度成績評定非屬「特優」及「優等」機關進行實地檢核工作（受檢機關計7個）；至於97年度成績評定屬「特優」及「優等」機關，98年則自行管考，免受檢核1次，該次公文定期檢核作業自98年8月28日至98年9月4日止，組成公文成效檢核小組至所屬市立聯合醫院及12區健康服務中心實地考評，針對公文時效、文書處理、檔案管理、機密文書制度進行檢核。

## ● Chapter 4 Service Quality

### Section 1 General Improvement of Service Quality

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

To continue to upgrade service quality and to make people more accessible to health resources, and to build together with the people a healthy living environment, in 2009, the Department and its affiliated institutions, holding to the concepts of everlasting improvement and innovation, made all efforts to implement programs in accordance with the service quality plans formulated by the Taipei City Government. The Department was awarded excellent prize for its promotion of the Wellness Card; the Beitou Health Center was awarded excellence prize as a front-line service organization.

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

To assure that the affiliated institutions process official documents in time and of high quality following the standard operational procedures of the Taipei City Government, and to simplify the processing of documents, the affiliated institutions are inspected, supervised and awarded. Following the evaluation of the Research and Evaluation Council of the Taipei City Government, institutions that were not rated “excellent” and “good” in 2008 were inspected on-spot (seven institutions in total); those that were rated “excellent” and “good” in 2008 were made to evaluate themselves. This routine inspection of document processing took place from August 28 to September 4, 2009. Inspection teams were organized to visit branches of the



另為建立各項業務之稽核管考、追蹤進度，建置指標管理系統，98年度計有114項指標，每月進行稽核並於主管會議提出報告及檢討，各業務單位均能適時針對進度落後（執行未達80%）之業務，提出檢討及改進策略，以期符合業務目標及民眾需求。

## 第二節 服務績效

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

依據98年度施政計畫管制規定，選定『臺北市政府觀光醫療暨健康保健中心』新建工程案為年度施政計畫報府核定列管，為提供市民更多元之醫療保健服務，衛生局將廣續努力推動相關事宜。

衛生局接受行政院衛生署辦理97年度地方衛生局績效綜合考評—「藥政業務」榮獲第1組第1名、「中藥藥政業務」榮獲第1組第1名、「食品業務」榮獲第1組第1名、「檢驗業務」榮獲第1組第1名及「醫政業務」榮獲第1組第2名。

98年度衛生局提報臺北市政府創意提案共計4案獲獎，其中「早療快e通 ~ 資訊聯網」榮獲精進獎冠軍、「從服務的觀念提升病人用藥安全—簡化跨科處方領藥流程及其延伸效益之探討」榮獲創新獎亞軍、「打造失智的社區花園」榮獲精進獎優等，「戒菸輔導區設置計畫」榮獲點子獎佳作。



▲ 臺北市政府創意提案衛生局獲獎\_市政會議接受頒獎。  
The Innovative Plan award is presented to the City Health Department.

Taipei City Hospital and the 12 district health centers for on-site inspections on the timeliness of document management, processing and filing, file management, and handling of classified information.

For the inspection and evaluation of various program activities, and to follow-up their progress, an index management system is established. In 2009, there were 114 indexes. Reports on progress are presented and discussed at the monthly staff meetings. Programs that have lagged behind (80% of the goal) are reviewed and improvement strategies made for goal attainment and to meet the demands of the public.

## Section 2 Service Effectiveness

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

By the evaluation regulations of program implementation for 2009, the construction of the “tourism-medicine and health promotion center” was chosen for evaluation by the City Government. To provide the public with more diversified services in health and medical care, the Department will strive to promote various programs.

The Department, in an evaluation conducted by the Department of Health of the Executive Yuan in 2008, won the first prize in the first group for Pharmaceutical Affairs, the first prize in the first group for Chinese Medicine and Pharmacy, the first prize in the first group for Food Safety, the first prize in the first group for Laboratory Testing, and the second prize in the first group for Medical Affairs.

In 2009, of the innovative projects recommended by the Department to the City Government for evaluation, four were awarded. Of them, the “information network for early treatment” was rated excellent; the “safe-use of drugs through simplification of cross-discipline prescription” won the second prize; the “community garden for the dementia” was rated excellent; and the “smoke-cessation supervision area” won a prize for innovative ideas.

## ● 第五章 健康資訊網

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

### 第一節 資訊系統開發

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

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

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

開發醫事機構支援報備通報作業系統，運用網路之便利性縮短申請時程，簡化行政流程，同時也達到有效管理。

開發衛生局辦理之公共衛生活動線上報名系統，提供民眾進行線上報名，其中「臺北健走嘉年華」3場次，有4,400人次報名參加活動。「2009靚媽、酷爸、Q寶打造幸福之堡」寶寶爬行之親子活動5場次，有1,000位寶寶與家庭報名參加。「健康大樂透-我要報名癌症篩檢」活動，98年10月3日至10月31日受理32人次申請癌症篩檢服務。

## ● Chapter 5 Health Information Network

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

### Section 1 Development of Information Systems

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

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

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

The Medical Institution Support Reporting System is developed. Time and procedures required for application are shortened through the use of the Internet, and management is made more efficient.

Application online for the various activities organized by the Department is developed for the public to apply online. The three Walking-for-Health Carnival sessions were attended 4,400 person-times; the five Baby Crawling sessions were attended by 1,000 babies and parents; and the Cancer Screening held on October 3 through 31, 2009, had 32 person-times of application.

## 第二節 配合行政院衛生署之資訊系統

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

### 一、配合「衛生資訊網路通報系統」

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

### 二、配合「衛生局單一簽入與目錄服務系統整合建置計畫」

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

## 第三節 推動公共衛生資訊

兒童醫療補助及市民健康卡係臺北市全國首創之公共衛生服務要項，為有效管理，開發「市民健康卡集點活動」及「兒童醫療補助證換發」二個管理系統。此外，為管理幼兒篩檢情形，建置「發展遲緩兒童早期療育醫療服務資訊系統」，管理早期療育評估鑑定與療育訊息，申辦流程及管理資訊化，確保補助核付正確性，減少醫療資源支出浪費，提升衛生局及醫療院所之行政效率。

## 第四節 衛生局網站服務

98年衛生局網進行站改版，採用鮮明色調、活潑圖案、豐富內容，及以民眾的觀點作為設計開發的原則，讓資訊一目瞭然，提供民眾更順暢的瀏覽網站，網站同時符合行政院研考會「無障礙網頁開發規範」。

衛生資訊網係整合各醫療資源，提供民眾便捷的醫療訊息、健康資訊及各醫

## Section 2 Cooperation with the Plan of the Department of Health, the Executive Yuan

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

### 1. Network Reporting Systems of Health Information

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

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

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

## Section 3 Promotion of Public Health Information

Medical subsidies to children and the citizen Wellness Card are the two public health services initiated by the City Health Department. The two management systems, Wellness Care Credit Points Collection and the Registration for Medical Subsidies for Children, are well maintained. For management of the screening for young children, an information system on medical care services for the early intervention of children of retarded development has been established to handle the early assessment and early treatment of such children, to computerize application process and information management, and to make sure the accuracy of subsidies and thus to minimize waste in medical care resources, and to enhance administrative efficiency.

療單位專業知識之交流平臺，規劃35種類別的「醫療諮詢」項目，提供民眾對醫療保健方面的疑難雜症，可透過線上醫療服務之互動管道尋求資訊，E世代網友提問包羅萬象，迄12月底止提問案件達3萬655件；網站首頁同時也提供「訂閱電子報」功能，迄12月底有2萬8,278人訂閱。

網頁內容調整後尚有以下之特色：

1. 快訊—將衛生局的最新活動及民眾最感興趣之議題，置於首頁明顯處，使民眾能迅速查詢閱覽。
2. 健康資訊—收集各類與健康相關之衛教議題，如：婦幼優生、癌症防治、慢性病、一般疾病、視力保健、菸害防制、口腔衛生及藥粧品安全等主題，供民眾能查閱。
3. 主題專區—整合除原有之「母乳哺育」、「新移民專區」等主題性的服務網站或健康訊息，同時再新增「校護資訊專區」、「流感疫苗資訊」等，提供市民更多的主題新知。
4. 健康互動—規劃線上檢測及衛生局歷年活動網頁，讓民眾不僅能對自身的健康做探索，還可了解衛生局歷年舉辦的所有健康活動，有助於民眾了解健康的重要性。

為使居住臺北市的外籍人士亦能享有與市民同等的健康服務，掌握臺北市的最新醫療新聞動態，於98年9月10日更新英文平台，讓外籍人士有機會了解臺北市衛生醫療資訊。

## Section 4 Internet Service

In 2009, the website of the Department was renovated to become more colorful with pictures and rich in contents. The website was designed from the point of view of the general public for clear understanding and easier access. The website also met the barrier-free specifications of the Research, Development and Evaluation Commission of the Executive Yuan.

The health information website consolidates all medical care resources to provide the public with more convenient information on health and medical care. It also serves as an exchange platform for health information and professional knowledge of various medical care institutions. The website contains medical care information in 35 categories and the public can access online to various information related to medical care services. The inquiries are all-inclusive, and by the end of December, 30,655 inquiries had been received. The front page of the website has one column for subscription to the e-Bulletin, and by the end of December, 28,278 viewers had subscribed to the Bulletin.

After adjustment, the website now contains the following special features:

1. express news – information on new activities of the Department and issues of interest to the public are placed distinctly on the front page for quick viewing and search of the public;
2. health information – contains various issues relevant to health, such as maternal and child health, cancer control, chronic diseases, other diseases, visual promotion, tobacco hazards prevention, oral health, and safety of drugs and cosmetics;
3. issue-specific page – in addition to the existing pages on breast-feeding and healthcare of the new immigrants, new pages on school health and influenza vaccines are added to provide more information to the public;
4. health interaction – allows viewers to check their own health status and to review activities of the past years of the Department. Viewers can thus understand their own health and at the same time know about the health-related activities of the Department in the past years.

To make available equal information on health and medical care to alien residents of the City, an English-version website is also set up and renewed on September 10, 2009. Alien residents of the City can be equally and fully informed of the health and medical care services of the City.





Part 2 Shaping Healthy  
Lifestyles of the Citizens

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形塑市民健康生活型態

## 貳·形塑市民健康生活型態

### Part 2 Shaping Healthy Lifestyles of the Citizens

#### ● 第一章 健康促進與維護

##### 第一節 婦幼及優生保健

為孕育健康的下一代，辦理孕產婦、嬰幼兒及特殊群體等之婦幼衛生、優生保健、生育保健服務，透過產前遺傳診斷、新生兒先天性代謝異常篩檢、孕婦母血唐氏症篩檢、人工流產、子宮內避孕器裝置等補助措施，提升民眾受檢意願及減少弱勢族群經濟負擔，並針對所發現之疑似或優生保健異常個案及家庭進行追蹤訪視，提供適當諮詢、轉介及生育保健指導服務，以減少先天性缺陷兒之發生。加強推廣人口政策，辦理婚姻教室與民眾宣導教育，以建立幸福的健康家庭。

##### 一、優生保健

為營造適合婚育之支持性環境，辦理婚姻教室講座及人口政策宣導活動、推動「婚後孕前生育健康檢查」、發送「新婚優生保健手冊」，宣導孕前優生保健之重要性。並透過特殊群體（已婚智障、精障及未成年生育婦女）之訪視管理，提供生育調節（結紮、裝置子宮內避孕器及人工流產）補助，共計20案。

為提升人口素質，98年辦理優生保健相關補助（產前遺傳診斷、唐氏症篩檢、優生健康檢查）共8,579人次及新生兒先天性代謝篩檢補助計2萬867人次。透過先天性缺陷兒及新生兒先天代謝篩檢（疑似）異常之追蹤管理訪視，以協助早期接受診療，減少殘智障發生，共服務132案。

##### 二、新移民健康照護

為提供新移民及其子女之健康照護，針對戶政結婚登記之新移民及其子女出生登記，加強優生保健、生育保健知能，98年共服務2,424案，並於懷孕期及早介入照護管理，針對新移民配偶主動通報訪視，計163案。建構社區型的新移民

## ● Chapter 1 Health Promotion and Maintenance

### Section 1 Maternal and Child Health and Genetic Health

To guarantee the health of the next generation, services in maternal and child health, genetic health, and reproductive health for pregnant women, infants and young children and other special groups have been offered. Through measures such as pre-natal genetic diagnosis, screening of the newborns for congenital metabolic disorders, blood screening of pregnant women for Down's syndrome, and subsidies to induced abortion and IUD insertion, the willingness of the public to accept these services is enhanced and medical costs of the less privileged groups are reduced. Home visits are made to follow-up suspected cases so detected or cases with genetic disorders and their families to offer them counseling, referral and guidance in reproductive health to minimize the births of children with congenital genetic defects. The population policy is actively promoted, marriage counseling is offered, and health education of the public is conducted to help people build happy and healthy families.

#### 1. Genetic Health

To build a supporting environment for marriage and reproduction, seminars on marriage and population policies have been organized; post-marital and pre-natal reproductive health examination is promoted; a booklet on genetic health for the newly-weds has been distributed to advocate the importance of pre-natal genetic health. Home-visiting to members of special groups (mentally retarded couples, the mentally impaired and underage women) is made and subsidies to fertility regulation (such as sterilization, IUD insertion and induced abortion) are provided. In total, 20 families have been subsidized.

To upgrade the quality of population, subsidies to genetic health-related services were offered in 2009 for pre-natal genetic diagnosis, screening for Down's syndrome, and genetic health examination, for a total of 8,579 person-times, and 20,867 person-times for screening of the newborns for congenital metabolic disorders. A total of 132 families with children of congenital anomalies and congenital metabolic disorders (suspected) had been followed-up for management to help them accept early treatment and thus to minimize the occurrence of disabilities and mental disorders.

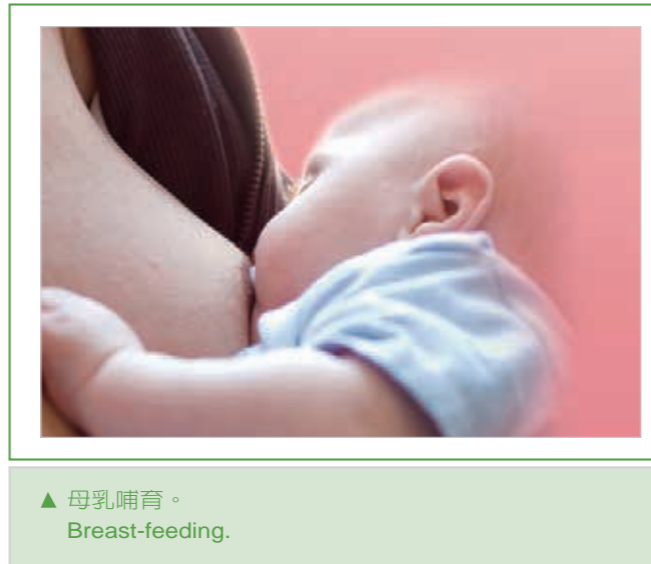
#### 2. Healthcare for the New Immigrants

To provide healthcare to the new immigrants and their children, using

保健諮詢站12站及提供醫療衛生通譯，共服務1萬8,720人次；完成臺北市新移民健康照護隨身call小冊、多語版新婚優生保健手冊、孕期保健手冊、嬰幼兒保健手冊、婦女保健手冊等資源，提供新移民使用。於十二區健康服務中心成立新移民支持團體，辦理154場新移民衛生保健宣導活動，提供新移民身心照護相關活動，共計4,226人次參加。

### 三、母乳哺育

為推動母乳哺育政策，臺北市政府衛生局鼓勵臺北市24家接生醫院參與行政院衛生署國民健康局每年舉辦之「母嬰親善醫療院所認證作業」，98年度臺北市共有16家合格效期內的「母嬰親善醫療院所」，另同年度新增4家醫療院所報名參與99年度合格認證作業且於12月31日全數通過（效期於99年1月1日起生效），99年度臺北市合格母嬰親善認證醫療院所共20家。培訓母乳志工137位，輔導臺北市公私立機構設置哺集乳室共435間。針對「母乳真好」網站進行改版，提供婦女哺乳相關資訊，加強民眾對於母乳哺育之知能；另印製宣導海報，分送十二區健康服務中心及提供臺北市哺集乳室進行張貼宣導。設置母乳諮詢專線，提供婦女可近性、持續性的母乳哺育支持及諮詢服務，共計服務3,119人次。辦理母乳哺育醫護人員、母乳哺育志工及保姆母乳哺育教育訓練，共計7場次，1,182人參訓。臺北市24家婦產科醫療院所98年1-12月純母乳哺育率於住院期間、產後1個月、產後2個月分別為57.4%、51.3%、42.43%。



▲ 母乳哺育。  
Breast-feeding.

### 四、推動臺北市衛生保健志願服務

(一) 辦理「98年衛生保健志工基礎訓練班」、「98年衛生保健志工幹部研習班」及「98年衛生保健志工督導研習班」各1場次，共計370人參訓。

information collected through marriage registration and birth registration, services in genetic health and reproductive health were offered for a total of 2,424 families in 2009. In 2009, 163 cases of new immigrants were reported and home-visited for early intervention during the pregnancy period. 12 community health counseling centers for new immigrants are set up and translation services offered 18,720 person-times. Bilingual handbooks on health care, genetic health for the newly-weds, health care during pregnancy, and health care for women and children are produced. New immigrant supporting groups are set up in the 12 district health centers to conduct 154 educational activities for a total of 4,226 person-times.

### 3. Breast-Feeding

To promote breast-feeding, the City Health Department has encouraged the 24 birth-delivery hospitals in the City to participate in the “mother infant-friendly medical care institution certification” project promoted every year by the Bureau of Health Promotion of the Department of Health, the Executive Yuan. In 2009, there were in the City 16 certified hospitals still in their valid period. In the same year, four more hospitals applied for certification, and were certified on December 31 (effective January 1, 2010). In 2010, there are 20 certified hospitals in the City. Action has also been taken to train 137 breast-feeding volunteers; and supervise public and private organizations and companies to set up 435 breast-milk collection rooms. The “mother’s milk is super” website is renovated to provide women with information related to breast-feeding, and to improve the knowledge of the public on breast-feeding. Posters have been produced and distributed to the 12 district health centers and the breast-milk collection rooms. Breast-feeding counseling special lines have been set up to provide women with more accessible and continuing breast-feeding supporting and counseling services. A total of 3,119 person-times of mothers have been served. Training has also been organized for breast-feeding related medical and nursing personnel, volunteers and child-care workers for seven sessions for 1,182 participants. Surveys of the 24 obstetrics and gynecology medical care institutions in Taipei City on their breast-feeding rates for the period January through December 2009 show that the breast-feeding alone rate of women during hospital care was 57.4%; it was 51.3% and 42.43% one month after delivery, and two months after delivery, respectively.

### 4. Promotion of Voluntary Services in Healthcare

1) One each of the basic training for volunteers in healthcare, training of staff volunteers in healthcare, and training of supervisor volunteers in healthcare were held in 2009 for 370 participants.

- (二) 98年12區健康服務中心志願服務成果：志工隊共計108隊4,126人，服務時數計15萬7,317小時，共服務98萬2,403人次。
- (三) 11月27日，召開臺北市「衛生保健志願服務聯繫會報」會議，參與人數共計97人。
- (四) 12月10日辦理「臺北市志工暨團隊表揚大會」，共表揚70人(隊)志工團體，計450人參與。
- (五) 12月21至22日辦理「臺北市衛生保健志工『內政部全國志願服務資訊系統』教育訓練」4場次，計完訓78人。

### 五、兒童發展篩檢

配合寶寶生長發展階段設計趣味競賽活動，呼籲大眾對幼兒發展之重視與關注，8月至9月共辦理5場「2009婦幼關懷--靚媽、酷爸、Q寶，打造幸福之堡」親子活動，共計4,413人參與。



▲ 兒童發展篩檢趣味競賽。  
Fun contest for the screening for child development.

## 第二節 兒童及青少年保健

為提供學齡前兒童完整預防保健服務，以達成全人服務及管理模式，並增進青少年自我保健知能及健康身心，建立正確的健康觀念、習慣，減少疾病及傷害的發生，進而提升健康品質，特別制定兒童及青少年相關計畫及政策，主要目的為：

1. 提供完整學齡前兒童整合性篩檢服務，期能早期發現、早期治療。
2. 加強兒童及青少年衛生保健正確認知、正向態度及養成良好的生活習慣。
3. 建構兒童及青少年多元之健康照護網絡。

### 一、學齡前兒童發展篩檢

- (一) 為早期發現發展遲緩兒童，衛生局與社會局、教育局攜手合作，針對0~6

- 2) In 2009, in the 12 district health centers there were 4,126 volunteers in 108 teams serving for a total of 157,317 hours for 982,403 person-times.
- 3) A coordination meeting of volunteers in healthcare in Taipei City was held on November 27 for 97 participants.
- 4) A commendation of volunteers and groups in Taipei City was held on December 10 to commend 70 volunteers and groups for 450 participants.
- 5) Four sessions of training for volunteers in healthcare in Taipei City on the national volunteers service information system of the Ministry of the Interior were held on December 21-22 for 78 participants.

### 5. Development Screening for Children

Different contests are organized for each development stage of children to urge the public to place more importance and concern on child development. In August through September, five sessions of “care for mothers and children” activities were held for 4,413 parents and their children.

## Section 2 Healthcare for Children and Adolescents

To provide comprehensive preventive healthcare services to pre-school age children and thus to promote the holistic care service and management model, and to improve the self-care knowledge and skills of adolescents in the care of their mental and physical health, to help them develop correct concepts and habits of health, to reduce the occurrence of diseases and injuries and thus to upgrade the quality of health, plans and policies relevant to the health of children and adolescents have been formulated. Their main purposes are:

- (1) to provide pre-school age children with comprehensive and integrated screening services for early detection and early treatment;
- (2) to help children and adolescents develop correct knowledge of health, positive attitude toward health, and sound lifestyles; and
- (3) to construct pluralistic healthcare networks for children and adolescents.

### 1. Development Screening for Pre-School Age Children

- 1) To early detect children of retarded development, the City Health Department, the Department of Social Affairs, and the Education Department join together to conduct screening of children 0-6 years old. The Health Department is responsible for the development screening at contracted medical care institutions of 0-3 year old children who have been subsidized for medical costs



歲兒童進行篩檢業務，衛生局負責0~3歲兒童，兒童補助合約醫療院所就診時提供發展檢核服務，社會局及教育局則針對幼教及幼托就學兒童進行篩檢服務，98年0至3歲接受篩檢幼童共2萬6,465人，發現疑似遲緩兒童有890人，並通報轉介至社會局通報轉介中心，作進一步追蹤與管理。

- (二) 為提升臺北市兒童預防保健服務品質，共舉辦2梯次「兒童發展篩檢通報種子訓練研習會」，計498人參加。運用電臺、發布新聞稿、辦理2009健康寶寶大賽及與配合其他相關健康促進活動進行等方式，增加民眾對發展篩檢的認知。並於網站上提供宣導手冊、兒童發展檢核（中英、中印、中越、中泰版）及寶貝發展篩檢影片（中英、中印、中越）等，供醫療院所及家長等下載，以及辦理健康檢查、預防注射、居家訪視時使用。

## 二、學齡前視力、聽力、口腔篩檢與保健

### (一) 學齡前兒童視力保健

6歲前是兒童有效斜弱視治療的關鍵時期，亦是學齡前兒童掌握視力篩檢的最後時機，期望藉視力篩檢儘早發現幼童斜弱視或近視等屈光不正等視力問題，及時給予幼童適當矯治，以遏止視力之惡化。

1. 於臺北市各轄區學校辦理20場「學齡前口腔及視力劇團校園巡迴宣導」。
2. 視力篩檢：實施98年學齡前兒童視力及斜弱視篩檢，共篩檢3萬6,327人，視力異常人數6,929人、異常率19%。
3. 98年10月17日於臺北市關渡水岸公園暨關渡宮廣場舉辦「2009全民護月一護眼親山健行」活動，護眼操表演、護眼親山健走、有獎問答、摸彩、護眼義診等，共有5,000至7,000人參與。

### (二) 學齡前兒童聽力篩檢

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

at the time when they visit there for care; the Department of Social Affairs and the Education Department focus on the screening of children in kindergartens and nurseries. In 2009, a total of 26,465 children 0-3 years old had been screened to find 890 suspected of retarded development. They have been referred to the referral reporting center of the Department of Social Affairs for further follow-up and management.

- 2) To upgrade the quality of preventive healthcare for children in Taipei City, two workshops for the training of seed workers in child development screening and reporting have been organized for 498 participants. Radios, press releases, healthy baby contests and other relevant activities and campaigns have been used to improve the knowledge of the public on children screening. Bilingual educational materials (Chinese-English, Chinese-Indonesian, Chinese-Vietnamese, and Chinese-Thai) have been produced and videos on the screening of children are posted on website for downloading by medical care institutions and parents, and are also used at the time of health examinations, immunization and home-visiting.

## 2. Screening of Pre-School Age Children for Visual Health, Hearing and Oral Cavity Health

### 1) Visual Health for Pre-School Age Children

The age before six years is the critical period for the effective correction of strabismus and amblyopia for children; it is also the last chance for the vision-screening of pre-school age children. It is hoped that, through vision-screening, the vision problems of strabismus, amplyopia and myopia of young children can be detected earlier for timely and effective correction to prevent the worsening of vision.

- (1) 20 sessions of drama performance on oral cavity health and visual health for pre-school age children had been held in schools.
- (2) Vision screening: In 2009, 36,327 pre-school age children had been screened for vision, strabismus and amblyopia, to find 6,929 children with abnormal vision, at an abnormal rate of 19%.
- (3) On October 17, 2009, a hiking campaign focusing on the protection of eyes was held at the Waterfront Park and Guandu Temple in the Guandu District for more than 5,000 participants.

### 2) Hearing Screening for Pre-School Age Children

Hearing plays an important role in the language development of young children. Hearing impairment not only affects the language learning of young children

1. 98年2月17、19及23日假臺北市立聯合醫院陽明院區、和平院區及信義區行政中心701會議室辦理「98年度臺北市學齡前兒童整合性社區篩檢」教育訓練及實務訓練研習會，參與人員共計496名，其中教育訓練406名，實務訓練90名。
2. 聽力篩檢：實施98年學齡前兒童聽力篩檢，共篩檢1萬5,820人，聽力異常人數123人、異常率0.78%。

### (三) 學齡前兒童口腔保健

98年持續對臺北市立案之公私立幼稚園、托兒所實施兒童口腔檢查，共檢查幼兒人數4萬7,624人，異常率64.75%，為降低兒童齲齒率，推動以下口腔保健計畫：

#### 1. 含氟漱口水預防齲齒推廣工作計畫

氟化物是目前預防蛀牙最有效的工具，教育部已對全國的小學生實施含氟漱口水防齲計畫，為有效預防齲齒及提高齲齒之治療率，實為兒童口腔保健的當務之急，亦為重要工作項目之一。臺北市98年度推動幼稚園托兒所滿5足歲含氟漱口水防齲計畫，共有1萬9,327名小朋友參加。

#### 2. 臺北市身心障礙學童塗氟漆防齲工作計畫

由於身心障礙學童，較無法正常漱口或潔牙，為保障身心障礙學童口腔健康，臺北市於98年度實施身心障礙兒童塗氟漆防齲參與人數1,058人。

### (四) 健康學園

1. 兒童的身心發展，影響其後之學習與人格發展，因此於91年起創全國之先開辦「健康學園評鑑計畫」，並於96年轉型成「自主管理暨特色發展」，將被動評鑑轉化為主動自主管理，鼓勵園所針對重要衛生保健議題發展特色計畫，以持續維持及改善園所之衛生保健品質，讓學齡前兒童在更健康、更安全的環境中學習與成長。

and their communication with others, it can also bring about in later years of life poor coordination in cognition, socialization and emotional development, and the impact is far-reaching.

(1) On February 17, 19 and 23, one each workshop on the training and practice of integrated community screening of pre-school age children was held at the Yangming Branch and Heping Branch of the Taipei City Hospital and the Xinyi Administration Center for 496 participants; of them, 406 were for the training workshops and 90 for the practice workshops.

(2) Hearing screening: In 2009, 15,820 pre-school age children had been screened for hearing to find 123 abnormal cases, at an abnormal rate of 0.78%.

### 3) Oral Cavity Healthcare for Pre-School Age Children

In 2009, 47,624 children of public and private kindergartens and nurseries in Taipei City had been examined of their oral cavity to find an abnormal rate of 64.75%. To reduce the dental caries rate of young children, the following oral health promotion activities have been carried out:

(1) Promotion of mouth-rinsing with fluoridated water for the prevention of dental caries: Fluorides are currently the most effective means for dental caries prevention. The Ministry of Education is promoting a dental caries prevention program through mouth-rinsing with fluoridated water for all primary school children throughout the country. The effective prevention of dental caries and improvement in the cure rate are some important tasks for the promotion of oral cavity health of children. In 2009, 19,327 children five years old in kindergartens and nurseries in Taipei City took part in the mouth-rinsing project.

(2) Fluoride coating for mentally and physically disabled children: Disabled children often have difficulty in rinsing mouth properly. To protect the oral cavity health of these children, in 2009, a project of fluoride coating of teeth was conducted in Taipei City. A total of 1,058 disabled children took part in this project.

### 4) Healthy Kindergarten Environment

(1) The mental and physical development of children affects their learning and personality development in later years. The Department thus initiated in 2002 the first project in the country a plan for the accreditation of healthy kindergarten environment. The project later developed into the "self-management and special feature development project" in 2007 to encourage

2. 98年計42家園所通過自主認證，累計667家幼托園所通過評核。「健康學園特色發展計畫」共51家園所針對五大保健議題（視力保健、口腔保健、食品營養與衛生、傳染病防治、事故傷害防制）投稿64篇特色發展計畫，經評選共錄取60篇計畫，並於「98年健康學園自主管理頒獎典禮」頒獎及分享成果。

### 三、青少年健康促進

鼓勵並輔導醫療院所、相關青少年學（協）會，發展具特色之青少年健康促進計畫，使醫療院所更具備主動、深入校園或社區推動宣導工作之能力，促進青少年健康。

#### （一）青少年保健門診

計有3家青少年保健門診，分別為臺北市立關渡醫院之性教育門診、臺北市立聯合醫院和平院區之青春痘門診及臺北市立萬芳醫院之運動傷害防制門診，提供青少年身心健康醫療及諮商服務，並辦理校園巡診及宣導講座。

（二）更新「我的青春網」網站資訊，提供青少年正確性知識，並獲財團法人臺灣網站分類推廣基金會列為優良網站。

（三）青少年健康促進種子培訓：計培訓90名學員完成訓練，深入校園及社區辦理相關衛教宣導工作。

（四）青少年健康促進計畫—國小減重班

辦理3班國小學童減重班，分別為財團法人人人體重管理基金會「健康體位管理班」2班74人參與、萬芳醫院「青少年健康促進講座系列」1班30人參與。



▲ 青少年健康促進活動。  
Health promotion for children and adolescents.

the passive accredited schools to take initiative in self-management, and to develop special features of their own focusing on certain health issues to maintain and improve the health quality of the kindergartens, and to allow children to learn and grow in a healthier and safe environment.

(2) In 2009, 42 kindergartens and nurseries passed the self-management certification. In total, 667 kindergartens and nurseries have passed the assessment thus far. 51 kindergartens and nurseries have developed their own special features in the areas of visual health, oral cavity health, food sanitation and nutrition, communicable disease control, and accident and injury prevention. 64 project proposals on special feature development had been received, and 60 were accepted after review. Their achievements were shared at the 2009 school environment self-management award ceremony.

### 3. Health Promotion for Children and Adolescents

Medical care institutions and youth-related associations are encouraged and supervised to develop projects of special features for the health promotion of children and adolescents. Medical care institutions will thus be able to go more actively into schools and communities to advocate and promote health for children and adolescents.

#### 1) Health Clinics for Children and Adolescents

At present, there are three health clinics for children and adolescents, the sex education clinic of the Taipei Municipal Guandu Hospital, the acne clinic of the Heping Branch of the Taipei City Hospital, and the sports injury prevention clinic of the Taipei Municipal Wanfang Hospital. They offer physical and mental health care and counseling services to children and adolescents and also visit schools to provide mobile services and give lectures on health promotion.

2) Information on the "My Youth Days" website is renewed to provide the youths with correct information on sexuality. The website is rated one of the best by the Corporate Taiwan Website Classification and Promotion Foundation.

3) Training is given to 90 seed workers in the health promotion of children and adolescents. They visit schools and communities for health education.

4) Body-weight control in primary schools: Three body-weight control classes have been held, two classes by the Corporate Everyone Body-Weight Control Foundation for 74 participants, and one by the Municipal Wanfang Hospital for 30 participants.

#### 四、臺北市國小新生學童氣喘防治過敏篩檢

為提供學童全方位健康，自98年3月16日起開辦，提供就讀臺北市公、私立國小一年級學童進行氣喘問卷篩檢調查，衛生局所屬臺北市十二區健康服務中心審視問卷結果篩出疑似氣喘個案後，學童家長再持過敏檢驗通知單、健保卡或相關身分證件至臺北市立聯合醫院進行過敏原篩檢抽血檢查，共159所學校2萬2,815位學童進行氣喘問卷調查，篩檢出氣喘高危險群學童4,330位學童，其中完成過敏原篩檢服務計2,483位學童。

### 第三節 中老年疾病保健

為能提供市民優質中老年疾病預防與照護品質，結合各領域之專家學者及各醫療團體共同推動預防保健工作，讓民眾對各種慢性病的認知進而能有良好控制，使其合併症減至最低。

#### 一、心血管疾病預防與保健

為增進民眾心血管預防保健觀念與行動，98年由內湖區健康服務中心成立3個代謝症候群高風險個案健康促進團體，計81人參加；衛生局與中華民國心臟基金會合辦12場護「心」巡迴健檢和講座，並進行心力評估，計630人參加。另辦理「世界心臟日」及「世界高血壓日」宣導活動2場，共計1,337人參加。



▲ 2009世界心臟日運動嘉年華。  
2009 World Heart Day fair.

#### 二、糖尿病預防與保健

98年辦理52場糖尿病防治健康促進系列講座，共計1,680人次參加，另為強化糖尿病患者及家屬加強自我照顧能力，辦理「2009世界糖尿病日」宣導活動，共計600人參加。

#### 三、失智症預防與保健

為響應國際失智防治活動，辦理12場次「失智症預防保健」講座、11場次

#### 4. Screening of Allergy for Asthma Prevention in Primary Schools

To provide children with holistic healthcare, a questionnaire-screening survey on asthma of the first-grade school children in public and private primary schools in Taipei City was conducted from March 16, 2009. The 12 district health centers, after reviewing the findings on the questionnaire, picked out suspected cases of asthma. Parents of these children were then asked to go for further examination at one of the Taipei City Hospital. In total, 22,815 children in 159 schools took part in the questionnaire survey to find 4,330 children in the asthma high-risk groups; 2,483 children of them went for further examination.

### Section 3 Healthcare for Adults and the Elderly

To provide high-quality disease prevention and care services to adults and the elderly, efforts of specialists and scholars in all disciplines and medical groups have been consolidated to jointly promote healthcare services. The public is educated on the various chronic diseases and their control measures to minimize complications of these diseases.

#### 1. Prevention and Healthcare of Cardiovascular Diseases

To make people know more about the prevention and care of cardiovascular diseases, in 2009, three health promotion groups for metabolic syndrome high-risk cases were set up in the Neihu District Health Center to care for 81 participants. The Department and the ROC Heart Foundation conducted 12 sessions of “protecting heart” mobile examination and lectures, and assessment of cardiac power. 630 persons took part in these activities. In coordination with the World Heart Day and the World Hypertension Day, two promotional campaigns had been held for 1,337 participants.

#### 2. Prevention and Healthcare of Diabetes

In 2009, 52 lectures on diabetes control and health promotion had been held for 1,680 person-times of participants. To strengthen the self-care capability of diabetes patients and their families, a campaign on the World Diabetes Day was held for 600 participants.

#### 3. Prevention and Care of Dementia

To respond to the international activities on the control of dementia, 12 lectures

「失智校園巡迴影展」，共計4,150人次參加；另為增進社區長輩記憶與情緒健康，結合臺北市信義、大安、萬華、文山及北投區健康服務中心，成立「失智症高危險群健康促進團體」，共計1,380人次參加；為強化臺北市醫事人員失智症個案篩檢與個案管理能力，舉辦「失智照護專業人員繼續教育」及「團體領導人員培訓」，共計674人次參加。

#### 四、腎臟疾病預防與保健

為提升民眾對腎臟疾病的認識，並配合世界腎臟疾病日，與臺灣腎臟醫學會於98年3月8日假臺北市228紀念公園辦理「愛腎護腎、腎利人生」園遊會暨健走活動，共計5,400人參加。

#### 五、氣喘及其他疾病預防與保健

為提升民眾對氣喘疾病的認識，結合臺灣氣喘衛教學會於98年5月3日假臺北市自來水博物館辦理2009年世界氣喘日「上面啾啾啾，下面咻咻咻，上下呼吸道，控制齊做到」活動，共計2,010人參加及辦理「過敏性鼻炎處置新觀念暨過敏指數系列講座」12場，計200人次參加。



▲ 2009世界氣喘日活動。  
2009 World Asthma Day activities.

#### 六、更年期保健

藉由團體互動，協助更年期個案，建立健康行為、學習解決因應更年期衍生之問題、提供支持性協助，幫助個案改善疾病問題及增進生活品質，98年由臺北市松山區、中山區、中正區、萬華區健康服務中心成立4個更年期特色團體，計644人參加；為提升民眾對骨盆腔運動之認知，結合十二區健康服務中心辦理尿失禁防治及骨盆腔運動系列講座52場，共計2,224人參加；並結合臺北市萬華區及士林區社區大學課程，辦理尿失禁防治及骨盆腔運動講座2場，計250人次參加；另結合中華民國骨質疏鬆症學會，假臺北市101大樓北方廣場辦理2009年世界骨質疏鬆日宣導活動，共計2,200人參加。

on the prevention and care of dementia, and 11 mobile exhibits and film shows in schools on dementia had been held for a total of 4,150 person-times of participants. To promote memory and emotional health of the elderly in communities, health promotion groups for dementia high-risk individuals are set up in Xinyi, Daan, Wanhua, Wenshan and Beitou district health centers for 1,380 person-times of participants. To improve the screening and management capabilities of dementia cases, continuing education for dementia care professional workers and training of group leaders had been held for 674 person-times of medical personnel.

#### 4. Prevention and Healthcare of Renal Diseases

To improve the knowledge of the public on renal diseases, and in coordination with the World Renal Diseases Day, on March 3, a garden party on “Love Kidney, Care of Kidney” was held together with the Taiwan Renal Disease Society at the Taipei 228 Memorial Park for 5,400 participants.

#### 5. Prevention and Healthcare of Asthma and Other Diseases

To improve the knowledge of the public on asthma, a promotional activity, “prevention of the upper and lower respiratory tract diseases”, was held together with the Taiwan Asthma Education Foundation on May 3 of the World Asthma Day, for 2,010 participants. A series of 12 lectures on the new concepts of the care of allergic rhinitis and allergy indexes had been held for 200 person-times of participants.

#### 6. Health Promotion for Women in Menopause

Through interaction in groups, women in climacteric are helped to build healthy behavior, learn and face problems derived from menopause, and provide them with support to help them solve health problems and improve quality of life. In 2009, four menopause-specific groups had been set up in the Songshan, Zhongshan, Zhongzheng and Wanhua district health centers to care for a total of 644 participants. To improve the knowledge of the public on pelvic cavity exercise and urinary incontinence, 52 lectures had been held together with the 12 district health centers for 2,224 participants. Two lectures on the prevention of urinary incontinence and pelvic cavity exercise had been held together with the Wanhua and the Shilin community universities for 250 person-times of participants. A campaign was held on the World Osteoporosis Day at the north square of the 101 Building for 2,200 participants.

## 七、臺北市民健康生活照護服務

「臺北市民健康生活照護服務」自98年4月起，在士林、北投及內湖三個行政區正式啟動，針對具高血壓傾向之民眾提供健康生活照護服務，以居家、社區及機構三種服務模式，設置50個健康服務站；並於臺北市聯合醫院建置「市民健康生活照護客服中心」專業護理視訊席位，以完整的專業照護與適切的健康關懷來服務市民，合計服務個案為377人，生理量測服務1萬9,744人次。

## 第四節 原住民保健

為落實臺北市原住民衛生醫療自治條例第5條：「市政府為加強醫療保健教育，應為原住民辦理健康促進活動」及第6條：「市政府應提供臺北市原住民預防保健服務」規定，衛生局持續提供原住民預防保健及健康促進活動服務。

### 一、預防保健服務

為提升原住民健康，辦理8場社區原住民老人健檢活動，提供臺北市55歲以上原住民老人健康檢查，全年總計有原住民590人參加，98年底止，55歲以上原住民老人健康檢查項目，異常率最高為腹部超音波87.34%，其餘異常項目依序為：胸部X光檢查70.43%、有牙科問題醫師作成建議60%、牙科其他問題57.92%、腰圍56.77%、總膽固醇52.28%、攝護腺46.24%、血清球蛋白43.38%、牙周組織42.53%、飯前血糖41.21%等。98年提供原住民健康促進講座活動共計12場（其中有5場另提供40歲以上肝癌及痛風篩檢），截至12月底止原住民參與人數49人。提供家戶健康管理服務：至98年12月止訪視人數8,918人次。

### 二、健康促進活動

依據「92年臺灣原住民族統計年鑑」中，全國原住民死亡率與臺北市一般民眾死亡率值相較，若全國原住民疾病死亡率統計上有顯著的高於臺北市一般民眾死亡率時，將重新列為「原住民因族群、文化之特殊性所衍生之身心健康異常項目」公告項目，並加強相關照護。於95年3月23日公告「原住民因族群、文化之特殊性所衍生之身心健康異常項目」如下：「事故傷害」、「慢性肝病及肝硬

## 7. Healthy Life Care Services for Citizens of Taipei City

In April 2009, healthy life care services for citizens of Taipei City were inaugurated in Shilin, Beitou and Neihu districts to provide citizens of hypertension tendency with healthy life care services in the forms of home-care, community-care and institution-care. 50 health service stations are set up, and a healthy life service center is set up in each branch of the Taipei City Hospital to provide the citizens with comprehensive professional care and adequate health concerns. In total, 377 persons have received such services; and 19,744 person-times have taken the bio-measurements.

## Section 4 Healthcare for Indigenous Peoples

To realize the provisions of Article 5 of the Health and Medical Care Autonomous Act for Indigenous Peoples in Taipei City, which reads, "To strengthen health and medical care education, the City Government shall implement health promotion activities for the indigenous peoples in Taipei City", and Article 6, which reads, "the City Government shall provide preventive healthcare to the indigenous peoples in Taipei City", the City Health Department continues to provide the indigenous peoples with preventive healthcare and health promotion services.

### 1. Preventive Healthcare Services

To improve the health of the indigenous peoples, community health examinations for the elderly indigenous peoples have been conducted for eight times to provide health examinations for the elderly above the age of 55 years. In the year, 590 persons had been examined. By the end of 2009, the leading anomalies detected in the health examinations were abdominal ultrasound (87.34%), chest x-ray examination (70.43%), dental problems with recommendations of dentists (60%), other dental problems (57.92%), waistline (56.77%), total cholesterol (52.28%), prostate (46.24%), serum globulin (43.38%), periodontal tissues (42.53%), and blood sugar before meal (41.21%). In 2009, a series of 12 lectures on health promotion had been held for indigenous peoples (in five sessions of them, liver cancer screening and gout screening were offered at the same time to people above 40 years of age) for 49 persons. By the end of 2009, 8,918 person-times of indigenous peoples had been home-visited for household health management.

### 2. Health Promotion Activities

By the Statistics Yearbook of the Indigenous Peoples in Taiwan, if the death rate of the indigenous peoples in the country as a whole, when compared with that of the

化」、「腦血管疾病」、「結核病」、「支氣管炎、肺氣腫及氣喘」、「高血壓性疾病」、「源於周產期之病態」、「先天性畸型」、「十二指腸及胃潰瘍」共9項疾病。

綜上，持續提供健康促進講座活動：98年與臺北市政府原住民事務委員會、臺北市立聯合醫院合作，舉辦8場原住民健康促進講座及篩檢活動，提供口腔癌篩檢、40歲以上肝癌篩檢、胸部x光檢查、50~69歲大腸癌篩檢、30歲以上婦女乳房X光攝影檢查、子宮頸抹片檢查、三合一篩檢（血壓、血糖、血膽固醇），總計服務470人。

## 第五節 推行市民健康卡

### 一、「市民健康卡」集點活動

為強化民眾保健意識，增加健康資本，守護自己的健康，97年1月1日起正式辦理「市民健康卡活動」，臺北市市民於十二區健康服務中心、社區心理衛生中心、臺北市立聯合醫院各院區及其院外門診部與萬芳醫院接受預防注射、癌症篩檢、三高篩檢，辦理器官捐贈卡、擔任保健志工、透過網路或語音預約掛號或



▲ 市長與局長共同推行市民健康卡。  
Mayor Hau promotes the Wellness Card.

參與活動相關單位辦理之健康講座與健康促進活動及年度重點計畫活動等，即可藉由「市民健康卡」集點，累積健康點數，換取個人所需之健康服務活動，包括：免門診掛號費、優惠購票證明券或健康檢查服務等。

為使更多市民能瞭解「市民健康卡」活動之意義，鼓勵民眾「多用健康卡、少用健保卡」及善用「市民健康卡」為自身健康把關，共發布8次「市民健康卡」相關新聞稿，並透過公私立機構、連鎖藥妝店分送「市民健康卡集點活動」宣傳單張及張貼海報、並藉由BeeTV、CH3動畫播映、行文千大企業、民政局里鄰系統、教育局各級學校、捷運燈箱廣告、辦理6場次首長與基層互動宣導活動

population of Taipei City, is statistically significantly higher than that of the population of Taipei City, the indigenous peoples will be announced under the category, "indigenous peoples with unusual mental and physical health problems derived from specific ethnic and cultural characteristics" for intensified care. On March 23, 2006, it was announced that the unusual mental and physical health problems of indigenous peoples derived from special ethnic and cultural characteristics are nine: accidents and injuries, chronic liver diseases and cirrhosis, cerebrovascular diseases, tuberculosis, bronchitis, pulmonary emphysema and asthma, hypertensive diseases, certain conditions originated in perinatal period, congenital anomalies, duodenal and stomach ulcers.

Health promotion activities have been continued. In 2009, in collaboration with the Taipei City Indigenous Peoples Affairs Council and the Taipei City Hospital, the Department had conducted eight health promotion and screening activities for the screening of oral cavity cancer, liver cancer screening for people aged 40 and above, chest x-ray examination, colon-rectum cancer screening for people aged 50-69, mammography examination for women 30 years and above, Pap-smear examination for cervical cancer, and three-in-one examination (for blood pressure, blood sugar and cholesterol), for a total of 470 persons.

## Section 5 Promotion of the Wellness Card

### 1. Point-Collection on the Wellness Card

To make the citizens more health-conscious and thus to earn more health capitals and protect their own health, the Wellness Card was initiated on January 1, 2008. Taipei City residents can collect health points on the Wellness Card at the time of immunization, screening for cancer, screening for the three-highs, signing for organ donation, working as health volunteers, making appointments on the Internet, or participation in health lectures and health promotion activities organized by relevant organizations at the 12 district health centers, community mental health centers, branches of the Taipei City Hospital and their outreach clinics, and the Municipal Wanfang Hospital. When the points are cumulated to certain amount, the collectors are entitled to free health services such as registration fee waiving, coupons for discount tickets, and health examination services.

To make more people understand the nature of the Wellness Card, the public is encouraged to use more of the Wellness Card and less of the National Health Insurance IC Card to protect their own health. In total, eight news releases had been issued. Leaflets on "point-collection on the Wellness Card" are distributed

及結合大型宣導活動（如：臺北市政府辦理之富邦臺北馬拉松路跑活動等）等各種方式行銷「市民健康卡」。

## 二、「市民健康卡」活動成效

98年1-12月總發卡量計11萬8,046張、累積總健康點數高達42萬5,359點，並有1萬6,722位市民以累積之健康點數，至臺北市十二區健康服務中心、臺北市立聯合醫院各院區及其院外門診部與萬芳醫院接受健康服務。八大類集點項目民眾參與情形：癌症篩檢9萬6,349人次、衛生署規定之預防注射5萬9,808人次、健康講座及健康促進活動3萬6,908人次、三高篩檢4萬8,583人次、器官捐贈卡221人次、網路或語音預約掛號6,742人次、年度重點計畫活動364人次、衛生保健志工8,865人次參與。市民健康卡集點活動研究結果顯示，多數市民對於申辦程序簡便表示高度肯定，並有八成七民眾表示會繼續參加，尚未參加集點活動的受訪者，亦有七成五表示會繼續參加。

## 第六節 健康體能

一、辦理社區定點定時健走教室，新增健走成員計1,768人，參與體適能檢測計3,709人、規律運動宣導計3萬8,128人次、其他體能活動總計5萬6,679人次。

二、衛生局暨十二區健康服務中心召開「健康體能促進業務98年度第1次聯繫會議」，規劃健走大型活動內容。

三、為培養運動種子人員於社區、職場及學校辦理推廣運動，養成市民規律運動及提升運動人口，舉辦「運動推廣種子培訓」，臺北市政府一、二級機關、臺北市社區健康營造團體、事業單位及各級學校之健康促進推動人員及衛生保健志工，共計187人參加。



▲ 2009臺北健走嘉年華。  
2009 Taipei Walking for Health activities.

to various drug stores through public and private sector organizations and posters are displayed. Promotion is activated through the BeeTV and CH3. Education of neighborhood leaders, in schools, and the use of light boxes in MRT stations are intensified. Six sessions of interaction between department chiefs and the public have been held. The promotion of the Wellness Card is also made in coordination with large-scale campaigns (the marathon race, for instance).

## 2. Achievements of the Wellness Card

In the period January through December 2009, a total of 118,046 cards had been issued; and the total points collected had cumulated to 425,359. 16,722 persons had collected enough points to visit the 12 district health centers, the branches of the Taipei City Hospitals and their outreach clinics, and the Wanfang Hospital for health services. Services requested by these collectors are, 96,349 person-times for cancer screening, 59,808 person-times for routine immunization, 36,908 person-times for health lectures and health promotion activities, 48,583 person-times for screening of the three-highs, 221 person-times for the signing of organ donation card, 6,742 person-times for making appointment on the Internet, 364 person-times for annual key-point projects, and 8,865 person-times for health volunteers services. Studies of the point-collection on the Wellness Card show that many citizens approve highly of the simple procedures in applying for the Card; and 85% of them will continue to participate in the activity. Of those who have not yet taken part in the point-collection activity, 75% plan to do so soon.

## Section 6 Health Fitness

1. Walking classes are organized at fixed site and fixed hour in communities to attract 1,768 new participants. 3,709 persons have taken part in the health fitness testing; and education on regular exercise has been given 38,128 person-times. 56,679 person-times have participated in other health fitness activities.
2. The Department and the 12 district health centers held the first coordination meeting on the promotion of health fitness in 2009 to plan for a large-scale walking campaign.
3. To promote exercise in communities, workplaces and schools, to help more people engage in regular exercise, and to increase the exercising population, seed workers have been trained. 187 health promotion workers and volunteers of the City Government, the community health building centers, business enterprises and schools at various levels have been so trained.



- 四、6月至9月辦理2009臺北市健走嘉年華活動3場，共計5,024人參加。
- 五、10月25日辦理2009年健康99趣味健走競賽，透過知識與創意，豐富健走運動之樂趣，共計600人參加。
- 六、11月17日辦理「健康人生 走路有風~臺北健康齊步走」活動，共計1,303人參加。
- 七、印製「健走123方便又健康」中文宣導單張3萬5,000張、製作3,500片健走DVD，分送12區健康服務中心宣導運用。
- 八、於臺北市十二個行政區成立66隊健走隊，因地制宜，推動定時定點健走運動，號召1,650人參與。

## 第七節 菸害防制

菸害防制法自民國86年實施起，為全方位推展菸害防制工作，將拒菸理念深耕於每一位市民心中，於87年起取締菸害違規事件，89年廣泛輔導臺北市各公共場所全面禁菸或設置禁菸區。90年開始推動無菸餐廳宣導工作，繼而陸續推動無菸美髮業認證、戒菸班、無菸職場、無菸校園、無菸旅館、無菸公園等多項菸害防制宣導、輔導、評鑑及稽查工作。



▲ 98年1月11日菸害防制法新規定上路。  
New regulations of the Tobacco Hazards Prevention Act become effective on January 11, 2009.

98年1月11日起修正之「菸害防制法」正式上路，除擴大全面禁止吸菸場所菸範圍外，更增加禁止促銷菸品、菸品廣告之類型，及加強管制販賣菸品方式、販賣菸品場所陳列等規定，並增加裁罰類型與罰鍰金額。

期望在民眾拒菸意識提升下，配合中央政策走向及推展健康城市概念，發展出符合臺北市特色之菸害防制計畫，以成功推展菸害防制理念於市民心中，並有效整合各項菸害防制資源，達到降低臺北市民吸菸率、提高戒菸率、預防二手菸害、建立拒絕二手菸之支持環境，以營造無菸害的健康臺北為最終目標。

4. Three sessions of Walking for Health Carnival were held in June through September for 5,024 participants.
5. On October 25, a walking race was held for 600 people. Through knowledge and innovation, the fun of walking is improved.
6. On November 17, a walking for healthy life campaign was held for 1,303 participants.
7. A leaflet, "Convenient and Healthy Walking", is produced in 35,000 copies. 3,500 pieces of a video are produced and distributed to the 12 district health centers.
8. 66 walking groups are organized in the 12 administrative districts of Taipei City to promote walking. In total, 1,650 persons have participated in the activities.

## Section 7 Tobacco Hazards Prevention

The Tobacco Hazards Prevention Act was promulgated in 1997. In order to all-directionally promote tobacco hazards prevention, and to deeply root in the mind of each citizen the concept of refusing smoking, violations of tobacco hazards have been punished since 1998; and in 2000, public places in Taipei City were supervised to either totally ban smoking or setting up smoking areas. In 2001, work began to promote smoking-free restaurants, and later, to promote, advocate, supervise, assess and inspect smoking-free beauty parlors, smoking-cessation classes, smoking-free workplaces and campuses, and smoking-free hotels and parks. The Tobacco Hazards Prevention Act amended on January 11, 2009 totally bans smoking in non-smoking areas; prohibits promotion and advertisement of tobacco products; controls the way tobacco products are displayed and sold; and regulates violations and fines.

It is hoped that by improving the concept of tobacco hazards prevention in the public, and in coordination with the policy of the central government on the promotion of healthy city, a tobacco hazards prevention plan that is tailored to the special features of Taipei City will be developed. The idea of refusing smoking can thus be deeply rooted in the minds of the citizens, and various tobacco hazards prevention resources can be better consolidated to reduce the smoking rate and improve the smoking-cessation rate, and to reach the goal of preventing second-hand smoking and creating an anti second-hand smoking support environment to eventually build a healthy Taipei City of no tobacco hazards.

## 一、執行菸害防制執法

落實菸害防制法稽查與取締作為，強化輔導業者遵守法令工作，以保障及維護市民健康，營造無菸害健康城市。

- (一) 推動菸害防制自主管理制度：持續推動臺北市政府各機關及民間團體參加菸害防制自主管理機制，834個單位主動落實管理場所內菸害防制工作營造更多無菸空間。
- (二) 稽查次數11萬4,184次、取締件數1,621件、裁處書開立數236件、處罰鍰金額665萬5,000元。
  - 1. 未滿18歲者吸菸處戒菸教育790件。
  - 2. 供應菸品予未滿18歲之青少年違規104件，罰鍰86萬5,000元。
  - 3. 於禁菸場所吸菸違規86件，罰鍰：16萬9,000元。
  - 4. 場所入口處未設置明顯禁菸標示或提供菸灰缸違規37件，罰鍰37萬元。
  - 5. 販賣菸品場所展示違規3件，罰鍰3萬元。
  - 6. 製作或販售菸品形狀物品違規3件，罰鍰2萬1,000元。
  - 7. 促銷或為菸品廣告違規3件，罰鍰520萬元。

## 二、菸害防制宣導教育

### (一) 宣導菸害防制法新規定

結合地方資源辦理禁菸場所暨販賣菸品業者宣導講習（含高中職以下學校、大專院校、社區與職場等場所別）計965場次，並結合臺北捷運公司、觀光傳播局及社區資源等進行多元管道之宣導，行銷方式如下：

- 1. 印製與置放海報、DM、手冊、禁菸貼紙等文宣品。
- 2. 電子看板、電視牆、捷運燈箱、跑馬燈等電子宣傳管道。
- 3. 有線電視短片、公車Bee TV、廣播、網站連結等媒體宣傳管道。
- 4. 發布新聞稿、製作路燈旗、公車車體廣告與刊物等平面宣傳方式。

此外為瞭解臺北市吸菸率改善情形，於9月至11月間辦理「成人吸菸行為電話訪問調查」，俾利研擬來年介入措施。

## 1. Implementation of the Tobacco Hazards Prevention Act

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

- 1) A tobacco hazards prevention self-management system is promoted, and government offices and private sector organizations are encouraged to take part in this system. In total, 834 establishments have actively promoted non-smoking in their workplaces to build more smoking-free spaces.
- 2) Inspections have been made 114,184 times to detect 1,621 violations; and 236 of them have been served ruling papers. A total of NT\$ 6,655,000 in fines has been collected. They are:
  - (1) 790 cases of minors under 18 years of age smoking, referred for smoking-cessation education;
  - (2) 104 cases of supplying tobacco products to minors, fined NT\$ 865,000;
  - (3) 86 cases of smoking in non-smoking areas, fined NT\$ 169,000;
  - (4) no distinct non-smoking signs are displayed at entrances, or ash trays are provided, fined NT\$ 370,000;
  - (5) three violations in the display of tobacco products, fined NT\$ 30,000;
  - (6) three cases of manufacturing cigarette-like products, fined NT\$ 21,000;
  - (7) three violations in the promotion or advertisement of tobacco products, fined NT\$ 5,200,000.

## 2. Education on Tobacco Hazards Prevention

### 1) Education on the New Provisions of the Tobacco Hazards Prevention Act

In collaboration with local resources, lectures and workshops for managers of non-smoking areas and tobacco products dealers (including senior high/vocational schools and under, colleges and universities, communities and workplaces) have been organized to explain the new provisions of the amended Tobacco Hazards Prevention Act for 965 sessions. In collaboration with the Taipei MRT, the Taipei City Bureau of Tourism and Communications, and community resources, more pluralistic educational activities have been organized:

- (1) Educational materials such as posters, DM, handbooks, and non-smoking stickers have been produced and distributed.

(二) 推廣青少年菸害防制

為保障及促進青少年健康，衛生局青少年菸害防制之相關措施如下：

1. 結合教育局、警察局（含少年警察隊）及衛生局相關局處辦理青少年菸害防制宣導，並辦理2場次學校菸害防制人員教育講習，期提昇本職學能及對菸害防制法新規定、戒菸教育實施方式之認知，此外更對校園周邊商家宣導「拒售菸品予未滿18歲青少年」之觀念，以營造無菸校園全面支持性環境。98年12月23日至25日辦理4場販售菸品相關業者「拒賣菸品予未滿18歲」講習，加強宣導販菸三部曲（問年齡、出示證明、未滿18拒賣菸），計有843位業者參訓。
2. 結合教育局、各級學校及衛生局所屬十二區健康服務中心於98年3月1日起持續辦理戒菸教育，並開發教育光碟與線上課程學習功能，俾利落實菸害防制法。

(三) 加強菸品辨識標記暨訪查

1. 98年6月1日起調整菸品健康福利捐（由10元增加為20元），衛生局率先於98年5月26日起結合聯合稽查分隊同仁與菸品辨識訪查人員進行販賣菸品商家訪查，計4,069家業者；並於98年6月15日至17日於臺北市消保官會議室辦理「1950服務人員教育訓練」3場次。
2. 98年6月16、18日結合臺北市消保官、財政局辦理菸品健康捐聯合稽查，抽查家數共計9家，抽查結果均為合格。



- (2) Channels such as e-bulletin, TV walls, and MRT light boxes are used.
- (3) Media such as cable TV, BeeTV on buses, radios and the Internet are used.
- (4) News releases, street banners, advertisements on buses and in publications are also used as a means of education.

To understand the improvement in smoking rate, a telephone survey on the smoking behavior of adults in Taipei City was conducted in September through November for reference in developing intervention measures in the future.

2) Tobacco Hazards Prevention in Adolescents

To protect and promote the health of children and adolescents, the relevant measures taken by the Department in the prevention of tobacco hazards in adolescents are as follows:

- (1) In collaboration with the Education Department, Police Department (including the juvenile squads), and related divisions and offices of the Department, education on the prevention of tobacco hazards in adolescents has been promoted. Two training programs have been organized for tobacco hazards prevention workers in schools to improve their skills, to help them understand the new provisions of the amended Act, and to learn about ways to promote smoking-cessation education. Stores around schools are strictly prohibited from supplying tobacco products to minors younger than 18 years, and thus to build a supporting environment for smoking-free campuses. On December 23 to 25, four workshops for tobacco products dealers to refuse supply of tobacco products to minors were organized. They must “ask about age, ask for identification, and refuse minors”. In total, 843 dealers took part in these workshops.
- (2) Smoking-cessation education was continued since March 1, 2009, jointly by the Education Department, schools at various levels, and the 12 district health centers. Educational discs and online learning are developed for the promotion of the Tobacco Hazards Prevention Act.

3) Inspection on the Labeling of Tobacco Products

- (1) On June 1, 2009, the health and welfare surcharges on tobacco products were raised from NT\$ 10 per pack to NT\$ 20. The Department together with the joint inspection squads and the tobacco products inspection teams initiated on May 26, 2009, inspection of tobacco products dealers, for 4,069 dealers. On June 15 to 17, three sessions of training for “1950 service line workers” were held.

### 三、整合戒菸資源，促進市民戒菸

#### (一) 開設戒菸班

積極鼓勵吸菸者戒菸，結合醫療院所辦理戒菸班，以提供吸菸者便利之戒菸服務管道及資訊。98年結合10家醫療院所，辦理30梯次戒菸班（含職場戒菸班），創新辦理到府服務之職場戒菸班計畫，並辦理醫療院所人員菸害防制在職教育訓練1場。

#### (二) 建置社區戒菸諮詢站

結合社區藥局資源，提供市民可近性戒菸諮詢與戒菸服務，以強化戒菸意願及提升戒菸率。98年新成立社區戒菸諮詢站24家，自94年8月迄今有200家協助推動社區戒菸諮詢服務；98年戒菸諮詢站共服務685人次（含97年度追蹤），戒菸個案訪視214人次。98年6月13日至14日於臺北市立聯合醫院陽明院區辦理16小時教育訓練，課程有菸癮防治、戒斷症狀、溝通技巧及戒菸藥物等專業課程，結訓藥師132名。

### 四、建立及推廣無菸環境

#### (一) 無菸公園計畫

1. 為保障市民拒吸二手菸之權益，維護市民健康，結合社區資源與志工，持續宣導無菸公園觀念，加強告示牌與禁菸線之設立，並辦理志工教育訓練，除增進拒菸志工巡邏及勸導民眾拒菸技巧外，更希望能透過意見交流，落實社區自主管理之永續發展。
2. 98年4月23日辦理「臺北市公告24處公園禁菸說明會」，與會人數計250人，另依據菸害防制法第15條規定，於98年7月11日公告臺北市24處無菸公園（廣場及動物園）為禁菸場所。

#### (二) 無菸建國花市、玉市計畫

為拓展支持性無菸環境，於98年10月28日結合相關局處即建國花市玉市管理單位召開聯繫會議，以研擬推動相關事宜；另於98年11月至12月間辦理建國花市、玉市之二手菸暴露率前後測調查，作為來年施政之參考依據。

- (2) On June 16 and 18, inspection was conducted together with the consumer protection officers, and officers of the Finance Department, on the practice of the health and welfare surcharges on tobacco products. Nine stores were randomly selected for inspection; and all were qualified.

### 3. Consolidation of Smoking-Cessation Resources to Help People Quit Smoking

#### 1) Smoking-Cessation Classes

To encourage smokers to quit smoking, medical care institutions are consolidated to organize smoking-cessation classes to provide smokers with convenient smoking-cessation services and information. In 2009, 10 medical care institutions in Taipei City organized 30 smoking-cessation classes (including smoking-cessation classes at workplaces). The smoking-cessation classes at workplaces also deliver services to home. One on-job training on tobacco hazards prevention was organized for employees of medical care institutions.

#### 2) Smoking-Cessation Counseling Stations in Communities

Resources of community pharmacies are integrated to provide the public with accessible smoking-cessation counseling and services to improve their willingness to quit smoking and to improve the smoking-cessation rate. In 2009, 24 more community smoking-cessation counseling stations had been set up. Since August 2005 till present, there have been 200 some such stations helping people quit smoking. In 2009, services had been offered 685 person-times (including follow-ups of 2008), and home-visiting made 214 person-times. A 16-hour continuing education was held at the Yangming Branch of the Taipei City Hospital on June 13 and 14. Subject matters included prevention and control of tobacco addiction, symptoms of cessation, communication skills, and drugs for smoking-cessation. A total of 132 pharmacists took part in the training.

### 4. Building and Promoting a Smoking-Free Environment

#### 1) Smoking-Free Parks

- (1) To protect the rights of the citizens to stay free from hazards of second-hand smoking and to maintain the health of the public, work is continued to advocate the idea of smoking-free parks. Bulletin boards and non-smoking lines are set up and training of volunteers is conducted. Patrols of volunteers are strengthened and the public is discouraged from smoking. Through exchange of ideas, the sustained development of self-management in communities is expected.

## ● 第二章 篩檢與追蹤照護

為因應人口高齡化之趨勢，提供臺北市老人免費健康檢查及辦理疾病預防之三高篩檢及整合性預防保健服務，加強疾病次段預防，以期早期發現早期治療，減少慢性病之惡化及失能情況發生。

### 第一節 中老年疾病篩檢

#### 一、血糖、血壓、血膽固醇

針對40歲以上民眾提供血壓、血糖、血膽固醇篩檢，於98年共計篩檢10萬5,964人，篩檢率達18.51%，血壓異常人數為3萬1,141人，血糖異常人數為4,929人、血膽固醇異常人數為8,129人，異常個案追蹤轉介就醫完成率達99.79%。

#### 二、失智症篩檢

98年度持續結合臺北市老人健康檢查及十二區健康服務中心地段訪視或社區活動，針對失智症高危險群，以認知功能量表（Short Portable Mental State Questionnaire, SPMSQ）進行失智症篩檢服務，共計服務5萬5,237人次，發現異常個案共計1,294人，由篩檢單位提供醫療門診資訊、疾病衛教，並追蹤就醫情形，追蹤完成率達98.01%（排除追蹤後發現已死亡46人、入住機構197人），經追蹤就醫後確診為失智個案計282人，由十二區健康服務中心提供個案管理及相關照護資源轉介服務。

### 第二節 老人健康檢查

提供設籍臺北市98年度年滿65歲以上長者及年滿55歲以上原住民長者，每年1次免費老人健康檢查；98年提供4萬2,777位名額，共計受檢4萬2,770人。另提供設籍臺北市年滿65歲以上老人，於臺北市12區健康服務中心門診部就醫的長者，補助全民健保診療部份負擔自付額50元，累計服務為3萬2,000人次。

(2) On April 23, a meeting was held to announce 24 non-smoking parks. A total of 250 persons were present at the meeting. In accordance with regulations of Article 25 of the Tobacco Hazards Prevention Act, on July 11, 2009, 24 parks (squares and the City Zoo) in Taipei City were announced non-smoking.

#### 2) Smoking-Free Jianguo Flower and Jade Market

To develop supportive non-smoking environment, a meeting was held on October 28 with the Jianguo Flower and Jade Market Management to develop relevant measures. In November through December, a pre- and post-survey of the exposure rate to second-hand smoking in the Jianguo Flower and Jade Market was conducted for reference in the formation of implementation measures in the future.

## ● Chapter 2 Screening and Follow-up Care

To face the aging of population, free examinations and integrated healthcare services on the screening of the three-highs for disease prevention are offered to the elderly of Taipei City for the secondary prevention of diseases for early detection and early treatment to minimize the worsening of chronic diseases and the occurrence of disabilities.

### Section 1 Disease Screening for Adults and the Elderly

#### 1. Blood Sugar, Blood Pressure and Cholesterol

Individuals above the age of 40 years are given screening for blood pressure, blood sugar and cholesterol. In 2009, a total of 105,964 persons had been screened, at a screening rate of 18.51%. Of them, 31,141 persons were detected of abnormal blood pressure; 4,929 persons were detected of abnormal blood sugar; and 8,129 persons were detected of abnormal cholesterol. Abnormal cases have been referred for care and follow-up at a rate of 99.79%.

#### 2. Screening for Dementia

In 2009, in coordination with the free examination for the elderly and home visiting by the 12 district health centers and the various activities in communities, the Sort Portable Mental State Questionnaire (SPMSQ) was administered for the screening of dementia. In total, 55,237 person-times had been screened; and 1,294 persons were detected abnormal. Information on medical care, health education

### 第三節 癌症防治

為幫助市民建立癌症防治正確觀念，了解早期發現、早期治療的重要性，辦理婦女子宮頸抹片篩檢、乳房攝影檢查、肝癌高危險群篩檢、大腸直腸癌高危險群篩檢與口腔癌篩檢等各項癌症防治服務。

#### 一、癌症醫療網

- (一) 於98年12月17日召開98年臺北市「癌症防治醫療網諮詢委員會」會議。臺北市共有7家醫院獲行政院衛生署國民健康局指定為「癌症防治中心」。
- (二) 臺北市共有25家醫院獲通過行政院衛生署國民健康局指定為「乳房X光攝影醫療機構認證」特約醫院。

#### 二、子宮頸癌防治

##### (一) 子宮頸抹片檢查

1. 結合十二區健康服務中心與民間團體共同合作，宣導對象著重在3年以上未接受子宮頸抹片檢查的婦女，並加強輔導全民健保特約公、私立醫院診所，提供30歲以上婦女每年1次子宮頸抹片檢查服務，並深入社區設站，以有效提高篩檢率。
2. 96年至98年臺北市30-69歲3年以上未接受抹片篩檢人數共計45萬380人次，並辦理98年度「臺北市婦女子宮頸癌及乳癌防治績優醫療院所獎勵計畫」，鼓勵醫療院所積極宣導並提升篩檢服務品質，輔導醫療院所建置門診全科主動提示系統，設置快速通關門診，提供免掛號、隨到隨辦的採檢服務，以增加婦女受檢之誘因，並加強輔導其他科就醫婦女接受



▲ 子宮頸抹片篩檢保健巡迴車。  
Mobile van for Pap-smear screening for cervical cancer.

and follow-up for care has been offered by the screening institutions. The follow-up rate was 98.01% (less 46 deaths after follow-up, and 197 under institution care). After follow-up for medical care, 282 cases had been confirmed dementia. They are placed under case-management by the 12 district health centers and referred to relevant resources for further care.

### Section 2 Health Examination for the Elderly

One free health examination per year is offered to all citizens above the age of 65 years and indigenous peoples above the age of 55 years registered in Taipei City. In 2009, a total of 42,770 out of 42,777 eligible persons had been examined. In addition, the co-payment of NT\$ 50 under the National Health Insurance for the elderly above the age of 65 years in Taipei City is subsidized when they visit the clinics of the 12 district health centers for medical care. A total of 32,000 person-times of the elderly have been subsidized.

### Section 3 Cancer Control

To help the public develop correct concepts about cancer control and to understand the importance of early detection and early treatment, various cancer control programs such as Pap-smear screening for cervical cancer, mammography examination for breast cancer, screening of high-risk groups for liver cancer and colon-rectum cancer, and screening for oral cavity cancer have been implemented.

#### 1. Cancer Medical Care Network

- 1) A meeting of the Cancer Control Medical Care Network Advisory Committee of Taipei City was held on December 17, 2009. Seven hospitals in Taipei City are designated cancer control centers by the Bureau of Health Promotion of the Department of Health, the Executive Yuan.
- 2) 25 hospitals in Taipei City are designated contracted certified hospitals for breast x-ray image medical care institutions by the Bureau of Health Promotion of the Department of Health, the Executive Yuan.

#### 2. Prevention and Control of Cervical Cancer

##### 1) Pap-smear Testing

- (1) The 12 district health centers and private sector organizations join together to promote education focusing on women who have not accepted Pap-smear testing in the past three years and more; and to strengthen the supervision of the National Health Insurance contracted public and private hospitals and clinics to provide one Pap-smear testing each year for women

抹片檢查，98年30歲以上接受抹片篩檢人數共27萬3,108人，異常發現率1.42%，陽性個案追蹤完追率98.96%。

3. 為提升臺北市經濟弱勢婦女之抹片篩檢率，辦理98年「臺北市子宮頸抹片獎勵方案」，藉由本活動落實服務關懷弱勢婦女，辦理「6分鐘護一生~臺北市抹片篩檢系列活動」，共計篩檢1,519人。

## (二) 加強子宮頸癌防治宣導

1. 為提升臺北市婦女子宮頸癌篩檢率，以期降低其死亡率，結合十二區健康服務中心於報稅期間及地方節慶辦理大型活動時，服務到里、學校機關、區公所…等地點設站篩檢。
2. 為提升婦女關注子宮頸癌議題，結合民間企業、學協會及癌症相關基金會辦理「六分鐘護一生·三點不漏公益活動」、「2009女性新幸福計畫~子宮頸癌防治宣導記者會暨健康園遊會」及「抗癌接力為生命健走」等活動，共同號召婦女接受抹片篩檢，以期能早期發現早期治療，減少死亡率。
3. 為提升子宮頸癌病患及市民對於子宮頸癌相關治療之認知、減除病患暨家屬對疾病的不安與迷惑，並服務婦癌病友及協助病友增強自信；結合臺北長庚醫院及臺北馬偕醫院辦理婦癌防治講座暨「病友及家屬座談會」服務病友及家屬共274人。
4. 以定期癌症篩檢及建立良好健康生活型態為癌症防治宣導重點，辦理「2009健康臺北城-健康促進成果發表會」以「轉角\*遇見愛-要『愛』不要『癌』-『篩檢服務到巷口』為主題宣導癌症防治。

## 三、乳癌防治

### (一) 乳房攝影檢查

自93年7月起乳房X光攝影納入全民健保給付，臺北市50至69歲婦女98年1月至12月乳房X光攝影達3萬5,874人，異常發現率12.01%，144人確診為乳癌，陽性個案追蹤轉介率3.34%。

### (二) 加強乳癌防治宣導

1. 98年8月30日結合相關基金會、協會等共同舉辦「活著 愛著」乳癌公

above the age of 30 years. Stations are set up in communities to effectively improve the screening rate.

- (2) In the period between 2007 and 2009, a total of 450,380 person-times of women aged 30-69 who had not accepted Pap-smear testing for more than three years in the past had been screened. In 2009, a project to encourage medical care institutions to promote Pap-smear testing and improve service quality had been implemented to encourage them to actively practice various management and educational measures, to set up in outpatient clinics an automatic display system, and to install quick screening clinics to provide the public with no registration, smear collection and testing on arrival quick services to encourage women to accept the screening. Women visiting other departments for care are also encouraged to accept Pap-smear testing. In 2009, a total of 273,108 women above the age of 30 years had been screened to detect 1.42% of abnormal cases. 98.96% of positive cases had been followed-up.
- (3) To improve the Pap-smear screening rate of women in Taipei City of economically less privileged groups, a project was implemented in 2009 to financially subsidize these women for Pap-smear testing. In a series of activities entitled "six minutes will protect your whole life", 1,519 women had been screened.

### 2) Strengthening of Education on the Control of Cervical Cancer

- (1) To improve the screening rate for cervical cancer in women of Taipei City and thus to reduce the mortality rate, the 12 district health centers join together to set up screening spots at time of major events such as the income-tax returns and local festivals to provide services in neighborhood, schools, organizations, and district administration centers.
- (2) To make women become more concerned about the issue of cervical cancer, private sector enterprises, societies and associations, and cancer-related foundations are joined together to conduct campaigns such as "six minutes will protect your whole life", "press conference and garden party on cervical cancer prevention", and "walking for cancer control", to encourage women to accept Pap-smear screening for the early detection and early treatment to reduce mortality.
- (3) To help cervical cancer patients and the general public know more about care of cervical cancer, to reduce the fear and confusion of patients and their families about the disease, and to help them build up confidence, lectures and meetings with patients and families were held by the Taipei

益健診活動暨「生命最後一個月花嫁」電影造勢活動，提供婦女子宮頸抹片篩檢、骨質密度檢查、乳房超音波。

2. 98年10月結合臺大醫院辦理婦癌防治講座暨「病友及家屬座談會」服務病友及家屬共191人。



▲ 乳癌防治篩檢活動。  
Breast cancer screening.

#### 四、口腔癌防治

##### (一) 口腔黏膜篩檢

98年底，臺北市總篩檢人數為5萬7,339人，發現陽性個案575人，追蹤完成轉介人數565人，追蹤完成率98.26%，確診為口腔癌61人，目標達成率為109.79%。

(二) 推動5家職場營造不嚼檳榔支持環境（環保局清潔隊2家、警察局1家、營造業1家、交通運輸業1家），辦理戒檳教育239人；口腔癌篩檢服務220人；辦理3班戒檳班，戒檳成功率35%。

(三) 加強口腔癌宣導及教育，以提升民眾及醫事人員知能及重視此項議題。

1. 辦理1場口腔黏膜自我檢查及衛生教育技巧課程，共計26人參加。
2. 辦理3場「口腔黏膜健康檢查品質提昇」教育訓練課程，共計61人參加。
3. 辦理TNB戒檳班管理模式開班種子教師訓練課程，共計23人參加。
4. 辦理2場無檳社區推動工作坊，共計21人參加。

(四) 與醫療院所合作執行口腔黏膜檢查服務，共計篩檢5萬6,377人、發現陽性個案559人、轉介完成確診557人、確診口腔癌42人。

(五) 與臺北市牙醫師公會合作辦理8場「口愛特攻隊-掃除疾病全面到位」系列活動，透過「口愛巴士」（改裝公車）巡迴全市十二區，提供免費篩檢服務，共計篩檢2,578人。

Chang-Gung Memorial Hospital and the Taipei McKay Memorial Hospital. 274 patients and families were present at the meeting.

- (4) In 2009, focusing on regular screening for cancer prevention and building healthy lifestyles, various educational campaigns had been organized. At a health promotion presentation meeting, the concept of “love around the corner” and “services delivered to home” was advocated.

#### 3. Prevention and Control of Breast Cancer

##### 1) Mammography Examination

Since July 2004, mammography x-ray imaging has been reimbursable under the National Health Insurance. In January through December 2009, a total of 35,874 women aged 50-69 in Taipei City had accepted the examination, to find 12.01% abnormal. Of them, 144 were diagnosed breast cancer, and 3.34% of the positive cases had been followed-up and referred for care.

##### 2) Education on Breast Cancer Control

- (1) On August 30, in collaboration with relevant foundations and associations, a campaign, “Live to Love”, and film show was held. At the same time, screening of women for cervical cancer, osteoporosis, and breast ultrasound were offered.
- (2) In October, in collaboration with the National Taiwan University Hospital, lectures and meetings with patients and families were held for 191 patients and families.

#### 4. Prevention and Control of Oral Cavity Cancer

##### 1) Screening of Oral Cavity Mucus Membrane

By the end of 2009, a total of 57,339 persons had been screened to detect 575 positive cases. 565 of them had been followed-up, giving a follow-up rate of 98.26%. Of them, 61 were diagnosed oral cavity cancer. The target was reached by 109.79%.

- 2) A quit betel-nut chewing supporting environment was promoted in five workplaces (two of the garbage-collection teams of the Environmental Protection Bureau, one of the Police Department, one construction company, and one transportation company). Education on betel-nut cessation was given to 239 persons. 220 persons had been screened for oral cavity cancer. Three classes of betel-nut cessation had been organized to attain 35% success rate.



## 五、肝癌防治

98年肝癌篩檢服務5,213人、其中B型肝炎帶原462人、C型肝炎帶原79人、B+C型肝炎帶原16人。

## 六、大腸直腸癌防治

### (一) 大腸直腸癌篩檢

98年大腸直腸癌篩檢服務，以免疫法糞便潛血檢查篩檢大腸直腸癌，共篩檢3萬1,163人，其中陽性個案1,042人，確診大腸癌38人，大腸息肉502人，篩檢涵蓋率5.21%，目標數達成率118.29%，糞便潛血免疫檢查陽性個案確診完成率達91.84%。

(二) 為順利推展臺北市大腸直腸癌篩檢服務，提升臺北市篩檢率，加強辦理防治宣導：

1. 98年4月8日於臺北市立聯合醫院外部網站公告『臺北市立聯合醫院98年度大腸直腸癌篩檢服務活動公告』，並發布「50-50至69歲市民大腸直腸癌篩檢~開跑了喔！」新聞稿，提升民眾重視接受篩檢意願。
2. 舉辦專題演講及大腸直腸癌廣播專訪，98年6月20日舉辦『98年度臺北市防癌協會第五屆第三次會員大會暨大腸直腸癌宣導年專題演講』。安排臺北市立聯合醫院-仁愛院區主任醫師陳冠仰接受2009臺北廣播電臺『健康臺北城』節目專訪，透過電臺廣播宣導『每2年免費1次糞便潛血檢查』。
3. 於十二區健康服務中心辦理整合性篩檢時辦理宣導講座，自98年2月24日至11月15日共計辦理66場，結合衛生局「靚媽、酷爸、Q寶，打造幸福之堡」，98年10月17日「2009世界造口日」活動，宣導如何篩檢大腸直腸癌。
4. 印製『大腸直腸癌篩檢問答集Q & A』摺頁單張及國民健康局發放之「大腸直腸癌防治」宣導單張，請十二區健康服務中心及臺北市立聯合醫院宣導時運用，並於98年9月24日至11月24日為期3個月之公車車體廣告宣導。

3) Education on the control of oral cavity cancer has been strengthened to improve the knowledge of the public and medical personnel and to urge them to place more importance on this issue.

(1) One course, oral cavity mucus membrane self-examination and health education skills, was organized for 26 participants.

(2) Three courses on the improvement of the examination of oral cavity mucus membrane were held for 61 participants.

(3) One seed teachers training on the TNB betel-nut management model was held for 23 participants.

(4) Two workshops on betel-nut free community were promoted for 21 participants.

4) Examination of oral cavity mucus membrane was conducted together with medical care institutions. In total, 56,377 persons had accepted the examination to detect 559 positive cases. Of them, 557 had been referred for confirmation, and 42 had been confirmed oral cavity cancer.

5) A series of activities on Love Your Mouth had been organized in collaboration with the Taipei City Dentists Association. The Love Mouth buses went around the 12 districts. Free screening was offered at the same time to screen 2,578 persons.

## 5. Prevention and Control of Liver Cancer

In 2009, 5,213 persons had been screened for liver cancer. Of them, 462 were found hepatitis B carriers; 79 were hepatitis C carriers; and 16 were hepatitis B+C carriers.

## 6. Prevention and Control of Colon-Rectum Cancer

### 1) Screening for Colon-Rectum Cancer

Fecal occult-blood screening is used to screen colon-rectum cancer. In 2009, 31,163 persons had been so screened to find 1,042 positive cases. Of them, 38 were diagnosed colon cancer, and 502 had colon polyps. The screening coverage rate was 5.21%, and the target was reached 118.29%. The fecal occult-blood screening was able to detect 91.84% of positive cases.

2) For the smooth operation of the screening for colon-rectum cancer to improve screening rate, education has been strengthened.

## 七、整合性預防保健服務

藉由醫療院所及健康服務中心到社區服務形式，提供整合式的成人健康檢查及各項癌症篩檢，鼓勵社區與家庭的參與，提升服務品質與服務效能。98年於臺北市12行政區內辦理66場，共篩檢1萬356人，成果如表1：

表1 98年推行整合性預防保健服務成果一覽表

Table 1 Outcomes of the Integrated Preventive Healthcare Services, 2009

項目 Item		篩檢人數 No. Screened	異常個案 No. Abnormal	完成追蹤數 No. Followed-up
血壓 Hypertension	人數 No.	5,426	1,372	1,340
	百分比 %	—	25.29%	97.67%
血糖 Blood sugar	人數 No.	5,189	773	725
	百分比 %	—	14.90%	93.79%
血膽固醇 Cholesterol	人數 No.	5,176	2,270	2,097
	百分比 %	—	43.86%	92.38%
尿素氮 Blood urea nitrogen (BUN)	人數 No.	4,960	78	—
	百分比 %	—	1.58%	—
肌酸酐 Creatinine	人數 No.	6,371	116	—
	百分比 %	—	1.82%	—
尿蛋白 Urine protein	人數 No.	6,365	521	—
	百分比 %	—	8.19%	—
子宮頸抹片 Pap-smear testing	人數 No.	4,541	25	25
	百分比 %	—	0.55%	100%
乳癌篩檢 Breast cancer screening	人數 No.	2,611	33	33
	百分比 %	—	1.27%	100%
C肝 Hepatitis C	人數 No.	4,948	98	98
	百分比 %	—	1.98%	100%
B肝 Hepatitis B	人數 No.	4,948	374	374
	百分比 %	—	7.56%	100%
口腔癌 Oral cavity cancer	人數 No.	8,733	30	30
	百分比 %	—	0.35%	100%

註：異常個案百分比=異常個案人數/總篩檢人數\*100%

追蹤完成百分比=追蹤完成人數/異常個案人數\*100%

Notes: % abnormal – No. abnormal/total No. screened x 100%

% followed-up – No. followed-up/No. abnormal x 100%

- (1) On April 8, activities of colon-rectum screening services in 2009 in Taipei City were posted on the websites of the Taipei City Hospital; news releases announcing the start of the colon-rectum cancer screening for citizens aged 50-69 were also issued to enhance the willingness of the public to accept the service.
- (2) On June 20, the Taipei City Cancer Control Association held its annual meeting. A special lecture was held at the same time. Dr Chen of the Renai Branch of the Taipei City Hospital was interviewed on radio to announce the start of the once every two years fecal occult-blood screening.
- (3) Lectures were held at the 12 district health centers at the time of the integrated screening. From February 24 till November 15, 66 such lectures had been held. On the World Mouth-Building Day on October 17, activities were organized to promote the screening of colon-rectum cancer.
- (4) A leaflet, Q&A on Colon-Rectum Cancer Screening, has been produced. Together with the leaflet on colon-rectum cancer control produced by the Bureau of Health Promotion of the Department of Health, the Executive Yuan, the leaflets had been distributed to the 12 district health centers and the Taipei City Hospital. Advertisements were placed on buses during the period of September 24 through November 24.

## 7. Integrated Preventive Healthcare

Through the outreaching services of medical care institutions and health centers into community, diversified health examinations for adults and screening of various cancers have been provided. Communities and families are encouraged to participate in, and to upgrade service quality and efficiency. In 2009, 66 such activities had been organized in the 12 administrative districts to screen 10,356 persons. The result is shown in Table 1.



#### 第四節 輻射屋個案之健康照護

- 一、為提供臺北市輻射建築物住戶周全的健康照護，98年度針對列管個案2,322人，提供健康檢查服務計1,660人，累積到檢率達71.5%；另提供每人每年6次之「門、急診」就診掛號費補助方案，領卡人數計1,660人，使用人數達1,020人。
- 二、為讓輻射屋居民更了解輻射暴露的健康風險認知，以及長期健康照護的重要性，結合臺北市立聯合醫院、行政院原子能委員會、臺大醫院及臺灣輻射安全促進會共同辦理「2009年輻射健康照護歲末聯歡會」，共計253人參與。
- 三、為探討游離輻射及非游離輻射之健康風險，衛生局委託臺灣輻射安全促進會完成「國際上低劑量游離輻射暴露相關之健康風險研究文獻探討與臺北市低劑量游離輻射暴露民眾健康檢查結果比較分析計畫」及「極低頻與射頻輻射電磁場暴露相關之健康風險國內外研究文獻探討計畫」分析報告。

#### 第五節 新生兒聽力篩檢

聽力損失的兒童若能早期發現，並及早療育，對其聽力語言發展有極為重大的影響，將可大幅降低其將來因聽力障礙所造成之個人與社會的經濟成本與負擔。因此，衛生局自98年9月5日起辦理「新生兒聽力篩檢試辦計畫」，於試辦計畫內23家醫療院所出生的新生兒，提供免費聽力篩檢服務，非參與本計畫醫療院所出生者，只要父親或母親任何一方設籍於臺北市，在新生兒出生1個月內，均可至臺北市立聯合醫院「新生兒聽力篩檢特別門診」接受免費篩檢，共有1,945位新生兒接受篩檢，其中24位未通過篩檢，均已轉介專責醫院接受確認診斷。



#### Section 4 Healthcare for Residents of Radioactive Buildings

1. To provide comprehensive health promotion and care for residents of the radioactive buildings in Taipei City, in 2009, 2,322 cases were placed under management. 1,660 of them had been given health examination, at a cumulative examination rate of 71.5%. In addition, subsidies on their registration fees at outpatient clinics and emergency departments are provided six times a year per person. 1,660 persons had applied for the subsidy card; and 1,020 had used the card.
2. To make residents of the radioactive buildings understand the health risks of exposing to radioactive substances and the importance of long-term care for health, a year-end party on radioactive healthcare was held by the Department in collaboration with the Taipei City Hospital, the Atomic Energy Council of the Executive Yuan, and the Taiwan Radioactive Safety Promotion Association for 253 participants.
3. To study the health risks of free-radioactive and non-free radioactive, the Department has commissioned the Taiwan Radioactive Safety Promotion Association to conduct a study, literature review of research on the health risks of exposing to low dosage free-radioactive and findings of health examination for citizens of Taipei City exposing to low dosage free-radioactive, and another study, international and domestic literature review of health risks of exposing to extremely low frequency and radio frequency.

#### Section 5 Hearing Screening of the Newborns

Hearing impairment will bring about serious impact on children's hearing and language development. If the impairment is detected earlier and treated earlier, the economic costs and burdens to individuals and the society caused by hearing impairment can be greatly reduced. For this, the Department, beginning September 5, 2009, initiated on trial basis a project on the hearing screening of the newborns. During the project period, all children born in the 23 medical care institutions in Taipei City are given free screening for hearing. Children not born in the experiment hospitals, if one of the parents is registered in Taipei City, within one month after birth, their parents can apply for free screening at the Taipei City Hospital. In total, 1,945 children took part in this project. Of them, 24 had failed the screening and were referred to specialty hospitals for diagnosis and confirmation.

## ● 第三章 整合式健康照護

為使中老年疾病及高危險妊娠患者得到早期發現、妥善治療、長期追蹤、全面照護的理想醫療，衛生局建構跨專科、跨層級的「臺北市心血管疾病防治網」及「臺北市糖尿病共同照護網」及「周產期醫療網」，結合專業團隊透過醫事人員在職教育、專業認證作為品質控制方法，共同來為臺北市民服務，達到高品質的病患照護成果。

### 第一節 醫療與保健共同照護網

#### 一、糖尿病共同照護網

98年通過臺北市糖尿病共同照護網機構認證者計196家，醫事人員認證共計1,367人，辦理糖尿病共同照護網之醫事人員認證及繼續教育訓練課程11場次，共計1,272位學員參與。

#### 二、心血管疾病防治網

臺北市心血管疾病防治網機構98年通過認證者累計267家，2,284位醫事人員接受認證。辦理醫事人員認證1場、展延訓練課程2場及個案討論會4場及E化課程訓練，參與人員計1,850人次。



▲ 婚姻教室講座。  
The Marriage Class.

#### 三、周產期醫療網

98年度召開1次周產期醫療網委員會會議，討論辦理周產期醫療網相關業務，以促進臺北市周產期醫療網持續推動。

協助周產期醫學會辦理座談會、研習會及周產期照護等（含高危險妊娠孕產婦、高危險新生兒、新生兒高級救命術、早產兒照護等）相關教育訓練及轉診研討會，以提升臺北市妊娠及新生兒照護品質；並於高危險妊娠及新生兒緊急轉診系統，不定期做線上督導。

## ● Chapter 3 Integrated Health Care

For the early detection, adequate care, long-term follow-up, and overall care of adults and the elderly suffering from illnesses and pregnant women of high-risk groups, the Department has set up a cross-discipline, cross-level “cardiovascular disease prevention and control network”, a “diabetes shared care network”, and a “perinatal medical care network”, by combining efforts of professional groups and through on-job training of medical personnel, quality control measures such as professional certification, to work together to serve citizens of Taipei City, and to attain the goal of high-quality care for patients.

### Section 1 Joint Health and Medical Care Network

#### 1. Diabetes Shared Care Network

In 2009, 196 institutions had passed certification of the diabetes shared care network institutions; and 1,367 medical personnel had passed the certification. 11 training sessions had been organized for the certification of medical personnel in the diabetes shared care network and their continuing education for a total of 1,272 participants.

#### 2. Cardiovascular Disease Prevention and Control Network

In 2009, 267 institutions had passed certification of the cardiovascular disease prevention and control network institutions; and 2,284 medical personnel had passed the certification. One certification session of medical personnel, two continuing education sessions, four case conferences and electronic training were held for 1,850 person-times.

#### 3. Perinatal Medical Care Network

In 2009, one meeting of the Perinatal Medical Care Network Committee was held to discuss matters related to the perinatal medical care network, and thus to maintain the sustained promotion of the perinatal medical care network in Taipei City.

The Perinatal Medical Association was assisted to organize meetings, symposiums and perinatal medical care services for high-risk pregnant women, high-risk newborns, high-level resuscitation skills, and care of premature babies, and relevant training and referral symposiums, to improve the quality of care of pregnant women and the newborns in Taipei City. Online supervision of the emergency referral system for high-risk pregnant women and the newborns is conducted frequently.

## 第二節 家戶健康管理

以社區民眾健康的需求為導向，透過家戶訪視低收入戶計1萬1,109戶，原住民計8,918人，落實推動公共衛生與預防保健服務。

## 第三節 社區健康照護網

自93年7月起辦理「社區健康照護網」，由臺北市12區健康服務中心針對五類特殊族群服務。包含：獨居長者、中風、身障、精障與智障等，以提供關懷訪視、健康諮詢、三合一健康篩檢服務、健康需求評估、送藥到宅等服務為主。98年共計服務獨居長者1萬9,398人次、腦血管疾病3,779人次、失智1,903人次、多重障礙1,052人次、肢障2,351人次、智障681人次。

# ● 第四章 社區化健康環境

## 第一節 健康城市

一、臺北市持續推動健康城市，多項成果獲得臺灣健康城市聯盟主辦「2009健康城市獎項評選」之「創新成果獎」：中正區以「改善學童上下學安全與國小週邊道路環境改善」，獲得友善空間創新成果獎；中山區以「建構身、心、靈安適的健康環境」，獲得環境改造創新成果獎；松山區以營造「親子共享健康盛宴—錫口健康飲食產業計畫與魔幻家庭松暑營」，獲得創意產業創新成果獎；內湖區以「內湖好安全」與大同區以「建構水岸安全守護網」，獲得城市安全創新成果獎；北投區以「健康促進策略推動活力社區的成效」，獲得健康生活創新成果獎；萬華區以「健康陽光屋的萬華運動中心」，獲得節能減碳創新成果獎，成功與各縣市分享臺北市推動健康城市的成果與內涵。

## Section 2 Household Health Management

Focusing on the health needs of the community people, 11,109 low-income families, and 8,918 indigenous people had been home-visited, to realize the promotion of public health and preventive health.

## Section 3 Community Health Care Network

The community health care network was initiated in July 2004. The 12 district health centers provide services through care, home-visiting and health counseling to five specific groups of people, the elderly living alone, stroke patients, the physically disabled, the mentally impaired, and the mentally retarded. Services focus more on the three-in-one screening, assessment of health needs, and delivery of medicines to home. In 2009, 19,398 person-times of the elderly living alone, 3,779 person-times of cerebrovascular patients, 1,909 person-times of dementia cases, 1,052 person-times of patients with multiple disabilities, 2,351 person-times of the physically disabled, and 681 person-times of the mentally retarded had been served.

# ● Chapter 4 Community-Based Healthy Environment

## Section 1 Healthy City

1. Taipei City continues to promote the healthy city program. Many achievements have been granted the innovation award of the 2009 Healthy City Assessment sponsored by the Taiwan Healthy City Alliance. Zhongzheng District was granted the friendly-space innovation award for its project on the improvement of the safety of school children in going to school and improvement of road environment around the school area. Zhongshan District was granted the environment improvement innovation award for its project on the building of a physically, mentally and spiritually healthy environment. Songshan District was granted the creative industry innovation award for its project on the Sikou food industry project and summer camp for parents and children. Neihu District for its project on the safety of Neihu District, and Datong District for its project on the construction of a safety protection network of waterfront both won the city safety innovation award. Beitou District won the healthy life innovation award for its project on the promotion of health promotion strategies in communities. Wanhua District won the energy-saving carbon-reduction innovation award for its project on the healthy Wanhua gymnasium in sunshine. They all shared their experience in the promotion of healthy city with other counties and cities.

- 二、為加強與國際健康城市之交流，衛生局積極參與國際活動，5月派員出席於希臘舉辦之「第17屆國際健康促進醫院與健康服務研討會」；7月派員參加「第1屆亞太健康促進與教育研討會」，發表臺北市推動健康促進之成果，以提升臺北市致力健康營造的城市形象。
- 三、為進一步提升臺北市政府及所屬單位同仁、社區與職場夥伴推動健康促進及健康城市業務之知能，強化跨局處資源整合推動之成效，衛生局於98年12月17日辦理「2009臺北健康城市研習會」，邀請澳洲葛里菲斯大學（Griffith University）朱明若教授專題演講「健康場所的創造與永續發展」（Sustainable development and the creation of healthy settings），並由臺北市大安、士林、北投健康城市簡報推動現況與個案討論，與會者90人認同該課程有助於認識健康城市理念與運作。

## 第二節 安全社區

依據國際推動事故傷害防制實務多年經驗發展而出之安全社區六大指標，整合跨部門資源、強化行動力、發展符合地方需求之事故傷害防制與安全促進策略是衛生局提升事故傷害防制與安全促進工作效能之目標，98年推動成果如下：

### 一、推動安全社區營造

- （一）輔導信義、大同、文山及南港區結合社區資源單位，成立核心推動組織，其中「臺北市信義安全與健康協進會」及「臺北市文山安全社區暨健康城市促進會」已正式立案，「臺北市大同安全與健康促進會」及「臺北市南港社區安全與健康促進會」推動立案中；各區召開推動小組會議合計至少70次；並結合社區特性與傷害監測資料分析結果，推動至少5項安全促進方案（如：居家安全、道路交通安全、蓄意性傷害防治、學校安全、場域安全、休閒運動安全等）。
- （二）信義、大同、文山及南港區已列入世界衛生組織社區安全推廣協進中心網頁認證準備名單，準備於99年申請認證。

2. Taipei City has at the same time actively participated in international activities related to the promotion of healthy cities. In May, a delegation was sent to participate in the 17th International Symposium on Health Promoting Hospitals and Health Care Services held in Greece. In July, another delegation was sent to participate in the First Asia-Pacific Symposium on Health Promotion and Education. The achievements of Taipei City in health promotion were presented at the Symposium to improve the image of Taipei City with respect to health building.
3. To further improve the knowledge of employees of the Taipei City Government, and partners in communities and workplaces in the promotion of healthy city, and to strengthen the cross-departmental integration of resources, the Department organized on December 17 a workshop on health city. Dr Chu of the Griffith University of Australia was invited to lecture on the “sustainable development and the creation of healthy settings”. The Daan, Shilin and Beitou healthy cities presented briefings on their current status of promotion and case discussions were held. The 90 participants of the workshop all approved of the presentations and believed that the workshop would be of help in the promotion and operation of healthy city.

## Section 2 Safe Community

The goal of the Department in the promotion of accidents and injuries prevention and safety promotion is to act in accordance with the six major indicators of safe community developed internationally through years-long practical experience in the promotion of accidents and injuries prevention, to consolidate cross-departmental resources and to strengthen action plans to develop a set of accidents and injuries prevention and safety promotion strategies that most meet local needs. Achievements in 2009 are as follows:

### 1. Building Safe Communities

- 1) The Xinyi, Datong, Wenshan and Nangang districts are supervised to establish core promotion organizations. The Xinyi Safety and Health Promotion Association and the Wenshan Community Safety and Health Promotion Association have been registered; the Datong Safety and Health Promotion Association and the Nangang Community Safety and Health Promotion Association are in the process of applying for registration. Meetings of the promotion groups are held in each district for more than 70 times. In coordination with the special features of communities and findings from the monitoring, at least five safety promotion action plans have been promoted

(三) 輔導內湖區與中正區持續推動安全社區營造，並依據國際安全社區規定，送交年度報告至世界衛生組織社區安全推廣協進中心。

二、為瞭解社區事故傷害發生情形，並妥善運用於社區安全促進方案之發展與評值，與臺北市13家醫療院所（三軍總醫院內湖分院、康寧醫院、中國醫藥大學附設醫院內湖分院、臺北醫學大學附設醫院、臺北市立萬芳醫院、景美醫院、三軍總醫院汀洲院區、臺大醫學院附設醫院、臺北市立聯合醫院忠孝院區、和平院區、中興院區、仁愛院區、陽明院區）急診室合作建立傷害監測機制，共收集約1萬750件事務傷害案件資料。

### 三、98年度參與大型國內外安全社區活動如下

(一) 於98年10月13日觀摩預訂申請認證之臺中縣和平安全社區，了解實地評核之相關準備工作與實況。



▲ 臺灣各安全社區的夥伴與國際專家合影。  
Partners in safe community take pictures with international experts.

(二) 於98年10月17日至10月20日前往中國北京參加「第5屆亞洲安全社區會」(The 5th Asian Regional Conference on Safe Communities)，於會中發表臺北市及各區安全社區推動成果（口頭發表5篇，海報展示11篇）。

(三) 於98年10月21日至10月22日邀請世界衛生組織社區安全推廣協進中心Dr. Koustuv Dalal、世界衛生組織社區安全推廣協進中心亞洲區認證中心主任朴南秀教授、亞洲安全社區網絡主席鄧華勝先生至臺北市信義區、大同區、文山區、內湖區與南港區進行社區實地輔導。

(四) 98年12月5日假國立臺灣大學公共衛生學院辦理「2009臺灣安全社區發展研討會」，邀請7名國內外專家學者進行專題演講及13個社區展示推動成果海報。

(such as home safety, road and traffic safety, prevention of intentional injuries, school safety, workplace safety, and safety of recreational activities).

2) The Xinyi, Tatong, Wenshan and Nangang districts have been listed on the web pages of the WHO Coordination Center for Community Safety Promotion (WHO CCCSP) in preparation for certification. They plan to apply for certification in 2010.

3) Action is continued to supervise Neihu and Zhongzheng districts in the building of safe communities. By regulations of the International Safe Community, annual reports have been submitted to the WHO CCCSP.

2. To understand the occurrence of accidents and injuries in communities, and to utilize the information adequately in the development of community safety promotion action plans and their evaluation, emergency departments of the 13 medical care institutions in Taipei City (Neihu Branch of the Tri-Service General Hospital, Kangning Hospital, Neihu Branch of the China Medical University Hospital, Taipei Medical University Hospital, Zhongxiao Branch, Heping Branch, Zhongxing Branch, Renai Branch and Yangming Branch of the Taipei City Hospital) are joined together to set up an injury monitoring mechanism. In total in the year, some 10,750 cases of accidents and injuries had been collected.

### 3. In 2009, participation had been made in some international and domestic community safety activities.

1) On October 13, the Taichung County Heping Safe Community project planning to apply for certification was visited for assessment of their preparation and actual situation.

2) On October 17 through 20, the 5th Asian-Pacific Regional Conference on Safe Communities held in Beijing was attended. Presentation of the achievements in the promotion of safe communities in the districts of Taipei City was made (five oral presentations and 11 poster presentations).

3) On October 21 and 22, Dr Koustuv Dalal of the WHO CCCSP, Dr Park, Director of the Asia Regional Certification Center of the said WHO Center, and Mr Deng, Chairperson of the Asia Safe Community Network, were invited to visit Xinyi, Datong, Wenshan, Neihu and Nangang districts for study tour and supervision.

4) On December 5, a symposium on the development of safe communities in Taiwan was held at the School of Public Health of the National Taiwan University. Seven international and domestic experts and scholars were invited to make keynote speeches. 13 posters on the promotion of safe community were also displayed.

#### 四、建立社區防跌網

結合健康服務中心、社會福利組織、老人服務中心暨社區健康營造組織等社區單位，共同辦理防跌教室，且建立社區防跌營造點，提升長者與民眾對安全的意識，以降低臺北市事故傷害發生率。

#### 五、推動國際安全學校計畫營造

98年度輔導臺北市信義國小、河堤國小、雙蓮國小、興華國小、玉成國小及內湖高工等6校推動國際安全學校營造，各校申請書業於98年12月中旬完成英譯作業並遞送世界衛生組織社區安全推廣協進中心WHOCCSP International Safe Schools Program，並登錄WHOCCSP International Safe Schools Program Safe Schools Network Members網頁之「預備2010年認證名單」。



▲ 職場健康促進活動。  
Health promotion at workplaces.

### 第三節 職場健康促進

- 一、推薦及輔導臺北市61家臺北市績優事業單位參與行政院衛生署國民健康局辦理之全國性「健康職場自主認證」，共60家通過認證並獲得「健康職場自主認證」標章，其中10家事業單位獲選為全國優良健康職場，於全國「績優健康職場表揚大會」接受表揚。
- 二、為肯定臺北市各事業單位推動職場健康促進、菸害防制，建立職場員工健康之工作環境，98年12月8日於臺北市市政會議中頒發98年度健康卓越獎、健康績優獎及無菸樂活獎予61家事業單位。

#### 4. Fall Prevention Network in Communities

The district health centers and community organizations such as the social welfare organizations, the elderly service centers, and the community health building centers join together to set up fall prevention classes and fall prevention spots in communities to improve the knowledge of the elderly and the public as well on fall prevention, and thus to reduce the incidence of accidents and injuries.

#### 5. Promotion of the International Safe School Program

In 2009, the Xinyi Primary School, Heti Primary School, Suanglien Primary School, Xinghua Primary School, Yucheng Primary School and Neihu Senior Vocational School had been supervised to promote the international safe school program. By mid-December, their applications had been translated into English and submitted to the WHO CCCSP International Safe Schools Program, and are listed on pages of the WHO CCCSP International Safe Schools Program Safe Schools Network Members for certification in 2010.

### Section 3 Health Promotion at Workplaces

1. The City Health Department recommended and supervised 61 outstanding enterprises in Taipei City for the National Healthy Workplace Autonomy Certification organized by the Bureau of Health Promotion of the Department of Health, the Executive Yuan. Of them, 60 passed the Healthy Workplace Autonomy Certification; and 10 of them were chosen the most outstanding national healthy workplaces and were publicly cited at the national citation.
2. To express appreciation to business enterprises in their promotion of healthy workplaces, tobacco hazards prevention, and building a healthy working environment for employees, on December 8 at the staff meeting of the Taipei City Government, health outstanding award, health excellent award and non-smoking award were presented to 61 business enterprises.
3. Experts in rehabilitation medicine, occupational medicine and human genetic engineering are called together to compile a volume on "occupational lower back pain" prevention manual. The manual was printed 3,500 copies for distribution to the 12 district health centers.
4. In 2009, health examination of 6,187 employees in working conditions especially hazardous to health was reported. Of them, 417 were in the second management level and above.



三、委託復健治療、職業醫學及人因工程等相關領域之專家合力編撰「職業性下背痛」防治手冊，共印製3,500冊，發放十二區健康服務中心宣導運用。

四、98年臺北市特別危害健康作業健檢個案通報人數6,187人，屬第二級管理以上者計417人。



▲ 市民參與社區健康營造活動。  
Citizens participate in community health building.

#### 第四節 社區健康營造

一、為落實「社區自主、由下而上」的基本精神，協助社區民眾發揮創意構想，自主參與及永續營造社區居民之健康，落實「健康生活化，生活健康化」的精神，98年度輔導52個社區健康營造單位參與臺北市「健康生活計畫方案」，共結合1,816個社區資源參與推動。

二、落實衛生局健康生活計畫方案建立專家陪伴機制，依其健康促進議題的同質性及鄰近生活圈為原則，結合轄區健康服務中心，組成6個社區健康營造家族，聘請6名具有社區健康營造推動實務之專家、學者，陪伴及提供社區營造單位計畫執行之諮詢服務與建言。

三、辦理社區健康營造初階、進階教育訓練共12小時及臺北市與外縣市績優社區健康營造中心之參訪觀摩各1場。

四、臺北市社區團體參加行政院衛生署國民健康局「98年度健康促進社區認證試辦暨社區整合計畫」之10個計畫，業經審核通過，其中2個社區計畫榮獲「社區健康促進認證」獎項。

五、為探討臺北市居民參與社區健康營造活動及其健康行為執行現況，衛生局委託中華民國學校衛生學會完成「建立臺北市社區健康營造評價指標暨現況調查計畫」分析報告。

## Section 4 Community Health Building

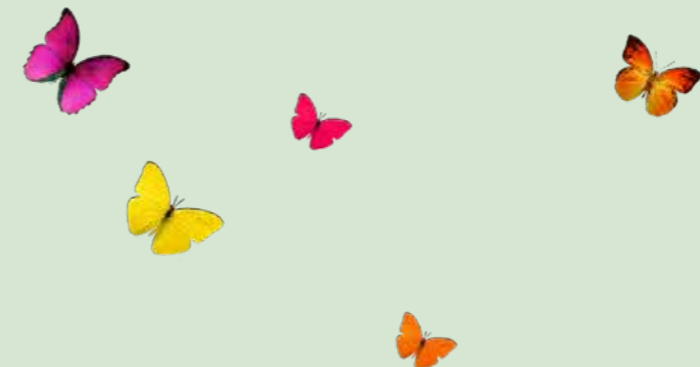
1. To encourage the public to take initiative in promoting their own health, to help them develop innovative ideas, to encourage them to participate in the sustained management of community health, to make health part of life and life part of health, in 2009, 52 community health building centers had been supervised to participate in the Taipei City healthy life plan. In total, resources of 1,816 organizations had been consolidated.

2. To supervise community health building centers to realize the promotion of the healthy life plan, a specialist partnership mechanism was developed. Six experts and scholars in the fields of community health building practice have been invited to organize in collaboration with the district health centers six circles to provide the community health building centers with counseling and recommendations on ways to promote the plan.

3. One basic course and one advanced course on community health building for a total of 12 hours were conducted. One study tour of some outstanding community health building centers in other counties and cities has been made.

4. The 10 projects proposed by the community organizations in Taipei City for participation in the community health promotion certification pilot project sponsored by the Bureau of Health Promotion of the Department of Health, the Executive Yuan, have been approved. Of them, two won the community health promotion certification award.

5. To understand the participation of the citizens in the community health building activities and their health behavior, the Department has commissioned the ROC School Health Association to conduct a study on the development of indicators for the evaluation of community health building and their current status.



## ● 第五章 健康服務中心管理

### 第一節 健康服務中心簡介

- 一、94年1月1日起，因應臺北市衛生醫療單位組織修編政策，衛生所更名為「健康服務中心」，所長改稱主任，內分「個案管理組」及「健康促進組」，防疫業務及衛生稽查業務由臺北市政府衛生局接管，全面以公共衛生護理服務、家戶個案管理、社區健康促進與營造為主要工作，中心組織規程奉臺北市議會93年7月7日三讀通過修正。
- 二、96年7月，因應在地化服務及社區防疫之實務需求，防疫業務與人力回歸各轄區健康服務中心，健康服務中心組織任務再度涵蓋防疫之重責。

### 第二節 健康服務中心功能

- 一、辦理每月健康服務中心主任會報，進行業務報告及交流。
- 二、辦理「98年度臺北市十二區健康服務中心品質提昇獎勵計畫」以鼓舞中心同仁士氣、提昇服務熱忱。
- 三、健康服務中心功能性三組：包括策略行銷組、資訊E化組及服務品質組，各組定期召開會議以求各項業務流程更為精進。

## ● Chapter 5 Management of Health Centers

### Section 1 The Health Centers

1. Beginning January 1, 2005, upon the restructuring of the organization of the Taipei City Health Department and the medical care institutions, the health stations were renamed health centers. In each health center, there are the case management section and the health promotion section. The disease control functions and health inspections are now placed in the hand of the City Health Department. Health centers now focus more on public health nursing, household management, community health promotion and building. Organization regulations of the health centers were amended and approved by the City Council on July 7, 2004.
2. In July 2007, to localize services and meet the practical demands for disease control in communities, the disease control functions and related personnel were re-assigned to the district health centers. The district health centers now carry again the heavy responsibility of disease control.

### Section 2 Functions of Health Centers

1. Meetings of directors of the health centers are held each month for reporting and exchange.
2. A plan is carried out to upgrade the service quality of the 12 district health centers.
3. Three sections, promotion strategy section, electronic information section, and service quality section meet regularly to improve the operational procedures of various program activities.

# Health Centers





Part 3 Providing Quality  
Medical Care Services



提供優質醫療照護

## 參·提供優質醫療照護

### Part 3 Providing Quality Medical Care Services

#### ● 第一章 兒童早期療育與醫療補助

##### 第一節 評估與療育

###### 一、發展遲緩兒童早期療育業務

- (一) 臺北市辦理發展遲緩兒童早期療育特約醫療院所：計有**16家22個**服務據點，其中評估中心**3個**、評估與療育醫院**18個**及療育醫院有**4個**。
- (二) 評估鑑定之服務科別：兒童心智科評估、小兒神經科評估、小兒遺傳內分泌科評估、小兒復健科評估、兒童心理衡鑑、兒童物理治療評估、兒童職能治療評估、兒童語言治療評估、兒童視覺評估、兒童聽覺評估、家庭功能、教育評量等評估。
- (三) 療育服務項目：物理治療、認知治療、心理治療、視能訓練、職能治療、行為情緒治療、聽能訓練、語言治療、親職教育、家族治療等服務。
- (四) 辦理發展遲緩兒童評估鑑定與療育醫療補助：98年發展遲緩兒童評估鑑定服務共**2,628人**，療育服務共**11萬5,124人次**。

###### 二、推動發展遲緩兒童早期療育

- (一) 為加強發展遲緩兒童醫療服務品質，每年辦理臺北市早期療育特約醫療機構督導考核作業，邀請早期療育各領域專家，參與醫療機構督導考核工作，提供建議，供各特約機構改善服務品質。
- (二) 為減少罹患多項發展遲緩問題之個案，多次往返醫院評估，鼓勵各醫療院所加強辦理聯合門診，98年聯合門診人數計**750人**；並加強醫療人員與家屬之溝通及對個案問題的了解，98年召開療育會議，參與人數計**1,471人**。

## ● Chapter 1 Early Care of Children and Medical Subsidies

### Section 1 Assessment and Care

#### 1. Early Care of Children of Retarded Development

- 1) There are currently in Taipei City 16 contracted medical care institutions providing at 22 spots services in the early care of children of retarded development. Of them, three are assessment centers, 18 are assessment and care centers, and four are care service hospitals.
- 2) Clinical departments involved in assessment include, pediatric psychiatry, pediatric neurology, pediatric genetic endocrinology, pediatric rehabilitation, child psychology assessment, child physical therapy, child occupational therapy, child language therapy, vision assessment, hearing assessment, family functions, and educational assessment.
- 3) Items of care services include physical therapy, cognition therapy, psychological therapy, visual function training, occupational therapy, behavior and emotional therapy, hearing function training, language therapy, parent education, and family therapy.
- 4) Medical subsidies for assessment and care of children of retarded development: In 2009, 2,628 children had been assessed for retarded development, and 115,124 person-times of children had been provided with care services.

#### 2. Promotion of Early Care for Children of Retarded Development

- 1) To strengthen the service quality of medical care for children of retarded development, contracted medical care institutions in early care are supervised and evaluated each year; experts in related fields of early care are invited to inspect and supervise medical care institutions in early care and to make recommendations for improvement of service quality.
- 2) To reduce the number of repeated visits to hospitals for assessment of children with multiple retardation problems, medical care institutions are encouraged to set up joint clinics. In 2009, 750 children had visited these joint clinics. Communication between medical personnel and families is strengthened to help understand problems of cases. In 2009, case conferences had been held for 1,471 participants.

(三) 為強化發展遲緩兒童早期療育醫療服務品質，加強早期療育相關人員專業知能，辦理6場早療專業人員培訓課程，參加人員有1,600人，辦理發展遲緩兒童家長各類型親職講座共80場，參加人數共1,271人次。



▲ 早療專業人員培訓。  
Training of professionals in early care.

(四) 積極推動縮短發展遲緩兒童評估鑑定與療育之等待時間，自97年1月平均16天與32天，縮短至98年的12天與20天，讓需要早期療育的孩子，可提前4天完成評估鑑定與提前12天開始進行療育，積極掌握早期療育的黃金時期。

(五) 規劃「臺北市縣早期療育資訊系統整合」方案，以個案為中心，縱向面連結臺北市政府社會局早期療育通報轉介中心，橫向面連結臺北縣篩檢與醫療評估資訊系統，以達全方位整體的照護服務。

(六) 辦理早期療育社區公衛醫療群試辦計畫：結合5家基層診所參與早期療育社區公衛醫療群試辦計畫，初步建立早期療育診所設置標準（草案），辦理基層醫療人員早療教育訓練，提升診所早期療育服務品質。

## 第二節 兒童醫療補助

一、臺北市政府衛生局為落實照顧弱勢族群的政策及精神，於84年12月25日率先其他縣市，辦理「臺北市3歲以下兒童醫療補助計畫」，並於87年10月10日擴大辦理6歲以下兒童醫療補助，嘉惠更多臺北市兒童及家庭。90年度起開始實施新制「臺北市兒童醫療補助計畫」，以排富、濟貧、濟病為政策原則，加強對第二類兒童之醫療補助，包括：6歲以下低收入戶兒童、清寒家庭兒童及12歲以下重症、罕病病童，以貫徹臺北市政府衛生局照顧弱勢族群權益之目標。96年度除持續辦理「臺北市兒童醫療補助計畫」之外，並自96年1月1日起增加提供設籍臺北市第3胎以上6歲以下兒童就醫醫療費用補助。

3) To strengthen quality of the early medical care of children of retarded development, to improve the professional skills of personnel associated with early care, six training sessions had been organized for 1,600 professional workers; and 80 lectures had been held for the education of parents for 1,271 person-times of participants.

4) Waiting time for the assessment and care of children of retarded development has been shortened. The waiting time for assessment and care had been shortened on average from 16 days and 32 days in January 2008 to 12 days and 20 days in 2009. Children requiring early care can now be assessed four days earlier, and start their care 12 days earlier during the golden period of early care.

5) A plan to integrate the information systems on early care of Taipei City and Taipei County has been developed. Each case is linked on the horizontal direction to the referral center for early care of the Department of Social Affairs of the Taipei City Government; and on the vertical direction, to the screening and assessment information system of Taipei County, to provide each case with all-directional and comprehensive care.

6) A pilot project of public health and medical care groups in early care in communities has been tried out. Five primary care clinics are involved in this project. Initially, the establishment standards (draft) of early care clinics are drafted; training for primary care workers in early care has been conducted to upgrade the quality of early care.

## Section 2 Medical Subsidies to Children

1. To realize the policy of caring for people of the less privileged groups, on December 25, 1995, the Taipei City Health Department initiated the first one in the country medical subsidy project to children less than three years of age in Taipei City. This project was further extended on October 10, 1998, to children less than six years of age to care for more children and families in Taipei City. In 2001, a new subsidy system began, to strengthen medical subsidies to children of the second category under the principles of excluding the rich, helping the poor, and helping patients. The new system is to help children less than six years of low-income families, children of poor families, and children less than 12 years of age with critical illnesses or rare diseases, to attain the goal of the Department for caring for people of less privileged groups. The project was continued, and beginning January 1, 2007, subsidies to medical costs have been made available

二、臺北市兒童醫療補助證發證成果：98年度辦理臺北市兒童醫療補助證一般身分兒童發證作業，共2萬,515人次，第二類兒童共762人次。

三、特約醫療院所簽約：簽約家數共426家，包括醫院36家及診所390家。

四、醫療補助費用核付情形

(一) 98年度兒童醫療補助費用總計補助19萬3,250人次，補助金額總計4,298萬6,837元；其中接受健康諮詢服務的兒童計有5萬1,925人次。

(二) 98年度第3胎以上6歲以下兒童醫療補助費用，總計補助5萬7,527人次，補助金額總計730萬5,742元。

五、推動兒童醫療補助便民措施，自96年11月1日起變更申請補助證之應備證件，民眾毋需出示健保IC卡，即可申請補助證，並推動雙卡合一，民眾於就醫時只要出示第3胎以上兒童證明卡即享有第3胎就醫醫療補助。

## ● 第二章 心理衛生

### 第一節 心理健康促進

#### 一、健康促進

##### (一) 校園心理健康促進

1. 由衛生局結合教育局、聯合醫院資源，合作辦理以下工作：校園心理衛生宣導講座及培訓各級學校校護、教官、總務人員及輔導人員之「校園自殺防治守門員訓練」，共計36場次、2,386人次參與。



▲ 「只要我長大」心理衛生行動劇。  
Psychodrama: Once I Grow up.

to the third-parity and above children less than six years of age registered in Taipei City.

2. Certificates for medical subsidies: In 2009, certificates for medical subsidies to children of general status had been issued 20,515 person-times, and to 762 person-times of children of the second category.

3. Contracted medical care institutions: 426 medical care institutions are contracted for such services, including 36 hospitals and 390 clinics.

4. Payment of medical subsidies:

1) In 2009, a total of 193,250 person-times of children had been subsidized for a total amount of NT\$ 42,986,837. Of them, 51,925 person-times of children had accepted health counseling.

2) In 2009, subsidies had been made to 57,527 person-times of six-year and less old children of the third-parity and above, for a total amount of NT\$ 7,305,742.

5. More convenient services to children: Since November 1, 2007, documents required for the application of subsidies have been simplified. The NHI IC Card is no longer required for the application; and the two-cards-in-one practice is promoted. For children above the third-parity, only a certificate of children of third-parity and above is required for medical subsidies.

## ● Chapter 2 Mental Health

### Section 1 Promotion of Mental Health

#### 1. Health Promotion

##### 1) Mental Health Promotion in Schools

(1) In 2009, with the resources of the Education Department of the Taipei City Government and the Taipei City Hospital, work was done to organize 36 lectures on mental health in schools and training of suicide prevention gatekeepers in schools for 2,386 person-times of school nurses, teachers and supervisors.

(2) The Children Drama Theater has been commissioned to perform dramas on mental health in schools; 20 such performances in junior high schools for 21,130 person-times of viewers, and four large-scale outdoor performances for 2,000 person-times had been made.

2. 委託如果兒童劇團辦理心理衛生校園巡迴行動劇，國中校園內共辦理20場次、2萬1,130人次。大型戶外場地共辦理4場次、2,000人次。

3. 委由網路作家，繪製宣導漫畫「生命教育篇」、「戀愛篇」2則，並刊登於Upaper捷運報及各級校園刊物。

## (二) 職場心理健康促進

由衛生局社區心理衛生中心，結合12區健康服務中心、臺北市勞工教育中心、臺北市政府勞工局就業服務中心、產業發展局及民間企業等單位，辦理89場次職場元氣講座、職場心理衛生知能培訓課程、職場巡迴宣導講座及職場大型宣導活動等，有3,272人次參與。另針對企業主管及管理人員，辦理「職場心理衛生守門員工作坊」7場，有638人次參與。



▲ 結合勞工局就業博覽會-心情篩檢站。  
Employment fair with the Department of Labor Affairs.

## (三) 社區心理健康促進

1. 由社區心理衛生中心，結合社區資源及政府各部門辦理心情電影院、諮商講座及各式社區宣導，共計辦理77場次，2,492人次參與。

2. 由網路作家，繪製「憂鬱症防治宣導漫畫」6則，並刊登於Upaper捷運報及各級校園刊物。

## 二、社區心理諮商門診服務

衛生局自94年7月起在臺北市信義、文山區試辦社區心理諮商服務，95年起委由市立聯合醫院擴大於12區健康服務中心及社區心理衛生中心辦理（98年7月文山區社區心理諮商診移至政大繼續提供服務），同年8月並於文山區政大門診部及社區心理衛生中心2處增加夜間服務時段。

(3) Website writers have been entrusted to draw two comics on “life education” and “loving each other”. They are posted on the Upaper Express and school journals.

## 2) Mental Health Promotion at Workplaces

In 2009, the community mental health centers, in collaboration with the 12 district health centers, labor education centers, the Industry Development Bureau, and private sector enterprises, conducted 89 lectures on mental health at workplaces for 3,272 person-times of participants. The Department had also organized seven workshops on the subject of gatekeepers of mental health at workplace for owners and managers of enterprises for 638 person-times.

## 3) Mental Health Promotion in Communities

(1) In 2009, the community mental health centers, in coordination with community resources and government agencies concerned, had conducted various educational activities in the form of film-shows, counseling lectures and community education. In total, 77 such activities had been organized for 2,492 person-times of participants.

(2) Website writers have been commissioned to write six stories on the “prevention of depressive disorders”. They are posted on the Upaper Express and school journals.

## 2. Community Mental Health Counseling Clinics

The Department, since July 2005, has initiated on trial basis community mental health counseling services in Xinyi and Wenshan districts. The project was later entrusted in 2006 to the Taipei City Hospital for implementation in the 12 district health centers and community mental health centers (the Wenshan district mental health center was transferred to the National Chengchi University in July 2009; the counseling services continued). In August of the same year, night clinics were started in the Wenshan-Chengchi University clinic and the community mental health center.



▲ 社區心理諮商門診夜診服務。  
Night clinic in community for mental health counseling.

### 三、結合民間推動社區心理衛生服務

#### (一) 委託民間團體辦理社區心理衛生

##### 1. 分區服務

- (1) 光智基金會：負責臺北市士林區、北投區、中山區。
- (2) 張老師基金會臺北分事務所：負責松山區、內湖區、南港區。
- (3) 馬偕紀念醫院：負責中正區、萬華區、大同區。
- (4) 國立臺北護理學院：負責大安區、文山區、信義區。

2. 提供社區心理衛生服務項目：高危險個案個別心理輔導、團體輔導、聯繫會議、校園個案討論會、個案外展服務、電話關懷等項。

3. 98年度提供心理高危險個案個別心理輔導成果：計737人次；團體輔導29場次，計968人次；專業人員訓練79場次，444人次；聯繫會議13場次，結合528單位參與；校園個案討論會17場次；個案外展服務50人次；電話關懷服務524人次。

#### (二) 補助民間心理衛生服務方案

臺北市衛生局98年度共補助7個民間機構或團體：

1. 社團法人台北市生命線協會辦理「搶救自殺行動：社區自殺高危險群主動性輔導方案」，計服務4,958人次自殺高危險群電話關懷。
2. 財團法人呂旭立紀念文教基金會辦理「創造新機：特殊境遇族群心理衛生整合服務計畫」，計提供個別諮商200人次、家族治療12家庭次及電話關懷250人次。
3. 中華單親家庭互助協會辦理「走過幽谷-單親心理健康成長團體方案」，共4梯次、計76人次參與，含61位單親父母、15位單親子女。
4. 財團法人天主教聖母聖心會-懷仁全人發展中心辦理「關懷失業待業及家庭心理健康成長團體」，計568人次參與，其中失業、待業者達2/3人以上。
5. 財團法人廣青文教基金會辦理「知己知彼、抉擇與行動～身心障礙者生涯探索團體」，共服務14位身心障礙者、計148人次參與。

### 3. Community Mental Health Services with Private Sector Organizations

1) Private sector organizations are commissioned to provide mental health services:

#### (1) Services by district:

- ① The Bright Wisdom Social Affairs Foundation for Shilin, Beitou and Zhongshan districts;
- ② The Taipei Branch of the Master Chang Foundation for Songshan, Neihu and Nangang districts;
- ③ The Mckay Memorial Hospital for Zhongzheng, Wanhua and Datung districts;
- ④ The National College of Nursing for Daan, Wenshan and Xinyi districts.

(2) Services offered: Individual psychological guidance for cases of high-risk groups, group guidance, coordination meetings, case conferences in schools, outreach services for cases, and concerns by telephone calls.

(3) In 2009, individual psychological guidance had been given to 737 person-times of cases of high-risk groups; 29 group guidance sessions for 968 person-times; 79 sessions for training of 444 person-times of professional workers; 13 coordination meetings with 528 units; 17 sessions of case conferences in schools; outreach services for 50 person-times; and telephone calls for 524 person-times.

2) In 2009, the Department had subsidized seven private sector organizations to provide mental health services.

- (1) The Taipei City Life Line Association, to conduct a project, "Save Suicide – active supervision of suicide high-risk groups in community", to telephone-call 4,958 person-times to individuals of suicide high-risk groups.
- (2) The Corporate Lu Hsuli Memorial Foundation, to conduct a project, "Creating New Opportunities –integrated mental health services to individuals with unusual encounters", to provide 200 person-times of counseling services, 12 times of family therapy, and 250 person-times of telephone calls.
- (3) The ROC Single-Parent Family Association, to conduct a project, "Walking through the Dark Valley – mental health development for single parents", for 76 person-times of single parents, including 61 parents and 15 children.



6. 中華心理衛生協會辦理「圓心培力計畫-從心出發，找回生命的動力工作坊」，共2梯次、計74人次參與，其中失業、待業族群計28人。
7. 財團法人精神健康基金會辦理「金融海嘯之下待業族群與家庭親密關係精神健康促進與教育宣導計畫」，超過1,000人次受惠。

#### 四、家暴性侵害防治

##### (一) 就醫保護

98年臺北市醫療機構提供遭受家庭暴力至醫院就醫者，總數計3,138人次，因性侵害案件就醫者總數計256人次，就醫者以成人比例最高。

##### (二) 性侵害加害人處遇

累計自性侵害犯罪防治法實施以來，衛生局共接受司法系統轉介554人，98年1月1日至98年12月31日止新開案件計100人，其中進行身心治療者共98人，處遇達成率98%。

## 第二節 憂鬱症防治

一、衛生局自92年起建構憂鬱症共同照護網，邀請臺北市內科、家醫科等非精神科別的基層診所醫事人員參與認證訓練，組織一個跨層級、跨專科、跨專業的醫療團隊。至98年底，臺北市計共有52家基層診所為憂鬱症共同照護網認證機構。



▲ 2009憂鬱症篩檢日活動。  
2009 screening for depressive disorders day.

- 二、98年辦理憂鬱症照護網認證課程，共2場次，356人次參與。另由臺北市立聯合醫院松德院區辦理8場「憂鬱症照護網聯合諮詢會議」。
- 三、98年度辦理憂鬱症共同照護網研討會活動1場次，56人次參與。
- 四、結合臺北縣政府衛生局、臺北市立聯合醫院、敦安基金會、董氏基金會、臺灣憂鬱症防治協會及新光基金會，於98年10月13日假淡水捷運站八號廣場，辦理「遠離憂鬱—停、看、聽；2009憂鬱症篩檢日活動」，加強憂鬱症防治宣導，參與人數約2,000人。

- (4) The Sacred Heart of the Catholic Church, to conduct a project, "Concerns over the Unemployed and Mental Health Development in Families", for 568 person-times; of them, more than two-thirds were unemployed.
- (5) The Corporate Guangching Cultural Foundation, to conduct a project, "Knowing Each Other – life development for the mentally and physically impaired", for 148 person-times; of them, 14 were mentally and physically impaired.
- (6) The ROC Mental Health Association, to conduct a project, "Workshop in Search of Dynamics in Life", in two sessions for 74 person-times of participants; of them, 28 were unemployed or in the process of seeking for employment.
- (7) The Corporate Mental Health Foundation, to conduct a project, "the Unemployed and their Relationship with Families at Time of Economic Recession – mental health promotion and education", for more than 1,000 person-times.

#### 4. Prevention of Family Violence and Sexual Assaults

##### 1) Medical Care

In 2009, medical care institutions in Taipei City had provided medical care services to 3,138 person-times of victims of family violence, and 256 person-times of victims of sexual assaults. Of those medically cared, more are adults.

##### 2) Management of the Injuring Parties of Sexual Assaults

Since the implementation of the Sexual Assault Prevention Act, the Department has accepted 554 cases referred by the judicial authorities. There had been 100 new cases in 2009. Of them, 98 are undergoing physical and mental therapy, at a management rate of 98%.

## Section 2 Prevention of Depressive Disorders

1. A depression shared care network has been set up in Taipei City since 2003. Non-psychiatry primary care medical personnel in internal medicine and family medicine are trained for certification to set up a cross-level, cross discipline, cross-professional medical team. By the end of 2009, there were 52 primary care clinics in Taipei City certified by the depression shared care network.
2. In 2009, two training sessions for certification in the depression shared care network were conducted for 356 person-times of participants. The Songde

### 第三節 自殺防治

#### 一、成立府級自殺防治中心

衛生局於92年9月責成臺北市立聯合醫院松德院區成立「自殺防治研究發展中心」，統籌臺北市自殺企圖個案通報服務作業。為有效整合臺北市政府12局處與民間單位之自殺防治策略與資源，依據「臺北市政府自殺防治中心設置要點」完成原自殺防治研究發展中心之整併、並於98年4月15日正式成立臺北市



▲ 臺北市自殺防治中心揭牌典禮\_高讚賢攝。  
Inauguration of the Taipei City Suicide Prevention Center.

政府自殺防治中心。該中心採常設性任務編組成立，層級與局處平行，下設兩組『規劃執行』與『研究宣導』組，由臺北市政府副祕書長擔任主任，並責成衛生局新聘專任員額若干名專職規劃整合臺北市政府跨局處與民間資源，進行自殺防治工作，包括綜合規劃、個案整合處理、特殊個案通報、緊急處置、教育宣導、環境防治、知能訓練及研究發展等各項工作。歷年通報案件統計量如圖1。

人次 Person-times

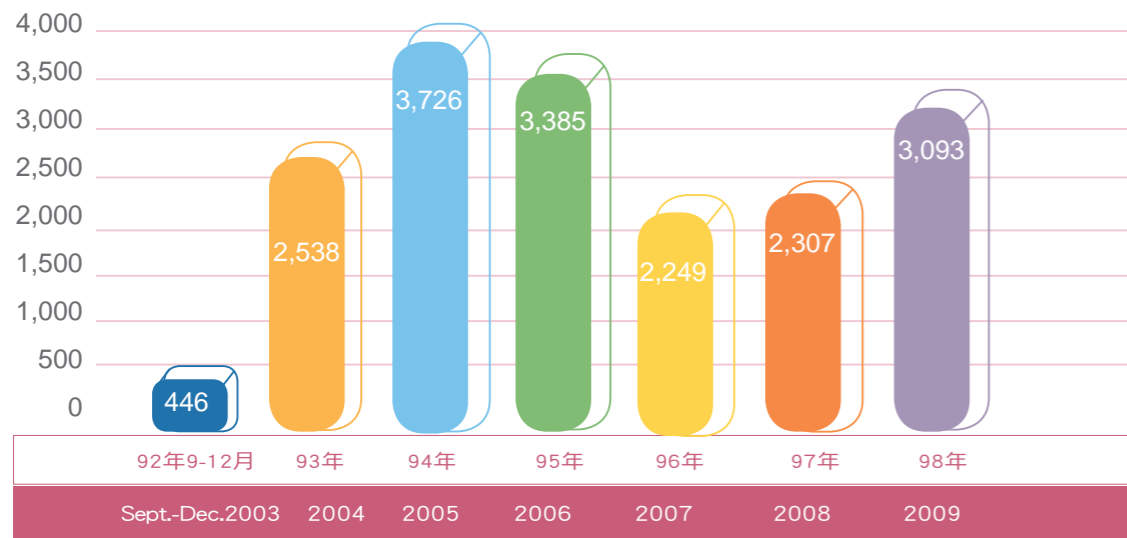


圖1 歷年臺北市自殺企圖者通報案件量 (92年9月至98年12月)  
Figure 1 Suicide Attempts Reported in Taipei City by Year

Branch of the Taipei City Hospital conducted eight joint advisory group meetings on the depression shared care network.

3. In 2009, a symposium on the depression shared care network was held for 56 participants.
4. The Department, in collaboration with the Taipei City Hospital, Duan Social Welfare Foundation, the John Tung Foundation, the Taiwan Association against Depression, and the Shin-Kong Foundation, organized a campaign on October 13 at the MRT Tamshui square on the theme of "Stay Away from Depression – Screening for Depressive Disorders", for approximately 2,000 participants.

### Section 3 Suicide Prevention

#### 1. Establishment of a City-Government Level Suicide Prevention Center

The Songde Branch of the Taipei City Hospital was instructed in September 2003 to set up the Research and Development Center for Suicide Prevention to be fully responsible for the reporting of suicide attempts. To effectively integrate suicide prevention strategies and resources of government departments and private sector organizations, in accordance with the Guidelines for the Establishment of Suicide Prevention Center of the Taipei City Government, the original Research and Development Center for Suicide Prevention was consolidated and the Taipei City Government Suicide Prevention Center was inaugurated on April 15, 2009. The new Center is a task-oriented organization at the level of City Government departments. In the Center, there are two sections, "planning and implementation" and "research and education". The Deputy Secretary-General of the Taipei City Government is the chairperson of the Center. The Department is asked to recruit several professional workers to be responsible for the integration of resources of the Taipei City Government and the private sectors for the prevention of suicide. Work include overall planning, case integration and management, reporting of special cases, emergency care, education and training, environmental control, skill training, and research and development. Cases reported by year are shown in Figure 1.



## 二、自殺防治網絡聯繫工作

### (一) 強化臺北市之關懷訪視服務：

1. 98年接獲自殺企圖暨高危險個案通報3,093人次，包括自殺企圖通報個案2,442案次、社區高危險自殺個案505案次，及外縣市個案146案次，並結合行政院衛生署委託衛生局辦理之自殺關懷訪視計畫，拓展社區自殺高危險個案之外展服務322人次；整體受理通報人次較去年同期提昇約三成四，個案關懷訪視服務比率亦較去年同期增加約四成五。
2. 98年4-12月臺北市諮詢專線共接獲79案次疑似自殺企圖個案，其中有25案次具立即生命危險；啟動警消協助13案次，緊急服務或緊急出勤12案次，均成功挽救自殺危險邊緣民眾。

(二) 建置跨局處資源整合平臺：辦理跨局處聯繫會報4場次，並完成各局處之聯合處理自殺企圖暨高危險個案之標準處理流程與緊急聯絡單一窗口。另召開整合衛政、社政及民政之關懷個案討論會2場次，計82位第一線工作人員參與討論，並決議多重自殺需求與重複自殺個案之社區處遇合作共識。

(三) 擴大守門人訓練：98年共辦理140場自殺防治守門員訓練，計1萬3,030人參與。

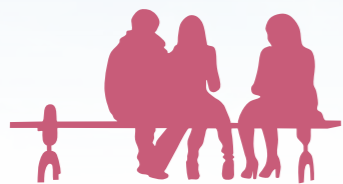
## 2. Coordination of the Suicide Prevention Networks

### 1) Strengthening of Home-Visiting with Concern

- (1) In 2009, 3,093 person-times of suicide attempts of the high-risk groups had been reported, including 2,442 suicide attempts, 505 suicide cases of high-risk groups in community, and 146 cases from other counties and cities. In coordination with the plan of home-visiting with concern for suicide prevention entrusted by the National Health Department to the City Health Department for implementation, outreach services had been extended 322 person-times to cases of high suicide risks in community; and the number of cases reported had increased by 34% over the past year, and the home-visiting with concern rate had increased by 45%.
- (2) In the period April through December 2009, the Taipei counseling special line had received calls of 79 suspected suicide attempts. Of them, 25 were in immediate danger of life; and 13 of them had been rescued by the police and the fire departments. Emergency services were dispatched 12 times, and successfully saved the lives of those from suicide.

2) Establishment of a cross-departmental resource integration platform: four cross-departmental coordination meetings had been held; standard operational procedures for the handling of suicide attempts and cases of high-risk groups by various departments had been formulated; and a single-window for emergency liaison had been set up. Two symposiums on case management for 82 front-line workers of health, social affairs and civil affairs departments had been held; and a consensus over cooperation in the management in community of multiple suicide needs and repeated suicide attempts was reached.

3) More training of gatekeepers has been organized. In 2009, 140 sessions of training for 13,030 suicide prevention gatekeepers had been organized.



## 第四節 精神醫療照護

### 一、精神醫療與精神復健設施（如表2）

表2 98年度臺北市各行政區精神醫療與復健機構開辦業務機構數及病床數

**Table 2 No. of Psychiatric Care and Rehabilitation Institutions and No. of Beds in Taipei City by District**

區別 Category	精神醫療機構 Psychiatric Care Institutions						精神復健機構 Psychiatric Rehabilitation Institutions			
	診所 (家) Clinic	醫院 (門診) Hospital (outpatient service)	住院急 性病床 (床) Acute Beds	住院慢 性病床 (床) Chronic Beds	日間 病床(床) Beds for Day	居家 治療 (家) Care Home Care	日間型 Day Care		住宿型 Institution Care	
合計 Total	25	27家 (註)	1,129	533	1,298	6	8家	411人	41家	1,071人
松山區 Songshan	1	6	53	141	30	0	0	0	2	46
信義區 Xinyi	2	2	444	175	350	1	0	0	1	29
中山區 Zhongshan	4	1	0	0	53	0	0	0	9	242
大安區 Daan	11	2	0	0	30	0	1	29	2	58
中正區 Zhongzheng	4	2	68	0	210	1	1	29	2	58
大同區 Datong	0	1	0	0	40	0	0	0	2	45
文山區 Wenshan	0	1	38	0	50	1	1	99	4	93
內湖區 Neihu	2	2	118	0	100	1	1	99	2	46
南港區 Nangang	0	1	0	0	45	0	0	0	2	34
萬華區 Wanhua	0	2	0	0	0	0	0	0	5	142
士林區 Shilin	1	2	25	0	90	0	3	118	2	58
北投區 Beitou	0	5	383	217	300	2	1	37	8	220

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

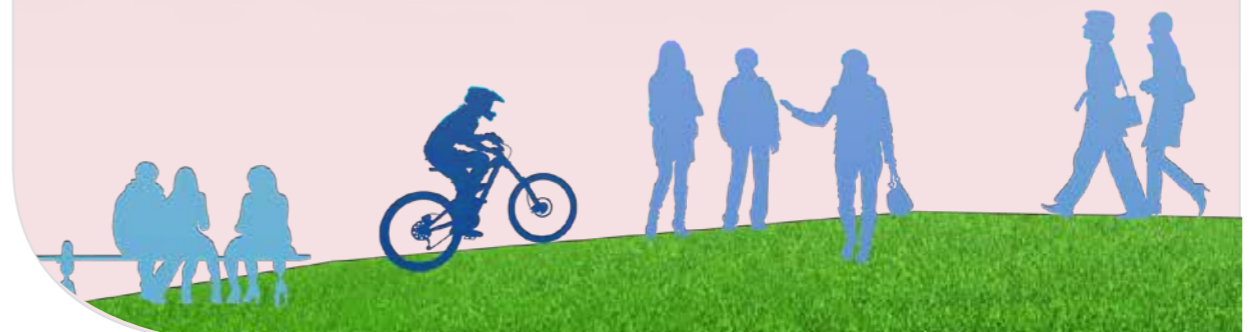
Note: The outpatient services of hospitals are provided by six branches of the Taipei City Hospital, the Songde Branch (for Xinyi District), Zhongxing Branch (Datong District), Renai Branch (Daan District), Heping Branch (Zhongzheng District), Yangming Branch (Shilin District), and Zhongxiao Branch (Nangang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

## Section 4 Psychiatric Care

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

### 2. Psychiatric Care in Communities

Following the Guidelines Governing Home Visit to Psychiatric Patients in Community by District Health Center amended in January 2005, the 12 district health centers continue to provide follow-up care in community to psychiatric patients. By 2009, 16,125 patients had been followed-up; and a cumulative total for the year 2009 of 51,320 person-times had been home-visited.



## 二、社區精神照護服務

12區健康服務中心依據94年1月修訂之「臺北市政府衛生局各區健康服務中心社區精神疾病患者家訪要點」，持續提供社區精神疾病患者追蹤照護服務，截至98年，追蹤照護人數累計共1萬6,125人，累計98年追蹤訪視服務共5萬1,320人次。

## 三、社區精神病患緊急醫療服務

為強化社區病患緊急送醫服務網絡，98年委請臺北市立聯合醫院松德院區及國軍北投醫院之「社區緊急個案醫療小組」，出勤協助社區處理個案緊急送醫工作，計120人次。

## 四、支持與關懷精神疾病患者家屬

- (一) 辦理精神疾病患者暫托服務，98年使用暫托服務病患共25人，暫托服務天數計305天。
- (二) 為加強社區精神病患之照護，衛生局結合醫院與健康服務中心人員，98年度辦理精神病患問題評估1,460名；社區化教育179場、2,623人次參加；社區督導及個案討論會8場、97人次參加。

## 五、辦理成癮藥物防治

- (一) 臺北市共7家醫療機構，為行政院衛生署指定辦理藥癮戒治之機構。
- (二) 98年臺北市藥癮治療醫療機構通報，因藥物濫用就診及諮詢人數，計459人次。

# ● 第三章 緊急支援救護

## 第一節 強化及提昇緊急醫療品質

臺北市政府衛生局緊急及災難應變指揮中心（EOC）於96年12月1日正式遷駐臺北市災害應變中心，順利與消防局完成合署辦公模式，除提高臺北市災害應變中心的軟硬體設備與層級，並強化臺北市到院前、後之緊急醫療服務功能與效益。

## 3. Emergency Care of Psychiatric Patients in Community

To strengthen the emergency delivery network of patients in community, the Department commissioned the community emergency medical care teams of the Taipei City Hospital Songde Branch and the Army Beitou Hospital to assist in the emergency delivery of patients for care, for a total of 120 person-times.

## 4. Support and Concern to Families of Psychiatric Patients

- 1) A respite care service for psychiatric patients is provided. In 2009, 25 psychiatric patients had utilized this service for a total of 305 days.
- 2) To strengthen care of psychiatric patients in community, the Department, in collaboration with hospitals and health centers, conducted an assessment of problems of 1,460 psychiatric patients; held 179 sessions of community education for 2,623 person-times; and eight sessions of community supervision and case conferences for 97 participants.

## 5. Control of Addictive Drugs

- 1) Seven medical institutions in Taipei City are designated as drug-addiction cessation institutions by the Department of Health of the Executive Yuan.
- 2) In 2009, clinical services and counseling on drug-cessation had been offered 459 person-times by the drug-cessation medical institutions.

# ● Chapter 3 Emergency Support and Rescue

## Section 1 Strengthening and Improving Quality of Emergency Care

The Emergency Operations Center (EOC) of the Department was integrated on December 1, 2007, with the Taipei City Disaster Response Center to work closely with the Fire Department, and thus to improve the hard and software, to upgrade the level, and to strengthen medical care service functions and effects before and after arrival to the hospital.

In January through December 2009, the EOC had assisted the Taipei City emergency care responsibility hospitals in the referral of 442 critical patients for care; monitored 1,841 disasters in-country and overseas; monitored 515 epidemic situations; and reported 145 cases for emergency care. Work will be continued to monitor and assist in relevant emergency rescue and disasters.

衛生局緊急及災難應變指揮中心（EOC）98年1至12月份協助臺北市急救責任醫院急重症病人院際間轉診計442件；監測國內、外災情監控案件計1,841件、疫情監控案件計515件；臺北市緊急醫療通報事件計145件，將持續監測及協助相關緊急災難等事件。



▲ EOC同仁內部工作執行情形。  
EOC staff at work.

另由於臺北市醫學中心急診室通報滿床頻繁，為保障救醫品質及疏散急診量，實施「到院前急診分流」措施，98年1至12月份到院前急診分流計畫執行總件數2,067件，其中同意接受急診分流共計608件（包含：至合作醫院者178件、至病人指定之醫院430件）。

## 第二節 提昇公共場所安全維護

為廣續建立社區中完整的「生命之鏈」，使市民於發生事故傷害事件時，有正確之救護觀念及技術，並營造安全的社區及工作環境，以里仁為美為目標，臺北市衛生局98年度繼續推動全民心肺復甦術（CPR），並擴大訓練對象，辦理單位包含：臺北市立聯合醫院、12區健康服務中心、臺北市所轄醫院以及相關民間單位（包含紅十字會臺北市分會、中華民國急救技能推廣協會）等，訓練對象含軍公教人員、校園師生、幼教人員（含幼童學習如何求救之指導）、志工、服務業（公司行號）、里鄰長、公寓大廈管理人員、一般民眾及外籍人士，課程內容包含急救概念、心肺復甦術及異物梗塞哈姆立刻急救法分組示教、技術演練及筆試，共辦理場1,552次，參與訓練者共9萬8,606人次。

另為積極推動臺北市人口密集且人口流量大之大型公共場所設置AED，並將輔導有意願之大型公共場所設置，於98年4、5月份辦理6梯次CPR加AED教育訓練，並於98年8月於臺北市政府市政大樓、臺灣鐵路管理局臺北車站及捷運公司臺北站各設置1台AED，以應民眾緊急救護之需。

有關CPR和CPR加AED訓練成果說明如下：

Beds in the emergency departments of medical centers in Taipei City are often fully occupied. To guarantee emergency care quality and to disperse volume of emergency care, measures to allocate patients before arrival to hospitals are practiced. In 2009, 2,067 patients had been thus allocated before their arrival to hospitals; of them, 608 cases agreed to being allocated for emergency care (including 178 patients to collaborative hospitals, and 430 to hospitals designated by patients).

## Section 2 Safety Maintenance in Public Places

To set up in communities a comprehensive “life chain”, to allow the public to have correct knowledge and skills of life-saving at time of accidents and injuries, and to build a safe community and workplace environment, the Department continued to promote CPR training for the general public and more others. Organizations involved include the Taipei City Hospital, the 12 district health centers, hospitals in Taipei City and relevant private sector organizations (such as the Taipei Branch of the Red Cross Society, the ROC Emergency Care Skill Promotion Association). Training is offered to government employees, teachers and students of schools and kindergartens (including training in how to get help), volunteers, employees in service businesses, neighborhood leaders, apartment managers, the general public and aliens. Courses include introduction to emergency rescue, group demonstration on CPR and \_\_\_\_\_ method at time of foreign body obstruction, practice, and a written test at the end. In total, 1,552 sessions of such training had been held for 98,606 person-times of participants.

To encourage large-scale, densely populated public places of large flow of population to set up AED, and to supervise large scale public places that are willing to set up such device, six sessions of training on CPR and AED had been held in April and May, 2009. In August, one set each of AED was installed in the City Hall, the Taipei Railway Station, and the MRT Taipei Station.

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



▲ 市府員工參加CPR訓練。  
CPR training for employees of the City Government.

## 一、CPR成果

### (一) 里鄰長

臺北市立聯合醫院及12區健康服務中心辦理里鄰長之CPR訓練，辦理160場次，參訓人數共3,740人，其中通過認證授予獎牌名單共計208人，為公開表揚熱心參與民眾，於98年9月7日舉行授證頒獎典禮，邀請6位鄰里長代表受獎，及辦理靜態成果展。

另里鄰長參訓心肺復甦術（CPR）加入「自動體外電擊去顫器（AED）」之訓練取得資格認證者共1位，期望明年能培訓更多的里鄰長以達建立社區資源里鄰安全網絡，藉由推廣社區救命志工，維護市民健康。

### (二) 公寓大廈管理委員會

針對公寓大廈管理委員會辦理訓練，共辦理23場次，參訓人數共173人。



▲ 參與CPR訓練里鄰長代表受獎。  
Neighborhood leaders awarded for their participation in CPR training.

## 二、CPR加AED訓練成果

### (一) 基本救命術指導員（BLS-I）

98年10月17日臺北市政府衛生局針對所屬單位，包含臺北市政府衛生局、臺北市立聯合醫院及臺北市12區健康服務中心之人員辦理1場BLS-I加AED複訓教育課程，參訓人數55人，考試合格（筆、術試）人數45人，通過率達82%。



▲ 家庭照顧者培訓班訓練情形。  
Training of caregivers.



▲ 98年4月7日CPR加AED教育訓練-助講師分組技術指導。  
CPR plus AED training on April 7, 2009.



▲ 98年4月9日CPR加AED教育訓練-助講師分組技術指導。  
CPR plus AED training on April 9, 2009.

### 1. CPR training :

#### 1) Neighborhood Leaders

The Taipei City Hospital and the 12 district health centers had held 160 CPR training sessions for 3,740 participants; of them, 208 passed the certification. To publicly commend the enthusiastic participation of the public, on September 7, 2009, a certification ceremony was held to award six representatives of neighborhood leaders. An exhibit was also held at the same time. One neighborhood leader was certified for CPR and AED concurrently. More is hoped to be done next year to train more neighborhood leaders to establish a community safety network in neighborhoods; and by the promotion of community safety volunteers, to maintain the health of the public.

#### 2) Managers of Apartment

23 sessions of training had been organized for managers of apartment for 173 participants.

### 2. Training in CPR and AED

#### 1) BLS-I Supervisors

On October 17, 2009, the City Health Department organized one session of BLS-I plus AED training for 55 employees of the Department, the Taipei City Hospital, and the 12 district health centers. Of them, 45 passed the qualification test of written examination and practice, at a passing rate of 82%.

## (二) 大型公共場所職場工作人員

98年4月7日及5月5日 臺北市政府衛生局針對大型公共場所，包含臺北大眾捷運股份公司、交通部臺灣鐵路管理局（臺北運務段）、交通部民用航空局臺北國際航空站、臺北國際航空站、臺灣臺北地方法院及臺北市政府機關人員辦理6場CPR加AED教育訓練，參訓人數340人，考試合格人數320名，通過率達94%。

## ● 第四章 長期照護

### 第一節 臺北市長期照顧管理中心

- 一、有鑑於長期照顧的迫切需求，臺北市自84年即著手規劃「都會型長期照護系統模式」，86年12月由衛生局成立臺北市長期照顧示範管理中心以來，提供臺北市各類長期照護服務資源轉介與諮詢之單一窗口，深獲市民肯定。自96年起配合「我國長期照顧十年計畫」，於97年4月7日成立「臺北市長期照顧管理中心」及「5區服務站」，建構醫療衛生體系及社會福利體系之長期照顧服務網絡，設立臺北市各類長期照顧服務資源之單一窗口，以提供個案連續性及完整性的照顧，增進長期照顧服務的可近性。
- 二、臺北市長期照顧管理中心提供之服務內容包含：諮詢服務、個案訪視及轉介服務，服務項目包含：照顧服務（居家服務、日間照顧）、居家護理、居家復健（物理、職能）、居家營養師、輔具服務、老人餐飲服務、交通接送服務、長期照顧機構服務等，直接由該行政區照顧管理專員到府專案評估，提供個案「量身訂作」長期照顧服務。
- 三、期藉臺北市長期照顧管理中心之成立，可有效發揮政府照顧民眾的責任，連結民間照顧服務資源，提供完善良好的長期照顧服務，建構完整之臺北市長期照顧服務系統，並辦理家庭照顧者培訓及支持團體，使家庭照顧者得到更多的支持與關懷，減輕照顧壓力與負擔。

## 2) Employees of Large-Scale Public Places

On April 7 and May 5, 2009, the City Health Department organized six sessions of CPR plus AED training for 340 employees of the Taipei MRT, Taiwan Railway Bureau (Taipei section), Taipei International Airport, Taipei Judicial Court, and departments of the Taipei City Government. Of them, 320 passed the qualification test, at a passing rate of 94%.

## ● Chapter 4 Long-Term Care

### Section 1 Taipei City Long-Term Care Management Center

1. To face the urgent demands for long-term care, Taipei City began to plan for an urban-type long-term care model in 1995. In December 1997, the Department set up a long-term care management demonstration center to serve as a single window for the referral and counseling on resources of various long-term care services. Services of the center had met great approval of the public. Since 2007, in coordination with the national long-term care ten-year plan, a Taipei City Long-Term Care Management Center and five district services stations were set up on April 7, 2008, to construct a long-term care service network integrating the health and the social welfare systems, and to serve as the single-window of long-term care resources in Taipei City, and thus to provide cases with continuing and comprehensive care, and to improve their accessibility to long-term care services.
2. Services provided by the Taipei City Long-Term Care Management Center include counseling, home-visiting and referral of cases, long-term care (home care and day care), home nursing care, home rehabilitation (physical and occupational), dietitian service, auxiliary aid service, food service for the elderly, transportation service, and service at the long-term care institutions. Cases are assessed by the case-managers in the district to provide them with tailor-made long-term care services.
3. It is hoped that with the establishment of the Taipei City Long-Term Care Management Center, more can be done for the government to fully execute its responsibilities in the care of the citizens, to integrate private sector care resources, and thus to provide the citizens with sound and complete long-term care services, and to build a comprehensive long-term care system in Taipei City.



## 第二節 居家照護

一、為增進居家照護品質，提升主要照顧者居家護理的照顧技巧、衛教及諮詢服務，爰推動居家照護專業人員訪視補助計畫，98年居家照護機構計11家，推動四類專業人員訪視服務，共1,347人次。

二、另為提供市民更便利、人性化、完整且連續的長期照顧服務，推動下列業務內容包括：

(一) 成立「臺北市長期照護規劃推動專案小組」，定期召開小組會議，98年度五家長期照護服務站，持續提供個案評估、專業團隊出訪及個案管理與轉介等服務，個案管理中，總收案人數共6,463案、接受長期照顧個案總數共4,910案。

(二) 辦理家庭照顧者培訓，以提升家庭照顧者的照護知識與技能，並成立家庭照顧者支持團體，以減輕家屬照顧壓力，使個案獲得更好的照顧品質，98年辦理家庭照顧者培訓計20場，參與人數計1,360人，並辦理家庭照顧者支持團體計5場，參與人數計266人。並辦理照顧服務員訓練課程計35場，參與人數計1,636人。

(三) 為減輕低收入戶及中低收入戶家庭照顧者之負擔，減輕氣切個案進住長期照護機構負擔，爰補助其進住照護機構照護費用，包括低收入戶每人每月補助1萬5,000元、中低收入戶每人每月補助1萬元，於98年度共補助氣切個案52人（529人次），其中含低收入戶42人（432人次）及中低收入戶10人（97人次）。



▲ 臺北市長期照顧管理中心。  
The Taipei City Long-Term Care Management Center.

Training programs have also been organized for home caregivers and supporting groups. Home caregivers will then have more support and concerns to minimize their burdens and stresses.

## Section 2 Home Care

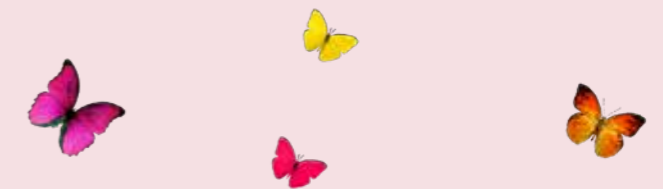
1. To upgrade the quality of home care and to improve home care skills, health education and counseling of the main caregivers, home visits of home care professionals are subsidized. In 2009, there were 11 home care institutions providing four kinds of professional home visiting services for 1,347 person-times.

2. To provide the citizens with more convenient, humanistic, comprehensive and continuing long-term care services, the following activities have been promoted:

1) A Task Force on the Planning and Promotion of Long-Term Care in Taipei City is created to meet regularly. In 2009, the five long-term care service stations continued to provide services in case assessment, visits by professional teams, and case management and referral. Of the total 6,463 cases managed, 4,910 had been managed for long-term care.

2) Training is conducted for home caregivers to upgrade their knowledge and skills. Supporting groups for home caregivers are set up to reduce the pressures of families and to provide cases with high-quality care. In 2009, 20 training sessions had been held for 1,360 home caregivers; and five sessions of meetings had been held for home care supporting groups for 266 participants. 35 training sessions for home care service workers had been held for 1,636 participants.

3) To reduce the burdens of home caregivers of low and medium income families, to reduce the burdens of the tracheotomy patients in long-term care institutions, their expenditures at care institutions are subsidized. Patients of low income families are subsidized NT\$ 15,000 per person per month; patients of medium income families are subsidized NT\$ 10,000 per person per month. In 2009, 52 tracheotomy patients (529 person-times) had been subsidized; of them, 42 (432 person-times) are from low-income families, and 10 (97 person-times) are from medium-income families.



### 第三節 機構式喘息

為減輕家庭照顧者照顧壓力，於照顧者必須暫時卸下照顧工作時，例如就醫、出國或自己需要暫時的休息，由專責的照護機構暫時取代其照顧事務，爰推動陽光假期機構式喘息服務，以減少家庭照顧者可能因過度疲累而提早放棄對其家屬的照顧，同時也讓被照顧者獲取不同社會接觸經驗，於98年度共服務816人（計705人日）。

### 第四節 社區復健

- 一、為增進臺北市失能病患之活動能力，提升其生活品質，以方案委託方式，結合民間資源，使回到社區的慢性病患者，提高自我照顧能力，降低照顧者的負擔。
- 二、社區復健方案自93年10月開辦，初始先於大同、信義、萬華、內湖等四區辦理，自94年度起擴大於臺北市立聯合醫院附設各區院外門診部辦理，就近提供社區民眾團體治療/衛教等服務，自98年1月1日至12月31日止，共辦理5,640場次、服務6萬299人次。

### 第五節 長期照顧志工

- 一、因應人口結構高齡化，秉承人性關懷理念，發揮社區互助的精神，爰推動長期照顧志工服務，藉由社區志工的招募、教育訓練、評核與獎勵等措施，進而參與社區長期照顧服務，以提供臺北市失能及獨居長者，有關家事處理、身體照顧、陪同就醫與社區關懷等服務。
- 二、結合民間公益團體及12區健康服務中心，推動長期照顧志工計畫，安排志工協助個案或家庭以紓解照顧人力不足的情形，98年累積志工提供服務人數達3,982人。98年度並結合「臺北市市民健康卡」，



▲ 失智症樂齡照護課程-結合音樂及運動等感官活動。  
Music and exercise combined therapy for the care of the dementia.

### Section 3 Institution-Based Respite Care Services

To reduce pressure on home caregivers, at times when caregivers must be off-duty temporarily for medical care, traveling abroad, or short rest, full-time care institutions can help them care for the patients temporarily. For this purpose, a sunshine holiday institution-based respite care services are offered to give caregivers a break and to prevent them from giving up care for their family members. This would also allow patients to be in contact with different social groups. In 2009, 816 patients (705 person-days) had been so cared.

### Section 4 Rehabilitation Services in Communities

1. To improve the mobility of the disabled and to upgrade their quality of life, projects are commissioned out to combine private sector resources to help chronic patients who have returned to the community improve their self-care capabilities, and thus to reduce the burdens of caregivers.
2. The community rehabilitation project was initiated in October 2004, initially in Datong, Xinyi, Wanhua, and Neihu districts, and was later extended to all outreach district clinics of the Taipei City Hospital, to provide more accessible group therapy and health education. In 2009, a total of 5,640 sessions had been held for 60,299 person-times.

### Section 5 Long-Term Care Volunteers

1. To face the aging of population, to carry on the ideal of humanitarian concerns, and to realize the spirit of mutual help in communities, long-term care volunteer services are promoted. Through recruitment of volunteers, training and education, assessment and encouragement, volunteers participate in the community long-term care services to provide the disabled elderly and the elderly living alone in Taipei City with community concerns services such as household management, physical care, and accompanying them for medical care.
2. A volunteer long-term care project has been implemented by putting together resources of the public-interest groups and the 12 district health centers to help cases and families and to make up shortage in manpower. In 2009, volunteers had provided services to 3,982 persons. In 2009, volunteers had, under the Wellness Card system, collected 28,290 hours for the health class service or health examinations.

鼓勵志工提領時數兌換「健康教室」服務或「健康檢查」，將服務與健康緊密結合，98年提領時數共計2萬8,290小時。

## 第六節 失智症樂齡照護

臺北市為提供社區輕、中度失智症患者享有高品質的社區照護並減輕家屬照護上的負擔，全國首創推動輕、中度失智症長者樂齡音樂健康照護活動，以不同類型之音樂結合氧生操、手語帶動、打擊樂器、回憶療法之繪畫、感覺機能訓練、指穴按摩、舞蹈韻律與表演創作…等課程，總計辦理96場，參與人次數計1,872人次。

## ● 第五章 醫事機構及資源管理

### 第一節 醫療院所品質提升

- 一、依據醫療法第99條規定，為保障民眾就醫權利，建立醫病溝通管道，成立醫療爭議調處小組，衛生局自94年起，持續透過各種管道宣導醫療爭議調處機制，98年度辦理醫療爭議案件共457件，較97年度增加214件，其中申請醫療爭議調處件數共119件（佔26%），調處成立案共36件（佔30.3%），較97年度增加1%。
- 二、為增進醫療人員的健康及具行政院衛生署倡導病人安全八大目標的醫療環境，提升醫療服務品質及病人安全，於98年6月25日至9月3日進行臺北市39家醫院督導考核工作，並首次辦理督導考核簡化作業，計有7家醫院採書面考核方式辦理。另一併辦理臺北市37家醫院（不包含中醫醫院）醫療安全督導考核。
- 三、落實及提升基層機構服務品質，辦理基層醫療機構督導考核，考核機構包括西醫、牙醫、中醫及其他醫事機構，於98年5月至11月執行西醫1,267家、牙醫1,241家、中醫419家及其他醫事機構75家，總計完成3,002家機構之督導考核工作。



▲ 松山門診部-社區復健個別指導。  
Individual counseling on rehabilitation at Songshan District Health Center.



▲ 南港軟體園區-團體衛教活動。  
Group health education at the Nangang Software Park.

## Section 6 Music Healthcare for the Dementia

To provide the mild and moderate dementia elderly in Taipei City with high-quality community care and to reduce burdens of the family caregivers, the first project in the country to give music healthcare to the mild and moderate dementia elderly was initiated. Therapy is offered through music of various kinds together with aerobic dance, sign language, percussion, painting by memory, sensory function training, massage of acupuncture points, rhythmical dancing, performance and others. In total, 96 sessions had been held for 1,872 person-times.

## ● Chapter 5 Management of Medical Institutions and Resources

### Section 1 Improvement of the Quality of Medical Care Institutions

1. In accordance with regulations of Article 99 of the Medical Care Act, to protect the rights of the citizens to medical care, and to establish channels of communication between patients and physicians, a medical dispute mediation group has been set up. Since 2005, the Department has advocated the medical dispute mechanism through various channels. In 2009, 457 cases of medical disputes had been handled, an increase of 214 cases over 2008. Of them, 119 cases (26%) were

四、促進醫療機構對醫療安全作業品質提升之重視，積極提供創新或建設性之建議，建立醫療安全作業品質提升之環境，於98年6月1日至12月31日辦理醫療安全品質提升提案獎勵計畫；分二階段評比，參賽件數共36件，經第一階段書面審查，共通過15件，於第二階段專案發表評比後，徵選出金、銀、銅各1名，優等2名及佳作10名，於發表會中公開發揚，並將得獎前5名作品登錄於衛生局網站，以達相互學習、經驗交流之成效。

五、依行政院衛生署所揭示之97-98年度病人安全工作目標為教育訓練主題，結合臺北市醫學中心及區域醫院，辦理8場醫事人員病人安全教育訓練，共計1,709人次參加；社區型醫院每月辦理門診民眾宣導共142場，參加人數8,513人，社區病人安全衛教宣導共121場，共計參加人數1萬5,420人；針對醫療機構醫療安全辦理「病人安全標竿學習及以病人為中心醫療照護」研討會2場，共303人參加，另配合臺北區域醫療網於基隆市立文化中心戶外廣場協助辦理「醫安總動員，安全靠你我」病安週活動，以「鼓勵病人及其家屬參與病人安全工作」為主軸，加強民眾與醫療人員對於病人安全議題的了解與重視。



▲ 醫安品質提升提案獎勵第二階段發表。

Presentation of achievements on the improvement of medical care safety.

for mediation of medical disputes; and of them, 36 cases (30.3%) had been successfully mediated, an increase of 1% over 2008.

- To improve the health of medical personnel, to make hospitals a healthy workplace and a medical environment meeting the eight patient safety goals advocated by the Department of Health of the Executive Yuan, and thus to upgrade the quality of medical care and safety of patients, in the period between June 25 and September 3, 2009, 39 hospitals in Taipei City had been supervised and inspected. The supervision and inspection procedures were simplified for the first time, and seven hospitals were evaluated through documents. 37 hospitals (not including the Chinese Medicine Hospital) had been supervised and inspected for medical care safety.
- To realize and improve the service quality of primary care institutions, primary care institutions have been supervised and evaluated. Institutions evaluated included western medicine, dentistry, Chinese medicine and other medical institutions. In the period between May and November 2009, a total of 3,002 medical institutions, including 1,267 western medicine institutions, 1,241 dental clinics, 419 Chinese medicine institutions, and 75 other medical institutions had been supervised and evaluated.
- To make medical care institutions place more importance on the improvement of the quality of medical care safety, innovative and constructive recommendations have been offered to them to establish an environment for the improvement of medical care safety. In the period between June 1 and December 31, 2009, a plan to solicit proposals for the improvement of medical care safety was implemented in two stages. There were 36 entries. In the first stage of review of documents, 15 of them passed the review. In the second stage of presentation, one each for golden, silver and bronze awards, two for excellence award, and 10 for good works had been chosen and cited publicly at the presentation. The works are posted on the website of the Department for mutual learning and experience sharing.
- Using the 2008-2009 goals of patient safety advocated by the Department of Health of the Executive Yuan as themes, the City Health Department had, in collaboration with the medical centers and regional hospitals in Taipei City, conducted eight sessions of training on patient safety for medical personnel for a total of 1,709 person-times. Community hospitals had conducted 142 monthly sessions of public education for 8,513 participants; and 121 sessions of public education in communities on patient safety had been conducted for 15,420

六、極推動器官捐贈業務，強化醫事機構與人員建立「器官捐贈」處理流程及理念，辦理醫事人員「器官勸募與移植」研習會4場，共計827人參加；另為加強宣導社區民眾的認知與參與，於12區健康中心、社區醫療群、志工及宗教團體辦理「認識器官移植與捐贈」講座共19場，總計參加1,185人，並與中華民國器官捐贈協會辦理一場相關器官捐贈家屬座談會「道別之後－談悲傷的自我療癒之道」，以期能協助喪親之家庭能更順利地走出生命的傷痛，共計44人參加。另為將器官捐贈觀念推廣至校園，特舉辦器官捐贈海報創意徵選分別以高中組、大專組及社會組三組進行比賽，共計226件作品參選徵選出21件；優良器官勸募人員徵選及表揚活動，共計入選18位，並於「98年度臺北市政府衛生局優良照護機構頒獎暨成果展示」活動中舉行公開頒獎儀式；為追念及感謝臺北市歷年之器官捐贈者，傳達各界對於器官捐贈家屬無私之大愛，於三軍總醫院舉辦器官捐贈者追思感恩會活動，整體活動以「感謝、慰靈、紀念」為主軸，傳達我們對於捐贈者及其家屬的尊敬及敬佩之意。



▲ 器官捐贈家屬座談會。  
Meeting with families of organ donors.



▲ 器官捐贈者追思感恩會。  
Ceremony to express appreciations to organ donors.

七、為提升醫院火災緊急應變反應機制及能力，於98年2月15日假臺北馬偕醫院擴大辦理「98年度醫院火災緊急應變指揮體系示範觀摩演習」，共參與220人，並於98年1月8日至4月26日聯合臺北市政府消防局完成轄內47家醫院火災動態演練，另為加強醫院火災緊急應變，於98年6月至8月底辦理首創「醫

participants. Two symposiums focusing on medical care safety at medical institutions, "patient-centered medical care", had been held for 303 participants. In collaboration with the Taipei Area Medical Care Network, a week-long campaign on patient safety was held at the square of the Keelung Culture Center to encourage patients and their families to take part in the promotion of patient safety, and to make the public and the medical personnel place more importance on this issue.

6. Organ donation is actively promoted. Medical institutions and personnel are encouraged to establish procedures of organ donation. Four symposiums on organ donation and transplantation had been organized for 827 participants. To improve the knowledge of the public on organ donation, 19 lectures on organ donation and transplantation had been held at the 12 district health centers, community medical care groups, volunteer groups and religious groups for a total of 1,185 participants. A meeting of families of organ donors was held together with the ROC Organ Donation Association to help them overcome the aftermath of the sorrow with a view to help them go through the pains of life. A total of 44 persons came to this meeting. To promote organ donation in schools, a contest to solicit innovative posters on organ donation was held in three groups, senior high students, university students, and the general public. Of the 226 entries received, 21 outstanding works were chosen. 18 outstanding volunteers in the promotion of organ donation were cited at a public ceremony. In memory of the organ donors for their unselfish love, a ceremony was held at the Tri-Service General Hospital to express respect and appreciation to their contributions.

7. To improve the skills of hospitals in meeting fire and disasters, on February 15, 2009, a demonstration drill on the commanding system for fire and disasters was held at the Taipei Mckay Memorial Hospital for 220 participants. In the period between January 8 and April 26, 2009, fire drills had been held together with the Fire Department of the



▲ 醫院火災緊急應變指揮體系示範觀摩演練。  
Drill of the command system on fire disasters and emergency response.

院火災緊急應變督導考核」，共完成46家醫院訪評；並為提升醫院火災防護及管理的知識與技能，於98年11月26、27日與臺北市政府消防局共同辦理「2009臺北國際消防研討會」探討醫院火災安全管理與避難應變救援，分享國內外專家學者之學識與經驗。



▲ 2009臺北國際消防研討會。  
2009 Taipei International Symposium on Fire Prevention.

## 第二節 護產機構品質提升

為提供市民優質的護理服務，爰積極輔導護理機構之設置，至98年度共設置有護理之家15家、居家護理機構31家，產後護理機構37家，並持續進行督考、管理及輔導，以提升其服務品質。此外，並協助社會局輔導立案之養護機構，使民眾能夠持續獲得良好的照護服務。

## 第三節 精神復健機構評估

- 一、臺北市政府衛生局於98年7月14日、11月17日召開精神復健機構品質提升計畫委員會會議，修訂精神復健機構品質提升評估指標及獎勵方式。
- 二、於98年8月21日至10月29日間針對48家精神復健機構，進行實地評核活動。
- 三、98年11月30日於臺北市市政大樓沈葆楨廳，辦理優良精神復健機構（日間型社區復健中心7名、住宿型康復之家13名）授證典禮。

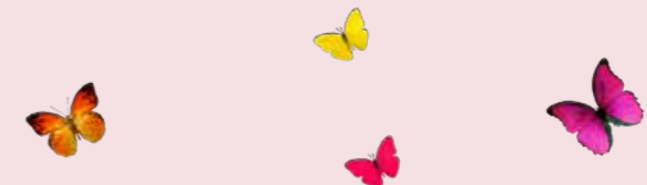
Taipei City Government in 47 hospitals. In June through August, supervision and inspection of hospitals for the management of fire and disasters, the first one in the country, had been conducted in 46 hospitals. To improve the skills and knowledge of hospitals in the management of fire and disasters, on November 16 and 27, an international symposium on fire-fighting was held together with the Fire Department to discuss ways of hospitals in the management of fire and disasters and to share experience of international and domestic experts.

## Section 2 Improvement of the Quality of Nursing Care Institutions

To provide the public with quality nursing care, establishment of nursing care institutions is actively supervised. By 2009, there were 15 nursing care institutions, 31 home care institutions, and 37 post-partum nursing care institutions. Inspection, management and supervision are continued to upgrade their service quality. In addition, the nursing care institutions under the Social Affairs Department are assisted to offer the public with continuing and high-quality care services.

## Section 3 Accreditation of Psychiatric Rehabilitation Institutions

1. Meetings of the Psychiatric Rehabilitation Institution Quality Improvement Plan Committee were held by the Department on July 14 and November 17, 2009, to amend indicators for the accreditation of the quality of psychiatric rehabilitation institutions and their awards.
2. In the period between August 21 and October 29, 2009, on-site inspections had been made to 48 psychiatric rehabilitation institutions.
3. A certification ceremony was held on November 30 at the City Hall to certify seven day care community rehabilitation centers and 13 midway houses for their excellent performances.



#### 第四節 醫療資源及各類醫事人員執業登錄

- 一、迄98年12月底，臺北市共有各類醫院39家、診所2,973家，各醫院總開放病床數計2萬3,871床。登記執業醫師數1萬1,094人，每萬人口醫師數約為42.55人、每萬人口急性一般病床數約為57.14床，醫療資源豐沛，優於其他縣市迄97年12月底，臺北市共有各類醫院40家、診所2,958家，各醫院總開放病床數計2萬853床。登記執業醫師數1萬1,122人，每萬人口醫師數為42.40人、每萬人口急性一般病床數為52.40床，醫療資源豐沛，優於其他縣市。
- 二、強化醫事人員執業登錄，善用社會資源，提升辦理成效強化醫事人員執業登錄，善用社會資源，提升辦理成效。
  - (一) 為簡化行政流程，落實便民服務政策，並增加醫事人員辦理業態異動之變利性，除於衛生局及各稽查分隊窗口隨到隨辦外，更委託臺北市各醫事公會協助辦理收件，提供便捷服務。另結合公會、醫事機構協助，於辦理執業、歇業時宣導法規政策事項，增進醫事人員對法令的認知，避免觸法。
  - (二) 訂定及修正「臺北市醫事人員執業登錄及異動申請作業流程」，並製作電子化表單及流程圖，含執業登記、歇業、停業、復業、遺失、變更、到期換照等標準作業流程，於臺北市政府網站公布提供正確訊息及便捷服務，加速申辦進度，提升服務品質（網址：<http://www.mytaipei.tw/index.html>、路徑：臺北市民生活網/E點通/衛生類/選擇醫事人員執業異動項目）。
  - (三) 各類醫事人員執登現況及成果
    1. 西醫師7,835人、中醫師729人、牙醫師2,530人、呼吸治療師242人、醫事檢驗師（生）1,671人、職能治療師（生）297人、物理治療師（生）752人、醫事放射師（士）1,008人、護理師（護士）2萬57人，各類醫事執登人數3萬5,121人，居全國之冠。
    2. 執業異動登記委外案件（共10類公會）辦理成果  
牙醫師公會辦理1,202件、中醫師公會辦理640件、呼吸治療師公會辦

#### Section 4 Medical Care Resources and Registration of Medical Personnel

1. By December 2009, there were in Taipei City 39 hospitals of all kinds and 2,973 clinics, with 23,871 beds. There were 11,094 physicians registered for practice, giving 42.55 physicians per 10,000 population. There were 57.14 acute and general beds per 10,000 population. Medical care resources in Taipei City fare exceed those of other counties and cities. By the end of 2008, there were in Taipei City 40 hospitals and 2,958 clinics, with 20,853 beds. There were 11,122 physicians registered for practice, giving 42.40 physicians per 10,000 population. There were 52.40 acute and general beds per 10,000 population.
2. Social resources are consolidated; and practice registration of medical personnel is strengthened to enhance work efficiency.
  - 1) To simplify administrative procedures, to make services more conveniently available to the people, and to make it easier for medical personnel to register their changes of status, applications are accepted and processed upon receipt at the windows of the Department and its inspection teams. Various professional medical associations in Taipei City are authorized to accept applications to make services more convenient. Associations and medical institutions are asked to explain laws and regulations to those applying for registration of practice or suspension of practice to help them understand the relevant laws and regulations, and thus to avoid violations of laws.
  - 2) The operational procedures for the application for registration of practice and changes of status of medical personnel have been formulated and amended. Electronic application forms and flow-chart on the standard operational procedures for the registration of practice, suspension of practice, termination of practice, resumption of practice, loss, changes and renewal of licenses have been produced and posted on the website of the Taipei City Government for public announcement to provide the public with correct information and convenient services, to expedite the processing, and to upgrade service quality (website: <http://www.mytaipei.tw/index.html>).
  - 3) Current status of the registration of various categories of medical personnel:
    - (1) Western medicine physicians, 7,835; Chinese medicine physicians, 729; dentists, 2,530; respiratory therapy technologists, 242; medical laboratory technologists (technicians), 1,671; occupational therapy technologists (technicians), 297; physical therapy technologists (technicians), 752;

理157件、醫事檢驗師（生）公會辦理476件、物理治療師公會辦理289件、物理治療生公會辦理103件、醫事放射師公會辦理356件、護理師護士公會辦理8,654件。

3. 臺北市全年度辦理執業異動案共2萬7,735件，其中委外辦理1萬1,877件，佔42.8%。

#### （四）臺北市醫事人員報備系統作業功能提升

1. 新增「到期提示」功能，於支援結束時間前一個月，由系統自動提示醫療機構，並以e-mail方式通知原申請人重新申請；共發出親善e-mail計6,262件。
2. 建置「滿意度調查」功能，直接瞭解民眾意見，提升服務品質，調查民眾滿意度達90%以上。
3. 與行政院衛生署醫事人員資料庫介接，簡化操作流程，只要鍵入身分證字號，即可勾稽及顯示醫事人員資料，節省醫事人員報備時間及提高報備之正確性，衛生局並可利用行政院衛生署醫事人員管理系統，查詢外縣市醫事人員到臺北市支援報備情形，有利醫事人員管理，掌握臺北市醫療資源現況及醫事人力調度。

medical radiology technologists (technicians), 1,008; professional registered nurses (registered nurses), 20,057; totaling 35,121 medical personnel of all kinds, the largest number in the country.

(2) Registration of changes of practice commissioned out to 10 professional associations: the dentists association had processed 1,202 applications; the Chinese medicine physicians association had processed 640 applications; the respiratory therapists association, 157; the medical laboratory technologists (technicians) association, 476; the physical therapists association, 289; the physical therapy technicians association, 103; the medical radiologists association, 356; the nursing association, 8,654.

(3) Throughout the year in Taipei City, a total of 27,735 applications for changes of practice had been processed; of them, 11,877 were processed by the commissioned associations, accounting for 42.8% of all.

4) Functions of the support reporting system of medical personnel have been upgraded.

(1) A new function, "overdue reminder", is added. The system will, a month prior to the end of the support, automatically remind the medical care institution, and to send e-mail to the original applicants to renew application. During the year, a total of 6,262 e-mails had been sent out.

(2) A "satisfaction survey" function is added to understand the opinions of the public, and to improve service quality. The approval rate of the public is more than 90%.

(3) By linking to the medical personnel database of the Department of Health, the Executive Yuan, the operational procedures are simplified. Once the ID number is keyed in, the personal information of the medical personnel concerned appears immediately. The time required for medical personnel to report is shortened and the accuracy of reporting is enhanced. The City Health Department can also use the medical personnel management system of the Department of Health, the Executive Yuan, to search for the report of medical personnel from other counties and cities supporting medical practice in Taipei City for more efficient management of medical personnel, better understanding of the status of medical resources in Taipei City, and more effective allocation of medical personnel.





Part 4 Safety Network of Food, Drugs and Cosmetics –  
Building a Healthy Consumer Environment

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藥粧食品安全聯網，  
建構健康消費環境

## 肆. 藥粧食品安全聯網，建構健康消費環境

Part 4 Safety Network of Food, Drugs and Cosmetics –  
Building a Healthy Consumer Environment

## ● 第一章 健全管理打擊不法

## 第一節 專案查緝

## 一、油炸油稽查管理

98年6月22日函請麥當勞等8家連鎖速食業者提出油炸油自主管制基準，於6月24日完成公布作業。自6月26日至12月31日共稽查1,459家次，稽查對象包括268家連鎖速食店及油炸油餐飲業者，發現麥當勞、拿坡里、達美樂及肯德基等4家使用濾油粉，總計抽驗182件油樣品，共有47件酸價大於2.0不符規定，其中40件已複抽並符合規定，7家已歇業，另抽驗之檢體中，有52件檢體由衛生局檢驗室進行重金屬檢測，結果皆符合規定。



▲ 98年酸價試紙條測試炸油品質。  
Testing of the acid value in oil used for deep fry with test paper.

## 二、美國牛肉進口管理

為確保民眾食的安心，持續配合臺北市政府推動「拒絕使用美國牛內臟、絞肉及脊髓」政策，共3,655家核發標章，稽查4,114家業者，其中輔導2,413家作出肉品來源標示，辦理10場散裝肉品標示衛生講習，共615名業者代表參加，並監控臺北市23萬9,544公斤進口牛肉放行資料，尚未發現美國牛內臟、絞肉及脊髓進口。

## ● Chapter 1 Strengthening of Management

## Section 1 Special Project Inspection

## 1. Inspection and Management of Fry Oil

On June 22, 2009, the McDonald's and eight fast food chain stores were asked to submit a set of self-management standards for fry oil. The standards were announced on June 24. In the period between June 26 and December 31, food stores had been inspected 1,459 firm-times. The stores inspected included 268 fast food chain stores and food firms using oil for deep fry, to find that four stores, the McDonald's, Napoli's Pizza, Domino's Pizza, and the Kentucky Fried Chicken used filtrate powder. In total, 182 oil specimens had been sample-tested to find 47 with acid value higher than 2.0, and were in violation of regulations. 40 of them had been retested and qualified; and seven had suspended business. Of the sample-tested specimens, 52 had been tested by the Laboratory of the Department for heavy metal; they all met regulations.



▲ 98年酸價試紙條測試炸油酸價大於2.0抽驗。  
Oil for deep fry tested for acid value higher than 2.0.

## 2. Management of the Importation of US Beef

To ensure food safety, in coordination with the Taipei City Government, action has been continued to promote the "say no to the internal organs, minced meat and spinal cord of US beef" policy. In total, 3,655 dealers were issued logos; and 4,114 were inspected. Of them, 2,413 dealers indicated the sources of their beef. Ten workshops on the labeling of meat in bulk had been held for 615 representatives of dealers. Information on the release of 239,544 kilograms of imported beef in Taipei City had been monitored; no internal organs, minced meat and spinal cord had been imported so far.



▲ 98年輔導南門市場生鮮肉品產地標示。  
Supervision of the Nanmen market for the labeling of origin on fresh meat.

▲ 98年輔導餐飲店家散裝肉品產地標示。  
Supervision of food and beverage dealers for the labeling of origin of meat.

## 第二節 一般稽查與抽驗

### 一、食品稽查與抽驗

- (一) 抽檢市售食品**3,909**件，不符規定**525**件，不合格率**13.4%**。專案抽驗全年執行**25**案，其中以蔬果（含茶葉及有機蔬果）**602**件、年節食品**503**件抽驗品項為最多；抽驗結果不合格率以豆素製品（**41%**）最高，皆已命令販售業者將違規產品下架，並移請來源轄管衛生局處辦。
- (二) 食品標示檢查**6萬4,060**件，查獲違規**763**件，不合格率**1.19%**，處分**122**件，違規情形以逾期食品**16**件、標示不全**80**件、營養標示不符**73**件、涉及誇大不實**35**件，總違規數共**204**件次（因同一產品有重複違規事項）。

### 二、衛生稽查輔導

臺北市公共飲食場所列管**1萬1,059**家，衛生稽查**2萬557**家次，輔導**2,343**家次。

### 三、查緝不法藥物

為保障市民之健康及消費安全，密切聯繫檢、警、調單位執行不法藥物查緝工作及配合法務部高檢署「打擊民生犯罪專案」，查獲不法案件即適時發布新

## Section 2 General Inspection and Sample-Testing

### 1. Inspection and Sample-Testing of Food

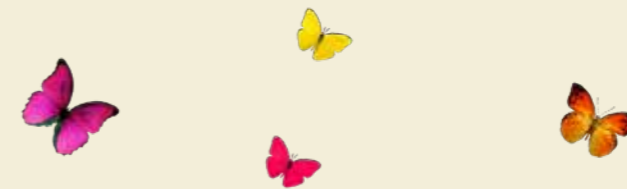
- 1) 3,909 food items on market had been sample-tested to find 525 in violation of regulations, at a failure rate of 13.4%. 25 special project inspections had been conducted throughout the year. Of them, 602 cases were vegetables (including tea leaves and organic vegetables and fruit), and 503 cases were special food items for festivals. The failure rate was the highest for bean products (41%). Dealers had been ordered to recall the products from shelves. They were also referred to the local health bureau for action.
- 2) 64,060 food items had been inspected for their labeling to find 763 in violation of regulations, at a failure rate of 1.19%. 122 cases had been punished. Of them, 16 cases were overdue of their valid date, 80 with incomplete labeling, 73 not labeled properly for nutrition, and 35 of exaggerated labeling, totaling 204 cases (one product may have more than two violations).

### 2. Supervision for Sanitary Inspection

In Taipei City, 11,059 public eating places are placed under management. They had been inspected 20,557 firm-times, and supervised 2,343 firm-times.

### 3. Inspection and Seizure of Illegal Drugs

To protect the health of the citizens and for consumer safety, inspection of illegal drugs is conducted in close collaboration with the police and prosecution authorities, and in coordination with the "fight against livelihood crimes special project" of the high prosecutor's office. Once illegal cases are detected, news is released immediately to stop dealers from making further attempts. In total, 20 cases of counterfeit drugs, four of misbranded drugs, 13 of prohibited drugs and three cases of illegal medical devices had been found, and 70 other cases had been fined.



聞，以嚇阻不肖業者，查獲偽藥20案、劣藥4案、禁藥13案、不法醫療器材3案，其它違法之行政罰鍰處分70件。

#### 四、加強市售藥物品質檢驗及包裝標示檢查

(一) 加強監測藥物品質，抽驗市售藥物及膠囊錠狀食品426件，不合格者20件，均依法處辦。

(二) 市售藥物包裝標示檢查1萬1,001件，標示不符規定者187件，均依法處辦。



▲ 稽查非正規場所販售保力達。  
Inspection and seizure of non-regular places selling Paolida drinks.

#### 五、非正規藥物販售場所之稽查

檳榔攤、雜貨店、工地、彩券行等非正規場所販賣之含酒精類產品稽查3,365家次，查獲違規27案，均依法處辦。

#### 六、管制藥品管理

依據機構、業者提供之使用銷售月報表，追蹤稽核管制藥品流向及使用情形，共執行稽查1,881家，勾稽查核1,793家。查獲違規26家，處以行政罰鍰新臺幣130萬元。



▲ 98年度管制藥品管理講習會上課概況。  
Workshop on the management of controlled drugs.

七、稽查診所、藥局(房)聘任之藥事人員是否親自調劑及配戴執業執照情形，稽查藥局716家，藥房(商)2,829家，診所2,625家，共6,170家。

八、稽查醫療院所(包括中醫醫療院所)及藥局之藥品包裝容器標示是否符合藥師法第19條、醫師法第14條及醫療法第66條規定：查核藥局706家，醫療院所1,511家，共2,217家。

#### 4. Strengthening Quality Testing of Drugs on Market and their Labeling

1) Quality of drugs is strictly monitored. 426 cases of drugs on market and food in capsule and tablet forms had been sample-tested to find 20 in violation of regulations. They had been processed by regulations.

2) 11,001 cases of drugs on market had been inspected of their labeling to find 187 in violation of regulations. They had been processed by regulations.

#### 5. Inspection of Unqualified Firms Dealing Pharmaceuticals

3,365 unqualified places such as betel-nut stands, groceries, construction sites, lottery shops had been inspected for selling beverage containing alcohol to find 27 in violation of regulations. They had been processed by regulations.

#### 6. Management of Controlled Drugs

By the monthly sales reports submitted by institutions and dealers, the flow and use of controlled drugs are traced and inspected. In total, 1,881 firms had been inspected and 1,793 firms had been audited and inspected to find 26 in violation of regulations. They were fined a total of NT\$ 1,300,000.

7. The pharmaceutical personnel employed by clinics and pharmacies (drug stores) are inspected to see if they personally attend to dispensing of medicines and if practice license is properly displayed. 716 pharmacies, 2,829 drug dealers, and 2,625 clinics had been so inspected for a total of 6,170 firms.

8. Medical care institutions (including Chinese medicine hospitals and clinics) and pharmacies are inspected to see if the drugs are labeled in accordance with regulations of Article 19 of the Pharmacists Act, Article 14 of the Physician's Act, and Article 66 of the Medical Care Act. 706 pharmacies and 1,511 medical care institutions had been found in violation of regulations, totaling 2,217 firms.



▲ 配合台灣台北地方法院檢察署查獲不法藥物。  
Inspection and seizure of illegal medicines.

## 九、化粧品管理

- (一) 抽驗市售產品112件，品質不合格44件，移送法辦8件。
- (二) 檢查市售化粧品包裝標示1萬273件，不符規定253件，違規者處以行政罰鍰104件。
- (三) 為加強民眾對於化粧品之教育宣導，編撰「你可以再靠近一點…怎樣聰明選用化粧品」於健康臺北季刊發表，並於捷運電漿電視、捷運月臺燈箱、廣播媒體等宣傳化粧品選購注意事項，另製作化粧品宣導扇子「化粧品選購停看聽」。
- (四) 辦理「優良化粧品業者自主管理認證」，計92家優良化粧品業者暨196個化粧品百貨公司專櫃通過認證，12月11日假臺北市立聯合醫院仁愛院區辦理成果發表會。

### 第三節 突發案件處理

98年5月會同臺北市調查處前往南聯公司南崁倉庫執行行政查封檢出古柯鹼的「紅牛飲料」食品，經清查總共進口2萬1,269箱，其中市場上鋪貨4,104箱。該案經業者向行政院衛生署申請複驗結果未檢出古柯鹼後，始予放行產品。

### 第四節 落實業者管理

- 一、依藥事法規定辦理藥商、藥局普查，普查9,685家，查獲637家藥商去向不明，依程序公告註銷。
- 二、藥商、藥局申請設立、變更、停、歇及復業2,970件，藥事人員、營養師執業及註銷申請2,159件，營養師支援報備536件。
- 三、為提升臺北市藥商、藥局暨藥事人員專業知能並宣導相關法規，辦理「藥商藥局暨藥事人員講習會」8場，計850人參加。
- 四、針對臺北市販售「維士比、保力達B」等含酒精類口服液藥品之非正規商

## 9. Management of Cosmetics

- 1) Products on market had been sample-tested for 112 cases to find 44 disqualified; eight had been referred for processing by regulations.
- 2) Labeling of cosmetics on market had been inspected for 10,273 cases to find 253 in violation of regulations. 104 cases of them had been processed by regulations.
- 3) To make people understand more about cosmetics, a booklet, "Wise Selection of Cosmetics", has been produced and posted on the Healthy Taipei Quarterly. Notes on the wise purchase of cosmetics are shown on the MRT TV, light boxes and mass media. A fan carrying messages on the wise purchase of cosmetics is produced.
- 4) A workshop on the self-management certification of cosmetics dealers had been held. 92 outstanding dealers of cosmetics and 196 cosmetics counters of department stores had passed the certification. On December 11, a presentation was held at the Renai Branch of the Taipei City Hospital.

### Section 3 Management of Outbreaks

In May 2009, the Department, together with the Taipei City Bureau of Investigation, made a surprise inspection of the Nanlien Company for their cocaine-contained beverage named the "Red Cow". In total, 21,269 cases had been imported so far; and 4,104 cases had been placed on market. Dealers of the product made an appeal for re-examination to the Department of Health of the Executive Yuan. In the re-examination, no cocaine was detected and the product was released.

### Section 4 Management of Dealers

1. In accordance with regulations of the Pharmaceutical Affairs Act, census of pharmaceutical dealers and pharmacies is conducted. In 2009, census had been made for a total of 9,685 firms to find 637 dealers that could not be traced. Their licenses were revoked accordingly.
2. In 2009, 2,970 pharmaceutical dealers and pharmacies had applied for the establishment, changes of status, termination, suspension, and resumption of practice. 2,159 pharmaceutical personnel and dietitians had applied for practice licenses or revocation of licenses; and 536 dietitians had reported for supporting.

店，於10月辦理講習會5場，宣導相關藥事法規以保障市民用藥安全，計200人參加。

五、5至7月辦理管制藥品法規宣導講習5場，醫療機構、藥局、西藥販賣業、獸醫診療機構、醫藥教育研究機構…等機構665人與會。

六、7~9月於臺北市立聯合醫院仁愛院區、忠孝院區辦理化粧品業者講習會3場，計482人參加。

七、辦理藥商、化粧品、食品業者及傳播媒體業者講習班3場，說明違規廣告查緝及認定原則，以提升業者自我審查及自主管理之能力，減少違規廣告之刊播，計257家次355人次參加。

八、9月4日舉辦「不法藥物查緝工作會報講習會」，敦聘臺灣臺北地方法院檢察署郭永發主任檢察官，講授查緝不法藥物之技巧暨刑事訴訟程序交互詰問相關問題，衛生局同仁亦提出不法藥物查緝經驗分享報告，計97人參加。

九、為增進稽查人員稽查實務及技巧，假臺北市政府公務人員訓練處，辦理「藥物食品業務稽查實務研習班」等教育訓練3場，受訓322人次。



▲ 98年度藥商藥局暨藥事人員講習會上課概況。  
Workshops for pharmaceutical dealers, pharmacies and pharmacists.

▲ 非正規業者之教育訓練活動上課實況。  
Training of non-regular places.

## 第五節 淨化藥、粧、食品廣告

一、建置「藥物及化粧品廣告線上申辦暨查詢系統」，簡化程序，提升行政效能，廣告申請案件，共計7,354件。

3. To improve the professional skills and knowledge of pharmaceutical dealers and pharmaceutical personnel in Taipei City and to help them understand more the relevant regulations, eight workshops for pharmaceutical dealers and pharmaceutical personnel had been organized for 850 participants.
4. Five workshops were organized in October for non-regular shops selling alcoholic beverage such as Whisbih and Paolyta B to explain to them the relevant regulations and thus to protect the safe use of drugs of the citizens. In total, 200 persons came to these workshops.
5. In May through July, five workshops on regulations of controlled drugs had been held. 665 persons from medical care institutions, pharmacies, western medicine dealers, veterinarian clinics, medical research institutions came to these workshops.
6. In July through September, three workshops for cosmetics dealers had been held at the Renai and Zhongxiao branches of the Taipei City Hospital for 482 participants.
7. Three workshops for pharmaceutical, cosmetics and food dealers and mass media had been held to explain to them principles in the inspection and identification of illegal advertisements to improve their capabilities in self-review and self-management, and thus to reduce the number of illegal advertisements. In total, 355 persons from 257 firms came to these workshops.
8. A workshop on the reporting of the inspection of illegal drugs was held on September 4. Prosecutor Guo of the Taipei Local Court Prosecutor's Office was invited to talk on the skills in seizing illegal drugs and their prosecution procedures. Discussions were held; and staff members of the Department also shared their experience in the inspection and seizure of illegal drugs. A total of 97 persons took part in the workshop.
9. To improve the inspection practice and skills of inspectors, three training sessions on the practice of inspection on food and drugs were held at the Taipei City Government Civil Servant Training Center for 322 person-times.

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

1. An online application and searching system for advertisements of drugs and cosmetics has been set up to simplify procedures and improve administrative efficiency. In total, 7,354 applications have been received.

二、加強取締違規廣告，查獲違規廣告共4,394件（藥物349件、化粧品1,809件及食品2,236件）；處分違規廣告共962件（藥物37件、化粧品508件及食品417件），杜絕誇大不實的違規廣告，保障消費大眾的權益與健康，並減少消費爭議。

三、適時發布新聞，提醒消費者，避免因購買違規廣告所宣稱之產品，而致金錢損失及傷害身體，共發布4則新聞。內容包括：

- （一）「臺北市政府衛生局公布97年度違規廣告王『漢本威』遙遙領先」。
- （二）「誇大『發奶茶』」、「發奶胸罩」呼籲購買網路產品要當心!」。
- （三）「看緊您的荷包！！勿信天『SO』減肥食品」。
- （四）「夜夜銷魂『龍騰方』違規廣告知多少」。

## ● 第二章 營造健康消費環境

### 第一節 維護食品公共安全

一、維護公共安全方案列管之食品業者271家（包含餐盒食品業19家、學校附近自助餐27家、學校自製午餐30家、外燴飲食業6家、辦理宴席餐廳84家、學校外包午餐69家、觀光飯店29家及中央廚房7家），稽查1,832家次。

二、辦理一般餐飲業者及公共安全方案業者衛生講習159場9,104人，其中辦理中餐烹調丙級技術士技能檢定衛生講習8場699人參訓，辦理中餐烹調乙級技術士技能檢定衛生講習1場78人參訓，辦理持證廚師衛生講習42場2,881人參訓；衛生局或臺北市各合格辦理衛生講習機構所辦理之中餐乙、丙級烹調技術士及持證廚師衛生講習資訊均公告於行政院衛生署食品資訊網之廚師證書管理網站，以利民眾查詢與報名。

### 第二節 推動健康飲食新文化

一、天天5蔬果

（一）結合臺北市十二區健康服務中心、臺北市立聯合醫院等共同推動國民營養

2. Seizures of illegal advertisements have been strengthened. In total, 4,394 illegal advertisements had been seized (349 of drugs, 1,809 of cosmetics, and 2,236 of food). 962 illegal advertisements had been processed by law (37 of drugs, 508 of cosmetics, and 417 of food) to put an end to exaggerate and dishonest illegal advertisements to protect the rights and health of consumers and to reduce disputes in consumption.

3. News is released in time to remind consumers to avoid loss of money and damage to health for buying products that are advertised by illegal advertisements. In total, four pieces of news had been released. They are:

- 1) The leading illegal advertisement of the year 2008 is "Hanbenwei".
- 2) The "breast-growing tea" and the "breast-growing brassiere" are exaggerated; online consumers should be careful.
- 3) Watch for your wallets. Don't believe in the "SO" diet food.
- 4) "Longtengfang for Wonderful Night" is not true.

## ● Chapter 2 Building a Healthy Consumer Environment

### Section 1 Maintaining Public Safety of Food

1. 271 food industries (including 19 boxed lunch industries, 27 cafeterias around schools, 30 school lunch programs, six catering restaurants, 84 restaurants for large-scale parties, 69 schools commissioning out for lunch, 29 tourist hotels, and seven central kitchens) are placed for management under the maintenance of public safety plan. In 2009, they had been inspected 1,832 firm-times.

2. In 2009, 159 sessions of lectures on sanitation had been held for 9,104 managers of restaurants in the food safety and public safety plan. They included eight lectures for the certification of 699 C-grade Chinese cooking technicians; one lecture for the certification of 78 B-grade Chinese cooking technicians. 42 sessions of lectures had also been held for cooks already certified for 2,881 persons. Information on these lectures for the certification of B-grade and C-grade technicians and cooks already certified is posted on the Cook Certificate Management Web of the Food Information Network of the Department of Health, the Executive Yuan, for the convenience of public inquiries and application.

宣導教育，執行衛生局「健康飲食促進計畫」，成果如下：共辦理健康活動753場次，其中依宣導方式之不同，共計辦理講座200場次（1萬6,319人次）、宣導488場次（5萬451人次）、社區活動65場次（2萬3,981人次），參與人數總計9萬751人次。

（二）辦理「臺北市政府衛生局員工蔬果飲食習慣與認知問卷調查」：2月前測、10月後測，調查衛生局同仁蔬果飲食習慣及對天天五蔬果的認知情形，前、後測共計回收問卷608份。從調查結果發現，藉由衛生局張貼宣導海報、發送宣導單張等措施，聽過「天天5蔬果」的同仁由77%提升為98%，進步達21%；實際可以回答出「天天5蔬果的含義係指天天吃到3蔬2果」的人數由97年後測結果70%，前後測提升，並維持81%與80%；可以正確地答出「1份蔬菜約等於半個飯碗熟的份量」由87%略提升為89%；就水果的份量而言，可以正確地答出「每1份水果的份量大約是1個拳頭大小或切好約1碗的量」，則維持於83%與82%。

（三）製作健康飲食文宣品

1. 製作天天五蔬果宣導海報，分送至12區健康服務中心、臺北市立聯合醫院、透過市場處轉發各市場、臺北市學校單位及學校營養師以辦理衛生教育宣導之運用，以宣導「健康飲食-天天五蔬果」健康飲食概念。並提供統一生活事業股份有限公司康是美藥妝店門市部張貼宣導。
2. 製作「天天5蔬果」、「健康體位」宣導標語，放置於臺北市政府廁所文宣區，使出入臺北市政府之民眾均能接觸5蔬果、健康體位概念。

（四）11月13日在臺北市政府沈葆楨廳舉辦「健康體位、健康飲食-健康蔬食餐」新食尚運動年終發表會，公開頒發13家盒餐業OK認證標章，現場有蔬果料理示範、健康蔬食餐料理競賽、競賽料理免費試吃及票選，並提供民眾免費菜單、有獎徵答、免費的營養專業諮詢及健康體位測量等活動，約1,300人參加。



## Section 2 Promoting New Dietary Culture

### 1. Five Serves of Vegetables and Fruit a Day

1) In 2009, education on national nutrition had been promoted together with the 12 district health centers and the Taipei City Hospital to execute the healthy diet promotion plan of the Department. The results were, 200 health lectures for 16,319 person-times, 488 educational campaigns for 50,451 person-times, 65 community activities for 23,981 person-times, for a total of 90,751 person-times.

2) A questionnaire survey of employees of the Department on their dietary habits and intake of vegetables was conducted, the pre-test in February and the post-test in October. They were surveyed for their dietary habits and understanding of the five serves of vegetables and fruit a day concept. In total, 608 copies of the questionnaire had been returned for both the pre- and the post-test. It was found that through posting of posters and distribution of leaflets, the number of persons who had heard of “five vegetables a day” had increased from 77% to 98%, a remarkable increase of 21%. The number of persons who could correctly answer that “five serves of vegetables and fruit a day refers to three serves of vegetables and two serves of fruit a day” had increased to 81%. The number of persons who could correctly answer that “one serve of vegetables is about a half-bowl of rice” had increased slightly from 87% to 89%. The number of persons who could correctly answer that “one serve of fruit is about the size of the fist” was about 83%.

### 3) Educational Materials on Healthy Diet

(1) Posters on five serves of vegetables and fruit a day have been produced and distributed to the 12 district health centers, the Taipei City Hospital, markets, schools, and school dietitians for use in health education.

(2) Slogans on “five serves of vegetables” and “health fitness” are displayed around the toilet areas of the City Hall for the education of the general public.

4) A year-end presentation of the “five serves of vegetables” was held on November 13 at the City Hall to publicly award OK certification to 13 boxed lunch industries. Demonstration on the cooking of vegetables and fruit was presented, and contest was held. Free recipes were offered to the public. Free counseling by dietitians and measurement for health fitness were offered for 1,300 persons.



## 二、健康飲食新文化

(一) 結合業界、餐飲、營養相關工(公)會共同辦理社區健康飲食推廣活動：

1. 98年2月23日與中華民國營養師公會全國聯合會合作辦理「全家一起吃早餐~健康蔬果不缺席 慶祝營養師節，營養師呼籲民眾健康就從早餐開始！」健康飲食



▲ 天天5蔬果新食尚運動健康蔬食試吃活動。  
Trying the new diet of five serves of vegetables and fruit.

宣導記者會，會中介紹並展示10種市售常見的早餐組合，利用『均衡拼圖』，『推薦指數』，讓民眾容易瞭解各式早餐組合的優、缺點，做適度的修正，教導民眾如何吃得「方便」，但不「隨便」，促進健康又樂活。

2. 2月24日與中央健康保險局臺北分局共同辦理「天天5蔬果」宣導講座共2場，宣導對象為看診的病患、家屬及有興趣的民眾，邀請市立聯合醫院松德院區營養師主講，內容包括：天天5蔬果防癌輕鬆做、蔬果份量、蔬果如何清洗、外食族的飲食原則等，計62位民眾參加。

3. 5月5日與中央健康保險局臺北分局共同辦理「天天5蔬果」宣導講座共2場，宣導對象為看診病患、家屬及一般民眾，邀請臺北市立聯合醫院松德院區營養師主講「天天5蔬果防癌輕鬆做」、「蔬果份量、蔬果如何清洗」、計50位民眾參加。另於現場辦理營養諮詢，約有25位民眾報名諮詢。

4. 10月9-12日與台北市餐飲業職業工會於「第二屆台北廚王爭霸賽」暨「2009台北國際廚王邀請賽」中，推廣天天五蔬果時尚新概念，將五蔬果概念融入廚藝競賽活動，並於會場展示天天五蔬果及健康飲食文宣品。

## 2. New Healthy Dietary Culture

1) Together with industries and food and nutrition-related associations, healthy diet is promoted in communities.

(1) On February 23, together with the Dietitians Association, a campaign on "eat breakfast" was organized to celebrate the Dietitian's Day. A press conference was held at the same time to demonstrate ten sets of breakfast. The balance puzzles and recommendation indexes were used to help the public understand the advantages and disadvantages of the different sets of breakfast to make necessary adjustment. The public was educated on how to eat "conveniently" but not "casually" to promote their health.

(2) On February 24, together with the Taipei Branch Bureau of the Bureau of National Health Insurance, two lectures on "five serves of vegetables" had been held to educate patients and families visiting clinics and the general public as well. Dietitians of the Songde Branch of the Taipei City Hospital were invited to talk on five serves of vegetables a day for cancer prevention, the amount of vegetables and fruit, how to wash them, and dietary principles for people eating out. A total of 62 people came to these lectures.

(3) On May 5, together with the Taipei Branch Bureau of the Bureau of National Health Insurance, two lectures on "five serves of vegetables" had been held to educate patients and families visiting clinics and the general public as well. Dietitians of the Songde Branch of the Taipei City Hospital were invited to talk on five serves of vegetables and fruit a day for cancer prevention, the amount of vegetables and fruit, how to wash them, and dietary principles for people eating out. A total of 50 people came to these lectures; and 25 people applied for counseling.

(4) On October 9-12, together with the Taipei City Restaurant Union at the "2nd King of Taipei Cooks" and "2009 International Cooks" contests, the new concept of five serves of vegetables was advocated during the contest of cooking art. Educational materials were also displayed.

2) Supervision of Healthy Boxed Lunch

Suppliers of school lunch are supervised to supply healthy products. In each term, schools are inspected of their healthy boxed lunch and nutrition of the products supplied by their central kitchens. The Health Promotion and Nutrition Department of the Taipei Medical University is requested to perform analysis of nutrient components.

## (二) 輔導符合健康原則之健康盒餐

輔導學校午餐業者供應「健康化」製品，每學期進行校園「健康盒餐」及國小中央廚房供膳營養查核，並請台北醫學大學保健營養系協助營養成分分析。

1. 5月份請臺北市立聯合醫院營養部全面輔導臺北市盒餐業者製作「健康盒餐」，並將業者名冊置於衛生局網站，供民眾選購盒餐時參考。
2. 98年第1學期臺北市盒餐業者查核於6月22~25日抽樣，共抽檢14家盒餐工廠，每家廠商各3個盒餐樣本，共42個餐盒，送台北醫學大學做營養分析。該次抽驗的餐盒業者共14家樣本中標示皆屬完整標示，佔100%。抽樣餐盒提供熱量過多，食物材料偏向於蛋豆魚肉類、油脂類；但是主食類、蔬菜類提供份數則略顯偏低。
3. 8月15日結合臺北市餐盒食品商業同業辦理餐盒食品業製作「健康盒餐」研習，共199人參加講習。
4. 校園健康盒餐98年第2學期臺北市盒餐業者查核於9月9日至9月18日進行，共計抽檢臺北市提供學校健康盒餐之12家餐盒工廠，每家抽檢相同內容物盒餐3個，共計36個餐盒，由臺北醫學大學楊淑惠老師實驗室進行食物秤量、食物類別份量與盒餐營養素分析。結果顯示整體盒餐熱量適中，主食類、蔬菜類偏低，蛋豆魚肉類、油脂類偏高。建議主食類、蔬菜類須增加，蛋豆魚肉類、油脂類應減量。
5. 12月28日首次辦理「中央廚房、學校自設廚房、委外辦理菜單營養評核」，邀請學者專家針對各校提供之一週菜單評核，評核項目包括營養均衡、食材、烹調方法、整體表現等，由源頭管制學校供應符合健康、營養、美味的學童午餐。

## (三) 配合節令、時事發布健康飲食相關新聞

1. 1月19日「闔家團圓慶春節~聰明烹調享健康」。
2. 1月20日「天天五蔬果 健康飲食，適量運動維持好身材！」。
3. 2月23日「全家一起吃早餐~健康蔬果不缺席 慶祝營養師節，營養師呼籲民眾健康就從早餐開始！」。

(1) In May, the nutrition department of the Taipei City Hospital supervised the boxed lunch industries in Taipei City to produce healthy boxed lunch. Names of the industries are posted on the website of the Department for reference of the public in buying boxed lunch.

(2) On June 22-25 in the first school term, boxed lunch industries in Taipei City were sample-inspected. Each of the 14 industries inspected produced three boxed lunch samples totaling 42 samples. They were sent to the Taipei Medical University for analysis. Labeling of the samples supplied by the 14 industries all met requirements, accounting for 100% of all. The samples tested showed excess quantity of calories, and their materials were more on the side of egg, beans, fish, meat and fat; the supply of main dish and vegetable was rather on the low side.

(3) On August 15, together with the Taipei City Boxed Lunch Commercial Association, a workshop on healthy boxed lunch was held for 199 participants.

(4) On September 9 through 18 in the second school term, the inspection of boxed lunch industries took place. 12 industries supplying boxed lunch to schools were inspected. Each of them produced three samples of boxed lunch of the same contents totaling 36 samples. They were sent to the Taipei Medical University for analysis. The samples tested showed adequate calories; main dish and vegetables on the low side; and egg, beans, fish, meat and fat on the high side. It was recommended to increase the amount of the main dish and vegetables and reduce the amount of egg, beans, fish, meat and fat.

(5) On December 28, a nutrition assessment of the central kitchens, kitchens managed by schools, and school lunch commissioned out was conducted for the first time. Experts and scholars were invited to assess the weekly menus provided by schools. Items of assessment included balanced nutrition, food materials, cooking, and general outlook. The purpose is to supply children with healthy, nutritious and tasteful lunch through control of the sources.

### 3) News Releases on Festivals and Special Occasions

- (1) January 19, "Happy Family Reunion – Wise Cooking for Health"
- (2) January 20, "five vegetables and fruit a day and adequate exercise for good health"
- (3) February 23, "breakfast for the family" in celebration of the Dietitian's Day

4. 5月18日發布「包粽囉！~玄米養生照燒雞肉粽 優纖低脂慶端午 三蔬二果不可少」新聞稿。
5. 6月23日發布「把握最後衝刺 考季餐飲重衛生~“OK”產品有保障」新聞稿。
6. 8月25日發布「2009臺北鳳梨酥文化節-亞洲城市糕餅示範交流賽 臺、港、菲金牌高手 臺北出招！展示有健康概念的鳳梨酥—增纖養生好滋味！」新聞稿。
7. 9月30日發布「秋節飲食巧搭配-營養環保又健康」新聞稿。
8. 12月14日發布「高纖、少油又少糖 美味不減粉健康 系列健康烘焙 陪您過健康聖誕」新聞稿。

#### (四) 健康飲食廣播媒體行銷

辦理「藥物食品宣導廣播媒體行銷」勞務採購案，經公開招標程序由亞世廣告有限公司承接，該公司依契約內容於11月30日前完成廣告製作與播出。針對不同族群（老人、上班族等）之需求設計議題，製作包括：健康飲食、健康體位【標準篇】、天天五蔬果【說書篇】、營養均衡【老人篇】、代謝症候群【認知篇】、衛生自主管理OK標章認證【OK篇】、身體質量指數【BMI篇】等媒體宣播帶，針對不同聽眾族群、語言藉由不同廣播頻道傳播，廣告共計播出2,230檔次。另邀請學者、專家、營養師專訪15次，議題包括：健康體位與正確減重方法、天天五蔬果、三蔬二果—健康跟著走、飲食與癌症-飲食防癌、代謝症候群等。口播17次、POP RADIO網路聯結。

#### 三、健康體位

於12區健康服務中心、臺北市立聯合醫院及各醫療院所共設置52個登錄點推動「成人健康體位挑戰1824」，並合作教育民眾認識自己的體位，推行均衡飲食及適當運動為正確之體重控制方法。共3萬1,937人登錄，辦理體重控制講座634場次，2萬8,118人次參與。

- (4) May 18, “high-fiber low-calorie dumpling for the Dragon Boat Festival”
- (5) June 23, “healthy diet for the entrance examination seasons”
- (6) August 25, “the Pineapple Cake Festival”
- (7) September 30, “healthy diet for the August Moon Festival”
- (8) December 14, “Happy Christmas with high-fiber low-calorie food”.

#### 4) Radio Broadcasting on Healthy Diet

To promote safe use of drugs and food, a company was contracted through public solicitation to develop and broadcast messages on safe food focusing on different age groups such as the elderly and the office workers. Contents of the broadcasting included healthy diet, health fitness, five vegetables a day, balanced diet, metabolic syndromes, the OK logo for self-management of sanitation, and BMI. They were broadcast focusing on different age groups and in different dialects. In total, 2,230 broadcasting had been made. Interviews of scholars, experts and dietitians had been made 15 times on issues such as health fitness, correct body weight control, five vegetables a day, three-vegetables and two fruit for good health, food and cancer prevention, and metabolic syndromes. They were also linked to the POP RADIO.

#### 3. Health Fitness

52 registration points are set up at the 12 district health centers, the Taipei City Hospital and medical care institutions for the promotion of adult health fitness – challenging 1824. Education of the public on health fitness, balanced diet, adequate exercise and correct way of body-weight control is also promoted. In total, 31,937 persons have registered. 634 lectures on body-weight control have been held for 28,118 person-times.



#### 四、健康烘焙

- (一) 8月25日假沈葆楨廳與台北市糕餅商業同業公會聯手舉辦【第一屆亞洲城市糕餅交流賽】。評審依照技術性、口味、外觀、包裝四大面向考量，結果臺北代表凱樂烘焙坊的張棧杰師傅以【二代全麥鳳梨酥】獲得【最佳技術】獎項；臺北代表許家班的許金諺師傅憑藉著記錄台灣之美的造型【台灣黃金酥】榮獲【最佳包裝】；來自菲律賓馬尼拉的Wilburt C. Wong以滿是異國情調和特有堅果的船型Boat Tart糕點奪下【最上鏡頭】獎；【最佳美味】獎則是由來自香港的吳賜強師傅製作的【香港脆餅】獲獎。
- (二) 8月25日辦理「2009年台北鳳梨酥文化節暨推廣健康烘焙展示活動」，推出以「二代全麥」麵粉為基底製作「三多一不（美味多一點、纖維多一點、創意多一點、不含反式脂肪酸）」增纖養生鳳梨酥。二代全麥麵粉所含的膳食纖維較傳統麵粉高，在滿足消費者甜蜜的城市記憶，品嚐鳳梨酥時，增纖養生鳳梨酥多了膳食纖維、維生素B1、維生素E、鐵的攝取，讓鳳梨酥的營養組成更趨健康，成為台北伴手禮於市面販售。
- (三) 8月29日假香堤大道與台北市糕餅商業同業公會辦理「2009臺北鳳梨酥文化節嘉年華會-星光大道」暨衛生局98年健康烘焙食品—增纖養生鳳梨酥創意競賽系列活動，當日請吳清基副市長蒞臨致詞及頒獎。該公會於現場除募得100萬元善款外，消費者每購買一盒鳳梨酥該公會再配合捐出10元捐助88水災災民。

### 第三節 輔導產業優質化

- 一、推動衛生自主管理OK標章認證制度，98年食品業部分輔導「飲冰品業」279家、「餐盒食品業」14家、「貓空餐飲茶坊業」29家、「餐盒（餐館）業」13家、「中央廚房」62家、「連鎖便利商店業」527家業者通過衛生優良自主管理OK認證，另營業衛生111家，並有92家化粧品業（含196個百貨公司專櫃）通過。截至98年底，臺北市OK認證業者已突破4,872家次。
- 二、推動食品安全管制系統（危害分析管制點：HACCP）先期輔導認證作業，輔導19家業者通過。

#### 4. Healthy Baking

- 1) On August 25, the First Asian Cities Contest on Cake Baking was held together with the Cake Commercial Association at the City Hall. Baked cakes were judged for their technicality, taste, outlook and packing. A delegate from Taipei City was awarded the best technique for his pineapple cake; another delegate from Taipei City was awarded the best packing. Mr Wilburt C. Wong of the Philippines won the best camera award for his Boat Tart; and Chef Wu of Hong Kong won the best taste award.
- 2) On August 25, the 2009 Pineapple Cake Festival was held. A three-more one-no (more tasteful, more fiber, more innovation and no trans-fat) pineapple cake made of the second-generation whole wheat was presented. The second-generation whole wheat contains more fiber than the conventional wheat flour. The cake is rich in fiber, Vitamin B1, Vitamin E and iron, and the pineapple cake so produced is healthier.
- 3) On August 29, the 2009 Pineapple Cake Carnival was held together with the Cake Commercial Association. Mr Wu, Vice Mayor of the City, was at the occasion to present awards. Donation was solicited at the same time to collect NT\$ one million. The Association contributed NT\$ 10 for each pack of pineapple cake bought to help victims of the August 8 flood.

### Section 3 Supervision of Industries for Quality Improvement

1. The OK logo certification system for sanitary self-management is promoted. In 2009 for food industries, 279 firms in beverage and ice products, 14 firms in boxed lunch, 29 firms of the Maokung area tea houses, 13 boxed lunch industries, 62 central kitchens, and 527 convenience stores, all passed the OK logo certification. In addition, 111 sanitary establishments and 92 cosmetics industries (including 196 counters in department stores) had also passed the certification. By the end of 2009, more than 4,872 firm-times of industries in Taipei City had passed the certification.
2. Promotion of HACCP: 19 firms have passed the supervision for certification.
3. To effectively utilize social resources to promote food sanitation-related activities together with private sector resources, in 2009, 40 volunteers had been recruited, a growth of 81.8% over the previous year. Four sessions of training had been held for volunteers, "nutrition labeling of packed food on market" on April 16, "nutrition labeling of packed food on market" on April 23, "self-management for

三、為有效運用社會人力，結合民間力量與資源推動食品衛生相關業務，98年招募志工40人較去年成長81.8%，辦理4場次志工教育訓練講習，4月16日「市售包裝食品之食品標示暨營養標示講習會」、4月23日「市售包裝食品之食品標示暨營養標示講習會」、9月3日「連鎖便利商店衛生優良自主管理計畫說明會及衛生講習」、12月8日「標示原產地志工培訓計畫」，共45人次參加，98年度辦理食品衛生相關活動，由志工協助的活動有7場共67人次。

#### 第四節 為民服務與消費者保護

- 一、設立消費者服務專線（02）2720-8777，提供消費者遇到突發狀況能有適當管道諮詢或申訴。受理消費者藥物、化粧品、食品等檢舉案件共6,304件。
- 二、為保障消費者權益，提供民眾消費申訴管道，受理消費爭議案410件，其中212件調處成功，112件未調處成功，轉由臺北市政府法規委員會消保官繼續進行調處，另有57件移請外縣市調處，29件消費者主動撤銷申訴。受理中藥摻西藥及中藥摻重金屬檢驗共40件。



▲ 盒餐業衛生優良自主管理授證活動。  
Certification of boxed lunch manufacturers for the self-management of sanitation.

sanitation of convenience stores” on September 3, and “labeling of sources origin” on December 8, for a total of 45 participants. In 2009, seven food sanitation-related activities had been held with the assistance of volunteers, for 67 person-times.

#### Section 4 Service to the People and Consumer Protection

1. A consumer service hotline (02-2720-8777) is set up for the inquiries and appeals of consumers at time of unexpected incidents. In 2009, a total of 6,304 cases reporting frauds in drugs, cosmetics and food had been received.
2. To protect the rights of consumers and to make available to the public channels for complaints, in 2009, 410 disputes had been received. Of them, 212 cases had been successfully mediated. The 112 cases not mediated successfully had been referred to the Consumer Protection Officers of the Council of Legal Affairs of the Taipei City Government for further processing. 57 cases had been referred to other counties and cities for handling. 29 cases had withdrawn their complaints. 40 cases of Chinese medicines adulterated with western medicine and Chinese medicines containing heavy metals had been received.



▲ 連鎖便利商店業衛生優良自主管理授證。  
Certification of convenience store chains for the self-management of sanitation.



▲ 連鎖便利商店業衛生優良自主管理授證展示活動。  
Presentation of the certification of convenience store chains for the self-management of sanitation.

## ● 第三章 營造用藥安全環境

### 第一節 用藥安全及濫用防制教育宣導

- 一、辦理用藥安全暨藥物濫用防制宣導322場次，1萬6,735人參與。
- 二、6月13日配合教育局於中正紀念堂自由廣場「感恩關懷 點燃新希望『教育關懷 反毒 反黑 反飆車 全民國防』五合一擴大宣導活動」，支援反毒設攤宣導活動，採藥物濫用防制宣導海報張貼、危害認知與防制遊戲問答、發送文宣品等方式進行，約500位民眾參與。
- 三、7月19日及8月2日由衛生局、社會局、財團法人松陽社會福利基金會共同主辦，於西門徒步區辦理「用藥安全、反毒、藥物濫用防制」宣導競賽活動-「舞動年少，活力四射」舞舞初賽及決賽活動。活動中另邀請臺北市政府相關單位及民間團體設置互動式攤位，進行闖關活動，活動共計3,000人次參與。
- 四、配合行政院衛生署「暑期保護青少年-青春專案」，衛生局於7-8月暑期間結合臺北市政府各局處及民間資源，針對反毒相關主題，辦理社區多元、多樣性宣導活動，包含：熱力青春休閒活動、社區宣導講座，辦理53場次，宣導人次7,015人次。



▲ 反毒創意啦啦隊舞蹈競賽活動。  
Contest of cheer groups on anti-drugs.

### 第二節 處方釋出送藥到宅

- 一、配合行政院衛生署推動醫藥分業，處方箋釋出政策，及節省社區民眾醫療費用支出與就醫時間，擷節健保費用，由臺北市立聯合醫院先行做起，強力推

## ● Chapter 3 Building a Healthy Safe Drug Use Environment

### Section 1 Education on Safe Drug Use and Control of Drug Abuse

1. In 2009, educational activities on safe drug use and control of drug abuse had been held for 322 sessions for 16,735 participants.
2. On June 13, in collaboration with the Taipei City Education Department, extensive educational campaigns were held at the Freedom Square. Activities such as displays of posters, game and quiz on control of drug abuse were organized for a total of 500 participants.
3. On July 19 and August 2, the Department, in collaboration with the Department of Social Affairs and the Songyang Social Welfare Foundation, held an anti-drug campaign in Ximen pedestrian free-walk zone. Booths were set up for quiz and distribution of educational materials. Some 3,000 person-times of people took part in these activities.
4. The Department, in coordination with the special project for adolescents during summer time promoted by the Department of Health of the Executive Yuan, held a series of activities during July and August on the control of drug abuse, for a total of 7,015 person-times.

### Section 2 Release of Prescriptions and Medicine Home Delivery Service

1. In coordination with the Department of Health of the Executive Yuan, the separation of prescribing and dispensing practices has been promoted. To save the public of medical expenditures and also time for medical care, and thus to save expenditures of the National Health Insurance, the Taipei City Hospital took the initiative to release prescriptions. This practice is continued through annual regular inspections and auditing of medical care institutions and routine census of clinics and pharmacies.



行處方箋釋出計畫，同時藉由每年定期醫療院督導考核及例行性診所及藥局普查作業，持續推動此項政策。

- 二、配合處方箋釋出政策，持續推動送藥到宅貼心服務：結合臺北市藥師公會及藥劑生公會，臺北市社區健保藥局成立「慢箋服務團隊」，由臺北市社區藥局提供「免費」送藥到宅服務，有316家社區藥局加入。
- 三、民眾持處方箋至社區藥局領藥，讓民眾與藥師有充裕的時間溝通，使民眾得到更好的用藥安全與藥物諮詢服務。臺北市社區藥局調劑慢性病連續處方箋77萬9,658張，非慢性病連續處方箋2萬698張，共計80萬356張（即提供藥物諮詢服務人次）。
- 四、社區藥局照顧弱勢提供送藥到宅服務，針對智障、精障、肢障、中風、獨居老人及評估有需求之民眾提供「送藥到宅」服務，臺北市社區藥局提供3萬803人次「送藥到宅」服務。

### 第三節 推動長期照顧藥事服務

- 一、培訓長期照顧藥師群：辦理長期照顧藥事服務實務研討會（月例會）10場；24小時長照藥事服務藥師訓練課程，結訓藥師227名。由95名社區藥師及醫院藥師組成長照藥師團隊，提供社區民眾用藥諮詢服務。
- 二、長期照顧藥事服務：藥事服務內容包含藥物治療評估及建議、藥歷建檔、用藥安全管理、藥品回收、用藥指導及衛教等。長期照顧藥師團隊執行藥事服務機構90家，服務個案2,245人，其中機構服務個案2,188人，居家個案57人。
- 三、12月16日於臺北市立聯合醫院仁愛院區辦理「臺北市長期照顧藥事服務成果發表暨學術研討會」，於發表會中頒發結訓證明及感謝狀，鼓勵長期照顧藥師團隊及感謝臨床指導專家一年來的經營及努力。與會人員除社區藥師、醫院藥師外，還邀請社會局、各縣市衛生局、藥學相關公會及長照機構等單位共同蒞臨，共212人與會。

2. In coordination with the prescription release policy, home delivery of medicine is continued. Together with the Taipei City Pharmacists Association and the Assistant Pharmacists Association, teams of chronic disease prescription are set up in community pharmacies. Free services on home delivery of medicines are provided by community pharmacies. In 2009, 316 community pharmacies had joined the program.
3. People bring their prescriptions to community pharmacies for medicines. In the course, patients and the pharmacists have time for communication; and the patients are more accessible to better counseling services on safe drug use and other pharmaceutical matters. In 2009, community pharmacies in Taipei City had dispensed 779,658 refillable prescriptions for chronic diseases and 20,698 refillable prescriptions for non-chronic diseases, totaling 800,356 prescriptions.
4. Home delivery of medicine to care for people of the less privileged groups: medicines are delivered to home of the mentally retarded, mentally impaired, physically disabled, patients of stroke, the elderly living alone, and others assessed necessary. In 2009, community pharmacies in Taipei City had delivered medicines to home for 30,803 person-times.

### Section 3 Promotion of Pharmaceutical Counseling Services for Long-Term Care

1. A group of pharmacists have been trained in long-term care; and ten symposiums (monthly) on pharmaceutical counseling services in long-term care have been held to train 227 pharmacists in the 24-hour long-term care of patients. 95 community pharmacists and pharmacists of hospitals have joined together to form a pharmacist long-term care team to provide people in community with counseling on drug use.
2. Pharmaceutical services in long-term care: including assessment of the effect of drug therapy and recommendations, filing of pharmaceutical records, management of the safe use of drugs, recall of drugs, and instructions on use of drugs and health education. The pharmacist group in long-term care had provided services in 90 institutions for 2,245 persons. Of them, 2,188 cases were under institution care and 57 were in home care.

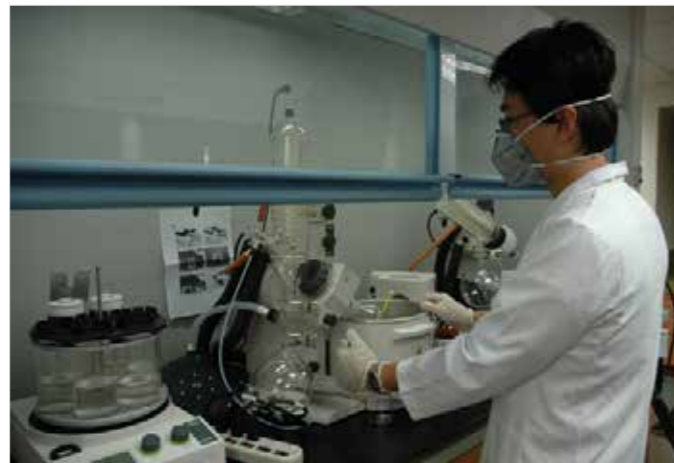
## 第四節 社區戒菸諮詢站

- 一、新增24家社區戒菸諮詢站，迄今社區戒菸諮詢站成立家數共200家，提供民眾戒菸諮詢，民眾使用戒菸諮詢站685人次（含97年度追蹤），戒菸個案訪視214人。
- 二、6月13、14日假臺北市立聯合醫院陽明院區辦理16小時教育訓練，計140位藥師參訓。
- 三、10月14日假臺北市政府10樓中央區第三電腦教室辦理「社區戒菸諮詢站4小時進階教育訓練」，計30位社區戒菸諮詢站藥師參加。

## ● 第四章 衛生檢驗業務

### 一、強化檢驗服務，提升檢驗量能

- (一) 配合各業務單位辦理各項檢驗工作：98年度各類食品衛生檢驗12萬2,327項件，營業衛生檢驗1萬878項件，中藥參加西藥7萬1,645項件，醫事檢驗91項件，合計20萬4,941項件。
- (二) 受理人民委託及檢舉陳情之檢驗：98年度受理5萬7,483項件。



▲ 檢驗室食品檢驗工作情形。  
Testing of food in laboratory.

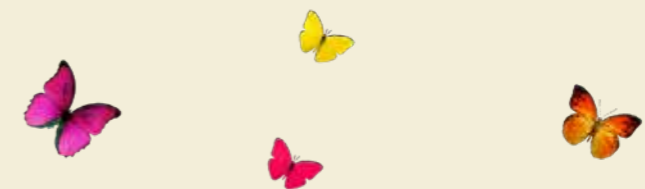
3. On December 16, a symposium on pharmaceutical counseling services in long-term care was held at the Renai Branch of the Taipei City Hospital. Diplomas and letters of appreciation were presented to the pharmacist groups and professors of clinical care for their contributions in the past year. Altogether, 212 community pharmacists, pharmacists of hospitals, and guests from the Social Affairs, county/city health bureaus, pharmaceutical associations, and long-term care institutions were present at this symposium.

## Section 4 Smoking-Cessation Counseling Stations in Communities

1. 24 new community smoking-cessation counseling stations have been added totaling 200 in all communities to provide counseling on smoking-cessation. In total, 685 person-times (including follow-ups for 2008) had visited these stations, and 214 smoking-cessation cases had been visited.
2. On June 13 and 14, a 16-hour training was held at the Yangming Branch of the Taipei City Hospital for 140 pharmacists.
3. On October 14, a four-hour advanced course on community smoking-cessation was held at the City Hall for 30 pharmacists in the smoking-cessation counseling in communities.

## ● Chapter 4 Laboratory Testing

1. Strengthening Laboratory Testing Services and Upgrading Capacities of Laboratory Testing
  - 1) Testing is conducted in coordination with the program activities of the various divisions and sections. In 2009, 122,327 food items had been laboratory tested; 10,878 business establishments had been tested; 71,645 Chinese medicines had been tested for adulteration of western medicines; and 91 medical testing had been conducted, totaling 204,941 cases.
  - 2) In 2009, 57,483 applications of the public for laboratory testing had been processed.





(三) 檢驗技術增項認證：98年5月13日通過財團法人全國認證基金會（TAF）展延及增項認證（增項項目：汞、甲醇、抗氧化劑），98年11月27日通過財團法人全國認證基金會（TAF）三聚氰胺增項認證。

二、免費提供食品快速篩檢DIY試劑及舉辦免費檢驗服務專案照護民眾免受黑心食品危害，免費提供快速篩檢DIY試劑（鑷食試劑）服務，及舉辦1次酒類中甲醇免費檢驗服務。

### 三、開發新檢驗技術

為有效提升檢驗效能，開發檢驗技術項目如下：

- (一) 食用油脂之酸價及總極性物質之檢驗技術。
- (二) 食品中殘留動物用藥11項Quinolone類抗生素液相層析串聯質譜儀法檢驗技術。
- (三) 中藥材番瀉苷（sennosides）液相層析串聯質譜儀法檢驗技術。
- (四) 蔬果農藥殘留檢驗技術202種（液相層析串聯質譜儀及氣相層析儀）。
- (五) 食品中維生素B6及C檢驗技術。
- (六) 西藥成份Melatonin液相層析串聯質譜儀法檢驗技術。



▲ 檢驗室通過財團法人全國認證基金會展延及增項認證。  
The Laboratory passes the accreditation of the Taiwan Accreditation Foundation.

3) Certification of laboratory testing techniques: On May 13, 2009, the Laboratory of the Department passed the certification of the Taiwan Accreditation Foundation to add items on the testing of mercury, methyl alcohol, and anti-oxidant; and on November 27, passed the certification of the Taiwan Accreditation Foundation for the testing of melamine.

2. Free supply of DIY reagents for the quick testing of food and free laboratory services are supplied to protect the public from hazards of the “black-heart” food. One free service on the testing of methyl alcohol in drinks was offered.

### 3. Development of New Laboratory Techniques

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

- 1) laboratory testing techniques for the testing of acid value in edible oil and \_\_\_\_\_;
- 2) residuals of veterinary medicines in food, 11 items \_\_\_\_\_;
- 3) Chinese medicinal material, sennosides, \_\_\_\_\_;
- 4) Pesticide residuals on 202 kinds of vegetables \_\_\_\_\_;
- 5) Testing of Vitamin B6 and C in food;
- 6) Western medicine, Melatonin \_\_\_\_\_.





Part 5 Improvement of Municipal Hospitals and  
International Medical Care Services

伍

優化市醫及國際醫療服務

## 伍·優化市醫及國際醫療服務

### Part 5 Improvement of Municipal Hospitals and International Medical Care Services

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

#### ● 第一章 推動國際衛生醫療合作交流

##### 第一節 補助及辦理國際會議

###### 一、補助辦理國際會議

為提高臺北市國際能見度，訂定「臺北市政府衛生局補助舉辦國際醫藥衛生會議作業要點」，經由補助方式，鼓勵國內醫學中心、醫藥衛生相關學（協）會、大專院校、研究機構及公益法人於臺北市召開衛生醫療相關國際會議。98年度計補助臺灣外科醫學會、台北市牙醫師公會、台灣調適學會、台大醫學生會、臺灣消化系醫學會、台北醫學大學、中華民國醫學生醫學生人文交流協會、台灣資訊學會、國家生技醫療發展基金會等9個學校及學術團體。

###### 二、舉辦2009臺北健康城市論壇系列國際研討會

為增進臺北市醫療相關人員專業知能，提升醫療水準與聯合醫院、醫療相關大學、醫事團體及醫學中心等共同規劃辦理，包括：

- (一) 98年8月2日與臺北市立聯合醫院共同舉辦第二屆預防乳癌國際研討會，約150人參加。
- (二) 98年10月17日至18日與臺北市立聯合醫院在臺北市立聯合醫院仁愛院區舉辦「傳染病防治、保健新觀念、醫療新趨勢」國際研討會，約500人與會。

As a political and economic center of Taiwan, internationalization and urban development is most vital to Taipei City. City diplomacy has become a responsibility of Taipei City. To conform to the trend of international development, and to march toward a healthy city of international standard, Taipei City continues to promote international cooperation and exchanges in health matters.

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

### Section 1 Subsidies on the Holding of International Conferences

#### 1. Subsidies on the Holding of International Conferences

To improve the international visibility of Taipei City, a set of operational guidelines governing subsidies on the holding of international conferences in health and medical care has been formulated to, through subsidies, encourage medical centers, health and medicine-related associations and societies, universities and colleges, research institutes, and public-interests corporations to hold in Taipei City health and medicine-related international conferences. In 2009, the Taiwan Surgical Association, Taipei City Dentists Association, Taiwan Adjustment Association, NTU Medical Students Association, Taiwan Digestive Medicine Association, Taipei Medical University, ROC Medical Students Humanitarian Exchange Association, Taiwan Information Association, National Bio-Technology Development Foundation had been subsidized.

#### 2. 2009 Taipei International Symposium on Healthy Cities (photos 5-1-1, 5-1-2)

To improve the professional skills of relevant medical personnel in Taipei City and to upgrade standards of medical care, several symposiums had been held in collaboration with the Taipei City Hospital, medical care-related universities, medical groups and medical centers. They are:

- 1) On August 2, in collaboration with the Taipei City Hospital, the Second International Symposium on Breast Cancer Prevention was held for 150 participants.



▲ 臺北健康城市論壇系列國際研討會。  
Taipei International Symposium on Healthy Cities.

▲ 諾貝爾生理醫學獎得主楚爾豪森博士蒞臨演講。  
Nobel Prize winner Dr Zur Hausen makes a keynote speech.

- (三) 98年11月11日與中華民國眼科醫學會、臺北市立聯合醫院於11~13日假圓山大飯店合辦「第四屆亞太視網膜玻璃體會議」，郝龍斌市長於12日之開幕典禮到場致詞。
- (四) 98年11月26日與消防局共同舉辦「2009臺北國際消防安全研討會」。
- (五) 98年11月28日與臺北市立聯合醫院合作，配合辦理溫世仁卓越學術講座-諾貝爾獎得主楚爾豪森演講：Cancers Preventable by Vaccination。楚爾豪森（Harald zur Hausen）教授為2008年諾貝爾生理醫學獎得主，演講由邱文祥局長主持，約250人與會。

## 第二節 辦理國際醫療支援服務

### 一、國際公衛醫療服務

積極與行政院蒙藏委員會合作推動「臺蒙衛生醫療交流工作小組」，增進及整合臺蒙衛生醫療交流服務。透過工作小組的運作，外蒙古烏蘭巴托市衛生局局長甘胡等2人於98年12月15日至衛生局參訪；隨後大陸內蒙古地方衛生廳廳長楊成旺等5人於98年12月23日至衛生局參訪。透過面對面之交流，提供衛生局施政經驗並洽談未來提供國際醫療服務及建教合作事宜。

- 2) On October 17 and 18, in collaboration with the Taipei City Hospital, an International Symposium on Communicable Disease Control, New Concepts of Health Promotion, and New Trend of Medical Care was held at the Renai Branch of the Taipei City Hospital for 500 participants.
- 3) On November 11 to 13, in collaboration with the ROC Ophthalmology Association and the Taipei City Hospital, the Fourth Asia-Pacific Conference on Retinal Vitreous Body was held at the Grand Hotel. Mayor Hao of Taipei City was present at the opening ceremony on November 12.
- 4) On November 26, in collaboration with the Fire Department, the 2009 Taipei International Symposium on Fire Safety was held.
- 5) On November 28, in collaboration with the Taipei City Hospital and the Wen Shiren Excellence Academic Lectures, Dr Harald zur Hausen was invited to lecture on Cancers Preventable by Vaccination. Dr Zur Hansen was the Nobel Prize winner for physiology and medicine in 2008. The lecture was chaired by Dr Chiu, Commissioner of the City Health Department. Some 250 persons came to the lecture.

## Section 2 Operating International Medical Support

### 1. International Health and Medical Care Services

In collaboration with the Mongolian and Tibetan Affairs Commission of the Executive Yuan, the Taipei-Mongolia exchange program in medical care has been promoted. Through the operation of the Taipei-Mongolia medical exchange team, Dr \_\_\_\_\_, Director of the Ulaanbaatar City Health Department and another official of the same Department visited the Taipei City Health Department on December 15. Later, Dr Yang Chengwan, Director of the Inner Mongolia Health Department of China



▲ 外蒙古衛生局局長甘胡參訪衛生局。  
Health commissioner of Inner Mongolia visits the Department.

## 二、辦理印度藏人社區衛生教育訓練計畫

臺北市政府衛生局、臺北市立聯合醫院與行政院蒙藏委員會合作辦理「98年印度藏人社區衛生教育訓練」，期透過實質的醫療合作交流，提供藏人學習正確初步的疾病診斷、簡易的急救與處置技能，提升藏民自我照護與協助照護病患之技能知識，使當地人民也能分享跟臺北市民一樣的優質醫療服務。



▲ 藏人接受牙科訓練。  
Tibetans under training in dentistry.

訓練安排於臺北市立聯合醫院中興、仁愛、和平、陽明院區進行，期程約八週，課程包括：一般內科、傳染病防治、牙科、皮膚科、一般外科、醫療技術部及社區護理及家醫科課程，每堂課皆有專責訓練的醫師、護理師或技術人員，課程內容包括醫學理論教學、門診見習、居家照護、衛生教育宣導及臨床實務教學，除建立受訓者通盤的醫學常識，並宣導衛教活動的重要性，藉由實地操作加深教學及學習的效果。

## 三、加強與大陸上海市衛生局衛生醫療交流合作

上海市為大陸地區直轄市，亦為中國第一大城市，國際化甚深，國際友人來訪、工作、居留的情形頻仍，其都會形態、面臨國際化所帶來的衝擊，甚至於面對未來發展之因應策略上，與臺北市有甚多共通之處，而臺灣的健保制度、臺北市的衛生醫療保健政策等則有值得參採之處，為期雙方



▲ 上海市衛生局拜訪市長。  
Officials of Shanghai City Health Department visit the Department.

and four other officials visited the City Health Department. Through face-to-face communication, experience of Taipei City in the promotion of health and medical care was shared, and discussions on future cooperation and exchanges were held.

### 2. Training in Community Health Education for Tibetans in India

The Department, in collaboration with the Taipei City Hospital and the Mongolian and Tibetan Affairs Commission of the Executive Yuan, conducted in 2009 training in community health education for Tibetans in India, with a view to, through practical exchange, provide Tibetans with opportunities to learn about correct ways of disease diagnosis, simple first-aid and handling skills, and thus to improve their skills in self-care and care to patients, hoping that their people could also enjoy the same quality medical care services like citizens of Taipei City.

The training was conducted at the Zhongxing, Renai, Heping and Yangming branches of the Taipei City Hospital for eight weeks. Courses included internal medicine, communicable disease control, dentistry, dermatology, general surgery, medical technology, community nursing care, and family medicine. A full-time physician, nursing personnel or technician was assigned for each subject. During the course, students were exposed to the teaching of medical theories, outpatient clinic care, home nursing care, health education and clinical practice, to help them learn about some general theories of medical care, and medical and health education. Through practical operation, the effect of learning is intensified.

### 3. Medical Exchanges with the Shanghai City Health Department

Shanghai is a highly internationalized metropolitan city in China. It is frequently visited by international friends; they also live and work there. Its urban style and the challenges in internationalization faced and their strategies to meet future development are in some way similar to those of Taipei City. The National Health Insurance of Taiwan, and the health and medical care policies of Taipei City should be of some reference to Shanghai. To enhance cooperation between the two cities, Dr Xu Jianguang, Director of the Shanghai City Health Department, and seven others were invited to visit the Department on October 22 and 23. Dr Xu called on Mayor Hao and visited the Department in the morning of October 23. A channel for exchange and communication in health matters between Shanghai and Taipei was thus created. Later, Deputy Director of the Shanghai City Health Department and other officials visited the Department on November 25, November 30, December 2 and December 20 successively.

能加強合作，互攜互進，特邀請上海市衛生局局長徐建光等8人於98年10月22日至23日至臺北市考察；徐建光局長等人於23日上午拜會郝龍斌市長及參訪衛生局，開啟臺北市衛生局與上海市衛生局衛生醫療交流與合作契機與管道。隨後上海市衛生局副局長、業務單位主管及相關醫療衛生專家分別於11月25日、11月30日、12月2日及12月10日組團來臺考察。

#### 四、接待國際外賓參訪

98年接待香港利民會、「休士頓—臺北姐妹會」、國際康復之路（Reach to Recovery International, RRI）組織、越南衛生單位、香港「九龍樂善堂」、美國公共衛生7名專家、大陸甘肅省17名於行政院衛生署臺北醫院受訓學員、英國遠距照護服務聯盟主席Dr Malcolm Fisk、美國過敏免



▲ 美國公共衛生協會執行長等人來訪。  
Executive Director of the American Public Health Association and delegates visit the Department.

疫專家Dr. Myron Zitt、日本預防保健與健康促進專家學者、沙烏地阿拉伯衛生部助理次長Ageel Alghamdi、大陸江蘇省淮安市衛生局、上海市衛生局、外蒙古烏蘭巴托市衛生局、大陸內蒙古地方衛生廳等19個機關團體。

### 第三節 培育臺北市立聯合醫院優良醫事管理人才

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

#### 4. International Visitors

In 2009, visitors from Hong Kong, the Houston-Taipei Sister Cities, the Reach to Recovery International (RRI), Vietnam, seven public health professionals from the US, 17 officials from China receiving training at the DOH Taipei Hospital, Dr Malcolm Fisk, Chairman of the UK Tele-Medical Care Alliance, Dr Myron Zitt, allergy specialist of the US, experts and scholars in health promotion and preventive health from Japan, Dr Ageel Alghamdi, Assistant Deputy Director of the Ministry of Health of Saudi Arabia, and health officials of Huaian City Health Department of Jiangsu Province, Shanghai City Health Department, Ulaanbaatar City Health Department of Mongolia, local health department of Inner Mongolia of China, and others came to visit the Department for exchange throughout the year.

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

For the development of health and medical care professional manpower in the Taipei City Hospital, focusing on both theories and practice to strengthen their clinical skills, teaching and research capabilities and international perspectives, exchange has been maintained with international medical care academic institutions for advanced training abroad. A plan for the advanced training abroad of medical personnel in the Taipei City Hospital was thus formulated. Young physicians of each of the specific-feature centers of the Taipei City Hospital are selected for training on new medical technologies in the US; for doctoral training or post-doctoral research in their specialties; or to participate in international research projects. Upon their return, they are posted in the special-feature centers to upgrade the quality of medical care, and teaching and research, and to expand service items.

A pilot project for four years is tried out for the period between January 1, 2007 and December 31, 2010. Each of the training will take in principle six months, and 30 trainees are selected for each year, for a total of 120 persons. To ensure that the training meets actual needs, recommendations of those who have been trained are taken into consideration. The Taipei City Hospital also sent delegates to visit University of California San Diego Campus, City of Hope, and UCLA. The manpower development plan was further revised and later approved by the Taipei City Government on July 20, 2009 for implementation. After the amendment, the plan was extended for two more years till December 31, 2012, and training period is now from six months to one year in principle. 80 outstanding physicians are expected to be trained in six years.

培育計畫原期程從96年1月1日起至99年12月31日先行試辦4年，研習期間以六個月為原則，每年遴選30名，預計培訓120名。為使計畫更符合實際需求，衛生局參酌培育人員返國後建議，及臺北市立聯合醫院代表至UCSD、City of Hope與UCLA參訪結果，研修培育計畫，98年7月20日奉府核可辦理。修正後計畫期程延長2年至101年12月31日止；研習期間以六個月至一年為原則，預計於6年內培訓80名優秀人才。

98年臺北市立聯合醫院提報8案，通過7案，目前已有2案於98年度9月份執行，分別至美國芝加哥精神分析機構研習憂鬱症與人格疾患的治療模式研究及美國耶魯大學醫學院兒童研究中心研習兒童妥瑞症及抽搐症之臨床及基礎研究。

## 第四節 發展國際觀光醫療

### 一、溫泉保健旅遊試辦計畫

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



▲ 衛生局、臺北市立聯合醫院及其他醫療機構業者赴香港醫療旅遊展推廣保健旅遊。  
Members of the Department, the Taipei City Hospital and other medical care institutions visit Hong Kong for the tourism for medical care expo.

In 2009, the Taipei City Hospital recommended eight candidates, and seven of them were accepted. Two of the candidates began training in September 2009, one for study on the care model of depression and personality disorders at the Chicago Psychoanalysis Institute; and the other one for the clinical and basic research on children's \_\_\_\_\_ and tic at the Children's Research Center of the Yale University Medical School.

## Section 4 Development of International Tourism for Medical Care

### 1. Pilot Project on Hot-Spring Healthcare and Tourism (photos 5-1-7, 5-1-8, 5-1-9)

Tourism for medical care is a new trend in tourism in the recent years. Taipei City, with its convenient transportation and rich tourism resources, and high quality and high standard medical care, is a city most appropriate for the development of tourism for medical care. The hot-spring healthcare and tourism pilot project is developed jointly by the Department and the Bureau of Industry Development to promote the development of both the health industries and the hot-spring tourism. The pilot project is promoted in compliance with regulations of the Medical Care Act for all medical care institutions and legal hot-spring industries in Taipei City to join. The purposes are to promote the development of industries, and at the same time, to urge the public to place more importance on their own health, and to take action to accept health examinations, and thus to detect diseases earlier for adequate treatment.



▲ 香港醫療旅遊展會場內衛生局舉辦講座，宣傳2009臺北聽奧及2010臺北國際花卉博覽會。  
The Department announces the coming of the Deaflympics Games and the Flora Expo in Taipei at the Hong Kong Tourism for Medical Care Expo.

溫泉保健旅遊試辦計畫從96年推動至今已審核通過14類商品，超過1,300位民眾參與，並創造超過1,700萬元以上產值，98年度產值較前年度成長近26倍。此外，該專案漸漸獲業者重視洽詢加入，參與醫療機構從3家擴增至6家、溫泉旅館從11家擴增至13家，專案商品服務範圍擴展至臺北縣。



▲ 臺北市立聯合醫院公關室主任陳家傑接受大陸媒體採訪。  
Mr. Chen, Public Relations Director of the Taipei City Hospital, is interviewed by China media.

衛生局及臺北市立聯合醫院為推廣臺北市觀光醫療產業，98年6月赴香港參加「2009香港國際知名醫療保健服務會議暨展覽會」推廣臺北溫泉保健之旅，並與中華民國對外貿易發展協會、臺北醫學大學附設醫院、臺北市立萬芳醫院、行政院署立雙和醫院、新光吳火獅紀念醫院、國泰綜合醫院、財團法人振興復健醫學中心、高雄醫學大學附設中和紀念醫院、財團法人義守大學附設醫院、社團法人阮綜合醫院及麥茵茲美容醫療診所等10家醫療機構，及中華航空公司、國盛旅行社及福華飯店3家旅遊業者與台灣醫療服務國際化專案管理中心組成「台灣館」展區。活動期間，深獲當地民眾及旅行社買家熱烈詢問，並有30家媒體報導露出，對於推展臺北市觀光醫療產業及我國醫療技術有顯著效益。

觀光醫療可同時受益觀光旅遊與健康醫療二大相關產業，基於臺北市溫泉與健康醫療產業的發展，協助設計商品，促成異業結盟，開發國人健檢與泡湯市場；甚至鼓勵與旅行業結盟，參與國內外各類旅展或醫療展，擴展全球華人、日本及大陸觀光客市場，尤其是華人的高階健檢可以創造更多的利基，可預期觀光醫療將是未來的明星產業。

## 二、臺北市政府觀光醫療暨健康保健中心新建工程

臺北市交通便利、觀光資源豐富，是我國最適合發展都會型觀光醫療產業的城市，「臺北市政府觀光醫療暨健康保健中心」係順應世界觀光醫療產業發展潮

Since the inception of the project in 2007, 14 products have been approved so far. These products have attracted some 1,300 people and created more than NT\$ 17,000,000 in value. The product value in 2009 had increased 26 folds over the previous year. The project has gradually met the approval of the industries, and the number of medical care institutions involved has increased from three to six, and hot-spring hotels involved from 11 to 13. Services of the project have extended to Taipei County.

To promote the tourism for medical care project, the Department and the Taipei City Hospital sent delegation to participate in the "2009 Hong Kong Conference of Internationally Renowned Health and Medical Care Services and Exhibit". The project was promoted at the meeting. In collaboration with ten medical care institutions and the China Airlines and some tour agents, the Taiwan Hall was set up for exhibition. The Hall was well accepted by the public, and reported by 30 some media. It was of significant benefits to the promotion of the Taipei tourism for medical care industry.

Tourism for medical care can benefit both tourism and medical care services at the same time. The development in hot-spring and healthcare industries in Taipei City will help in the design of commercial products, promote the coalition of different industries, and thus enhance the market of health examination and hot-spring. The tourism industries are likely to be encouraged to take part in all kinds of travel fairs and medical fairs to reach more Chinese people around the world, and more Japanese and mainland Chinese tourists to visit Taiwan. Health examination for the high-echelon Chinese will definitely bring about more profits. The tourism for medical care will certainly be the star industry of tomorrow.

## 2. Construction of the Taipei City Tourism for Health and Medical Care Center

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





流，並配合臺北市推動休閒養生保健醫療產業政策及促進北投地區整體發展願景之代表性公共工程。

健康保健中心將於臺北市立聯合醫院陽明院區北投門診部舊址興建地上12層、地下3層之新建物，未來1、2樓將有臺北市北投區健康服務中心及市民門診部進駐，提供北投區市民公共衛生及基層醫療服務，3至12樓則由委託營運廠商進駐，提供國內、外民眾及觀光客醫療、保健、休憩、住宿等整合性服務。

健康保健中心新建工程自民國97年起進行相關規劃，98年9月完成專案管理及監造技術服務廠商之委託，迄98年12月31日止已完成營建工程公告招標作業，預計於99年2月完成工程招標、99年6月完成委託營運招商作業、101年底完工營運。此一期程之安排，將可於工程設計階段納入委託營運廠商之構想及需求，避免二次施工，進而縮短施工時間並提高工程經費使用效率。



▲「臺北市政府觀光醫療暨健康保健中心」基本設計外觀。  
Outlook of the Taipei City Tourism for Medical Care Center.

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

## ● 第二章 醫療保健傳播行銷

為宣導臺北市衛生政策及相關醫療保健知識，98年度衛生局合計發布444篇新聞稿，對外辦理116場記者會，並藉由文宣書籍、平面媒體、電視、活動等管道傳遞與市民相關藥、粧、食品、防疫、醫療、保健等訊息。

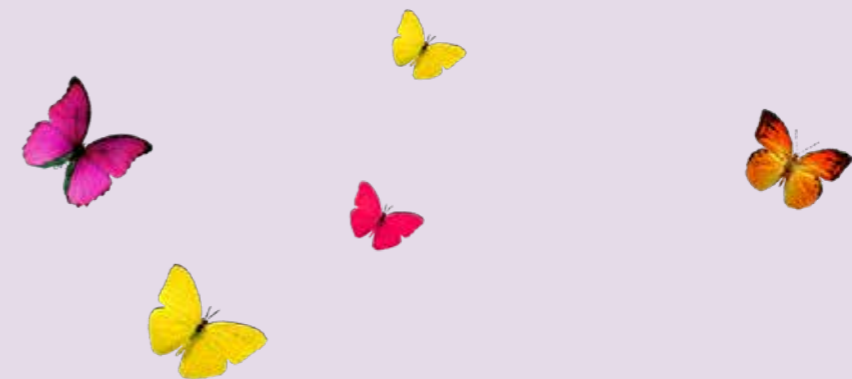
A 12-storey building will be built at the site of the Beitou Outpatient Clinic of the Yangming Branch. The first and second floors of the building will house the Beitou District Health Center and clinic to provide citizens of the Beitou area with public health and primary care; the third through the 12th floors will be entrusted for operation to provide the citizens and foreigners as well with integrated services in tourism for medical care, health promotion, recreation, and housing.

Plan of the construction began in 2008. In September 2009, the management and construction were entrusted. Announcement of public bidding for the construction was completed by the end of 2009. Public bidding is expected in February 2010. Entrustment of management will be taken into consideration at the time of designing to avoid second-time construction and thus to shorten construction time and efficient use of budget.

The new Center faces the MRT New Beitou Station and is conveniently accessible. Once this indicator-building is in operation, the prosperity of the Beitou area is expected.

## ● Chapter 2 Sales and Promotion of Health and Medical Care

To propagate the health policies of the Taipei City Government and to disseminate relevant health and medical care information, in 2009, the Department had issued 44 news releases, and held 116 press conferences. Through channels such as printed materials, newspapers, TVs, and all kinds of campaigns, information on pharmaceuticals, cosmetics, food, disease control, medical care and health promotion is disseminated to the public.



### 一、創意媒體宣導計畫

透過創意媒體宣導計畫，藉由電視媒體行銷四大癌症防治（子宮頸癌、乳癌、攝護腺癌、大腸直腸癌）相關訊息，製播5集電視綜藝節目、5集新聞專訪及4則新聞快訊，以創意宣導方式提升臺北市市民對癌症的預防、篩檢與健康生活形態等相關知能。



▲ 邱文祥局長參加健康總動員電視錄影。  
Dr Chiu is videoed for the Health Mobilization show.

### 二、編印及發行衛生醫療相關年鑑刊物

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

### 三、編印及發行「臺北衛生足跡40年」專書

民國56年7月1日臺北市改制為院轄市，臺北市政府衛生局改制迄今超過40年，衛生局曾經遭遇的問題、做過的事，應該做個總回顧。衛生局局長邱文祥有感於此，請林秀亮副局長擔任總召集人，編印「臺北衛生足跡40年」專書。專書自97年中開始著手進行資料蒐集，記錄著40年來，臺北市歷經13位衛生局長掌舵，如何在人口成長、疾病型態及社會環境劇變中，透過各級公共衛生人員努力，以及醫療體系的支持下，致力衛生計畫，滿足不同時期市民健康需求。

「臺北衛生足跡40年」專書分4篇：民國56年～65年間「衛生環保齊步走 控制疫病少流行」，重點在傳染性疾病的防治。民國66年～75年間「醫療服務漸

### 1. Creative Propagation on Media

TVs are used to promote the control of four cancers, cervical cancer, breast cancer, prostate cancer, and colon-rectum cancer. Five messages on TV variety shows, five interviews and four news releases have been produced and broadcast in creative way on TVs to urge the public in the prevention of cancer, cancer screening, and healthy lifestyles.



游麗惠處長參加電視臺美鳳有約。  
Ms You on the TV show.

### 2. Compilation of Health-Related Journals

To promote the healthy Taipei City concept, work is continued in the production of various educational materials and the Annual Report. The Annual Report and the Healthy Taipei Quarterly are presented in e-book form. Since March 2007, the Taipei e-paper has been added. The e-paper is distributed to the affiliated organizations and the public subscribing to it.

### 3. Compilation of a Book, Taipei: 40 Years in the Footpaths of Health

On July 1, 1967, Taipei City was elevated to a metropolitan city directly under the Executive Yuan, and the Taipei City Health Department has been restructured for more than 40 years. The problems encountered and the projects implemented in the last 40 some years should be reviewed and examined. For this, Dr Chiu, Commissioner of the Department, requested Dr Lin Shiuliang, Deputy Commissioner of the Department, to chair a team to compile a book, "Taipei: 40 Years in the Footpaths of Health". Collection of information began in 2008. The Book records and illustrates the efforts made by the 13 commissioners, under the circumstances of rapid population growth, drastic changes in disease patterns and social environment and through the efforts of public health workers at all levels and support of the medical care systems, to implement health programs to meet demands of the public at different stages.

普及生老病殘有照應」，衛生局著手擴充公立醫療設施，滿足民眾的基本醫療需求。民國76年～85年間「預防保健正風行 健康長壽非夢事」，隨著醫療的普及與經濟的發展，預防保健也開始盛行，健康長壽成為市民追逐的人生目標。民國86年～96年間「再戰疫病克流感 長期照顧抗老化」，SARS雖已遠離，禽流感陰霾仍在，肺結核與登革熱俟機而起，防範新興傳染病為市民健康帶來的重大威脅，是衛生局責無旁貸的艱鉅任務。

專書花費近一年的時間整理資料及撰寫，在98年初完成，臺北市政府衛生局特別選擇於世界衛生日（四月七日），在長安西路15號之衛生局舊址舉行新書發表會。除了邀請一向關心臺北市衛生醫療發展的市府長官以及市議員們來共襄盛舉外，也不忘找回歷年來衛生局的老長官與伙伴們，再次齊聚一堂，他們便是此書活生生的見證。臺北市市長郝龍斌也代表臺北市民，再次感謝歷任衛生局長為市民健康所做的努力與貢獻，希望透過這些公衛老兵的現身說法，傳承維護市民健康的公衛使命。

「臺北衛生足跡40年」專書的出版，啟發臺北市政府衛生局在40年的過往歷史，其中選出臺北市十大公衛里程碑：

1、家庭計畫—兩個孩子恰恰好；2、預防接種—2000年臺灣成小兒麻痺根除區；3、衛生所（台語）—We Think So；4、B肝防治—新生兒擺脫國病威脅；



▲ 邱文祥局長呈獻專書予市長。  
Dr Chiu presents the book to Mayor Hau.



▲ 郝市長與衛生局歷任局長及貴賓合影。  
Mayor Hau photographed with successive commissioners and guests.

The Book is in four chapters. In the period between 1967 and 1976, focus is on disease control through health and environmental sanitation for the control of communicable diseases. In the period 1977 to 1986, focus is on the accessibility of medical care and care to the disabled and the elderly, and the Department was making all efforts to strengthen facilities in public medical care institutions to meet the primary care demands of the public. In 1987-1996, preventive health for life prolongation is stressed; with more accessibility to medical care and economic development, preventive medicine becomes more popular, and longevity is the life goal pursued by the people. In 1997-2007, fighting novel influenza and long-term care of the elderly are the main theme; SARS is brought under control now, avian flu is on the rise, tuberculosis and dengue fever are making a come-back, the prevention and control of emerging communicable diseases has become crucial and is one heavy responsibility of the Department.

The Book was carefully edited for one year and was completed in early 2009. Presentation of the new book was held on April 7, the World Health Day, at the old Health Department building. Guests from the governments, offices and departments concerned, the City Council and the old comrades of the Health Department were invited to this special occasion. Mayor Hao, on behalf of the citizens of Taipei City, once again thanked the successive commissioners for their contributions, and looked forward to the sustained improvement in health and medical care in Taipei City.

The Book illustrates ten milestone achievements in public health in the past 40 years. They are: 1) family planning – two children is enough; 2) immunization –



▲ 臺北衛生足跡40年海報展示區。  
Poster display of the book, Taipei: 40 Years of Footpaths in Health.



▲ 臺北衛生足跡40年歷史照片展示區。  
Photo displays of the book, Taipei: 40 Years of Footpaths in Health.

5、肺結核防治－X光初體驗；6、子宮頸抹片檢查－六分鐘護一生朗朗上口；7、再戰傳染病－SARS侵襲臺灣公衛浴火重生；8、衛生局組織修編－臺北市醫療資源整併合理化；9、健康城市安全社區－國際安全社區認證邁步走；10、遠距醫療照護－高齡社會照護再進化。

### ● 第三章 臺北市立聯合醫院公衛醫療服務

因應政府財務緊縮、行政院推動組織精簡及法人化制度、整合市醫療院所醫療及行政資源，以避免重複投資形成資源浪費、健保總額支付制度限制及外在醫療市場競爭激烈等因素，臺北市政府衛生局在民國94年進行組織再造（新造），整合臺北市政府轄下的衛生醫療體系，於94年1月1日臺北聯醫正式掛牌，下設9個院區及中醫門診中心，98年開放病床數達3,748床。

臺北市立聯合醫院（以下簡稱聯醫）秉持公立醫院成立精神，以「照顧弱勢族群，善盡公立醫院社會責任，結合社區基層醫療體系，促進社區健康服務」為宗旨，以「全人照護、追求卓越、市民健康」為中心願景，持續深耕社區，透過社區醫療群、社區公衛群、社區藥局及社區健康營造中心關注市民健康，與健康服務中心合作以達成「建構以市民為中心的公衛醫療體系」目標。並積極推動傳染病防治、慢性病防治、優生保健、長期照護、健康促進、早期療育、自殺防治等公共衛生業務，對內強化醫療部科之專業水準，加強成本控制，建立資訊平臺，加速行政管理效能；對外提供更優質、多元及人性化的服務，如「客服中心」、「跨院區免費接駁專車」、「跨院區掛號、檢驗、治療、領藥、轉床」、「社區復健照護」、「巡迴行動醫療」、「慢性病患送藥到宅」及「全責照護」等便民優質服務，另亦加強健康行銷，落實健康促進服務，朝「社區醫學的中心」目標發展。

98年度成果從一、整合醫療，發展院區醫療及公衛特色；二、推展社區醫療及公共衛生業務；三、醫療支援計畫；四、全責照護制度；五、落實醫藥分業，推展處方箋釋出；六、便民服務策略；七、加強急重症照護及提昇醫療品質等七個面向說明如下：

Taiwan was announced polio-free in 2000; 3) health stations; 4) hepatitis B control – screening of the newborns; 5) tuberculosis control – x-ray examination; 6) Pap-smear testing for cervical cancer – six minutes protect your whole life; 7) outbreak of SARS – new challenges in the control of communicable diseases; 8) restructuring of the City Health Department – integration of medical care resources in Taipei City; 9) healthy city and safe communities – international accreditation of healthy communities; and 10) tele-medical care – further advancement in the care of the elderly.

### ● Chapter 3 Public Health and Medical Care in Taipei City Hospital

For reasons such as financial retrench of the government, simplification of organizations to move toward corporations, wastes of resources in repeated investments, restrictions of the global payment system of the National Health Insurance, and the intense competition of the medical care market, the Department began the restructuring of organization in 2005 to integrate the public health and medical care institutions and the administrative resources in Taipei City. On January 1, 2005, the Taipei City Hospital was inaugurated with ten branches and Chinese medicine clinics offering 3,748 beds.

The Taipei City Hospital as a public hospital, is operated under the principles of “caring for the less privileged groups; fulfilling the social responsibilities of a public hospital; consolidating primary care systems in community; and promoting healthcare in community”, to strive for excellence to protect the health of the citizens through holistic care. The Hospital continues to develop communities, and through community medical care groups, public health systems, community pharmacies, and community health building centers, to care for the health of the residents and to construct as its goal together with the district health centers a citizen-centered public health and medical care system. The Taipei City Hospital is also actively engaged in communicable disease control, control of chronic diseases, genetic health promotion, long-term care, health promotion, early child care, and suicide prevention. Within the Hospital, the professional standards are advanced, costs are contained, and information platforms are established to enhance administrative efficiency. To the public, higher quality, pluralistic and humanitarian services such as “information desk service”, “free shuttle bus service between branches”, “cross-branch registration, laboratory testing, treatment, drug dispensing, and bed transfer”,

## 一、整合醫療，發展院區醫療及公衛特色

聯醫各院區間除提供基本服務及充足門急診照護外，針對特殊需求之病患佐以特別醫療門診，並肩負臺北市公共衛生政策推動之任務，各院區公衛及醫療特色如下：

### (一) 中興院區 (Zhongxing Branch)

#### 1. 空中救護

於民國87年起與連江縣建立醫療合作，包含定期支援醫療人力及遠距醫療，為提供高品質之醫療服務，於94年開始籌備空中救護轉診機制。94年10月16日接獲第一起後送個案，主要任務為協助馬祖空中救護轉介病患至聯醫診療，98年度共6人。

#### 2. 眼科中心 (Ophthalmology Center)

(1) 角膜移植中心：提供眼角膜移植手術服務，98年提供清寒病患免費眼角膜，共完成12例。

(2) 視力保健及小兒眼科中心：98年學齡前兒童近視防治計畫，共檢查2,274人次。

(3) 光動力雷射治療：引進美國最新光動力雷射治療，成功完成9例病患之手術。

(4) 25G無縫線網膜下注射手術：94年6月成功完成國內第一例無縫線網膜下注射手術，98年完成149例。

(5) 社區眼科中心：支援連江縣醫院門診看診。

#### 3. 產後護理之家 (Post-Partum Nursing Care Center)

由護理人員24小時照護，提供育嬰諮詢及產後護理指導，專責婦產科醫師及小科醫師每日迴診與諮詢，專業營養師及中醫師負責設計循環菜單，提供母、嬰安全完善的生活環境及24小時螢幕監看，98年服務人日數共2萬3,709人日（母1萬2,293人日，子1萬1,416人日），媽媽團體衛教課程共209場，護理指導人數680人，母乳總哺餵乳99.1%，純母乳率53.55%。

“community rehabilitation care”, “mobile clinics”, “home delivery of medicines to chronic patients”, and “total care” are offered. Action has also been taken to promote the marketing of health, and to realize health promotion services to attain the goal of becoming a center of community health.

Achievements in 2009 are illustrated under the subtitles of 1) integration of medical care, development of special-feature medical and public health centers; 2) promotion of community medical care and public health; 3) medical support programs; 4) total care system; 5) separation of prescribing and dispensing practices, and release of prescriptions; 6) convenient services to the public; and 7) medical care quality and patient safety.

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

In addition to basic services and sufficient outpatient and emergency care, the Taipei City Hospital also holds special clinics for patients with special needs, and is also responsible for the promotion of public health policies in Taipei City. The special-features in public health and medical care of each branch are as follows:

#### 1) Zhongxing Branch

##### (1) Air Rescue

Since 1998, cooperation in medical care has been established with Lienchiang County. Services include regular support of medical manpower and tele-medical care to provide high-quality medical care services. Since 2005, an air-rescue for referral mechanism has been planned. The first patient was evacuated on October 16, 2005. The major tasks at present are to help Matsu Island in air-rescue and referral of patients to the Taipei City Hospital for care. In 2009, six patients had been referred.

##### (2) Ophthalmology Center

① Cornea transplantation center: transplantation of cornea is offered; in 2009, free cornea transplantation had been made to 12 patients of poor families.

② Vision promotion and pediatric ophthalmology center: in 2009, 2,274 person-times of pre-school age children had been examined for the prevention of myopia.

③ Photodynamic therapy: the new photodynamic therapy technique is brought in for the US to successfully operate on nine cases.

## (二) 仁愛院區 (Renai Branch)

### 1. 癌症防治研究中心 (Research Center for Cancer Control and Prevention)

結合聯醫團隊醫療資源，透過癌症疾病治療的共同研究、雙向轉診、教育訓練、建立癌症資料庫及社區篩檢衛教，引進強度調控放射線治療設備及直線加速器、電腦斷層正子掃描儀和血管攝影機等新穎醫療儀器，提供各項癌症篩檢、防癌衛生教育宣導、電腦斷層、核磁共振、血液腫瘤標記檢查等癌症精密性檢查、各種癌症治療及舉辦病友會。98年篩檢乳癌5,722人、子宮頸癌1萬164人、大腸直腸癌3萬1,068人、口腔癌2萬2,356人；辦理病友衛教講座共4場、參加人數共379人。

### 2. 肝病中心 (Liver Diseases Center)

由超音波診斷、肝癌內科與放射科、病理科、消化外科、血液腫瘤科及放射腫瘤科密切合作，組成國內肝癌診斷與治療之優秀團隊。開設寶肝門診（每星期12診），98年度門診人次共6,541人，發現肝癌93例。

建置寶肝病友俱樂部資料庫，追蹤患者返診情形，會員約8,000人。98年舉辦「寶肝俱樂部健康講座」2場，總計約110人參與。另承接臺北市政府衛生局「98年肝癌暨肝癌高危險群篩檢服務計畫」，共收案5,213件，陽性電訪追蹤均達100%，確診率（不含拒檢數）達96%。

### 3. 整合性神經系統中心

推動完成神經外科全方面服務及多重專家失智症醫療照護團隊服務，並設置記憶特別門診，98年計服務840人次、動作障礙特別門診計服務351人次、頭痛特別門診計服務1,101人次，並於98年12月23日失智症中心及日間病房開幕。

## (三) 和平院區 (Heping Branch)

### 1. 傳染病防治中心 (Center for Disease Control and Prevention)

為SARS之後北臺灣地區之感染症重鎮，中央感染症專責醫院及感染症防治醫療網之核心專責醫院。擁有77間119床之負壓隔離病房（床），提供專業之傳染病隔離照護與優質之肺結核病患照護。98年7月21日、

④ 25G seamless retina injection: the first case in the country of seamless retina injection was successfully performed in June 2005. In 2009, 149 cases had been operated.

⑤ Community ophthalmology center: support to the outpatient care of the Lienchiang County Hospital.

### (3) Post-Partum Nursing Care Center

Nursing personnel are on-duty 24 hours to provide counseling on child care and post-partum care of women. Full-time obstetrics and pediatrics physicians make day tour for counseling; professional dietitians and Chinese medicine physicians are around to plan the menu. Conditions and living environment of mothers and children are monitored 24-hours. In 2009, services had been provided 23,709 person-days (12,293 person-days for mothers, and 11,416 person-days for children); 209 sessions of group education for mothers had been held; 680 mothers had been given guidance in nursing; and the total breast-feeding rate was 99.1%, and breast-only feeding rate was 53.55%.

## 2) Renai Branch

### (1) Research and Development Center for Cancer Control and Prevention

Medical care resources of the Taipei City Hospital teams are consolidated to, through joint research on the treatment of cancer, two-way referral of patients, and education and training, establish a unified cancer database and models of community screening and health education. New medical devices such as the intensity modulated radio-therapy, linear accelerator, positron emission tomography, and angiography are brought in to provide services in cancer screening through precise examination by CT scanning, MRI, and tumor markers. Meetings on cancer care and with patients are held. In 2009, 5,722 women had been screened for breast cancer, 10,164 women for cervical cancer, 31,068 persons for the screening of colon-rectum cancer, and 22,356 persons for the screening of oral cavity cancer. In addition, four sessions of meetings with friends of cancer patients for health education had been held for 379 participants.

### (2) Liver Diseases Center

An excellent diagnosis and treatment team of liver diseases has been formed through close collaboration with the ultrasound diagnosis, liver cancer internal medicine, radiology, pathology, digestive surgery, blood tumor, and radiology tumor departments. A Care for Liver clinic is operated

7月28日、8月4日及8月11日舉辦傳染病防治醫療網教育訓練，並於9月29日舉辦傳染病防治醫療網-應變醫院之緊急應變計畫（清空計畫）桌上演習，動員臺北市政府衛生局疾病管制處、臺大醫院、臺北聯醫院本部與



▲ 失智症日間病房-仁鶴軒開幕。  
Inauguration of wards for the care of the dementia.

和平院區總計約50人出席演練；國際參訪（如：韓國疾病管制局、蒙古衛生醫療團等）蒞院參訪。98年榮獲生策會頒發「SNQ國家品質標章」肯定。在H1N1新型流感接種疫苗競賽成績優異並獲得衛生署表揚肯定。

## 2. 肺結核（TB）收治中心

提供專業之隔離照護與優質之肺結核病患照護品質，98年院區榮獲衛生署防疫績優團體獎及許衍道醫務長榮獲衛生署防疫績優個人獎。98年全年肺結核通報數：「開放性肺結核」通報65人次、確診51人，「肺結核」通報102人次、確診46人，「肺外結核」通報9人次、確診5人。舉辦社區結核病防治宣導講座28場、人口密集機構結核病防治輔導40家及於社區進行近1萬份之防癆社區七分篩檢，篩檢出2位陽性個案，於公衛流行指標上很大意義。

## 3. 社區老人疾病照護

提供全方位長者照護服務，結合醫療服務建構、社區資源連結、家庭需求等建立三面向公衛環節的合作平台，建立社區老年人健康管理資料庫，提供老年人健康管理與追蹤，並擴展社區關懷站駐點共3站，辦理社區篩檢場次13場。

12 times a week, for 6,541 patients in 2009, to find 93 liver cancer patients.

A database of some 8,000 friends of liver disease patients is set up to follow-up the return visits of patients. In 2009, two sessions of lectures of the "Love Liver Club" had been held for 110 participants. In addition, the 2009 screening for liver cancer and liver cancer high-risk groups of the City Health Department was taken over to collect 5,213 cases. Telephone calls to positive cases had been made 100%; and the confirmation diagnosis rate (not including those who refused testing) was 96%.

## (3) Integrated Neuron-System Center

All-directional services in neurosurgery and medical care services by teams of specialists in various disciplines for dementia have been promoted. A special clinic on memory has been set up to serve 840 person-times in 2009. Another special clinic on movement impairment had served 351 person-times; and a headache special clinic to serve 1,102 person-times. The dementia center and day care wards were inaugurated on December 23, 2009.

## 3) Heping Branch

### (1) Center for Disease Control and Prevention

The Center is the most important institution of infectious disease control in the northern Taiwan since the outbreak of SARS, and is the responsibility hospital for infectious diseases designated by the central government, and is also the core responsibility hospital in the infectious disease control medical care network. The Center has 77 negative-pressure isolation wards with 119 beds to provide professional isolation care of communicable diseases and high-quality care for tuberculosis patients. On July 21, July 28, August 4, and August 11, courses were organized for training on the communicable disease control medical care network. A round table drill on emergency risk response in the communicable disease control medical care network was held on September 29 to involve in the drill the Division for Disease Control and Prevention of the Department, National Taiwan University Hospital, the Taipei City Hospital, and the Heping Branch, for a total of 50 persons. International visitors from Korea and Mongolia have visited the Center. In 2009, the Center was awarded the SNQ National Quality Logo by the Bio-Technology Development Foundation. The outstanding vaccination rate against the H1N1 novel influenza of the Center was awarded by the Department of Health of the Executive Yuan.

#### (四) 陽明院區 (Yangming Branch)

##### 1. 社區醫學中心 (Community Medical Center)

以預防醫學的「三段五級」預防為架構，規劃兼具預防保健、健康促進、疾病篩檢、適當治療、限制殘障與長期照護特質的全方位社區醫療照護體系。包括：社區成人複合式



▲ 和平防澇社區天使。  
Anti-drought volunteers in community.

體檢、全面性「社區成人健康管理」、成立社區醫療群、社區衛教及預防保健宣導等，98年共成立5個社區醫療群（含28家診所及34位醫師），由基層醫師至院區輪診，每天3小時，每週5天，以形成合作關係。另發行陽明報報雙月刊，98年共發行6期，內容涵蓋健康焦點、預防保健知識、社區醫療群健康相關活動、健康會員服務等，讓民眾獲得正確的健康資訊。

##### 2. 復健中心 (Rehabilitation Center)

提供復健醫療服務及輔具，服務各種輕、中、重度殘障病患，並結合物理治療（各類電療、水療、熱療、行走訓練等）、職能治療（被動性關節運動、坐站平衡訓練、肌力訓練等）及語言治療（聽理解訓練、口語訓練、吞嚥評估與治療等），進而提供病患完善之醫療照護，98年度設置25床復健床位，共進行復健診療8萬4,187人次（含早療）。

##### (2) Tuberculosis Care Center

The Center provides professional isolation care and high-quality care of tuberculosis patients. In 2009, the Center won the prize of excellence in disease control, and Dr Xu won the personal award of excellence for disease control. The number of tuberculosis cases reported in 2009 is: 65 person-times of open tuberculosis cases, of them, 51 were confirmed by diagnosis; 102 person-times of tuberculosis, of them, 46 were confirmed by diagnosis; 9 person-times of tuberculosis other than pulmonary tuberculosis, of them, five were confirmed. 28 sessions of health education on tuberculosis control had been held; 40 densely-populated institutions had been supervised for tuberculosis prevention, and around 10,000 people were screened for tuberculosis to find two positive cases.

##### (3) Care of the Elderly in Communities

All-directional services are offered to care for the elderly. Medical care institutions, community resources and families are put together to construct a three-dimensional public health platform. Databases for the health management of the elderly in communities are established to provide to the elderly with health management and follow-up. Three community concerns stations are set up and 13 sessions of screening have been performed.

##### (4) Yangming Branch

###### ① Community Medical Center

By the "three-levels, five stages" framework of prevention, a comprehensive community medical care system has been established for preventive health, health promotion, disease screening, adequate medical care, restriction of disabilities, and long-term care. The system includes all-in-one physical examination for adults in communities, overall implementation of health management in community for adults, working together with primary care institutions in communities to establish community medical care groups, and to promote community health education. In 2009, five community medical care groups had been established (including 28 clinics and 34 physicians). Primary care physicians visit the Branch three hours a day for five days a week to form a close collaborative relationship. The Yangming Bimonthly is published, six issues in 2009. Contents of the Bimonthly include issues of health, knowledge on preventive health, activities of the community medical care groups, and services to the members, to give the public access to correct health information.



### 3. 老人醫學整合門診

自98年4月起由老年醫學醫師、家醫科、神經內科、復健科醫師及臨床藥師等組成跨領域的老年醫學專業團隊，提供以老人為中心之整合性臨床服務，門診時間為每週一、二下午，98年共服務232人次。

#### (五) 忠孝院區 (Zhongxiao Branch)

##### 1. 泌尿中心 (Urinary Center)

提供民眾全方位診治服務，除執行泌尿科醫師、護理及專業人員訓練計畫，並發展泌尿醫學教學研究。包括：腹腔鏡及微創手術中心、排尿障礙治療中心、結石治療中心、男性不孕及性功能障礙中心、婦女及兒童泌尿中心及腫瘤中心等，並發展達文西機械手臂運用於臨床手術，98年完成12例。

##### 2. 運動神經元退化症照護中心-祈翔病房 MND/ALS Care Center (Motor Neuron Disease, MND; Amyotrophic Lateral Sclerosis, ALS)

提供漸凍人患者特殊醫療照護需求，囊括神經科專科醫師、胸腔專科醫師、復健專科醫師、牙醫師及經過特殊訓練的專屬護理人員、呼吸治療師、復健治療師、心理師、社工師等各科專業人才，使臺北市之漸凍人族群能在各項功能退化的過程中，獲得完善的、人性化的醫療照護，保有其生命價值與尊嚴。目前設有36床，98年度服務共33人次，總住院人日7,198人日。

##### 3. 身心障礙者口腔健康照護中心 (Oral Health Care Center for the Disabled)

首創牙科全身麻醉特別門診，98年度身心障礙門診服務1,766人次，執行全身麻醉者27人次，另透過公會及各學會號召有意願之社區牙科醫師加入，針對特殊教育學校及教養院等給予口腔保健衛教講習，提倡「預防重於治療」的觀念。科內每週定期舉行雜誌及臨床病理討論會，並積極參與院外各項討論會，以追求醫學新知，提高牙科醫療品質，造福市民。



##### ② Rehabilitation Center

Rehabilitation medical care services and auxiliary aid are provided to care for patients of mild, moderate and severe disabilities. Comprehensive care is provided in collaboration with physical therapy (electric, water and heat therapy, walking training), occupational therapy (passive joint movement, seating, standing and balancing training, muscle training), and language therapy (hearing and comprehension, speech training, assessment and treatment of swallowing). In 2009, 25 rehabilitation beds had been set up to serve 84,187 person-times of patients.

##### ③ Integrated Geriatrics Clinic

Since April 2009, the elderly-centered integrated clinical services have been provided by a cross-discipline team of professionals in geriatrics medicine, family medicine, medical neurology, rehabilitation medicine, and clinical pharmacists. The clinic is open in the afternoons of Monday and Tuesday. In 2009, 232 person-times of patients had been served.

#### (5) Zhongxiao Branch

##### ① Urinary Center

All-directional services are provided to the public. Training of urology physicians, nurses and other professionals is conducted; and teaching and research in urology is performed. Professional centers such as the laparoscope and micro-surgery center, urinary impairment center, stone center, male infertility and sexual function impairment center, urinary center for women and children, and tumor center. The Da Vinci mechanical arms are developed for use in clinical operations. In 2009, 12 cases had been operated.

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

To meet the special needs for medical care of the MND/ALS patients, a cross-discipline team of specialists in neurology, thoracic medicine, rehabilitation medicine, dentistry, specialty nurses, respiratory therapists, rehabilitation therapists, psychologists, and social workers is formed to provide the patients with comprehensive and humanitarian medical care in their process of functional degeneration to preserve their life value and dignity. At present, there are 36 beds. In 2009, 33 person-times of patients had been served for a total 7,198 person-days of hospital stay.

## (六) 婦幼院區 (Branch for Women and Children)

## 1. 婦幼衛生及遺傳諮詢中心 (Women &amp; Children and Medical Genetics Center)

持續推動各項健康照護，包括：孕產婦管理、特殊群體婦女生育健康照護管理、產前遺傳診斷、嬰幼兒管理、遺傳及罕見疾病的診斷與照護、婦癌（包括乳癌及子宮頸癌）防治等。98年共有52人進行遺傳諮詢並完成遺傳基因檢驗，於9月20日辦理「先天遺傳與新陳代謝疾病」研習會，計110人參加。



▲ 婦幼院區婦女節活動。  
Activities on the Women and Children Day at the Women and Children Branch.

## 2. 兒童身心發展中心 (Taipei Child Development Assessment &amp; Early Intervention Center)

為全國第一個、最完整、專責跨專業且跨領域的早療醫療專業團隊，其領域除涵蓋兒童心智、小兒神經、遺傳內分泌、物理治療、職能治療、語言、心理、視力、聽力、護理外，更包括特教及社工。於98年榮獲「SNQ國家品質標章認證」。98年度辦理評估與鑑定服務，醫師初診1,709人、複診4,577人次，治療師評估5,874人次、療育1萬6,012人次，並辦理親職講座11場；另於10月26日與國立臺北教育大學合作辦理「亞斯伯格症國際學術研討會」共計400位同仁參加，於12月12日辦理「98年度早療醫療機構督考標竿學習研討會」共計305位學員參加。

## ③ Oral Health Care Center for the Disabled

A dental clinic administering general anesthesia, the first one in the country, is set up. In 2009, 1,766 person-times of the disabled had been served at outpatient clinics. 27 person-times of patients had been given general anesthesia. Through unions and professional associations, community dentists are encouraged to join the program to offer oral cavity health education to inmates of special care institutions and nursing care institutions, and to promote the concept of "prevention prevails over cure". Weekly journal-review and case conference are held, and various symposiums are attended to pursuit new knowledge and to upgrade quality and standards of dental care.

## (6) Branch for Women and Children

## ① Women and Children and Medical Genetics Center

The Branch has continued to promote services for women and children in the management of pregnant women, reproductive healthcare and management for women of special groups, pre-natal genetic diagnosis, management of infants and young children, diagnosis and care of patients of genetic and rare diseases, and control of cancer of women (including breast cancer and cervical cancer). In 2009, 52 persons had accepted genetic counseling and testing. On September 20, a workshop on congenital genetics and metabolic disorders was held for 110 participants.

## ② Taipei Child Development Assessment and Early Intervention Center

The first one in the country, the Center is the most comprehensive, cross-discipline professional group for early intervention. The fields covered include mental health of children, pediatric neurology, genetic endocrinology, physical therapy, occupational therapy, language therapy, psychology, vision, hearing and nursing, and special education and social work as well. In 2009, the Center won the SNQ National Quality Certification logo. In 2009, services in assessment had been offered for 1,709 persons for the initial diagnosis of physicians, and 4,577 person-times of children had gone through the re-diagnosis. 5,874 person-times of children had accepted assessment by therapists; and 16,012 person-times had taken therapy. 11 workshops on parent education had been held. On October 26, an international symposium on Asperger syndrome was held at the National Taipei Normal University for 400 participants. On December 12, a benchmark learning workshop for the supervision of early care institutions was organized for 305 participants.



### 3. 母乳庫

由小兒科、護理科、營養科、檢驗科、感染科、醫療事務室之跨團隊合作成立為早產兒提供營養的母乳庫，提供捐贈者醫療諮詢與評估、捐贈母乳的採檢及消毒、全天候的哺乳諮詢以及母乳庫的行政管理、領乳者篩選評估等服務，98年捐乳人數197人、受乳570人次，捐乳總乳量248萬9,960cc、領乳量120萬8,880cc。11月27日邀請英國母乳庫協會（UKAMB）創辦者及現任主席主席Gillian Weaver蒞臨指導及母乳庫認證。另為推廣母乳哺育及捐贈母乳觀念，於11月28日及11月30日分別於臺北、臺中辦理「母乳庫工作坊」，計250位學員參加。

#### （七）松德院區（Songde Branch）

##### 1. 自殺防治中心（Center for Suicide Control and Prevention）

臺北市政府衛生局考量自殺行為受到多種成因影響，結合社會救助、就業、就學、文化宣導、限制自殺物質等進行多層面防治工作，成立「府級自殺防治中心」，設置跨局處之臺北市政府自殺防治機制，執行臺北市自殺防治工作之行政規劃、個案整合處理、學術研究、教育宣導等事務。院區以先前「自殺防治研究發展中心」業務經驗，執行研究宣導組之學術研究、教育宣導事務，建立多元化宣傳管道、推動自殺防治守門人訓練與相關教育訓練活動及建置多面向之社區網絡外，並建立與彙整臺北市自殺防治資料庫，以供防治策略建言與學術研究發表。98年出版期刊論文3篇，國際會議口頭報告2篇，專書1本付梓中。

##### 2. 精神醫學中心（Psychiatric Center）

為全國精神醫療網之重要核心醫院，98年榮獲新制精神科教學醫院評鑑優等，4家附設社區職能工作坊亦通過行政院衛生署精神復健機構評鑑。98年4月因應臺北市信義區工地吊臂墜落事件，緊急啟動災難心理衛生服務，由主治醫師、護理師、臨床心理師進駐該旅遊團投宿飯店協助受難團員心理衛生照護。在精神醫學的教學與研究方面，繼續維持領先地位，鼓勵學術研究風氣，爭取國科會、行政院衛生署及其他機構的各項研究計畫，98年共發表SCI論文10餘篇。

##### ③ Mother's Milk Bank

A mother's milk bank is set up jointly by the pediatrics, nursing, nutrition, laboratory testing, infection control, and medical affairs departments for the nutrition care of the pre-mature babies, and to provide medical counseling and assessment to the donors, and testing and disinfection of the milk collected at the same time. All year-round counseling on breast-feeding, administrative management of the milk bank, and screening and assessment of applicants for milk are also made. In 2009, 197 women had donated milk; and 570 person-times of women had applied for milk. The total amount of milk donated was 2,489,960 cc; and total amount of milk consumed was 1,208,880 cc. On November 27, Dr Gillian Weaver, Founder and current President of the UK AMB, was invited for lecture and certification at the same time. To promote breast-feeding and donation of mother's milk, workshops had been held on November 28 and 30 in Taipei and Taichung for 250 participants.

#### (7) Songde Branch

##### ① Center for Suicide Control and Prevention

Considering the varieties of reasons leading to suicidal behavior, the City Health Department has, in collaboration with the social welfare, employment, schooling, culture and propagation, and restriction of supplies for suicide, established a city-government level suicide prevention center to conduct the administrative planning, case management, academic research, and education on suicide. The Branch promotes research related to suicide prevention, education through various channels, training, and establishing a Taipei City suicide prevention database. In 2009, three papers had been published; and two papers were orally presented at international conferences. A technical book is under preparation.

##### ② Psychiatric Center

A core hospital of the national psychiatric care network, the Center was accredited as an excellent psychiatric teaching hospital in 2009; and the four affiliated community occupational workshops had also passed the accreditation for psychiatric rehabilitation institutions by the Department of Health of the Executive Yuan. In April 2009, at the time of the accidental fall of crane at the construction site in Xinyi District, disaster mental health service was activated. Physicians, nurses, and clinical

### 3. 成癮防治研究發展中心

以松德院區第五院區（原象山院區）為設立地點，整合藥癮、酒癮等相關醫療與研究人員，提供成癮疾患臨床醫療服務，辦理醫療人員成癮防治訓練與議題研討，逐步改善臺北地區的成癮醫療品質。98年3月法務部成立戒毒成功專線（0800770885）負責臺北市專線諮詢業務，由專人提供24小時諮詢服務，協助戒毒者、戒毒者家人、社會大眾取得戒毒資訊及資源。

#### （八）林森（中醫）院區（Linsen（TCM）Branch）及中醫門診中心

##### 1. 中西醫聯合照護住院服務

以中西醫聯合照護雙軌並治取代目前西醫、中醫各自治療的方式，期以最佳的診療照護服務市民，98年2月起收治住院病人共開設27床，服務661人日。

##### 2. 推動中醫國際化

鼓勵國外醫師來院短期進修學習中醫，計有6梯次，歐美各國學員16人等。推動中醫國際交流參訪，經由外交部、新聞局、衛生署轉介國外團體來院參訪台灣中醫發展現況，計有13梯次。

##### 3. 培育優質中醫人才，提升服務水平

林森（中醫）院區榮獲衛生署中醫藥委員會指定為98年「中醫醫療機構負責醫師訓練計畫」核心醫院，輔導北區中醫醫療機構負責醫師訓練相關事宜。

#### （九）昆明院區（Kunming Branch）

##### 1. 性病及愛滋病防治中心（Center for Sexually-transmitted Diseases and Acquired Immune Deficiency Syndrome）

為提升市民對愛滋病及性傳染病防治的知識，降低愛滋病及性傳染病的感染率，建立愛滋病及性傳染病防治醫療諮詢的全責機構，強化檢驗實驗室功能與技術，建置全市愛滋病及性傳染病定點醫師通報系統與追蹤系統。98年愛滋病毒及梅毒抗體檢驗共完成20萬754案，性病及愛滋病

psychologists were dispatched for the mental care of the victims. In the teaching and research of psychiatric medicine, the Center continues to assume the leading role to encourage academic research, to apply to the National Science Council and the Department of Health of the Executive Yuan for research projects. In 2009, more than ten SCI papers had been published.

##### ③ Research and Development Center for the Prevention and Control of Drug Addiction

The Center was established at the original Xiangshan site of the Songde Branch. Medical and research personnel in drug and alcoholic addiction are consolidated to provide addicts with clinical medical care, to hold training for addiction prevention personnel, and to conduct relevant research, and thus to gradually improve the quality of drug addiction medical care. In March 2009, the Ministry of Justice set up a drug-cessation special line (0800-770-885) for online counseling. Full-time personnel are around 24-hours for counseling on drug-cessation information and resources to drug addicts, their families, and the general public.

#### (8) Linshen Traditional Chinese Medicine Branch and Outpatient Clinics

##### ① Hospital Care Jointly by Chinese Medicine and Western Medicine

Joint care by Chinese medicine and western medicine model is adopted to replace the current separate care by either Chinese or western medicine to provide to the public the best care services. Beginning February 2009, 27 beds have been made available for the hospital care of patients to serve 661 person-days.

##### ② Promotion of the Internationalization of Chinese Medicine

Foreign physicians are encouraged to visit the Branch for short-term study tour. In total, 6 training courses have been held for 16 students from Europe and the US. Internationalization is promoted. Through the Ministry of Foreign Affairs and the Government Information Office, professionals have been invited to visit the Branch, for 16 groups in total.

##### ③ Improvement of Chinese Medicine Manpower and Upgrading Service Quality

The Linshen Branch is designated by the Department of Health of the Executive Yuan as the core Chinese medicine institution for the training

個案管理數計3萬624人次，辦理社區及校園衛生教育宣導共340場次、八大行業愛滋病宣導271場次，酒吧及公園衛教386場次。另提供愛滋病牙科特別門診，共治療293人次。

## 2. 肺結核防治中心

為提升民眾及高危險群對於結核病防治之認知，進行結核病篩檢、監測及個案管理。98年辦理結核病防治衛教宣導共97場，總計衛教達6,860人次，含校園10場計3,876人次、社區、職場16場計563人次、特殊族群6場計188人次、接觸者衛教65場計2,233人次；辦理結核病篩檢共682場，總計篩檢達2萬6,480人次，含高危險群169場計6,570人次，高危險群初查發現率0.37%、罹患率0.26%，社區民眾127場計1萬4,932人次，社區初查發現率0.15%、罹患率0.06%，接觸者386場計4,978人次，接觸者初查發現率0%、罹患率0%；結核病個案管理量共收案管理結核病個案1,538人，含開放性肺結核897人、非開放性肺結核595人、肺外結核46人，截至12月31日止管理中個案計982人；新登記結核病個案執行都治計畫共578人，都治執行率達82.1%。

of physicians; and to supervise the training of physicians in the Chinese medicine institutions of the northern Taiwan area.

## (9) Kunming Branch

### ① Center for Sexually-Transmitted Diseases and AIDS

To improve the knowledge of the public on STDs and AIDS and thus to reduce their infection rates, the Center is set up to be fully responsible for the control, prevention and counseling on these infectious diseases through the strengthening of laboratory testing functions and techniques, and by establishing an STD and AIDS reporting system by sentinel physicians, and also a follow-up system. In 2009, testing of 200,754 cases for AIDS virus and syphilis antibody had been made; 30,624 person-times of STD and AIDS cases had been placed under management. 340 sessions of educational activities had been held in communities and schools; 271 lectures had been organized focusing on the eight special businesses; and 386 educational meetings had been held at pubs and parks. In addition, dental care for AIDS patients has been given 293 person-times.

### ② Tuberculosis Control Center

To improve the knowledge of the public and the high-risk groups on the prevention and control of tuberculosis, activities such as screening, surveillance and case management have been conducted. In 2009, 97 sessions of educational activities had been organized for 6,860 person-times (including ten sessions in schools for 3,876 person-times, 16 sessions at workplaces for 563 person-times, six sessions for the special groups for 188 person-times, and 65 sessions for contacts for 2,233 person-times). 682 sessions of screening had been held to screen 26,480 person-times (including 169 sessions for the high-risk groups for 6,570 person-times; the primary detection rate for the high-risk groups was 0.37%, and the infection rate was 0.06%). 386 sessions of screening of the contacts had been held for 4,978 person-times, the primary detection rate being 0%. 1,538 tuberculosis cases had been placed under management, including 897 open cases, 595 non-open cases, and 46 cases of other forms of tuberculosis. By the end of 2009, 982 cases had been placed under management; and 578 newly registered cases were put on the DOTs care, at a rate of 82.1%.

## 二、推展社區醫療及公共衛生業務

「全民健康」是二十一世紀世界的潮流，也是世界各國努力追求的終極目標，諸多政策以營造「健康城市」的理念而規劃執行，並以推動健康飲食文化、全民運動等各項促進健康重點宣導，進而推動社區全面性的健康促進，落實社區民眾預防保健之公共衛生及醫療服務，藉由聯醫整合，落實社區醫療，達成「社區型醫學的中心」之目標。

### (一) 落實社區民眾預防保健之公共衛生業務及推動健康促進

#### 1. 社區健康促進及社區衛教宣導

持續推動社區健康促進、衛教宣導、健康飲食文化及全民運動等社區健康營造重點工作，藉由聯醫公衛醫師團隊與院外門診部，執行政府規劃之政策性醫療任務，98年舉辦各項公共衛生服務，包括「醫院型複合式預防保健服務篩檢活動」28場，服務5,680人次；「社區型整合性預防保健服務」39場，服務7,601人次；「偏遠地區整合性篩檢」27場，服務2,743人次；臺北市學生健康檢查615場，服務12萬5,569人次。

#### 2. 健康醫療兩相贏計畫

計畫自96年起試辦，由臺北市政府衛生局主辦，12區健康服務中心、社區心理衛生中心與臺北聯醫協辦，讓市民參與社區預防注射、五大癌症、三高篩檢、健康講座及擔任衛生保健志工等自我健康行為，就可累積健康點數，凡集滿點數即可至臺北聯醫換取健康服務，如就醫免門診掛號費、健康檢查等，98年度計1萬7,308人至臺北聯醫兌換健康服務，其中兌換門診掛號費1萬6,722人、初階健康檢查85人、進階健康檢查154人及高階健康檢查347人，共586人兌換健康檢查。



## 2. Promotion of Community Medical Care and Public Health

“Health for All” is the trend of the 21st century, it is also the ultimate goal pursued by all countries in the world. Policies are thus planned and executed on the building of a “healthy city” through the promotion of healthy diet, adequate exercise, and other health-oriented measures, and to promote overall health in communities. Public health activities in connection with disease control and health promotion for residents of the communities will be realized, and the Taipei City Hospital will be used as a center for the development of a “community-based medical center”.

### 1) Implementation of Public Health Programs and Health Promotion

#### (1) Health Promotion in Communities and Health Education

Work has been continued to implement some major community health building programs such as community health promotion, health education, healthy diet, and physical exercise for all. Care services are provided by the public health teams of the Taipei City Hospital and their outpatient clinics to execute the medical care missions designated by the government. In 2009, various public health services had been offered; 28 sessions of screening for 5,680 person-times, 39 sessions of integrated community preventive health services for 7,601 person-times, 27 sessions of integrated screening in remote areas for 2,743 person-times, and 615 health examinations for 125,569 person-times of students.

#### (2) Health and Medical Care Win-Win Project

The project began on a trial basis in 2007 by the Department in collaboration with the 12 district health centers, community mental health centers and the Taipei City Hospital. Residents are encouraged to accept immunization, screening for the five leading cancers and three-highs, participate in health lectures, and work as volunteers for health promotion. By doing so, they earn credit points on the Wellness Card, and after certain points, they can avail themselves to the free healthcare services such as health lectures and health examination at the Taipei City Hospital. In 2009, 17,308 persons had traded in for free medical care services; 16,722 persons for registration fee waiving, 85 persons for primary health examination, 154 persons for advanced health examination, and 347 persons for high-level health examination, totaling 586 persons.

### 3. 愛心醫療到宅服務

98年9月起針對來院民眾或其他轉介來源，具有就醫交通問題與家庭經濟困難之身心障礙者與需要相關醫療協助者，給予醫療到宅服務，以主動服務模式深入社區及偏遠地區，提供醫療、護理及社工關懷等服務。依病患實際需求給予適當之醫療照護，服務內容包括醫師臨床評估、簡易傷口處理（清創、拆線等）、褥瘡傷口評估及換藥指導、皮膚問題評估、護理衛教指導等，並自98年11月起新增開立「巴氏量表診斷證明書」、「身心障礙者到宅鑑定診斷證明書」等自費服務項目，滿足更多民眾需求。98年9月至12月收案數共計73名。

### 4. 市民健康生活照護服務試辦計畫

自98年4月起配合臺北市政府啟動「市民健康生活照護服務試辦計畫」，將醫療諮詢、健康關懷與公共衛生服務互相結合，並於聯醫建置「市民健康生活照護服務客服中心」，98年通過試辦計畫收案審核之個案數共計2,005人，上傳血壓量測數據達2萬2,949筆，上傳體溫量測數據達1,125筆，客服中心話務量總計6,120通（接聽數：1,884通；外撥數：4,236通），接話率由3月份測試期之63%提升至平均達90%以上；平均等待時間由34.63秒縮短至2秒左右，服務品質持續提昇。



▲ 市民健康生活照護服務試辦計畫。  
Pilot project on healthy life care service for citizens.

### (3) Home-Delivery of Medical Care

Beginning September 2009, the mentally and physically disabled patients with transportation problems or of indigent families, when visiting the hospital or being referred to the hospital for care, are offered medical care at home to provide medical, nursing and social work services in communities and remote areas. Adequate medical care is given to patients by their actual needs. Services include clinical assessment by physicians, primary care of wounds, assessment of sore wounds and change of dressing, assessment of skin problems, nursing and health education. Since November 2009, new items such as issuance of certificate of the Bart's scale, certificate of the home assessment of the mentally and physically disabled have been added to meet more needs of the public. In the period between September and December 2009, 73 cases had been processed.

### (4) Pilot Project on Healthy Life Care of the Citizens (photo 5-3-4)

In collaboration with the Taipei City Government, the project was initiated in April 2009. Medical care counseling, health concerns, and public health services are put together, and a service center for the healthy life care of the citizens is set up in the Taipei City Hospital. In 2009, 2,005 cases had been accepted after review. 22,949 measurements of blood pressure and 1,125 measurements of body temperature had been uploaded. The service center had received 6,120 calls; and the call rate had increased from 63% in the trial period in March to more than 90%. The average waiting time had been shortened from 34.63 seconds to 2 seconds, and the quality of service is greatly improved.



### 5. 毒品危害防治計畫

成立臺北市藥癮愛滋醫療照護中心，辦理美沙冬門診並架設資訊系統進行個案管理，98年度提供服藥成果為：昆明院區21萬6,762人次；陽明院區4萬277人次；松德院區1萬9,619人次。另自3月1日起新設戒毒成功專業服務，共服務2,965人次。

### 6. 與電視台合作-健康總動員

臺灣第一個結合專業醫學資訊的綜藝節目！結合高規格的醫療資源，自96年8月28日起每週六下午五時至六時，由趙自強和張華倫醫師擔任主持人，透過主題病症的衛生署統計數據，和名人藝人罹患該病的新聞片段，並設計類戲劇故事、以生動活潑的方式讓觀眾瞭解，一個病症從初期微小症狀到後期演變成重症甚至致命的過程。98年共宣導39個健康相關主題。

### 7. H1N1流感防治

由於新流感病例不斷增加，自9月7日起開設「類流感特別門診」，由仁愛、忠孝、陽明、中興及和平等五院區於週一至週五上下、午各開設一診「類流感特別門診」，忠孝院區於週六上午也各加開一診，提供有需要的民眾前往看診。另支援校園H1N1疫苗接種，負責79所學校及支援社區H1N1疫苗接種。

### 8. 新生兒聽力篩檢

辦理臺北市政府衛生局推行之「臺北市新生兒聽力篩檢推廣試辦計畫」，自98年9月5日起，出生的新生兒，均能接受免費聽力篩檢服務，98年共篩檢1,241人次。

### (5) The Methadone Project

The Taipei City AIDS care center for drug addicts is set up to operate a methadone outpatient clinic and to set up an information system for case management. In 2009, the Kunming Branch had provided medicines 216,762 person-times, the Yangming Branch had provided medicines 40,277 person-times, and the Songde Branch, 19,619 person-times. Beginning March 1, a new professional service to successful cases is added to serve 2,965 person-times.

### (6) "Health for All" through TVs

A healthcare TV program, the first one in the country, was started on August 28, 2007, at 5-6 o'clock every Saturday afternoon. Physicians are present to talk on certain diseases in the forms of lectures or dramas to help the audience understand the problems. The program began with mild symptoms and moved on gradually to serious and fatal problems. In 2009, talks on 39 health-related topics had been broadcast.

### (7) Prevention and Control of H1N1 Influenza

The number of cases of the novel influenza is on the rise. On September 7, a flu-like special clinic was set up each in the Renai, Zhongxiao, Yangming, Zhongxing and Heping branches. The clinic is open in the morning and afternoon of Monday through Friday to provide care of patients in need. Immunization against H1N1 in schools is also supported. In total, immunization has been carried out in 79 schools and communities.

### (8) Hearing Screening for the Newborns

The hearing screening for the newborns pilot project of the Department is promoted. Babies born after September 5, 2009, are given free hearing screening. In 2009, 1,241 person-times of the newborns had been screened.





## (二) 院外門診部

由中興、仁愛、和平、陽明、忠孝、婦幼等6家院區，廣續提供12個院外門診部服務。包括：營養諮詢、藥事服務、護理衛教、心理諮商、復健治療，於12區健康服務中心每週提供社區復健62診次、社區心理諮商22診次、藥



▲ 政大門診部開幕。  
Inauguration of the Zhengzhi University clinic.

事服務4診次、營養諮詢4診次、護理衛教2診次。98年6月23日政大門診部開幕，每週14診次，共服務1萬5,560人次。

## (三) 建置健康中心網路系統

提供院外門診使用聯醫醫院資訊系統（Hospital information system, HIS），同時與各責任醫院連線，讓醫護人員在診療過程中能夠迅速讀取病患診療、用藥及檢查等資訊，並裝設影像傳輸系統（Picture Archiving and Communication System, PACS），讓診療作業不因地域而影響民眾就醫權益。

## (四) 社區藥局連線

為節省藥師人力、藥品庫存空間及成本，院外門診均將處方箋釋出，民眾只需持處方箋至鄰近社區藥局即可調劑，不僅可為民眾節省就醫費用及往返交通時間，還可避免院內感染。社區藥局可就近為民眾調劑藥品及藥物諮詢外，還貼心的提供獨居老人、行動不便及身心障礙者送藥到府服務。

## (五) 推動電子化行動醫療，提供安養院及各弱勢團體到點服務

與各院區轄區內的養護機構建立雙向轉診機制，提供「醫師動，病患不動」之「行動醫療」服務，並搭配社區藥局之「送藥到府」服務，為機構住民直接提供實質的醫療診治照護，98年共完成了2,450個看診人次。

## 2) Out-of-Hospital Outpatient Clinics

Six branches, the Zhongxing, Renai, Heping, Yangming, Zhongxiao, and Women and Children of the Taipei City Hospital continue to operate 12 outpatient clinics out of hospitals. Service items include nutrition counseling, pharmaceutical services, nursing and health education, psychological counseling, and rehabilitation care. The 12 district health centers offer each week 62 sessions of rehabilitation service in community, 22 sessions of mental health counseling, four sessions of pharmaceutical services, four sessions of nutrition counseling, and two sessions of nursing and health education. On June 23, 2009, the outpatient clinic at the Chengchi University was inaugurated to operate 14 sessions a week, for 15,560 person-times thus far.

## 3) Establishment of the Health Center Internet System

The system allows the out-of-hospital outpatient clinics to use the Hospital Information System of the Taipei City Hospital and is also linked to the responsibility hospitals. Medical and nursing personnel, in their process of medical care, can access immediately to the information of patients regarding their treatment, medication and laboratory testing through the medical care system to improve their quality of medical care. The installation of the Picture Archiving and Communication System (PACS) protects the rights of patients to medical care at any location.

## 4) Linking Community Pharmacies

To save manpower, storing spaces and costs, the out-of-hospital outpatient clinics release prescriptions. People can have their prescriptions filled at any community pharmacy in the neighborhood to save medical costs and travel time, and to avoid infection in hospitals. Pharmacists of the community pharmacies can at the same time offer counseling on the use of medicines. Community pharmacies also deliver medicines to homes of the elderly living alone; and to the handicapped and disabled patients as well.

## 5) Promotion of Electronic Mobile Medical Care

A two-way referral system is set up together with local nursing care institutions to provide mobile medical care services by which physicians go to patients rather than patients coming to them. In coordination with the home delivery of medicine services offered by community pharmacies, direct and substantial medical care services are provided to inmates of care institutions. In 2009, 2,450 person-times of patients had been cared.

#### (六) 推行處方釋出ATM

推行處方釋出ATM，並與臺北市及臺北縣200家優質健保社區藥局連線合作。民眾於中興院區、陽明院區，持院方開立的處方箋，即可利用醫院處方釋出ATM設備，經由簡易三步驟，社區藥局就可即早備藥，方便民眾至社區藥局就近輕鬆領藥，並可省下掛號費、部分負擔支出，並達到節能減碳。

#### (七) 診間e化

為提供大臺北地區民眾一個溫馨、便利、迅速之就醫環境，並降低醫院成本，與臺北智慧卡票證股分有限公司及雙方醫院醫療資訊系統軟體建置商-大同世界科技股分有限公司共同推行「診間e化-悠遊卡繳交醫療費用」合作案，中興院區及林森（中醫）院區於批掛櫃檯設置扣款設備及儲值設備，民眾可進行扣款及加值之服務，節省批價時間。

### 三、國內外醫療支援計畫

#### (一) 醫療支援八八水災

莫拉克颱風造成臺灣中南部慘烈災情，災區民眾亟待救援，本著人溺己溺之精神，聯醫配合臺北市政府成立「災難醫療救援隊」，於98年8月11日至8月15日（共計5天），分別前往屏東縣林邊鄉及嘉義縣布袋鎮協助救災。

#### (二) 照顧離島居民之政策

賡續照顧離島居民政策，每月派遣包括外科、內科、婦兒科及復健科等專科醫師組成醫療團隊支援馬祖地區醫療業務，提供門診醫療業務，98年有至當地服務之醫師共275人次，門診服務共1,142診次。

#### (三) 聽障奧運醫療支援服務

配合2009年聽障奧林匹克運動會在臺北市舉辦，提供醫療支援服務，設置醫護站及急救站，8月12日至9月9日期間上下午各一場次，共計60場次。

#### 6) ATM for Release of Prescriptions

The ATM system for the release of prescriptions has been promoted. The system is linked to some 200 quality National Health Insurance community pharmacies in Taipei City and Taipei County. With the prescriptions released by the Zhongxing and the Yangming branches, patients can use the ATM system in three simple steps to request community pharmacies to dispense medicines. Medication becomes more convenient, and fees for registration and co-payment are saved.

#### 7) Electronic Medical Care

To provide residents of the greater Taipei area with a warm, convenient, and quick medical care environment, and at the same time, to reduce the costs of hospitals, the Taipei City Hospital, in collaboration with the Taipei City Smart Card Company and others, established a credit card for the payment of medical fees. The Zhongxing Branch and the Linshen Branch (Chinese medicine) have installed facilities for payment. The public can pay medical fees and add values on their credit card to save time at the cashier counter.

### 3. Domestic and International Medical Support

#### 1) Medical Support to the August 8 Flood

On August 8, 2009, typhoon Morakot brought about serious disasters to the central and southern parts of Taiwan, and victims were looking forward to help. On the principle of "helping others to help selves", the Taipei City Hospital soon established the disaster medical care support team. The team was dispatched to Linbian Township of Pingtung County and Butai Township of Chiayi County for help from August 11 to 15 (five days in total).

#### 2) Care of Residents on Offshore Islands

Care of residents on offshore islands is continued. The Taipei City Hospital sends teams of specialists in surgery, internal medicine, obstetrics, pediatrics, and rehabilitation to the Matsu island to provide outpatient medical care services. In 2009, 275 person-times of physicians had provided care in 1,142 clinics sessions.

#### 3) Medical Support to the Deaflympics Games

Medical support was provide to the 2009 Deaflympics Games held in Taipei by setting up medical care stations and first-aid stations at the Games site on August 12 through September 9. Care was given one session each in the morning and afternoon for a total of 60 sessions.



#### 四、全責照護制度

持續推動全責照護制度辦理「照顧服務員訓練」，住院期間生活照護工作由病房助理負責，護理照護工作由護理專業人員執行，以保障病人就醫品質，減少不必要人員出入醫院，有效控制醫院感染，減輕家屬照顧壓力，並提升病人家屬滿意度，減少病人家屬因陪病辭職而降低全國總體生產力，同時創造婦女或失業人口的就業機會，共提供約375名病房助理工作機會，92年7月（推動全責照護制度前）陪病率平均約70.6%，推行後98年度陪病率下降至21.08%，家屬陪病率18.73%，看護陪病率10.67%，外傭陪病率13.59%，家屬滿意度平均96.05%。

#### 五、落實醫藥分業，全力推動處方釋出送藥到宅政策

積極配合政府「醫藥分業」政策，全力推動慢性病連續處方箋釋出，以落實醫藥分業，減輕人民及健保負擔，並使社區健保藥局藥師得以發揮社區健康照護者的角色，建立醫院與社區共同照護模式，參與合作之社區藥局遍及臺、澎、金、馬，特色及推動成果如下：

- (一) 聯醫各院區藥局前設置慢箋釋出諮詢站，向民眾宣導慢箋釋出的好處。
- (二) 成立慢性病連續處方箋工作團隊，與衛生主管機關、藥劑師公會共同建立處方箋釋出標準流程。
- (三) 架設網路資訊系統，建立慢性病連續處方箋醫院與藥局之共用資訊平臺，使醫院與社區藥局之藥袋資訊標準化，提升民眾用藥安全。
- (四) 慢性病連續處方箋釋出到社區健保藥局領藥，為民眾節省就醫費用、往返醫院時間，避免院內感染，且可就近由健保藥局藥師進行用藥諮詢，社區藥局並提供獨居老人、行動不便、身心障礙者送藥到府服務。
- (五) 98年慢性病連續處方箋開立案件數為41萬6,849件，較去年度增加4萬8,493件，成長11.63%，慢性病患之慢箋開立率達43.8%，也較去年度成長13.5%。民眾持慢箋至社區調劑的張數（即慢箋釋放量）為39萬979張，佔所有慢箋調劑張數的40.24%，較去年度增加2.08%。提供送藥到府服務，合作社區藥局遍及臺、澎、金、馬地區，提供服務計1萬3,535次。

#### 4. Total Care System

Training of caregivers has been organized to promote the total care system. Under the system, during the hospitalization of patients, their daily life activities are attended to by ward assistants; their nursing care is executed by professional nursing personnel, and thus to guarantee the quality of medical care, to reduce the visits to hospital of unnecessary persons to effectively control the problem of nosocomial infection, to reduce the care burden of families, and to improve the approval rate of patients and families. In a way, national productivity can be improved now that fewer people leave jobs to care for their family members. At the same time, 375 job opportunities for ward assistants are created. Before the implementation of this system in July 2003, the rate of family members attending to patients was 70.6%; it went down to 21.08% in 2009. The approval rate of the system by families was 96.05%.

#### 5. Separation of Prescribing and Dispensing Practices

The government policy of the separation of prescribing and dispensing practices is promoted. The Taipei City Hospital actively releases refillable prescriptions for chronic diseases to reduce the burdens of patients and the National Health Insurance. Community pharmacists can thus more actively play their role of community health protectors, and a shared care system by hospital and community is established. Community pharmacists around the country are taking part in this program, and their achievements are as follows:

- 1) A counseling system is set up in front of the Pharmacy in each of the Taipei City Hospital branches to inform the public of the advantages of prescription release.
- 2) A task group on the release of refillable prescriptions for chronic diseases has been set up to coordinate with health authorities, pharmacists associations and the Taipei City Hospital to work out a set of standard procedures for the release of prescriptions.
- 3) The Internet information system is set up to serve as a common platform for hospitals and pharmacies. Information on the medicine bags is more standardized to ensure the public the safe use of drugs.
- 4) Patients, with their refillable prescriptions for chronic diseases, can have their prescriptions filled at local community pharmacies. In this way, they save money and travel time, and also chances of being infected with diseases in hospitals. Pharmacies can at the same time provide them with counseling on drug use. Community pharmacies also deliver medicines to homes of the elderly living alone, and the handicapped and disabled as well.

## 六、便民服務策略

### (一) 客服中心

提供24小時全天候服務話務中心，並加入臺北市政府電話群組，臺北市民眾僅需撥打1999轉\*8888即可，98年計服務60萬9,381人次。

### (二) 免費接駁車服務

為方便民眾看診之需，規劃接駁車，提供民眾往來各院區免費接駁服務，並定期檢討增修各院區接駁車路線，於鄰近捷運車站設置接駁車，提高民眾利用率，98年設有8條接駁車路線，共服務65萬2,684人次。

### (三) 1家就診，10家跨院區服務

提供市民1家就診，10家跨院區服務，跨院服務項目包括掛號、批價、退(補)費、慢性病連續處方箋於A院區看診後B院區批價領藥、檢查、申請醫療費用證明、會診等，98年各項跨院服務累計達48萬7,720人次。

### (四) 督導為民服務項目

持續推動溫馨主動式服務措施，包括提供以悠遊卡繳交醫療費用服務、按摩減壓服務、叫車服務、住院病患及陪病家屬健康養生餐盒、圖書推車借閱服務等17項服務，98年度各項服務累計達186萬6,097人次。另持續推動員工服務禮儀與電話禮儀，制定「服務禮儀手冊」及「電話禮貌用語規範」，舉辦服務禮貌訓練、電話禮貌考核，並定期表揚優良員工。

### (五) 通譯員服務

於仁愛、中興、和平、陽明、忠孝及婦幼院區服務台或診間提供越南語、印尼語、柬埔寨語等外語服務，98年度共服務3萬1,507人次，其中以提供協助就醫指引1萬6,047人次為大宗。



5) In 2009, a total of 416,849 refillable prescriptions for chronic diseases had been released, an increase of 48,493 prescriptions over the previous year, at a growth rate of 11.63%. Prescriptions had been issued to 43.8% of chronic patients, an increase of 13.5% over the previous year. In total, 39,979 prescriptions had been dispensed at community pharmacies, accounting for 40.24% of all prescriptions issued to chronic patients, an increase of 2.08% over the previous year. Pharmacies around the country had also delivered medicines to homes 13,535 times in the year.

## 6. Convenient Service to the Public

### 1) The Customer Service Center

Telephone services are provided 24-hours. The Center is also linked to the Taipei City Government Telephone Center. People can dial 1999 extension 8888 to access to the services of the Taipei City Hospital Telephone Center. In 2009, 609,381 person-times of calls had been received.

### 2) Free Shuttle Bus

For the convenience of the public, free shuttle bus services between branches are operated; and shuttle bus routes are reviewed regularly. Bus stops are set up next to the MRT stations for more convenience. In 2009, there were eight bus routes, providing services 652,684 person-times.

### 3) Cross-Branch Services

When a person visits a branch for medical care, he/she is at the same time served by the ten branches of the Taipei City Hospital. The cross-branch services provided include registration, pricing, and paying (or collecting) fees. A patient who is issued a refillable prescription for chronic disease by Branch A can have the prescription priced, medicines collected, examinations made, receipt of medical costs issued, and consultation provided at Branch B. In 2009, cross-branch services had been offered 487,720 person-times.

### 4) Supervision on Public Services

17 items of warm services are provided, including payment of medical fees by the Smart Card, massage service, ordering taxis, healthy boxed lunch for patients and families, and books on library cart. In 2009, services had been provided 1,866,097 person-times. Politeness of employees is promoted. A handbook on service manners and telephone manners has been produced. Training is conducted and telephone calls are supervised. Outstanding employees are awarded.

## 七、加強急重症照護及提昇醫療品質

### (一) 強化急重症醫療照護能力

為提升第一線服務品質，實施加護病房專責醫師制，並持續加強急重症病患醫療照護能力，98年仁愛院區擴增12床加護病床及2床燙傷病床、中興院區擴增5床加護病房，目前計有168床加護病床，期能提供重症病患更高品質的服務。

另鑑於臺北市呼吸照護中心不足，設置呼吸照護病床，專屬呼吸衰竭、無法脫離呼吸器的患者使用，中興院區設置病床數34床，98年住院人日數為1萬885人日；仁愛院區設置病床數計14床，98年增設16床，共計30床，98年住院人日數為5,961人日；和平院區設置病床數22床，98年住院人日數為7,418人日。忠孝院區於98年11月21日設置「呼吸照護病房」，病床數25床，98年住院人日數為881人日。



▲ 忠孝院區RCW揭幕。  
Inauguration of the RCW in Zhongxiao Branch.

### (二) 提升臨床醫療品質

推動各類醫療品質提升方案，參與國家級品質競賽活動，各院區分別參加「2009國家品質標章暨醫療生技醫療品質獎」之評選，婦幼院區以「提供發展遲緩兒童優質之評估療育服務」為題、和平院區以「學童視力保健推廣服務」及「傳染病防治專責醫院」為題、陽明院區以「身心障礙者全方位長期照護計畫」榮獲國家品質標章。另婦幼院區代表聯醫以「縮短胎兒

### 5) Services by Translators

Services in Vietnamese, Indonesian, and Cambodian are offered at the Renai, Zhongxing, Heping, Yangming, Zhongxiao, and the Women and Children branches. In 2009, services had been provided 31,507 person-times. Of them, requests of help in medical care, for 16,047 person-times, were the most.

## 7. Care of Critical Patients

### 1) Improving the Care of Critical Patients

To upgrade the quality of front-line service, a system to assign full-time physicians in ICUs is promoted; care of severely and critically ill patients is strengthened. In 2009, 12 more ICU beds and two more burn unit beds had been added to the Ranai Branch; and five more ICU beds had been added to the Zhongxing Branch, totaling 168 ICU beds, hoping to provide critical patients with higher-quality services.

The number of respiratory care centers in the Taipei City Hospital is insufficient. For this, the Taipei City Hospital has set up respiratory care beds specifically for use of patients of respiratory failure and patients depending on respirators. The Zhongxing Branch has set up 34 beds. In 2009, the number of patients hospitalized was 10,885 person-days. The Renai Branch had set up 14 beds, and 16 more in 2009, totaling 30 beds. In 2009, the number of patients cared was 5,961 person-days. The Heping Branch has set up 22 beds. In 2009, the number of patients cared was 7,418 person-days. The Zhongxiao Branch set up a respiratory care ward on November 21, 2009, with 25 beds. In 2009, the number of patients cared was 881 person-days.

### 2) Upgrading Quality of Clinical Care

Several projects to upgrade the quality of medical care have been implemented. National quality contests are participated in. The branches had taken part in the 2009 National Quality Logo and Medical Quality in Medical Biotechnology Award Contest. The Branch for Women and Children won the National Quality Logo for its project on providing quality services for the assessment and care of children of retarded development; the Heping Branch won the Logo for its promotion of the visual health of school children, and as a responsibility hospital for communicable disease control; and the Yangming Branch won the logo of its all-directional long-term care project for the mentally and physically impaired. The Branch for Women and Children took part on behalf of the Taipei City Hospital in the 10th Medical Care Award of the Taiwan Joint Commission

狀況不穩定緊急剖腹產準備時間」為題參加醫策會「第十屆醫療品質獎」活動，榮獲品質改善組潛力獎。98年陽明院區及忠孝院區參與醫院評鑑榮獲優等。

### (三) 加強醫療品質指標管理

為加強醫療品質指標管理，各院區自民國88年8月起即陸續加入醫策會引進之美國馬里蘭州醫療品質指標計畫及臺灣醫務管理學會自行研發本土化的臺灣醫療照護品質指標系列（Taiwan Healthcare Indicator Series, THIS），由各院區組成推動小組，收集指標資料，定期偵測及檢討，另為使各院區相互觀摩比較，優先訂定18項臺灣醫療品質指標計畫（Taiwan Quality Indicator Project, TQIP）及20項THIS共同監測指標之標準化作業程序，每月收集呈報，每季與同儕院區比較分析，回饋各院區，以為檢討改進之參考，自97年起，因應醫院評鑑委員之建議以及各院區提升醫療品質之需求，TQIP共同監測指標增列12項，總計30項，THIS共同監測指標增列5項，總計25項，俾利多方監測比較並加強醫療品質管理。

### (四) 舉辦各種品管教育訓練活動

積極推行品管活動，98年度辦理醫療機構品管圈（醫品圈）基礎教育訓練及品管圈輔導活動達56小時，共520人次參與，各院區共推出醫品圈41個。另為強化病人安全文化，辦理根本原因分析（Root Cause Analysis, RCA）基礎班及進階班、FMEA（Failure Mode & Effect Analysis）、異常事件通報及一系列病人安全研討會等種子人員教育訓練課程9場次，並開放臺北醫療區域醫療從業人員參加。

on Hospital Accreditation for a project on shortening preparation time for the emergency Caesarean section of fetus of unknown conditions to win an award on quality improvement. In 2009, the Yangming and the Zhongxiao branches won prizes in hospital accreditation.

### 3) Strengthening the Management of Medical Care Indicators

To strengthen the management of medical care indicators, the branches of the Taipei City Hospital took part one by one in August 1999 in the Maryland Healthcare Indicators Project brought in by the Taiwan Joint Commission on Hospital Accreditation (TJCHA), and the Taiwan Healthcare Indicator Series (THIS) indigenously developed by the Taiwan Hospital Management Association. Promotion teams are set up in branches to collect data for indicators, and monitor and review them regularly. For branches to learn from each other, standard operational procedures for 18 Taiwan Quality Indicator Projects and 20 THIS monitoring indicators were formulated with priority. Information is collected and reported monthly, compared with other branches quarterly, and fed back to each branch for review and improvement. Since 2008, acting on the recommendations of the TJCHA and to meet the needs for quality improvement, 12 more items were added to the TQIP monitoring, totaling 30 items; and 5 more items were added to the THIS monitoring, totaling 25 items, to monitor from all directions and to strengthen the quality of medical care.

### 4) Training on Quality Control

Quality control activities have been actively promoted. In 2009, basic training on quality control circles, training of supervisors, and quality control circle supervision activities had been held for 56 hours for 520 person-times of participants. The branches have decided on 41 medical quality circles. To strengthen patient safety, basic and advanced courses on Root Cause Analysis (RCA) and on Failure Mode and Effect Analysis (FMEA) had been organized. A series of nine training courses for seed workers in the reporting of unusual incidents and patient safety had been held. These training courses were also open to medical personnel of the Taipei Medical Care Region.



## ● 第四章 委外經營醫院

### 第一節 臺北市立萬芳醫院 (Taipei Municipal Wanfang Hospital)

臺北市立萬芳醫院為臺北市政府第一家委託經營之市立醫院，目前委託臺北醫學大學經營，擁有732床及護理之家103床，至今成立13年，提供市民優良醫療照護，致力執行公共衛生保健服務。98年度重要成果如下：

#### 一、醫療與服務

(一) 致力提供頂尖專業的醫療技術服務：

1. 成立國際醫療中心 (International Liaison Center)，提供國際醫療服務。
2. 成立遠距照護服務中心 (Telecare Service Center)，建立整合性服務網路，提供完善緊急醫療、居家照護、慢性病個案管理、健康管理服務。
3. 成立癌症中心，整合臨床八大癌症團隊，97年通過癌症診療品質認證。成立人工皮實驗室，建立人造皮庫銀行，研發多種人造皮膚提供傷口治療。
4. 成立淋巴循環治療中心，致力下肢淋巴循環障礙手術，締造下肢淋巴水腫（象腿）病人福音。
5. 成立骨質疏鬆門診。
6. 北台灣的結核病防治轉介及訓練中心。



▲ 馬來西亞象腿病患來院就醫。  
Malaysian elephantitis patient under medical care.

## ● Chapter 4 Hospitals Commissioned out for Operation

### Section 1 Taipei Municipal Wanfang Hospital

The Taipei Municipal Wanfang Hospital is the first municipal hospital commissioned out for management. The Hospital, with 732 beds and 103 beds in nursing home, is commissioned out to the Taipei Medical University. By now, the Hospital has been in service to the public for 13 years with high-quality medical care and public health services. Major activities in 2009 are as follows:

#### 1. Medical Care and Services

##### 1) Providing top-class professional medical care services

1. An International Liaison Center is set up to offer international medical care services.
2. A Telecare Service Center is set up to establish an integrated service network to provide comprehensive services in emergency care, home care, management of chronic patients, and health management.
3. A Cancer Center is established to integrate teams of eight leading cancers. In 2008, the Center passed the certification of the quality of cancer care.
4. A lymph circulation care center is established to provide operations on the lymph circulation impairment of lower limb for the benefit of elephantiasis of lower limb patients (photo 5-4-1).
5. An osteoporosis outpatient clinic is set up.
6. The Hospital is the referral and training center for tuberculosis control in northern Taiwan.



7. 為台北區肺結核多重抗藥性 (MDR-TB) 醫療照護團隊之核心醫院，並跨國合作參與美國CDC主導之全球維持有效結核病治療研究 (Preserving Effective Tuberculosis Treatment Study-Taiwan, PETTS-Taiwan)。
  8. 為行政院衛生署疾病管制局結核菌合約實驗室，負責台北縣、金門及連江縣結核菌檢驗。
  9. 全臺最大的頭部外傷醫學資料庫及外傷防治團隊。
  10. 幹原細胞中心結合臺北醫學大學，從事臨床基礎與轉譯醫學之研究。
  11. 設置用藥諮詢中心，提供就醫民眾完整的用藥安全資訊。
  12. 98年再次通過美國國際醫院認證 (Joint Commission International Accreditation, JCIA)，院內持續推動追蹤訪查 (Tracer)。Tracer團隊由副院長領軍，定期選定特定病房進行院內訪查，以期提供以病人為中心之醫療服務。
  13. 98年再次通過美國病理學會醫學實驗室認證 (College of American Pathologists - Laboratory Accreditation Program, CAP-LAP)，持續提供高品質專業檢驗服務。
  14. 98年5月成立第二心導管室，提供專業、高品質之醫療服務。
- (二) 具備高科技醫療儀器設備，如血管攝影儀 (Biplane angiography)、直線加速器 (Intensity modulated radiotherapy, IMRT)、光子刀 (Photon knife)、電腦刀 (Cyber knife)、128切立體電腦斷層掃描儀 (128 VCT) …等。
- (三) 從掛號到批價、領藥、住院等作業，全部電腦自動化作業，提供更迅速便捷的服務。
- (四) 通過ISO 22000及食品危害分析重要管制點制度 (Hazard Analysis Critical Control Point, HACCP) 認證，持續在院內提供符合國際標準之營養作業。

7. The Hospital is the core hospital of MDR-TB (multi-drug resistance tuberculosis) in the Taipei Area. The Hospital also participates in the Preserving Effective Tuberculosis Treatment Study-Taiwan (PETTS-Taiwan) project directed by the US CDC.
  8. The Hospital is a tubercle bacillus laboratory under contract with the Taiwan Centers for Disease Control of the Department of Health, the Executive Yuan, and is responsible for the testing of tubercle bacillus in Taipei County, Kinmen and Lienchiang counties.
  9. The Hospital maintains the largest head trauma database and is an injury prevention team.
  10. A stem cell center is established in collaboration with the Taipei Medical University for clinical and basic research.
  11. A counseling center for drug use is set up to provide the public with comprehensive information on the safe use of drugs.
  12. In 2009, the Hospital passed again the accreditation of the US Joint Commission International Accreditation (JCIA). The Hospital continues the tracer in hospital. The tracer team is headed by the Deputy Superintendent to pick up two wards at a time for regular tracing, hoping to provide patient-centered medical care services.
  13. In 2009, the Hospital passed again the accreditation of the College of American Pathologists-Laboratory Accreditation Program (CAP-LAP). The Hospital continues to provide high-quality professional laboratory services.
  14. In May 2008, the second cardiac catheter room was set up to provide high-quality professional medical care services.
- 2) The Hospital is equipped with high-technology medical care instruments and facilities such as biplane angiography, intensity modulated radiotherapy (IMRT), photon knife, cyber knife, 128 VCT, and others.
  - 3) Computerized automatic services are used through the process of registration, pricing, dispensing and hospital admission to provide quick and convenient services.
  - 4) The Hospital has passed the certification of ISO 22000 and HACCP (Hazard Analysis Critical Control Point). Work continues to provide dietary services of international standards in the Hospital.



(五) 除提供出院病患準備、追蹤服務及居家護理外，並定期舉辦各類健康講座為民眾解答各類健康問題，98年各類健康講座共舉辦314場。舉辦院內大型乳癌篩檢及糖尿病篩檢活動，並舉辦院外社區居民義檢義診活動；大廳並有志工帶領民眾做健康操，營造健康生活環境。

(六) 與亞都麗緻服務管理學院合作進行「創新思維，感動服務」專案，致力提升服務品質。針對掛號批價及門診護理人員進行相關課程訓練，並推行住院病患生日溫馨送蛋糕與卡片的活動。

5) In addition to providing services in the discharge plan of patients, their follow-up and home care is maintained; lectures are held regularly to answer queries of the public on health issues. In 2009, 314 lectures had been held; large-scale screening activities for breast cancer and diabetes had been held in the Hospital; and medical care in community was also organized. In the Lobby of the Hospital, volunteers lead the public for physical exercise to build a healthy living environment.

6) In collaboration with the Ritz Management College, a special project on creative thinking and heartfelt service is promoted to improve service quality. Training is organized specifically for personnel at the registration and pricing counters and nursing personnel in clinics. Patients under hospital care are presented with birthday cakes and cards to remind them of their happy birthday.



▲ 98年3月7日社區篩檢活動—一氧化碳檢測服務。  
Testing for CO in community on March 7.



▲ 98年5月26日端午節動手做香包。  
Making fragrant wrapping on the Dragon Boat Festival on May 26.



▲ 98年6月4日安全用藥合影-忠順里。  
Posed for a photo for the safe use of drug – Zhongshun Borough, June 4.



▲ 98年9月26日萬美里口腔癌篩檢。  
Screening for oral cavity cancer at Wanmei Borough, September 26.



▲ 98年10月24日景仁里尿液篩檢。  
Urine testing at Jinren Borough, October 24.



▲ 98年10月25日打造安全無菸文山城-“五”動健康 拒菸FUN步走。  
Walking to say no to smoking, October 25.



(七) 為服務景美地區居民，自98年12月起提供景美捷運站至萬芳醫院接駁專車服務，以提供更完善之醫療照護服務。

## 二、教學

(一) 一般醫學內科病房連續四年(95-98年)榮獲醫學教育學會「一般醫學內科病房示範中心」之計畫補助，及衛生署畢業後一般醫學訓練計畫補助。

(二) 參照美國ACGME所訂定之六大技能領域，為住院醫師教學訓練計畫之擬訂及評估。

(三) 成立臨床技能中心，設置各項教學模型及教學軟體，建置各種模擬操作的教學課程。成立實驗外科進行動物實驗手術教學，進行住院醫師及實習醫學生實體動物手術訓練。

(四) 成立教師發展中心，全面進行師資培育課程，並規定晉升主治醫師以前，住院醫師均要完成CFD的教學能力提升訓練課程。對新進教師，臺北醫學大學及萬芳醫院CFD均有舉辦新進教師訓練會。

(五) 連續8年榮獲臺北醫學大學教學創新，為臺北市立萬芳醫院教師們對教學付出之重大肯定。

(六) 配合臺北醫學大學國際合作交流，積極參與國內外醫學院及醫院建教合作，提供各項醫療支援。

(七) 醫師及其他醫事人員教育訓練

1. 每年接受100多名住院醫師訓練。各科均有教學訓練計畫，並有導師制、教學門診及觀摩診、住診教學。進行客觀評量方法(mini-CEX、DOPS、OSCE...等)評量學習成果。

2. 每年訓練300多名見實習醫學生。各科均有教學訓練計畫，並有導師制、教學門診、住診教學...等。進行客觀評量方法評量學習成果。

3. 每年訓練護理實習學生約1,000多人次，其他醫事實習學生約150多人次，各領域訂有教學訓練計畫，並有導師制，進行客觀評量方法等評量學習成果。

7) To serve residents of the Jingmei area, since December 2009, a shuttle bus between the MRT Jingmei Station and the Hospital has been operated to provide more convenient medical care services.

## 2. Teaching

1) The Internal Medicine Ward of the Hospital is subsidized by the Medical Education Society for four consecutive years (2006-2009) to set up a demonstration center for the teaching in internal medicine; the Hospital is also subsidized by the Department of Health of the Executive Yuan for the training of medical students in general medicine after graduation.

2) With reference to the six areas of skills developed by the US ACGME, training programs for medical residents are formulated and evaluated.

3) A clinical skill center is set up. Teaching models and software are established to develop simulation-operated teaching curricula. An experimental surgery is set up for experimental operations on animals. Training in operations on animals is given to residents and medical students under practice.

4) A teacher development center is set up for the overall training of the teaching faculty. All resident physicians before their promotion to attending physicians must finish training in CFD. For the newly recruited teachers, the Taipei Medical University and the Wanfang Hospital offer them training in CFD.

5) For eight consecutive years, the Hospital has won the Innovative Teaching Award of the Taipei Medical University to confirm the teaching of the faculty.

6) In coordination with the international cooperation programs of the Taipei Medical University, cooperation is maintained with domestic and international medical schools and hospitals; medical support is also given.

7) Training of physicians and other medical personnel:

(1) Each year, some 100 students are accepted for resident training. Each department has their own training programs. A supervisor is assigned for outpatient clinic teaching, observation and care of patients in hospital. The mini-CEX, DOPS, OSCE and other tools are used for the evaluation of teaching.

(2) Each year, some 300 medical students are accepted for practice. Each department has their own training programs. A supervisor is assigned for outpatient clinic teaching and care of patients in hospital. Objective methods are used in the evaluation of teaching.

4. 推動受訓學員（住院醫師、實習醫學生、醫事實習學生、臨床老師）建立個人學習歷程檔案（Portfolio），檢視教學成效外，並鼓勵其記錄與回顧個人學習經歷。舉辦Portfolio競賽，並擇優獎勵。

5. 獲得「衛生署教學補助計畫」經費補助醫師及其他醫事教育訓練。

#### （八）圖書館設備及藏書

除一般書庫及現行期刊區外，並設有醫學倫理、人文、法規專區，以專區呈列，方便讀者查閱。設有電子學習中心、全院無線上網、同步視訊會議系統及隨時可查詢的線上教學。

### 三、研究

（一）鼓勵從事臨床教學研究，並致力於推動整合研究計畫；98年度院外研究計畫共53件、或研究補助經費逾一億一千萬元。

（二）依醫院發展目標，設立研究中心：癌症、臨床醫學、生物科技、醫學資訊、醫療品質、醫學服務、教學服務等研究群。延攬彭汪嘉康院士整合醫院癌症中心團隊，提升癌症服務之品質。

（三）設立臨床醫學共同實驗室，實列研究經費鼓勵醫師及醫事人員和台北醫學大學基礎學科教師進行研究合作。

（四）成立癌症中心實驗室，鼓勵院內醫師參予醫院癌症研究。

(3) Each year, some 1,000 person-times of nursing students and 150 person-times of students in other disciplines are accepted for training. Each department has their own training programs. A supervisor is assigned. Objective methods are used in the evaluation of teaching.

(4) A system is promoted to establish for each student under training (resident physicians, students in practice, students of other disciplines in practice, clinical teachers) a personal portfolio of learning process to evaluate the teaching of each department on one hand, and to review individual learning process. Contests of portfolios are held and excellent works are awarded.

(5) The Hospital is subsidized by the Department of Health of the Executive Yuan for the training of physicians and other medical training.

#### 8) The Library and its Collections

In addition to books and journals, special zones for medical ethics, humanities and legal matters are set up for the convenient searching. An electronic learning center is set up and the entire Hospital is put wirelessly online. Synchronized visual conference facilities and real-time searching are also available.

### 3. Research

1) Clinical teaching and research is encouraged; and integrated research projects are promoted. In 2009, there were 53 extracurricular research projects, totaling in subsidies NT\$ 110 million.

2) Research groups in cancer, clinical medicine, bio-technology, medical information, medical quality, medical services, and teaching services are set up. Professor Peng-Wang is invited to help integrate the cancer center team of the Hospital to upgrade the cancer service quality.

3) A joint laboratory for clinical medicine is set up. Budget is allocated for research. Physicians and medical personnel are encouraged to conduct collaborative research with the teaching faculty in basic medicine of the Taipei Medical University.

4) A cancer center laboratory is set up. Physicians of the Hospital are encouraged to conduct cancer research.



#### 四、公共衛生服務

秉持臺北市政府「公辦民營、節省公帑及回饋社會」的使命，以及臺北醫學大學附屬教學醫院「服務鄉里、教育學生、強化研究」的任務，致力配合政府公共衛生政策，積極辦理各項健康促進服務如下：

- (一) 傳染病檢體採檢。
- (二) 辦理傳染病防治繼續教育。
- (三) 禽流感及新流感防治：感控室制定相關標準規範，供全院人員參考及執行並辦理「禽流感」、「新流感」教育訓練及課後測驗，98年對院內員工舉辦相關訓練共41場次，總計7,312人次參與。
- (四) 結合子宮頸抹片，提供婦女三點不漏之防癌篩檢服務。
- (五) 提供婚（孕）前健檢服務。
- (六) 產前遺傳診斷。
- (七) 精神醫療服務。
- (八) 精神醫療社會工作服務。
- (九) 臨床心理工作服務。
- (十) 職能治療服務。
- (十一) 辦理新型流感H1N1校園接種

#### 五、健康促進

94年通過世界衛生組織（World Health Organization, WHO）審核，成為亞洲第一家獲得WHO認證之健康促進醫院（Health Promoting Hospital, HPH），並期藉此一成功經驗，將更多臺灣的醫療機構推向國際舞臺。臺北市立萬芳醫院推展健康促進醫院認證之模式：

- (一) 成立健康促進醫院推動小組：集結國內產、官、學界專業人士代表，成立推動國際級健康促進醫院小組。
- (二) 利用WHO建議表訂之20項健康促進醫院專案，成立健康促進醫院必備組織模式之建立。

#### 4. Public Health Services

Acting on the missions of the Taipei City Government concerning the commissioning out for management to private sectors to contain public funds and to feedback to the society, and also concerning the objectives of a teaching hospital affiliated to the Taipei Medical University of serving the community, teaching students, and strengthening research, the Municipal Wanfang Hospital has strived to implement public health policies of the government, and to promote several health promotion services.

- 1) Specimens of communicable diseases are collected and tested.
- 2) Continuing education in the control of communicable diseases is conducted.
- 3) Control of avian flu and novel influenza: a set of regulations governing control of infections is formulated for the reference and execution of personnel concerned. Training on avian flu and novel influenza is conducted. In 2009, 41 sessions of such training had been given to staff members of the Hospital for a total of 7,312 person-times.
- 4) Cancer screening by Pap-smear and others is given to women.
- 5) Pre-marital and pre-pregnancy health examinations are offered.
- 6) Pre-natal genetic diagnosis is given.
- 7) Psychiatric care services are provided.
- 8) Social work services for psychiatric care are provided.
- 9) Clinical psychological services are offered.
- 10) Occupational therapy is available.
- 11) Immunization in schools against H1N1 novel influenza is conducted.

#### 5. Health Promotion

The Hospital passed in 2005 the review of the World Health Organization to become the first certified Health Promoting Hospital (HPH) in Asia. With this successful experience, more medical care institutions in Taiwan will be encouraged to march on to the international stage. The procedures taken by the Hospital in applying for the certification of the WHO are as follows:

- 1) A Health Promoting Hospital promotion team was set up; experts and representatives of industries, government and the academics were invited to establish a Health Promoting Hospital promoting team of international standard.
- 2) Following the recommendations of the WHO on 20 health promoting hospital special projects, a health promoting hospital organization model was set up.

- (三) 整合健康促進醫院各項專案展開進行。
- (四) 健康職場促進：營造一個健康的工作支持環境，來改善體能不佳與不活動的工作生活型態。
- (五) 推動社區健康營造：建置社區健康營造中心來推動社區健康營造工作，民眾能獲得諮詢與轉介，妥善的獲得所需要的醫療保健服務。
- (六) 舉辦每月篩檢活動，以期能促進民眾健康並達到預防保健之效果。

#### 六、緊急災難救護中心

- (一) 醫院鄰近北二高萬芳交流道，且與捷運木柵線共構，位處交通要道，具地利之便，能以最快速度行走最短距離，將病患於最短時間送達醫院救護。
- (二) 成立創傷中心：採24小時作業，全天候有急診專科主治醫師於醫院值班。對多重外傷病患，由一般外科、骨科及神經外科等主治醫師，組成外傷小組，並與其他專科配合。
- (三) 規劃緊急救援流程，設立統一指揮聯絡單位，有明確的處理通訊流程及資訊、通訊設備電腦化，且更落實事後檢討工作，因應可能突發情況。
- (四) 引進最新穎設備，提升作業水準，使民眾獲得良好急診醫療服務。
- (五) 空中緊急救護支援：醫院與國際SOS救援中心（International SOS, an AEA Company）合作，於14樓設立直昇機停機坪，辦理緊急醫療救援及後送事宜。
- (六) 急診充分配合臺北市辦理「雙軌制到院前救護計畫」，每年均接受大安區、文山區及中正區等院外緊急救護工作。
- (七) 貓空纜車系統重大事故支援：配合貓空纜車系統營運，建置重大事故支援緊急醫療救護現場支援醫護人員規劃。



- 3) The various health promoting hospital special projects were integrated and implemented.
- 4) Health promotion at workplaces: a health supporting environment was created to improve working conditions and lifestyles originated from poor physical fitness and inactivity in the past.
- 5) Health building in communities: community health building centers are created to promote health building in communities, and to allow people access to counseling, referral, and health and medical care services needed.
- 6) Screening is conducted each month to promote health and to attain the effect of preventive health.

#### 6. Emergency Disaster Rescue Center

- 1) The Hospital, being close to the Wanfang Interchange of the North Expressway No. 2, and is also a stop of the MRT Muza line, is adequately located in terms of traffic and geographic conditions for the delivery of patients at the shortest possible time to the Hospital for emergency care.
- 2) A trauma center is set up for 24-hour services. Emergency specialty physicians are assigned full-time on-duty to care for patients of multi-wounds by specialists in general surgery, orthopedics, and neurosurgery in a trauma care team, and to collaborate with other specialties.
- 3) A unified command and liaison center is set up to plan for the flow of emergency care. There are clear-cut information management processes and computerized information facilities. Cases are evaluated afterwards for reference in meeting with sudden incidents in the future.
- 4) New facilities are brought in to upgrade the standard of operation, and to provide the public with high-quality emergency medical care.
- 5) Support to air-rescue: to make medical support and transfer of patients more smooth, the Hospital and the International SOS (an AEA company) work together to install a heliport on the 14th floor of the Hospital for timely and professional assistance.
- 6) In coordination with the Taipei City pre-arrival to hospital emergency care plan, the Hospital accepts each year patients from the Daan, Wenshan and Zhongzheng districts for emergency care.
- 7) Support to major incidents of the Maokong Gondola: in coordination with the operation of the Maokong Gondola, medical personnel are organized in a team to support the on-site medical care of major incidents.

- (八) 捷運木柵線重大事故支援：因應木柵線捷運緊急醫療救護需求，與該線建立重大事故支援緊急醫療救護之緊急通報聯繫管道。
- (九) 跨縣市大量傷患緊急醫療合作：配合跨縣市大量傷患緊急醫療合作責任分區，提供臺北縣東區及東南區、宜蘭縣北區及南區之緊急醫療救護支援。
- (十) 每年辦理急診大量傷患演習，健全醫院緊急醫療體系運作。

## 七、病人安全績效

推動以病人為中心之醫療品質服務系統的方式及致力病人安全相關資訊系統之研發建構，以建構安全的病人就醫環境為最終目標。

- (一) 多次舉辦全國病人安全研討會、醫院主管擔任衛生署病人安全委員會委員、參與全國病人安全醫療衛生政策之擬定、參與衛生署偏遠離島科之計畫，提供專家意見，致力於加強偏遠地區之醫療安全及資訊便利性。
- (二) 現已成為全國病人安全之示範醫院。
- (三) 設置病人安全資訊中心，研發四項病人安全資訊系統，包括：
  1. 異常事件通報系統（Adverse Event Reporting System, AERS）：96年年底計劃AERS系統改版，增加通報類別，包括壓瘡通報、輸血通報及其他通報等。
  2. 高風險數據通報系統（High Risk Results Reminder, HRRR）。
  3. 外科手術病人安全系統（Surgical Patient Safety System, SPSS）。
  4. 預防跌倒資訊系統（Fall prevention information system, FPIS）。

以此五大系統做延伸，開發：

1. 高風險自動警示系統（High Risk Results Reminder）回覆平台。
2. E-Handoff 電子交班系列。
3. 護理站簡訊平台（PHS電子班表線上會診）。



- 8) Support to major incidents of the MRT Muza Line: to meet the need of the MRT Muza Line for emergency medical support, a reporting system for major incidents requiring emergency medical support is established with the Line.
- 9) Cross-county/city cooperation in the emergency care of mass casualties: in coordination with the responsibility regions for the emergency care of mass casualties, support is given to the eastern and southeastern regions of Taipei County and the northern and southern regions of Ilan County in emergency care.
- 10) Each year, drills on the emergency care of mass casualties are held to maintain the operation of the emergency care system.

## 7. Achievements in Patient Safety

The ultimate goal of the Hospital is to promote patient-centered quality medical care, to establish patient safety-related information systems, and thus to create a safe environment for the medical care of patients.

- 1) The Hospital has organized several national symposiums on patient safety. Key staff members of the Hospital are members of the committees on patient safety of the Department of Health, the Executive Yuan. The Hospital also participates in the drafting of health policies on patient safety. The Hospital also takes part in the plan for the care of residents of remote areas and offshore islands of the said Department to offer expert opinions, and to strengthen medical care safety and convenience of information in these areas.
- 2) The Hospital is now a national demonstration hospital for patient safety.
- 3) A patient safety information center is set up to develop four sets of patient safety information systems. They are:
  - (1) The Adverse Event Reporting System (AERS): the system was revised in 2007 to add more items for reporting, including reporting of sores, blood transfusion and others.
  - (2) High-Risk Results Reminder (HRRR)
  - (3) Surgical Patient Safety System (SPSS)
  - (4) Fall Prevention Information System (FPIS).
 More systems are developed:
  - (1) High-Risk Results Reminder response platform
  - (2) E-Handoff
  - (3) Simple platforms for nursing stations

4. 用藥紀錄圖像--紀錄病人住院使用藥物。
5. 為瞭解病人院外用藥，提昇病人安全及減少藥物浪費，與健保局臺北分局合作健保資料回傳系統（Medication Reconciliation Information System, MRIS），為臺灣首家開辦之醫院，並成為示範醫院協助推廣至其他醫療院所。

## 八、雙語化服務環境

### （一）六性之精神

1. 可近性：提供外籍人士親善之就醫環境，以及擴充本國人之英語資訊。
2. 安全性：雙語化就醫指引可使外籍人士充分瞭解就醫資訊。
3. 適切性：透過雙語化之樓層配置圖，指引病人適當的到達目的地。
4. 參與性：來院病人藉由雙語動線標示，對於自我就醫行為充分參與。
5. 持續性：中英文網站雙語化提供病人持續性之就醫資訊。
6. 完整性：提供就醫服務指引單張，協助病人進行完整之就醫流程。

### （二）標示項目與範圍

1. 標示中英雙語化，包括：醫療院所招牌、門診、急診、住院、掛號、批價、領藥、檢驗、檢查、樓層標示、衛生教育、服務臺等服務場所標示。
2. 印刷品中英雙語化，包括：醫院簡介、就診相關文宣、各項檢查診斷/證明書、藥袋、收據、重大疾病解說單、衛教單張...等。

### （三）增修中英文對照手冊、雙語就醫流程表單、雙語社工服務流程、雙語中英文簡介。

### （四）辦理服務人員英語教育訓練，以醫院第一線服務人員為主要對象，以口語練習及情境對話練習方式教學。



- (4) Diagram of patient medicine use – recording patients' medicine use in hospital
- (5) To understand the use of medicines of patients outside the hospital, to improve their safety and reduce wastes in medicines, the Hospital has established in collaboration with the Taipei Branch Bureau of the Bureau of National Health Insurance the Medication Reconciliation Information System (MRIS), the first one in the country, and is now a demonstration hospital helping other hospitals to set up the system.

## 8. Bi-Lingual Services

### 1) Six principles

- (1) Accessibility: to provide aliens with friendly medical care environment; and to improve the English capability of the staff;
- (2) Safety: to make information more available to aliens through bi-lingual directions;
- (3) Adequacy: to direct aliens to the correct site through bi-lingual floor plans;
- (4) Participation: through bi-lingual directions, aliens participate in their own medical care;
- (5) Continuity: the Chinese-English websites provide aliens with continuous information on medical care;
- (6) Comprehensiveness: leaflets are produced to guide aliens through the process of medical care.

### 2) Items Indicated

- (1) Indicators in Chinese and English: name of the Hospital, outpatient clinics, emergency department, hospital care, registration, pricing, drug collection, laboratory testing, examinations, direction of each floor, health education, and information counter.
- (2) Printed materials in Chinese and English: Introduction to the Hospital, documents related to medical care, certificate of diagnosis and laboratory testing, drug bag, receipts, notes on critical illnesses, and leaflets for health education.
- 3) Bi-lingual booklets in Chinese and English are revised to add flow chart for medical care, and flow chart for social work services.
- 4) Training of employees in English: training is given with priority to the front-line service workers of the Hospital.

## 九、多語化服務

因應外籍人士在臺就醫時會之言語障礙，影響就醫之安全性及便利性，將外語服務從英語擴大至日語、印尼語及馬來語多語化服務，以提供適切的、安全的醫療服務，並製作多語化照顧服務員手冊、衛教單張及培訓多語化志工。

## 十、國際醫療交流

- (一) 馬紹爾行動醫療團第一梯次自98年05月16日至98年05月31日，第二梯次從98年09月19日至98年10月04日。
- (二) 與路竹會共組行動醫療團支援寮國，自98年06月06日至98年06月07日。
- (三) 史瓦濟蘭王國暑期專科醫師醫療服務，自98年07月31日至98年08月16日。
- (四) 帛琉行動醫療團，98年08月15日至98年08月29日。
- (五) 配合外交部國合會「2009年友好國家醫事人員訓練計畫」，醫院進行帛琉醫檢師及醫工人員與馬紹爾復健師及中央供應室技術師接受98年07月至09月短期訓練。
- (六) 海地行動醫療團，98年11月08日至98年11月22日。
- (七) 與北醫大合作派駐史瓦濟蘭王國醫療團，分別於97年12月24日至98年6月30日及98年2月27日至12月31日執行任務。
- (八) 與世界醫學生聯盟合作，於醫院急診科、神經外科、中醫科、整形外科、眼科、小兒科等科別代訓奧地利、保加利亞、德國、義大利、波蘭、瑞典、瑞士等國學員，於98年8月3日起分梯協助代訓。

## 9. Multi-Lingual Service

Aliens taking medical care in Taiwan, for language problems, often feel unsafe and inconvenient. Services that are provided in English are now provided in other languages such as Japanese, Indonesian, Malayan as well to give aliens more adequate and safe medical care services. Booklets and leaflets in different languages are produced and volunteers are trained in different languages.

## 10. International Exchanges in Medical Care

- (1) Two mobile medical teams visited the Marshall Islands, the first team on May 16 through 31, and the second team from September 19 to October 4, 2009.
- (2) Together with the Taiwan Roots Medical Association, a mobile medical team visited Laos from June 6 to 7, 2009.
- (3) A medical team visited the Kingdom of Swaziland for medical care from July 31 to August 16, 2009.
- (4) A mobile medical team visited Palau from August 15 to 29.
- (5) In coordination with the Ministry of Foreign Affairs 2009 plan for the training of medical personnel from friendly countries, short training courses had been organized in July through September, 2009, for medical technicians and medical engineers from Palau an rehabilitation technologists and central supply technologists from the Marshall Islands.
- (6) A team visited Haiti from November 8 to 22, 2009.
- (7) In collaboration with the Taipei Medical University, medical teams were sent to the Kingdom of Swaziland for medical care, the first team on December 24, 2008 to June 30, 2009; and the second team, from February 27 to December 31, 2009.
- (8) In collaboration with the World Medical Students Alliance, training in emergency care, neurosurgery, Chinese medicine, plastic surgery, ophthalmology, pediatrics were organized on August 3, 2009 and on, for students from Austria, Bulgaria, Germany, Italy, Poland, Sweden and Switzerland.





## 十一、國際醫療服務

### (一) 參與國際醫療服務事項

1. 與其它30家醫院共同參與衛生署『醫療服務國際化推動計劃』的二年計劃，致力於推動國際醫療事務並配合其相關活動。
2. 參與美國醫療旅遊聖經Patients beyond borders (病人無國界) 台灣版及世界版出版，而世界版中台灣只有7家醫院入選。
3. 積極參與衛生署、外貿協會、觀光協會及台灣私立醫療院所協會所舉辦的國際醫療推廣活動及國際會議。



▲ 98年8月帛琉行動醫療團授旗儀式。  
Presenting flag to the Palau Mobile Medical Team, August.



▲ 98年7月院長接見代訓友好國家醫師人員。  
The Premier receives physicians under training from friendly countries, July.



▲ 98年9月馬紹爾行動醫療團第二團口腔外科於伊拜為民眾看診。  
Oral surgery physicians see patients in the Marshall Islands, September.



▲ 98年海地行動醫療團外科於OFATMA醫院為病患開刀。  
Operation at OFATMA Hospital in Haiti.

## 11. International Medical Care Services

### 1) Participation in international medical care services

- (1) Together with 30 other hospitals, the Hospital also takes part in the two-year plan for the promotion of international medical care services and related activities organized by the Department of Health of the Executive Yuan.
- (2) The Hospital participated in the publication of the Taiwan edition and the international edition of the US Patients beyond Borders; the Hospital was one of the seven hospitals from Taiwan selected for the international edition.
- (3) The Hospital has actively participated in the international medical care activities and international conferences promoted and organized by the Department of Health of the Executive Yuan, the Foreign Trade Association, the Tourism Association, and the Taiwan Private Medical Care Association:



▲ 98年10月中國大陸訪問團(青島)。  
Visitors from China in October.



▲ 98年11月國際醫療服務合作簽署協議MOU。  
Signing of MOU on international medical cooperation, November.

- (1) 98年03月18日~98年03月25日參與美西醫療考察團（洛杉磯/舊金山）。
- (2) 98年06月11日~98年06月14日參與香港國際醫療保健服務展。
- (3) 98年08月06日~98年08月12日參與東南亞訪問團（越南、泰國）。
- (4) 98年08月26日新加坡醫療產業重點巨擘參訪北醫大醫療體系。
- (5) 98年10月28日~98年10月28日參與第二屆美國WMT & GHC（LA）。
- (6) 98年10月25日~98年10月31日參與中國大陸訪問團（青島・天津）。
- (7) 98年11月27日國際醫療服務合作簽署協議MOU（美商台灣醫聯）。

## （二）國際醫療配套措施

1. 建構萬芳醫院國際醫療網站：與全球接軌，包含英文、日文、簡體中文、繁體中文等四種語言版本，提供更多元的網站內容，包含醫療服務項目及套餐介紹、病人就醫須知、醫療團隊介紹、衛教資訊、互動溝通管道、台灣介紹等，並定期更新資訊。
2. 與台灣SOS公司合作，持續特約醫療服務。
3. 持續建構醫院國際醫療就醫及住院流程及服務項目之推廣。
4. 提供多語化服務，製作英文版之檢查、手術同意書及衛教單張，提供國際人士使用，持續建置國際病人接待中心、門診及國際醫療專區。
5. 與異業策略結盟，提供旅遊醫療服務。

## 十二、年度榮譽

- （一）98年1月完成OHSAS 18001：2007改版驗證。
- （二）98年2月通過台灣職業安全衛生管理系統（TOSHMS）驗證。
- （三）98年3月實驗診斷科完成TAF實驗室驗證。
- （四）98年4月榮獲臺北市政府頒發「98年台北市推行勞工安全衛生優良單位-勞動安全獎」。

- ① medical-care study tour of the US West Coast (Los Angeles and San Francisco) on March 18-25;
- ② the Hong Kong International Health and Medical Expo on June 11-14;
- ③ medical-care study tour of the South-east Asia (Vietnam and Thailand) on Augusts 6-12;
- ④ the Singapore medical industries visited the Taipei Medical University medical care systems on August 26;
- ⑤ the Second US WMT and GHC meeting on October 28;
- ⑥ study tour of China (Tsingtao and Tienjin) on October 25-31;
- ⑦ signing of MOU on international medical care service cooperation (US Chamber of Commerce and Taiwan) on November 27.

## 2) Measures associated with the medical care of international patients:

- (1) An international medical care website in English, Japanese, simplified Chinese and traditional Chinese is set up and linked to the world community. Contents include items and sets of medical care services, notes to patients, introduction to the medical teams, health information, channels for communication, and introduction to Taiwan. The web is updated regularly.
- (2) Cooperation is maintained with the Taiwan SOS to be a contracted service hospital.
- (3) The process of hospital admission and items of care are formulated and promoted for international medical care.
- (4) Multi-lingual services are provided. Examination forms, operation consent forms and educational leaflets are produced in English as well for international patients. A reception center, outpatient clinics and special medical care zones for international patients have been set up.
- (5) In collaboration with other industries, services in tourism for medical care are provided.

## 12. Honors of the Year

- 1) In January, the 2007 revision of the OHSAS 18001 was certified.
- 2) In February, the Hospital passed the TOSHMS certification.
- 3) In March, the Hospital passed certification for their TAF Laboratory.
- 4) In April, the Hospital was awarded by the Taipei City Government excellence for labor safety.

- (五) 98年5月實驗診斷科通過CAP-LAP認證。
- (六) 98年6月完成ISO 9001:2000品質管理系統、ISO 9001/14001品質管理系統換證稽核。
- (七) 98年6月熱心參與地方公共事務，獲台北市文山區公所特頒感謝狀。
- (八) 98年7月通過衛生局醫院消防督導考核。
- (九) 98年7月通過護理之家評鑑。
- (十) 98年7月第二次通過JCI國際醫院評鑑。
- (十一) 98年7月榮獲台灣健康醫院學會「文山區獨居長者關懷計劃」創意優等獎。
- (十二) 98年9月許淳森副院長、余明治主任榮獲台北市醫師公會第17屆杏林獎。
- (十三) 98年11月榮獲臺北市衛生局98年度醫療安全督導考核特優醫院。
- (十四) 98年12月榮獲「臺北市衛生局所屬市立醫院服務品質考核計劃」綜合院區組第一名。
- (十五) 98年12月放射科榮獲98年度醫療院所輻射安全與曝露品質保證作業檢查評定優等。
- (十六) 98年12月電腦刀中心榮獲醫療院所類醫院特色專科組國家生技醫療品質標章獎續審通過。
- (十七) 98年12月健康促進醫院榮獲醫療院所類社區服務組國家生技醫療品質標章獎續審通過。
- (十八) 98年12月運用創新資訊及通訊科技強化病人安全榮獲醫療院所類醫院病人安全組國家生技醫療品質標章獎續審通過。
- (十九) 98年12月結核病中心榮獲醫療院所類醫院特色專科組國家生技醫療品質標章獎續審通過。
- (二十) 98年12月健康管理中心榮獲醫療院所類醫院特色專科組國家生技醫療品質標章獎續審通過。

- 5) In May, the Laboratory passed the CAP-LAP certification.
- 6) In June, the Hospital completed the ISO 9001:2000 quality management system; and was audited for the ISO 9001/14001 quality management system.
- 7) A letter of appreciation was presented to the Hospital by the Wenshan District Administration Center for participation in public affairs.
- 8) In July, the Hospital passed the fire inspection of the City Health Department.
- 9) In July, the Hospital passed the accreditation of nursing home.
- 10) In July, the Hospital passed the second accreditation of JCI.
- 11) In July, the Hospital was awarded a creative prize by the Taiwan Health Hospital Association for a project for the care of the elderly living alone in the Wenshan District.
- 12) Dr Xu, Deputy Superintendent, and Dr Yu won the 17th Xinlin Award presented by the Taipei Physicians Association.
- 13) In November, the Hospital was awarded excellence by the City Health Department for medical safety inspection.
- 14) In December, the Hospital won the first prize for the quality of medical care services presented by the City Health Department.
- 15) In December, the Radiology Department was awarded excellence in radiology safety and quality assurance in exposure.
- 16) In December, the Cyber Knife Center won a logo for biotechnology medical quality of medical care institutions.
- 17) In December, the Health Promoting Hospital won a logo for community services.
- 18) In December, the Hospital won a logo for creative information and information technologies for the promotion of patient safety.
- 19) In December, the Tuberculosis Center won the logo for biotechnology medical quality.
- 20) In December, the Health Management Center won the logo for biotechnology medical quality.



### 十三、出版各類專書

- (一) 最新國際醫院評鑑-JCI實戰經驗分享。
- (二) 傾聽病人的聲音。
- (三) 談醫病關係－從理論到50位名人的見證。
- (四) 社區醫學實務。
- (五) 醫療品質管理實務。
- (六) OSCE實務－建立高品質臨床技術測驗的指引。
- (七) 解決醫療倫理難題。
- (八) 嚴重腦外傷臨床診療指引。

### 十四、結語

秉持「社區為重，病人為尊」，將病人安全深植於全體員工的信念，以「卓越領導、全員參與、顧客導向、持續改善」具體實踐，提供高品質的醫療照護服務，進而成為社區健康的守護者。在此理念之下，經過13年來的努力，醫院已成為全國最重視病人安全、醫療品質、社區醫療、人文醫學及醫療資訊醫院之一。未來將更致力於塑造優質組織文化，重視醫療品質、績效、創新、發展新科技及整合臨床基礎，與國際醫療衛生界接軌，繼續培育優秀醫學專業人才，以成為品質、服務、社區、人文、教學、研究俱優的全方位優質醫學中心。

## 第二節 臺北市立關渡醫院 (Taipei Municipal Gan-Dau Hospital)

關渡醫院為臺北市政府第二家委託經營的市立醫院，於89年經公開甄選委託臺北榮民總醫院經營，秉承臺北市政府之慢性病醫療政策，以發展慢性病醫療為主，除因應社區一般醫療需求，提供門診（以中老年慢性病科別為主），同時建構完整的長期照顧體系。目前設置急性一般病床



▲ 市立關渡醫院－建構服務與治療一元化之社區醫院。  
The Municipal Guandu Hospital.

### 13. Publications

- 1) Experience sharing on the recent JCI,
- 2) Listen to the Patients,
- 3) On Physician-Patient Relationship, from Theory to Witnesses by 50 Celebrities,
- 4) Practice on Community Medicine,
- 5) Practice on the Management of Medical Care Quality
- 6) OSCE Practice – A Guide to High-Quality Clinical Techniques,
- 7) Resolving Problems of Medical Ethics,
- 8) A Guide to the Clinical Diagnosis of Critical Brain Trauma.

### 14. Conclusion

Based on the belief of “community first, patient-oriented”, the safety of patients is deeply rooted in the minds of the employees of the Wanfang Hospital. By the practice of “excellent leadership, participation by all, customers directed, and constant improvement”, the quality of medical care is upgraded and the Hospital has become the protector of health of the community. Through the hard work in the past 13 years, the Hospital has become one of the hospitals that are highly concerned with the safety of patients, of medical care quality, of community medical care, humanitarian medicine, and medical information. In the future, more will be done to structure a high quality organization, to emphasize medical care quality, performances, innovation, and development of new technologies and integration of clinical and basic medicine to link to the international medical community, to continue to develop outstanding professional medical manpower, and thus to become an all-directional excellent medical center in quality, service, community, humanity, teaching and research.

## Section 2 Taipei Municipal Guandu Hospital

The Taipei Municipal Guandu Hospital is the second municipal hospital that was commissioned out for operation by public solicitation in the year 2000, to the Taipei Veterans' General Hospital. The Hospital, acting on the policy of the Taipei City Government to care for chronic patients, is primarily for the development of the care of chronic diseases in addition to meeting the medical care needs of the communities. Outpatient clinics (primarily for chronic diseases of adults and the elderly) are operated, and at the same time, a comprehensive long-term care system is constructed. There are currently 45 acute general beds, 91 chronic general beds,

45床、慢性一般病床91床、呼吸器依賴病床54床、安寧病床12床、特殊病床34床，精神科日間留院病房50床和附設護理之家92床，總計382床。

98年度成果說明如下：

#### 一、持續推展在地醫療與長期照護

秉承臺北市政府醫療方針，以促進市民健康、發展慢性病醫療及建構完整的長期照顧體系。多年來除解決一般急性醫療病患需求，提供在地居民可近性及便利性之門診醫療，深受好評之外，在加強在地預防醫學及推動中期照護、建立老人醫學等服務上，亦締造良好成效及評價。

為增進市民自主管理及促進自身健康的能力，凝聚社區居民對健康促進的共識，及帶動在地志工改善社區健康環境，積極參與投入，希望結合關渡居民，一起邁向臺北市政府提出的「臺北健康城市計畫」願景，建構一個充滿活力、安全、快樂、關懷、友善、互助…之「健康關渡社區」。歷年來秉持「打造醫院社區化與健康醫院」的方針，永續營造「健康社區、健康臺北」的信念，曾榮獲多項國家獎項及殊榮，98年再接再厲，榮獲多項國家優質獎項如下：

- (一) 臺北市政府衛生局97年度健康醫院評鑑特優醫院。
- (二) 臺北市政府98年度醫療安全督導考核特優獎。
- (三) 臺北市政府衛生局2008年「騎力抗結核病·治癒有希望」地區級第一名。
- (四) 臺北市政府流感疫苗接種協辦績優醫療院所地區組第二名。
- (五) 臺北市政府乳癌防治篩檢機構地區組第一名。
- (六) 臺北市政府居家護理機構督考甲等醫院。
- (七) 臺北市政府兒童早期療育機構進步獎。



54 respirator-dependent beds, 12 hospice care beds, 34 special beds, 50 beds for the day care of psychiatric patients, and 92 beds in the affiliated nursing home, totaling 382 beds. Achievements in 2009 are summarized as follows:

#### 1. Promotion of Medical Care in Local Communities and Long-Term Care

Acting upon the medical care policies of the Taipei City Government to promote the health of the citizens, to develop medical care for chronic diseases, and to build a comprehensive long-term care system, the Hospital has for many years strived to meet the general medical care needs of the public by providing local people with accessibility and convenience to outpatient clinics on one hand; and to strengthen preventive health in the local communities by promoting mid-term care, and to offer services in geriatrics for the elderly. These services have met the general approval of the public.

To improve the capabilities of the public in the self-management and self-promotion of health, to consolidate the consensus of the community people on health promotion, and to guide local volunteers in improving healthy community environment, action has been taken to work together with residents of Guandu to march toward the vision of a healthy city proposed by the Taipei City Government, and thus to build a vital, safe, happy, loving, friendly and mutual-helping healthy community. Working on the concepts of “building a community-based hospital and health promoting hospital” for the sustained development of healthy community, the Hospital has won several awards for its outstanding performances. The awards won in 2009 are as follows:

- 1) An award of excellence upon accreditation of healthy hospitals in 2008 by the City Health Department;
- 2) An award of excellence upon inspection for medical care safety in 2009 by the Taipei City Government;
- 3) The first prize in the regional group on tuberculosis control in 2009 by the City Health Department;
- 4) The second prize in the regional group for the immunization against influenza by the Taipei City Government;
- 5) The first prize in the regional group for the screening for breast cancer by the Taipei City Government;
- 6) An outstanding prize for home care services by the Taipei City Government;
- 7) A progressing award for the early care of children by the Taipei City Government;

- (八) 臺北市政府預防接種績效地區組第一名。
- (九) 臺北市政府健康生活計畫績優醫院。
- (十) 台灣健康城市聯盟舉辦2009第一屆「健康城市獎項評選～創新成果」之殊榮。
- (十一) 日本北九州「第七屆東亞健康促進會議」論文海報比賽研究發表共計3篇。
- (十二) 參加希臘「第十七屆世界衛生組織健康促進醫院」，論文海報發表共計2篇，不僅在國際上行銷醫院，並在研討會議上深受各界好評。
- (十三) 參加國民健康局暨康泰醫療教育基金會舉辦之「98年全國老人團體健康促進運作典範選拔活動」，榮獲團體典範獎。
- (十四) 參加台灣地區醫院協會舉辦「品質持續改善暨T C H A指標系統運用之成果發表」，榮獲佳作獎項。

## 二、社區健康總動員以預防及保健為依歸

### (一) 融入社區積極推動各項健康生活

持續主動與社區密切結合，提供包括關渡及北投各社區各項促進健康、保護、治療、復健服務；秉持「融入社區」的精神，與區域內各醫療或公益團體密切合作，帶動推行各項健康促進活動，落實「社區健康營造」目標。主要工作如下：

#### 1. 辦理青少年身心靈健康服務

持續關注針對青少年身心健康，開辦青少年保健門診、辦理中小學教師兩性關係研習會及憂鬱症宣導講座。



▲ 附設護理之家—持續、適切、適時、適所之整合型照護。  
The affiliated nursing home.

- 8) The first prize in the regional group for immunization by the Taipei City Government;
- 9) An outstanding hospital for promoting healthy life by the Taipei City Government;
- 10) An award at the First 2009 Healthy City Assessment by the Taiwan Healthy City Alliance;
- 11) Three papers are presented at the 7th East-Asia Health Promotion Conference held in Kyushu, Japan;
- 12) Two papers are presented at the 17th WHO Health Promoting Hospital Symposium held in Greece;
- 13) A group award at the 2009 Health Promotion for the Elderly meeting organized by the Bureau of Health Promotion of the Department of Health, the Executive Yuan;
- 14) An award at the use of TCHA indicators presentation held by the Taiwan Area Hospital Association.

## 2. Community Mobilization for Prevention and Health Promotion

- 1) Integrating into communities for the promotion of healthy life activities (photo 5-4-15)

Work is continued to closely link with the community by providing communities in Guandu and Beitou with various activities in health promotion, protection, treatment, and rehabilitation. Close relationship is maintained with medical care and public-interests organizations in the area to promote various health promotion activities, and thus to realize the goal of community health building. Major activities are as follows:

### (1) Mental, Physical and Spiritual Health for Adolescents

Concerns on the mental and physical health of adolescents are continued; health clinics for adolescents are operated; workshops on relationship between both sexes for teachers of primary and high schools are organized; and lectures on depressive disorders are given.



## 2. 協助校園防治菸害及毒害

持續於各中、大學辦理吸菸率調查、菸害講座、戒菸班、門診戒菸服務等，以及各項吸食毒害之防治，成效斐然。

## 3. 推行健康飲食文化

持續協助北投區各中、大學校園辦理減重計畫、營養午餐，輔導飲品業者推動健康飲食、開辦健康飲食烹飪班、減重班等活動。

## 4. 宣導要活就要動觀念

運動海報宣導、瑜珈班、國標舞、有氧運動班、體適能宣導、社區街舞、水岸萬步健走活動等。

### (二) 社區安養讓長者活得健康快樂

#### 1. 關渡是個高齡化社區，

泰半長者合併有兩種以上的慢性疾病，且群我關係較疏離，育樂生活較單調，藉由醫療資源與社區資源整合，以多層次社區健康介入，創造支持性環境，特別提供銀髮族學習自我照護能力，於日常生活中實踐健康的生活方式，參與各項活動的，改善群我關係，達成「活得健康、活得快樂」的理想。



▲ 推行健康飲食文化—開辦社區免費減重班。  
Free weight-control class in community.

98年度辦理社區健康生活計畫（活力社區）—開辦了「活力有氧俱樂部」，結合復健科醫師、營養師、職能復健師、護理師等，透過「體適能檢查」、「飲食管理」、「運動指導」及「健康生活習慣」等策略，達到增進個人健康狀態。並招募社區志工，委由北投運動中心專家協助培訓，推展增進健康體適能之活動，透過個人運動處方箋之建立，設計符合個人需要之運動計畫，有效改善體適能，且建立互相扶持的親密關係。

## (2) Prevention of Tobacco Hazards and Drug Abuse in Schools

Surveys on smoking rate and lectures on tobacco hazards are conducted in high schools and universities; smoking-cessation classes and clinics are held; prevention of drug abuse is conducted.

## (3) Healthy Diet

Body-weight control classes are held in high schools and universities in Beitou District; school lunch programs are promoted; food industries are supervised to promote healthy diet; cooking classes for healthy diet are organized.

## (4) Advocating the Concept of "Move to Live"

Posters are produced; classes of Yoga, dancing, aerobic dancing, health fitness, and street dance are organized; walking for 10,000 steps along the riverside is conducted.

## 2) Care of the Elderly in Community (photo 5-4-16)

(1) Guandu is an aging community. Most of the elderly suffer from two or more illnesses. They are relatively isolated, leading a simple life. By integrating resources of medical care and the community, through diversified health intervention, supportive environment is created to provide the elderly with opportunities to learn about self-care, and to practice healthy lifestyles in their daily life, to participate in various activities, and thus to reach the goal of living healthily and living happily. In 2009, a lively community program was conducted by integrating resources of rehabilitation physicians, dietitians, occupational therapists, and nursing personnel to improve personal health through examination for health fitness, dietary management, exercise, and health habits. Volunteers are recruited and trained to promote activities of health fitness. By personal prescriptions for exercise, plans that most meet personal needs are worked out to effectively improve health fitness and a close relationship of mutual support.



2. 為落實在地人服務在地人之理念，以招募方式培訓在地居民成為社區健康營造的尖兵及種子，主動發現老人及獨居長者之問題，提供健康支持性環境及可近性與有效性，落實政府「在地老化」政策。94年成立臺北市第一支「社區天使」，協助關渡醫院醫護人員進行健康議題宣導、參與社區活動和社區長者、獨居老人及弱勢家庭訪視工作，提供衛教、送餐以及就醫等服務。四年多來，在這支社區健康守護天使主動的關懷及追蹤下，許多弱勢與獨居長者的生活與健康均獲得極大的改善及品質提升，深獲社區民眾的好評。
3. 成立三年的「關渡關懷站」，參與的長者越來越熱絡。關懷站每週乙次，由醫院提供簡易健康篩檢、醫護及藥師、營養師等專業人員的健康諮詢等照護，及其他動、靜態活動的學習與操作，使得社區銀髮族的身體機能更為勇健、身心更開朗，生活更有意義。98年持續透過社區護理師及社區志工們點、線、面之經營與推動，不僅成功的營造一個有利高齡者之友善環境，更成功的將長者從家中吸引出來，積極參與社會活動、拓展人際、養成規律運動習慣，更學會優築生命、豐富自我，以尊嚴、活力、自主，達成「成功老化」、「活躍老化」之目標。臺北市政府衛生局局長邱文祥率領臺北市立聯合醫院院長、副院長及各局處首長來參訪指導，給予熱烈的迴響與讚美；教育局與教育部更給予經費補助，成為樂齡學習資源中心。

- (2) To realize the ideal of local people helping local people, volunteers are recruited from the local communities to serve as seed workers to identify problems of the elderly and the elderly living alone; to provide them with supporting environment and accessibility and effectiveness; and thus to realize the government policy of aging in community. In 2005, the first team in Taipei City of "community angels" was set up to help medical personnel of the Hospital promote health issues, to participate in community activities, and to home-visit the elderly living alone and people of the less privileged groups to provide them with health education, meal-delivery, and visits to clinics for medical care. In the last four years, with their love and concerns, these Angels have greatly improved the health of the elderly and people of the less privileged groups and their quality of life has been greatly upgraded. Their good work has met the approval of the communities.
- (3) In the last three years, the Guandu Care Station has attracted many of the elderly. The Station opens once a week. Physicians are around to provide simple health screening, medical care, pharmaceutical and dietary services and counseling, and other relevant activities to improve the health of the elderly in community. In 2009, work was continued through the support of community nurses and volunteers to build an environment friendly to the elderly, to "pull" the elderly out of their houses into the community to actively participate in community activities to reach the goal of "successful aging; active aging". Dr Chiu, Commissioner of the City Health Department and superintendents and deputy superintendents of the branches of the Taipei City Hospital visited this program with high approval. Subsidies have also come from the City Education Department and the Ministry of Education.





(三) 結盟醫療團體推動社區自主健康管理

1. 持續與在地醫療團體或組織結合，建立具體合作策略，發展社區照護服務。

2. 與地方行政體系、社區志工、診所、藥局、養護機構、學校共同建構社區健康生活網路。合作對象及內容包括：與地方行政體系如北投區公所、里長、里幹事、鄰長、社區發展協會等協助健康營造訊息傳遞、發動社區



▲ 關渡關懷站—樂齡學習資源中心揭幕典禮。  
Inauguration of the music therapy resource center.

居民參與、表達社區健康需求；與北投健康服務中心辦理各項健康檢測活動及接受轉介；培訓社區志工為社區健康營造種子，參與社區健康促進、社區關懷活動；與台北縣市榮民服務處結盟辦理「社區醫療服務」；與學校合作辦理健康議題宣導、CPR訓練及防疫技巧訓練、防疫海報及闖關競賽，引進學生參與社區關懷活動；與安養護機構推動照護人員正確洗手、發展防疫技巧等。

3. 於社區內進行各項健康活動，包括推動社區關懷活動及培養規律運動習慣，訓練下肢肌力，預防跌倒，減少醫療成本支出；建立傳染病防治資訊網絡，推展傳染病防疫技巧，提升社區防疫能力；推行關渡社區居民健康飲食新文化，成立減重班；結合社區人力資源，培訓社區保健志工。



3) Promotion of Community Health Management

(1) In collaboration with local medical organizations and groups, work is continued to develop community care services.

(2) A community healthy life network is set up jointly with local administration, neighborhood leaders, volunteers, members of the community development association, clinics, pharmacies, nursing care institutions, and schools to transmit information concerning community health building, to encourage participation of the residents, and to express their needs for community health. Various health examination activities are held together with the Beitou Health Center, and volunteers are trained as seed workers to participate in community health promotion. In collaboration with the Taipei County Retired Servicemen's Alliance, community medical care services are offered. In schools, health issues are advocated; training in CPR and air-defense drills is held; posters are displayed, and thus to make students more concerned with community activities. Together with nursing care institutions, correct hand-washing for inmates is promoted for disease prevention.

(3) Health activities are organized in communities. They include community concerns and promotion of regular exercise, training of the lower limb muscles, prevention of falls, and thus to reduce medical costs. A communicable disease control network is set up to improve the capabilities of the community in disease control. A new dietary culture for Guandu residents is promoted, and body weight-control classes are held. Volunteers are trained by integrating community resources/



▲ 推動健康自主管理—培養市民規律運動習慣。  
Encouraging citizens for regular exercise.



### 三、持續跨區提供北區居民健康實質照護

#### (一) 全面推動北投區健康關懷服務

提供關渡地區民眾健康照護外，更跨區與其他社區資源或組織合作，為整個北區民眾提供完善之醫療保健服務，以彌補次區域內資源分配不均現況。98年持續與北投區社福、醫療、宗教等社區團體合作推動「北投社區健康關懷服務合作計畫」，以整合式的健康照護模式，服務社區獨居、中低收入長者及身心障礙者，包括獨居弱勢長者送餐服務、社區健康需求及調查、關懷轉介服務、社區健康促進活動等。

#### (二) 持續提供北投淡水地區整合性健康服務

98年與北投及淡水鎮社區醫療機構或院所合作推動「基層醫療群」計畫，建立以病人為中心之醫療服務網絡，提供醫療諮詢服務、預防保健與衛生教育、雙向轉診機制，以及針對特定病人提供持續性的照顧。合作單位包括淡水衛生所、許景新耳鼻喉科診所、淳仁聯合診所、匯眾內科診所、華生家醫科皮膚科聯合診所及陳世芳診所等6家基層診所，提供整體性醫療與預防保健服務，深獲地區居民的肯定。

### 四、支持失智與遲緩兒家庭提供照護資源

#### (一) 培訓失智症家庭照顧者

1. 98年接受臺北市政府衛生局的委託辦理「失智症家庭照顧者培訓計畫」，藉由培訓方案之介入，以及家庭照顧者支持團體之建立，有效提升失智症照顧者之照護知識與技能、身、心紓壓技巧、社會資源之利用。課程採小班制活動設計，由各專業領域人員涵蓋醫師、身心科護理師、社工員、職能治療師等之介入，並安排社區志工、學生志工以及照顧服務員等各類人員參與協助。
2. 本計畫主要提供失智症照顧者一個可獲得知識、宣洩情緒、舒緩壓力以及分享照護經驗的平台，透過多元化的課程，提升學員對失智症的再認識，增強照護技能，提升照護品質。失智長者參與活動日托服務，安排有趣且生動的課程，家庭成員有共同的話題，分享參加活動的喜悅，進而強化再次參與的動機。

### 3. Healthcare for Residents of the Northern Area

#### 1) Promotion of Health Concern Services in Beitou District

In addition to providing healthcare services to residents of Guandu area, work is also done in collaboration with other community resources and organizations to offer comprehensive medical care services to residents of the entire northern area to balance the distribution of resources. In 2009, the Hospital continued to work closely with the social welfare, medical and religious organization in Beitou District to promote a "Beitou Community Concern Project", to provide services to the elderly living alone or of low and medium income families, and mentally and physically impaired for meal-delivery, healthcare, referral for care, and health promotion.

#### 2) Healthcare for Residents of Beitou and Tamshui Areas

In 2009, a primary care group was established together with the medical care institutions in Beitou and Tamshui areas to set up a patient-centered medical care service network to provide medical counseling, preventive health, health education, two-way referral, and continuing care to some specific patients. Institutions involved include the Tamshui Health Station and six other private clinics.

### 4. Support to Families of the Dementia and Children of Retarded Development

#### 1) Training of caregivers of the dementia

- (1) In 2009, upon request of the City Health Department, a training project for the caregivers in families of the dementia was held. Through intervention of the training program and establishment of supporting groups for family caregivers, the knowledge and skills of the caregivers has been upgraded. They are more relaxed emotionally and physically, and know how to use community resources for their help. Training was offered in small groups by professionals such as physicians, nurses, social workers, occupational therapists and others, and was helped by volunteers.
- (2) The project aims at providing caregivers of the dementia with opportunities to gain knowledge and skills, to relax their emotion, to release their stress, and to share experience with others in the caring of patients. Through diversified curricula, participants know more about dementia; improve their care skills; upgrade their care quality. The dementia were also taken to the day care center for services to activate their willingness for participation.

## (二) 辦理發展遲緩兒童家長親職講座

1. 98年接受臺北市政府衛生局的委託辦理「發展遲緩兒童家長親職講座」活動，以自閉症及發展遲緩兒童為主題，安排一系列的居家治療活動的家長講座。活動透過各專業整合的特別指導，協助家長具備居家治療的相關概念與技巧，由各種專業領域的治療師共同規劃一系列親職講座課程，期望家長藉此活動為其孩子安排更適當的居家治療活動。
2. 講座共計六場，包括自閉症與發展遲緩兒童心理與行為特質與居家治療簡介、自閉症與發展遲緩兒童情緒行為問題處理、語言居家訓練、職能活動的居家設計、促進自閉症與發展遲緩兒童認知發展活動、社交技巧與遊戲能力居家訓練-如何在家與孩子玩等，同時為家長提供經驗分享之機會；藉由以提升家長居家中為兒童安排療育活動之能力，減少對醫療資源的依賴。參與活動的家長非常踴躍，均表示受益良多。

## 五、多元進行老人整合性醫療照護服務

### (一) 推展高齡醫學發展照護服務

隨著榮民日趨年邁，醫療照護的需求日益殷切，行政院退除役官兵輔導委員會為落實讓榮民長者「病有所醫，老而能安」的目標，而推展高齡醫學發展計畫。98年在該會委託下，協助進行「高齡醫學發展計畫」，目前運作執行現況如下：

1. 社區老人訪視服務：含居家訪視及老人病房個案出院居家訪視。



▲ 宣導社區防疫—健康自主管理從小做起。  
Education on disease control in communities – Starting self-management earlier in life.

## 2) Education for Parents of Children of Retarded Development

- (1) In 2009, upon request of the City Health Department, a series of activities for the education of parents of children of retarded development had been conducted. Activities focusing on the home care of autism and retarded development were organized to help parents in the home care of these children. The activities were organized by professional therapists in various disciplines to help parents develop more adequate activities for their children.
- (2) In total, six lectures had been given. The lectures focused on the psychological and behavioral characteristics of autism and retarded development and their home care, management of the emotional problems of autism and retarded development, language training at home, occupational training, cognitive development of children of autism and retarded development, social skills and play training. Parents also shared their experience in caring. Through these activities, the capabilities of parents in caring for these children are improved, and their dependency on medical care resources are reduced. The activities met the great approval of the parents.

## 5. Diversified and Integrated Medical Care Services for the Elderly

### 1) Promotion of Geriatrics Medicine for the Elderly

With the aging of the retired servicemen, their needs for medical care have increased day by day. The Vocational Assistance Commission for Retired Servicemen of the Executive Yuan has promoted the development of geriatrics medicine to realize the goal of “medical care for the sick; safe living for the elderly”. In 2009, upon request of the said Commission, the Hospital began to promote the development of geriatrics medicine. Thus far:

- (1) Home-visit to the elderly in community and after their discharge from hospitals;



2. 老年醫學門診：由老年醫學專科醫師以及完成老年醫學會老年照顧團隊訓練之專科醫師提供老年門診（含家庭醫學科、神經內科及復健科），一週共三診次；據統計，平均每診次60歲以上看診人次約48%，65歲以上看診人次約佔36%（平均14~20位）。
3. 病房照護服務：申請加入行政院衛生署醫療發展基金「小型醫院提供老人整合性醫療照護服務」計劃，老人病房業已完成整建，提供合適之老人照護環境，以確保病患安全與功能促進；且老人病房團隊皆已按照計劃要求完成老年照顧團隊訓練，提供整合性團隊照護。
4. 出院準備服務：病房高危個案出院準備服務，由團隊成員合作準備相關工作，訂定詳細流程及分工。
5. 轉介服務：由門診收治，其他機構轉入，或轉出至其他醫院及養護機構皆有相關規定。

#### （二）加強提升完整性老人醫療服務

97年在行政院衛生署醫療發展基金的輔助下，推展「小型醫院提供老人整合性醫療照護服務計畫」，期藉由關渡醫院投入之慢性及長期照護發展，建構垂直之老人整合性醫療照顧服務模式，包括成立老年門診、老年醫學病房（Unit for Acute care of elders, ACE unit）、執行周全老人醫學評估（Comprehensive Geriatric Assessment, CGA）、老人整合性共同照護、出院準備服務及持續之居家照顧與社區關懷，期望能改善衰弱老人（frail elderly）的身體、心理、社會及活動功能的問題，促使老人照顧品質能有適當照護環境，周全評估增進診斷的精確性，選擇適當的處置以恢復或維持健康，並預測預後及定期追蹤變化及出院後連結社區網絡照顧系統，使病人得到最妥善的照顧計畫。98年計畫持續進行更完整之服務，其項目包括設置老人病房、設置老人門診、提供老人諮詢服務團隊、提供老人居家護理、提供老人日間照護、提供機構式護理之家等，更加提高更完善的老人醫療品質。

#### 六、持續實施青少年特色發展計畫

- （一）為建立青少年健康信念與健康行為，連續多年開辦青少年保健門診、辦

- (2) Geriatrics outpatient clinics: the clinics are operated by specialists in geriatrics and professionals trained by the Geriatrics Association for the care of the elderly (including family medicine, neuro-medicine, and rehabilitation) three times a week. On average, 48% of patients of visiting clinic are above the age of 60; and 36% of them are above the age of 65 years.
- (3) Ward care of patients: the Hospital has applied to the Medical Development Fund of the Department of Health, the Executive Yuan, for the establishment of a small-scale hospital for the integrated care of the elderly. The wards have been completed to provide adequate care environment for the elderly to assure their safety and functional promotion. The teams for the care of the elderly in hospital wards have been trained according to schedule to provide integrated care services.
- (4) Pre-discharge plan: team members collaborate to prepare plans after the discharge from hospital in terms of the flow of procedures and sharing of responsibilities for the elderly patients under hospital care.
- (5) Referral: operational procedures are formulated regarding patients being either referred in or out to other institutions.

#### 2) Comprehensive Medical Care for the Elderly

In 2008, with the subsidies of the Medical Development Fund of the Department of Health, the Executive Yuan, a plan to provide the elderly with integrated medical care services by a small-scale hospital was promoted, hoping to, through the care of chronic diseases and long-term care services developed by the Hospital, construct a vertical integrated medical care model for the elderly. Activities include the establishment of clinics for the elderly, units for the acute care of the elderly, comprehensive geriatrics assessment, integrated shared care for the elderly, assistance in pre-hospital discharge, home care and community care, with a view to improve the physical, mental, social and functional problems of the frail elderly. Quality of care is improved; assessment is strengthened for the accuracy of diagnosis; and adequate treatment is administered to maintain or improve their health. Patients are cared and followed-up regularly after their discharge from hospital under the community care network system. In 2009, more comprehensive services had been provided to the elderly, including establishment of medical wards for the elderly, establishment of outpatient clinics for the elderly, teams to provide counseling to the elderly, home care and day care for the elderly, and institutional care for the elderly, to upgrade the quality of care for the elderly.

理中小學教師兩性關係研習會及憂鬱症宣導講座。98年延續去年臺北市政府衛生局「青少年健康促進特色計畫」之補助，辦理以性教育為主之特色計畫，經由諮商輔導、危險因子篩檢與介入措施，由於兼具隱密性及個別性，備受學校及家長肯定。



▲ 老人醫學中心—進行社區老人訪視服務。  
Geriatrics center – home-visiting the elderly.


並以性教育主題利用多媒體、平面媒體、主動發放衛教單張、辦理性教育海報徵選活動、建置青少年性教育Q&A、電話及電子信箱專人諮詢服務等，提供正確的性知識，協助青少年順利完成階段性的發展，另外由醫療團隊進入校園進行諮商輔導，適時介入，幫助身心困惑中的青少年學生。青少年保健門診之推動應該是持續性的，提供青少年可近性、隱私性、個別化，人性化之就醫環境，是醫院在執行該計畫之主要動機與目的。

(二) 該計畫已完成辦理項目，包括「開設青少年保健門診提供性態度、性取向、性別認同諮商服務」、「校園健康及諮詢服務」、「專人管理諮詢專線及增設電子郵件信箱」、「辦理青少年健康促進活動或教育訓練」、「開發青少年性教育相關議題海報，進行社區校園宣導」、「定期發表青少年保健相關文章及舉辦相關之研習活動」、「參與青少年相關議題之醫療專業對談」等七大策略及方法進行青少年性健康促進。98年專業醫療團隊深入校園及社區舉辦健康宣導講座30場次，主題涵蓋青少年保健心理輔導、兩性教育、戒菸防治，傳染病防治宣導、健康體位等，以建立青少年之健康信念與健康行為，參加達6,949人次。辦理青少年性教育研習會以提昇教師、家長及醫療人員之青少年輔導及溝通技巧，共120人參加，整體滿意度達98%。

## 6. Special-Feature Programs for Adolescents

- 1) To help the adolescents develop correct concepts on health and health behaviors, health clinics for adolescents have been operated; workshops on relationship between sexes and depressive disorders have been organized for high school and primary school teachers. In 2009, with subsidies from the City Health Department for the promotion of special-feature programs for adolescents, special-feature programs focusing on sex education had been conducted. Through counseling, screening for risk factors and intervention, these programs, for their privacy and individuality, have met the approval of schools and parents as well. Correct knowledge on sex is disseminated in schools through media, printed materials, campaigns, telephones and e-mails to help children go through the stages of development. Medical teams provide counseling and timely intervention and referral to help the adolescents in need. The clinics for adolescents will be continued to provide the youths with more accessible, privacy-protected, individualized, and humanistic care environment.
- 2) Items of services that have been completed under this program are: operation of a health clinic for adolescents for counseling on sex attitudes, sex orientation and sex identification; health and counseling services in schools; management of the hot-line by full-time personnel and establishment of e-mail, educational activities for the health promotion of the adolescents and training, development of posters on relevant sex issues, workshops related to the health promotion of adolescents, and professional dialogues on issues related to the health promotion of adolescents. In 2009, professional medical teams visited schools and communities to give lectures for 30 times. In these lectures, issues such as counseling on the physical and mental health of adolescents, sex education, smoking-cessation, communicable disease control, and health fitness were presented and discussed. These lectures had attracted 6,949 person-times of audience. In addition, workshops on sex education had been held for school teachers, parents and medical personnel in their supervision of adolescents. In total, 120 persons came to these workshops, and their approval rate was 98%.





Part 6 Strengthening Communicable  
Disease Control Network

陸

健全傳染病防治網絡

## 陸·健全傳染病防治網絡

### Part 6 Strengthening Communicable Disease Control Network

近年來因國際交流、旅遊頻繁及引進外勞等因素，境外移入傳染病機會大幅增加，臺北市政府為因應疫情發生，積極推行具整體性、迅速性及有效性防疫工作，以建立現代化防疫體系，維護市民健康。

#### ● 第一章 預防接種

##### 第一節 幼兒預防接種

辦理常規卡介苗、B型肝炎疫苗、白喉破傷風百日咳混合疫苗、小兒麻痺口服疫苗、水痘疫苗、麻疹腮腺炎德國麻疹混合疫苗、日本腦炎疫苗接種，疫苗接種率平均達9成以上，符合群體免疫之效果。

##### 第二節 季節性流感疫苗接種

藉由飛沫傳染的呼吸道傳染病曾發生全球大流行，造成眾多感染者死亡，對人類健康帶來相當大威脅。

基於增進市民之健康，辦理65歲以上老人、醫療機構之醫護等工作人員、罕見疾病患者、6個月以上3歲以下嬰幼兒、養禽業、禽畜屠宰、禽畜運輸、禽畜活體屠宰兼販賣從業人員、國小1至4年級學童及重大傷病患者等免費流感疫苗接種，民國98年接種對象更擴及3至6歲幼兒，計24萬4,475人完成接種。

##### 第三節 A肝疫苗接種

臺北市2至6歲原住民幼兒A型肝炎疫苗接種計畫，自民國96年1月2日至98年12月31日止，共接種1,766人次。

Along with the increasing international trade, frequent tourism, and importation of alien labors, many communicable diseases have been brought in. To face likely epidemic situations, the Taipei City Health Department has taken several integrated, quick and effective disease control measures to construct a modern disease control system to maintain and protect the health of the people.

#### ● Chapter 1 Immunization

##### Section 1 Immunization for Young Children

Routine immunization of BCG, hepatitis B, combined DPT (diphtheria, pertussis and tetanus), polio oral vaccine, chickenpox, combined MMR (measles, mumps and rubella), and Japanese encephalitis is given at an immunization coverage rate of more than 90%, attaining the effect of herd immunity.

##### Section 2 Immunization against Influenza

Influenza is a respiratory tract infectious disease transmitted by droplets. There had been pandemics in the world to result in a large number of deaths and a serious threat to the health of human beings.

To improve the health of the citizens of Taipei City, free immunization against influenza is given to the elderly 65 years and above, medical and nursing personnel of medical institutions, patients of rare diseases, young children above 6 months and under 3 years of age, employees of poultry industries, slaughtering houses, poultry transportation, slaughtering and sales of live poultry, grades 1 through 4 school children, and patients of critical illnesses. In 2009, immunization was also given to children aged 3 to 6 years. In total, 244,475 children have been immunized.

##### Section 3 Immunization against Hepatitis A

Immunization against hepatitis A has been given to 2-6 years old children of indigenous peoples in Taipei City. In the period between January 2, 2007 and December 31, 2009, a total of 1,766 person-times of children had been immunized.

延續辦理「臺北市觀光夜市餐飲從業人員A型病毒性肝炎疫苗接種計畫」，完成餐飲從業人員A型肝炎抗體檢驗陰性者第2劑疫苗接種計140人，間接保護消費者及觀光客健康，減少A型病毒性肝炎感染機率。

#### 第四節 人類乳突病毒疫苗接種

子宮頸癌是臺灣地區最常見的婦女癌症，依據行政院衛生署統計資料，民國95年子宮頸癌為臺灣女性癌症十大死因第6位（94年為第5位），臺北市政府為提升婦女健康品質，遠離子宮頸癌威脅，自96年12月1日起針對設籍臺北市曾罹患「子宮頸癌」婦女及低收入戶家庭之國中1至3年級女生，提供200位有意願接種者接種，並委託臺北市立聯合醫院暨其12區院外門診部協助辦理，截至12月31日皆已完成第一劑接種。

## ● 第二章 社區傳染病防治

### 第一節 腸病毒防治

一、校園及醫院監測機制：由臺北市政府衛生局、教育局及社會局共同建立校園通報及監測體系；於臺北市19家區域級以上醫院，建置醫院通報及監測機制，及時監控疫情避免擴散並結合臺北市各區在地資源辦理腸病毒教育訓練138場，計2萬508人次參加，對臺北市各級校園進行2梯次洗手設備查核，共查核2,478家次。

二、病例監測與流行資訊研判：收集國內外腸病毒感染資訊，及時掌握疾病流行動態，據以訂定因應措施。



▲ 98年3月24日世界結核病日辦理校園肺結核防治動漫畫競賽頒獎典禮。  
Ceremony to present awards to outstanding comics works on the World Tuberculosis Day on March 24.

Immunization against hepatitis A of employees of food and beverage industries in night markets is continued. 140 employees tested negative for hepatitis A antibody have been given the second dose to protect the health of consumers and tourists and to reduce the infection of hepatitis A.

#### Section 4 Human Papillomavirus Immunization

Cervical cancer is the most common cancer of women in Taiwan. Statistics of the Department of Health, the Executive Yuan, show that cervical cancer was the 6th leading cause of cancer death of women in 2006 (5th in 2005). To improve the quality of health of women in Taipei City and to help them stay free from the threat of cervical cancer, the City Government, beginning December 1, 2007, has made available 200 doses of vaccines for the immunization of women who have had cervical cancer and also junior-high girl students grades 1 through 3 of low income families who are willing to accept the vaccine. The immunization was administered by the Taipei City Hospital through their 12 outreach clinics. Immunization of the first dose had been completed on December 31.

## ● Chapter 2 Control of Communicable Diseases in Community

### Section 1 Control of Enterovirus Infection

1. Monitoring mechanisms in schools and hospitals: a reporting and monitoring system is set up in schools jointly by the City Health Department, the Education Department, and the Department of Social Affairs; a reporting and monitoring system is set up in each of the 19 regional and above hospitals in Taipei City to timely monitor epidemic situations to prevent spread of the infection. Lectures on the control of enterovirus infection have been held 138 sessions together with community resources for 20,508 person-times. Two inspections of the hand-washing facilities in schools have been conducted for 2,478 school-times.
2. Monitoring of cases and evaluation of epidemic information: Both domestic and international information on enterovirus infection is collected to timely understand the situation of infection, and to formulate response measures.



三、緊急疫情處理機制：建置臺北市災害應變中心腸病毒疫情2級開設，於疫情需要時，整合臺北市各局處防疫資源，有效執行防疫策略。

## 第二節 結核病防治

結核病可能隨著高發生率國家之人口移入導致反撲，而成為公共衛生的重要問題。臺北市政府為降低「抗藥性結核病」風險，辦理「結核病短程直接觀察治療法—都治」，提高結核病個案完成治療比率，有效控制社區中傳染源。另配合98年3月24日世界結核病日辦理校園肺結核防治動漫畫競賽，期望防治觀念能向下根，從小培養市民對肺結核的認知。



▲ 98年3月24日世界結核病日辦理校園肺結核防治動漫畫競賽頒獎典禮。  
Ceremony to present awards to outstanding comics works on the World Tuberculosis Day on March 24.

## 第三節 登革熱防治

整合臺北市政府相關單位及社區民眾團體，配合每週孳生源清潔日定期清除積水容器，推動社區民眾主動參與孳生源清除，使社區改造與登革熱防治工作結合，達成「全民的」、「總體的」、「永續的」社區防疫機制，保持全年零本土性登革熱病例之紀錄。執行傳染病高危點管理計畫，辦理跨局處聯合會勘，共稽查高危點289處，出動人力共1,572人，辦理稽查111場。清除孳生源計142處、病媒蚊改善由2級降為1級以下70處、改善勸導通知單59張、開立裁處書7張、拆除違建4案、列管8案及



▲ 跨局處聯合稽查防火巷淨空執行前。  
Before inspection of the fire lane by the joint inspection team.

3. Emergency management mechanism: The second level of the Taipei City Emergency Operation Center is activated; and when necessary, disease control resources of all departments concerned will be consolidated to effectively execute disease control strategies.

## Section 2 Control of Tuberculosis

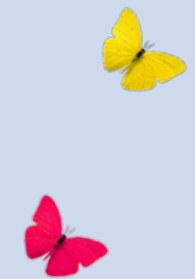
Due to the immigration of population from high-prevalence countries, tuberculosis is likely to come back to become a major public health problem. To reduce the risk of drug-resistant tuberculosis, the Taipei City Government has promoted the DOTs (Directly Observed Treatment Short-course) plan to improve the complete cure rate of tuberculosis patients, and to effectively control the sources of infection in community. On March 24, the World Tuberculosis Day, campaigns on the control of tuberculosis were held in schools to help students develop correct understanding of tuberculosis.

## Section 3 Control of Dengue Fever

Departments concerned and community organizations are consolidated, in coordination with the weekly environmental sanitation day, to regularly empty water containers, to urge the public to actively participate in the removal of breeding sources, and to integrate dengue fever control in the community restructuring movement, and thus to construct an all-directional and sustainable community disease control mechanism for the people, with a hope to attain the



▲ 跨局處聯合稽查防火巷淨空執行後。  
After inspection of the fire lane.



清除違法沿用1案。另加強跨局處合作，擴大宣導通路，辦理活動1,866場、23萬4,068人次參加，清除住家病媒孳生源11萬434家次，住家病媒調查6萬3,931處。

## ● 第三章 流感暨H1N1新型流感防治

### 第一節 流感暨H1N1新型流感防治

自民國98年初墨西哥爆發H1N1新型流感事件以來，全球各地陸續傳出確診與死亡病例，依據世界衛生組織資料：截至98年12月27日止，全球確診H1N1新型流感國家（地區）已超過208個國家（地區），累計死亡個案至少1萬2,220人。世界衛生組織已於98年6月11日宣布全球H1N1新型流感疫情等級為全球大流行（第六級），屬溫和大流行。臺北市防疫策略分階段說明如下：

#### 一、98年4月27日至6月18日

防疫主軸為「圍堵」策略，接獲確診或疑似境外移入個案通報，即動員臺北市防疫人員進行疫調採檢，有症狀之個案立即送醫，密切接觸者進行預防性投藥及隔離措施，無症狀之同機旅客進行自主健康管理監測等措施，以減緩本土案例及社區感染發生。

#### 二、98年6月19日至8月2日

由於H1N1新型流感已擴散至全球各大洲，社區大規模流行已無法避免，配合中央將防疫政策由「圍堵」轉為「減災」，以醫療體系動員及保全社區防疫為主。

#### 三、98年8月3日至12月31日

主要防疫作為在監控群聚感染之發生，針對社區、暑期青年學子之夏令營活動、學校引起之群聚感染事件，進行疫調、確診個案及群聚接觸者之投藥措施。

zero infection rate of dengue fever. The plan for the management of high-risk points is implemented together with departments concerned. In total, 289 high-risk points have been inspected by 1,572 inspectors; 111 spots have been inspected and 142 breeding sources are removed. The density of vector mosquitoes in 70 spots has declined from level-2 to level-1 and below. 59 notices for improvement have been issued, and 7 notices are processed. Four illegal constructions have been demolished, eight are placed under management, and one is removed. In collaboration with departments concerned, 1,866 sessions of campaigns have been held for 234,068 person-times; breeding sources of vectors around houses have been removed 110,434 family-times, and vector surveys have been conducted in 63,931 spots.

## ● Chapter 3 Control of Influenza and H1N1 Novel Influenza

### Section 1 Control of Influenza and H1N1 Novel Influenza

Since the outbreak of H1N1 novel influenza in 2009 in Mexico, there have been reports of confirmed cases and deaths around the world. According to the information of the World Health Organization, by December 27, 2009, more than 208 countries (areas) throughout the world had reported confirmed cases of H1N1 novel influenza, and the death toll was at least 12,220. The WHO announced on June 11, 2009, that the H1N1 novel influenza infection was a global pandemic of Level-6, a mild pandemic, however. Disease control strategies taken by Taipei City are as follows:

#### 1. April 27 – June 18, 2009

The strategy of disease control was “containment”. Once confirmed or suspected imported cases are reported, disease control workers immediately conduct specimen collection; cases with symptoms are referred for medical care; and contacts are given preventive medication and isolation care. Passengers without symptoms of the same flight are asked to self-manage their health to reduce the occurrence of indigenous cases and community infection.

另制定「臺北市政府教育局所屬高級中等以下學校、幼稚園、補習班因應新型流感開學後防治及停課作業規定」及相關防疫措施。11月1日起配合中央政策動員臺北市醫事人力完成疫苗接種作業。

## 第二節 「2009年臺北聽障奧林匹克運動會」防治策略與執行

### 一、重要防疫策略

- (一) 持續維持「災害應變中心」運作機制
- (二) 啟動跨縣市防疫工作
- (三) 製發《傳染病防治工作手冊》
- (四) 建立多重疫病監測與通報網絡
- (五) 辦理傳染病防治教育訓練
- (六) 供應充足防疫物資
- (七) 加強各類對象防疫宣導



▲ 臺北君悅飯店辦理H1N1新型流感應變作為桌上演習。  
Roundtable drill on response to the H1N1 novel influenza.

二、賽事期間積極、謹慎與及時處理「2009年臺北聽障奧林匹克運動會」選手發生流感相關事件，共通報22名外賓出現類流感症狀，經就醫與採檢結果，其中5名之咽喉檢體經行政院衛生署疾病管制局檢驗結果為，日籍選手3名流感分型H3屬季節性流感、以色列籍選手1名流感分型H1及日籍選手1名為陰性。



▲ 聽奧住宿旅館於出入口以額溫槍量測體溫。  
Guests and visitors are measured body temperature at the entrance of the Hotel.

### 2. June 19 – August 2, 2009

H1N1 novel influenza has spread all over the world, and large-scale community infection is inevitable. In coordination with the disease control policy of the central government, the strategy has moved from “containment” to “harm-reduction” by mobilizing the resources of medical care systems to prevent community infection.

### 3. August 3 – December 31, 2009

The main strategy is to monitor the occurrence of herd infection. Epidemiological surveys of herd infections in communities, summer camps and schools are conducted. Medication is given to confirmed cases and their contacts. A set of regulations concerning suspension of classes for senior high schools and under and relevant disease control measures are formulated. On November 1, in coordination with the policy of the central government, immunization began.

## Section 2 The Taipei 2009 Deaflympics Games

### 1. Major Disease Control Measures

- 1) The operation of the Emergency Operation Center is continued.
- 2) Disease control measures in county/city are activated.
- 3) A handbook on the control of communicable diseases is produced and distributed.
- 4) A monitoring and reporting mechanism for diseases is established.
- 5) Training on the control of communicable diseases is conducted.
- 6) Disease control supplies are sufficiently provided.
- 7) Education of the public on disease control is strengthened.



▲ 災害應變中心H1N1新型流感疫情2級開設。  
The EOC activates the 2nd level control against H1N1 novel influenza.



▲ 旅館出入口設置酒精乾手液。  
Alcohol for hand cleansing is placed at the entrance of hotel.



▲ 旅館電梯口設置酒精乾手液。  
Alcohol for hand cleansing is placed by the elevator.

### 第三節 H1N1 新型流感疫苗接種

配合H1N1新型流感中央流行疫情指揮中心政策，積極推動「H1N1新型流感疫苗接種作業」，依其公告接種對象及期程，為302家以上校園學生及民眾進行H1N1疫苗接種，另配合12月12日全國接種日活動，協商臺北市合約醫療院所週末不休診，全日提供疫苗接種服務，並開放企業團體、大專院校及社區鄰里長定點設站疫苗接種服務。



▲ 郝市長於12月11日率領市府員工施打H1N1新型流感疫苗。  
Mayor Hau urges City Government employees to accept immunization against H1N1 novel influenza on December 11.



▲ 配合H1N1新型流感疫苗接種作業，進行校園設站以協助學童接種。  
Immunization stations are set up in schools for immunization of school children against H1N1 novel influenza.



▲ 賽場出入口由志工主動噴灑酒精消毒。  
Volunteers spray alcohol for disinfection at exits to game sites.



▲ 賽場給觀賽者防疫貼心叮嚀。  
Audience is reminded of disease prevention.

2. During the games period, influenza of athletes was closely monitored and treated. In total, 22 athletes were reported of influenza-like symptoms. Testing of the throat specimens showed that three Japanese athletes had been infected with H3 type seasonal influenza, one Israel athlete had H1 subtype influenza, and one Japanese athlete was negative.

### Section 3 Immunization against H1N1 Novel Influenza

In coordination with the policy of the National Epidemics Command Center on immunization against H1N1 novel influenza, immunization was actively promoted. In total, students in 302 schools and the general public had been immunized. On the All-Immunization Day on December 12, all contracted medical care institutions were asked to provide immunization; and immunization spots were set up in commercial groups, schools, and communities to promote immunization for all.

## ● 第四章 愛滋病防治

自94年起配合行政院衛生署「毒癮愛滋減害試辦計畫」，進行「清潔針具交換」及「美沙冬替代療法」，截至12月31日已設置57個清潔針具交換點，含社區藥局、醫療院所及臺北市立聯合醫院院外門診部，嗣後成立「臺北市政府毒品危害防制中心」，開辦「美沙冬替代療法」門診，至12月止「美沙冬替代療法」門診新收案人數計651人，其中愛滋感染者84人，非愛滋感染者567人。

## ● Chapter 4 Control of AIDS

Since 2005 in coordination with the pilot project of harm-reduction of AIDS in drug addicts promoted by the Department of Health of the Executive Yuan, projects on the “exchange of clean needles and syringes” and “Methadone alternative therapy” have been implemented. By December 31, 57 needle exchange stations had been set up in community pharmacies, medical care institutions, and the outreach clinics of the Taipei City Hospital. Later, the Taipei City Drug Hazards Control Center was set up to offer the Methadone alternative therapy. By December, 651 new drug addicts had been accepted for treatment; of them, 84 were HIV-infected, and 567 were non HIV-infected.



## Part 7 Health Statistics

衛生統計

## 柒·衛生統計

## Part 7 Health Statistics

## ● 第一章 人口概觀

## 第一節 人口數及零歲平均餘命

根據戶籍登記，98年底臺北市人口為260萬7,428人，占全國總人口2,311萬9,772人的11.28%。

臺北市於56年改制為直轄市，57年7月1日將近郊內湖、南港、木柵、景美、士林、北投等鄉鎮劃入市域，致該年底人口數驟增為160萬4,543人。其後逐年增加，至79年底人口為271萬9,659人，達臺北市登記人口數之高峰，22年增加69.50%；自80年起人口逐年略減，直至87年人口始略有回升現象，惟至90年又呈下降趨勢，係因人口自然增加率（粗出生率減粗死亡率）之幅度逐年降低，社會增加率（遷入率減遷出率）又多為負成長所致。

臺北市人口98年較97年減少0.59%，粗出生率為7.42‰、粗死亡率5.84‰、自然增加率為1.58‰。97年臺北市民平均壽命為81.87歲，男性為79.66歲，女性為84.11歲，較全國國民平均78.57歲，男性75.59歲，女性81.94歲為高。



## ● Chapter 1 The Population

## Section 1 Population and Life Expectancy at Birth

By household registration, the population of Taipei City at the end of 2009 was 2,607,428 persons, accounting for 11.28% of the total national population of 23,119,772 persons.

Taipei City was elevated to a national municipality in 1967. A year later, Neihu, Nangang, Muzha, Jingmei, Shilin and Beitou townships were included in the City. The year-end population then was 1,604,543 persons. The population had increased year by year to a peak of 2,719,659 persons in 1990, an increase of 69.50% in 22 years. The population began to decline slightly in 1991; increased again in 1998; and declined again since 2001. This is due primarily to the yearly decline of the natural increase rate of population (crude birth rate less crude death rate) and a negative social growth rate (move-in rate less move-out rate).

In 2009, the population of Taipei City decreased by 0.59% over 2008. The crude birth rate was 7.42‰, the crude death rate was 5.84‰, giving a natural increase rate of 1.58‰. In 2008, the life expectancy of the residents of Taipei City was 81.87 years; 79.66 years for males and 84.11 years for females. They were both higher than the national average of 78.57 years; 75.59 years for males and 81.94 years for females.



表3 臺北市人口概況與平均壽命

Table 3 Population and Life Expectancy by Year, Taipei City

年別 Year	年底人口數 (人) Year-end Population (persons)	粗出生率 (‰) Crude Birth Rate (‰)	粗死亡率 (‰) Crude Death Rate (‰)	自然增加率 (‰) Natural Increase Rate (‰)	平均壽命(歲) (零歲平均餘命) Life Expectancy at Birth (years)	
					男	女
87年	2,639,939	11.53	4.72	6.81	76.56	81.20
88年	2,641,312	12.05	4.80	7.25	76.84	81.55
89年	2,646,474	12.74	4.91	7.83	76.97	81.62
90年	2,633,802	10.23	5.05	5.17	77.33	81.79
91年	2,641,856	9.72	5.13	4.60	77.56	81.95
92年	2,627,138	8.85	5.23	3.62	77.79	82.39
93年	2,622,472	8.44	5.34	3.10	79.03	83.85
94年	2,616,375	8.00	5.54	2.46	78.77	83.86
95年	2,632,242	8.06	5.34	2.72	79.40	84.32
96年	2,629,269	8.22	5.65	2.57	79.69	84.42
97年	2,622,923	7.88	5.94	1.94	79.66	84.11
98年	2,607,428	7.42	5.84	1.58	...	...

資料來源：臺北市統計年報、內政部統計處。

Source: Taipei City Annual Statistics Report, Office of Statistics of the Ministry of the Interior.

## 第二節 人口結構

98年底臺北市男性人口126萬450人，女性人口134萬6,978人，男女性比例為93.58。以年齡結構觀之，幼年人口（14歲以下）39.4萬人，占臺北市總人口數的15.10%；具生產能力人口（15~64歲）為188.5萬人，占72.31%，老年人口（65歲以上）為32.8萬人，占12.60%。

## Section 2 Population Structure

At the end of 2009, the male population in Taipei City was 1,260,450 persons, and the female population was 1,346,978 persons, giving a male-female sex ratio of 93.58. By age, the young population (14 years and under) was 394,000 persons, accounting for 15.10% of the total population of Taipei City. The productive-age population (15-64 years) was 1,885,000 persons, accounting for 72.31% of all. The elderly population (65 years and above) was 328,000 persons, accounting for 12.60% of all.

In 1992, the proportion of the elderly population 65 years and above to the total population of Taipei City exceeded 7%, and Taipei City became an aging society as defined by the United Nations. This proportion has increased year by year to 12.60% at the end of 2009. When the proportions of the elderly population to the total population in the 25 counties and cities in the Taiwan Area are arranged by order, Taipei City comes at the 9th. The ratio of young population in Taipei City has been declining year by year from 35.40% in 1971 to less than 20%, due to the fewer number of children born in the recent years.





臺北市65歲以上老年人口佔全市人口比率，自81年以後即超過7%，進入聯合國定義之高齡化社會，後續呈逐年增加，至98年底老年人口已占12.60%，如將臺灣地區25縣市老年人口比率由高至低排序，臺北市排名第9位。臺北市幼年人口所占比率則有逐年下降之趨勢，60年底幼年人口佔全市人口比率為35.40%，後逐年減少，近幾年更因少子化之關係，幼年人口比率更下降至20%以下。

表4 臺北市人口指標  
Table 4 Population Indexes

年底別 End of Year	年底 人口數 (千人) Year-end Population (1,000 persons)	人口結構(%) Population Structure			人口指標(%) Population Indexes (%)			
		未滿 15歲 Under 15	15-64歲 15-64	65歲以 上 Above 65	扶養比 Young Dependency Ratio	扶幼比 Dependency Ratio	扶老比 Old Dependency Ratio	老化 指數 Aging Index
87年底 End of 1998	2,640	20.30	70.48	9.22	41.89	28.80	13.09	45.43
88年底 End of 1999	2,641	19.93	70.63	9.44	41.57	28.22	13.36	47.34
89年底 End of 2000	2,646	19.64	70.69	9.67	41.46	27.78	13.68	49.25
90年底 End of 2001	2,634	19.27	70.79	9.94	41.27	27.23	14.04	51.58
91年底 End of 2002	2,642	18.77	70.97	10.25	40.90	26.45	14.44	54.61
92年底 End of 2003	2,627	18.19	71.23	10.58	40.38	25.53	14.85	58.15
93年底 End of 2004	2,622	17.71	71.37	10.92	40.11	24.81	15.31	61.70
94年底 End of 2005	2,616	17.11	71.60	11.29	39.67	23.90	15.76	65.95
95年底 End of 2006	2,632	16.50	71.86	11.64	39.17	22.96	16.20	70.55
96年底 End of 2007	2,629	16.07	71.97	11.96	38.95	22.33	16.62	74.43
97年底 End of 2008	2,623	15.56	72.13	12.31	38.65	21.58	17.07	79.13
98年底 End of 2009	2,607	15.10	72.31	12.60	38.30	20.88	17.42	83.43

資料來源：內政部。  
Source: Ministry of the Interior.

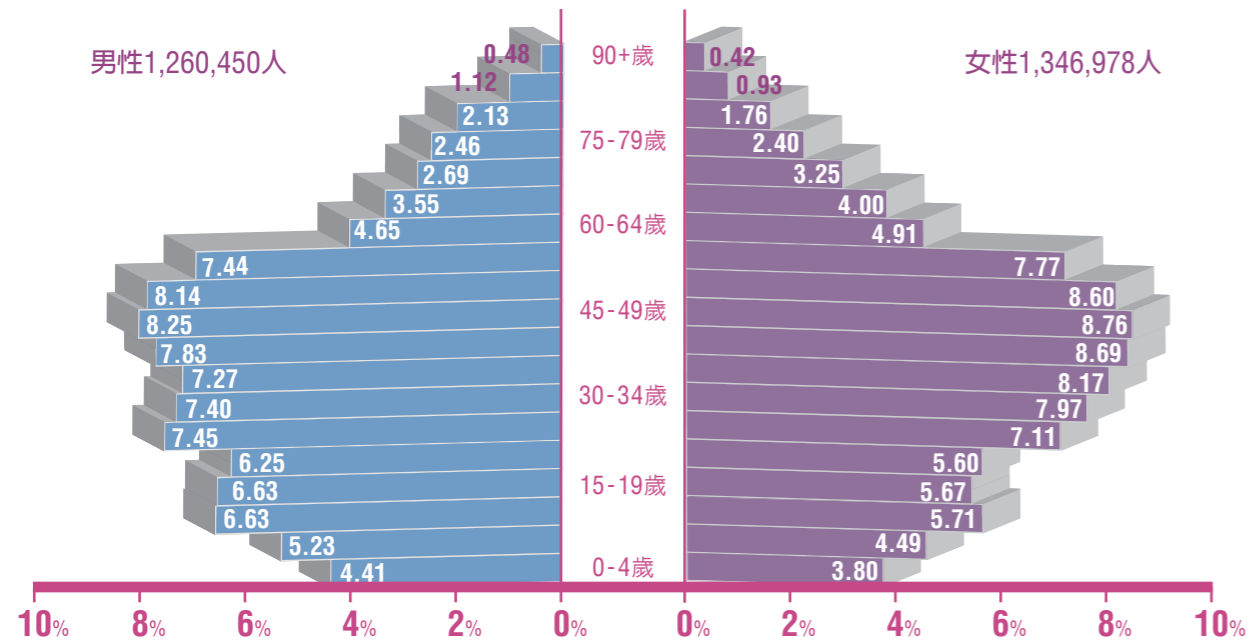


圖2 臺北市人口年齡結構圖

Figure 2 Age Structure of Population, Taipei City, End of 2009

## ● 第二章 醫政統計

### 第一節 醫療院所數

臺北市醫療院所自62年底以來持續增加，85年底家數為2,701家，並開始逐年略減，90年底家數為2,633家，又呈增加趨勢，97年底計有3,010家，其中醫院40家，診所2,970家。97年底臺北市平均每一醫療院所服務人口數為871人，低於全國的1,142人；每萬人口所擁有的院所家數為11.48家，高於全國的8.76家。

## ● Chapter 2 Medical Affairs Statistics

### Section 1 Number of Medical Care Institutions

The number of medical care institutions in Taipei City has increased since 1973 to 2,701 hospitals and clinics by the end of 1996. The number began to decline to 2,633 by the end of 2001; and increased again to 3,010 by the end of 2008. Of them, 40 are hospitals and 2,970 are clinics. At the end of 2008, one medical care institution on average served 871 persons, lower than the national average of 1,142 persons. The number of medical care institutions per 10,000 population was 11.48, more than the national average of 8.76.

表5 臺北市醫療院所數

Table 5 No. of Public and Private Medical Care Institutions by Year, Taipei City

單位：家 Units: firm

年底別 End of Year	合計 Total	醫院 Hospitals				診所 Clinics			
		小計 Subtotal	市立 Municipal	其他 公立 Other Public	非公立 Private Clinics	小計 Subtotal	市立 Municipal	其他 公立 Other Public	非公立 Private Clinics
86年底 End of 1997	2,641	65	10	9	46	2,576	27	16	2,533
87年底 End of 1998	2,610	58	10	8	40	2,552	26	13	2,513
88年底 End of 1999	2,620	56	10	7	39	2,564	13	19	2,532
89年底 End of 2000	2,615	55	11	7	37	2,560	12	20	2,528
90年底 End of 2001	2,633	53	11	7	35	2,580	12	20	2,548
91年底 End of 2002	2,645	53	11	7	35	2,592	13	20	2,559
92年底 End of 2003	2,748	52	11	7	34	2,696	15	21	2,660
93年底 End of 2004	2,814	52	11	7	34	2,762	15	20	2,727
94年底 End of 2005	2,835	41	3	7	31	2,794	14	16	2,764
95年底 End of 2006	2,892	40	3	7	30	2,852	14	16	2,822
96年底 End of 2007	2,946	40	3	7	30	2,906	14	15	2,878
97年底 End of 2008	3,010	40	3	7	30	2,970	14	15	2,941

資料來源：行政院衛生署。

附註：94年1月起臺北市10家市立醫療院所整合為1家市立聯合醫院。

Source: Department of Health, the Executive Yuan

Note: In January 2005, the 10 municipal hospitals were integrated into one Taipei City Hospital.

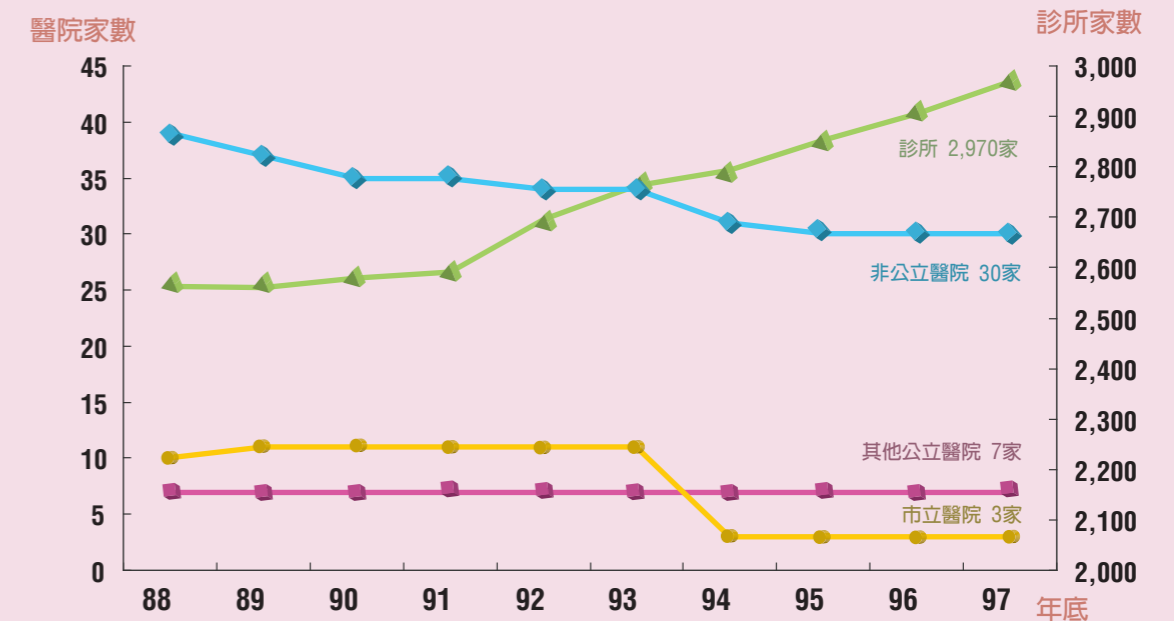


圖3 臺北市醫療院所數

Figure 3 No. of Medical Care Institutions in Taipei City  
Clinics Private hospitals Other Public hospitals Public hospitals

## 第二節 病床數

97年底臺北市醫療院所病床數共2萬3,262床，其中公立院所病床數1萬3,293床，占總病床數57.14%，非公立院所病床數9,969床占總病床數42.86%；依病床性質別區分為，一般病床數1萬5,689床（占67.44%），特殊病床數7,573床（占32.56%）。平均每萬人口病床數88.69床，高全國的66.37床，每一病床服務112.76人，低於全國的150.67人。

## Section 2 Number of Hospital Beds

At the end of 2008, the total number of hospital beds in all public and private medical care institutions in Taipei City was 23,262 beds. Of them, 13,293 beds were in public medical care institutions, accounting for 57.14% of all. The number of hospital beds in private medical care institutions was 9,969, accounting for 42.86% of all. By the nature of beds, 15,689 beds are general acute beds (67.44%), and 7,573 beds are special beds (32.56%). On average, the number of hospital beds per 10,000 population was 88.69 beds; higher than the national average of 66.37 beds. One bed on average served 112.76 persons, lower than the national average of 150.67 persons.



表6 臺北市醫療院所病床數

Table 6 No. of Beds in Medical Care Institutions, Taipei City

單位：家、床、人  
Units: firm, beds, persons

年底別 End of Year	家數 No.			病床數 No. of Beds			平均每萬 人口病床 數 No. of Beds per 10,000	每一病床 服務人口 數 No. of Persons Served by One Bed
	合計 Total	公立 Public	非公立 Private	合計 Total	公立 Public	非公立 Private		
86年底 End of 1997	2,641	62	2,579	21,303	11,778	9,525	81.98	121.98
87年底 End of 1998	2,610	57	2,553	21,493	11,865	9,628	81.41	122.83
88年底 End of 1999	2,620	49	2,571	20,940	11,658	9,282	79.28	126.14
89年底 End of 2000	2,615	50	2,565	21,096	11,937	9,159	79.71	125.45
90年底 End of 2001	2,633	50	2,583	21,321	12,256	9,065	80.95	123.53
91年底 End of 2002	2,645	51	2,594	22,080	12,977	9,103	83.58	119.65
92年底 End of 2003	2,748	54	2,694	22,328	13,030	9,298	84.99	117.66
93年底 End of 2004	2,814	53	2,761	22,663	13,154	9,509	86.42	115.72
94年底 End of 2005	2,835	40	2,795	21,841	12,845	8,996	83.48	119.79
95年底 End of 2006	2,892	40	2,852	21,791	12,688	9,103	82.78	120.79
96年底 End of 2007	2,946	40	2,906	22,478	12,888	9,590	85.49	116.97
97年底 End of 2008	3,010	40	2,970	23,262	13,293	9,969	88.69	112.76

資料來源：行政院衛生署。

Source: Department of Health, the Executive Yuan.

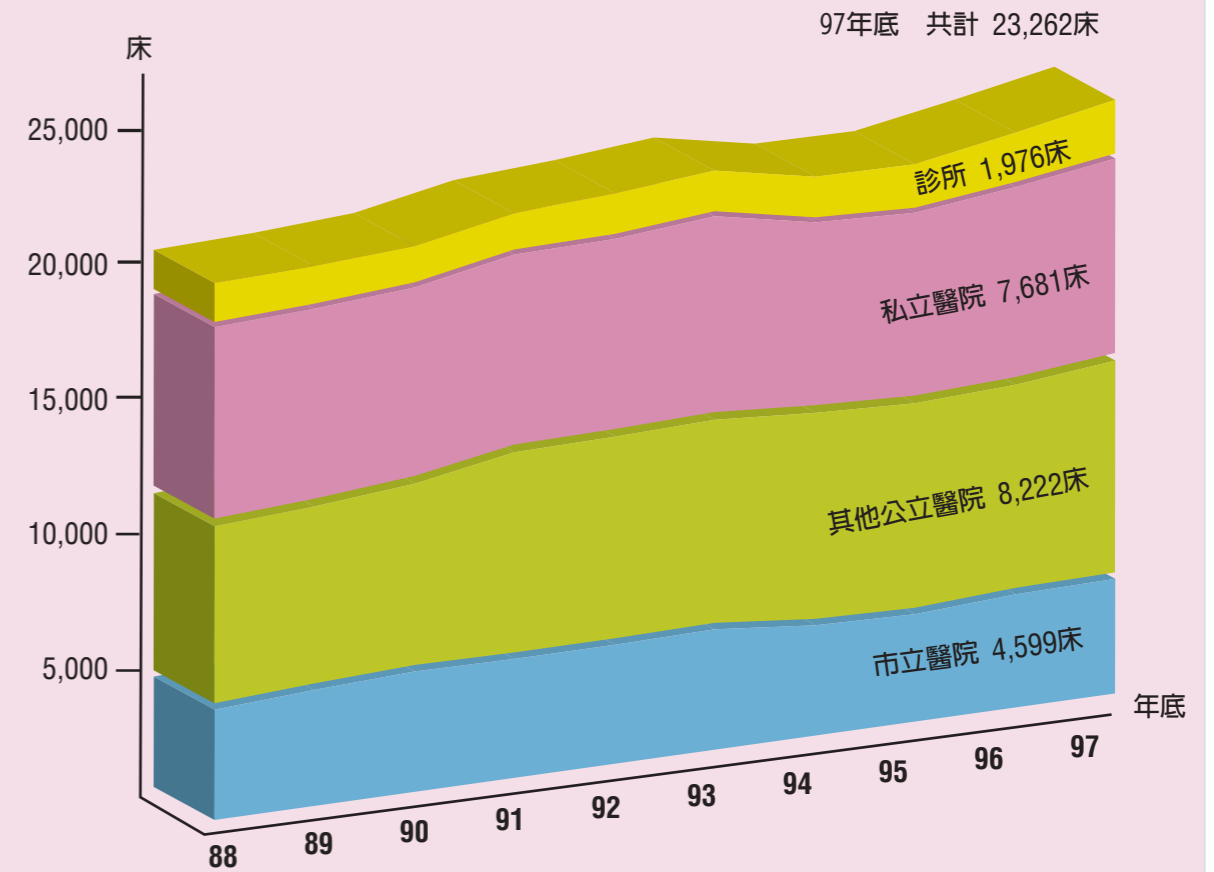


圖4 臺北市醫療院所病床數

Figure 4 No. of Hospital Beds in Medical Care Institutions, Taipei City

### 第三節 醫院服務量

臺北市醫院平均每日門診、急診人次等醫療服務量均逐年增加，惟自91年起有下降趨勢，92年受SARS影響下降更鉅；97年門、急診平均每日就診人次分別為7萬5,008人次、2,838人次，平均住院日數8.33日，病床佔床率為70.29%。

表7 臺北市醫院醫療服務量

Table 7 No. of Patients Served by Medical Care Institutions, Taipei City

年別 Year	平均每日人次 Average Person-Times per Day					平均住院 日數 Average Days of Hospital Stay	剖腹產率% Rate of Cesarean Section	佔床率% Bed Occupancy (%)
	門診 Outpatient Clinic	急診 Emergency	洗腎 Hemodialysis	門診 手術 Operation at Outpatient	住院 手術 Operation under Hospital Care			
86年	68,324	2,687	1,120	609	509	8.96	31.71	67.10
87年	73,613	2,635	1,169	637	532	7.89	33.47	67.54
88年	78,550	2,918	1,272	597	538	9.06	34.94	70.32
89年	79,039	3,033	1,321	592	562	8.74	34.63	71.65
90年	83,033	3,057	1,443	597	568	8.70	32.38	71.45
91年	81,789	3,242	1,556	616	561	8.63	33.37	73.39
92年	72,027	2,771	1,576	539	495	9.16	33.61	67.18
93年	81,157	3,106	1,650	658	547	9.10	24.99	73.83
94年	74,580	2,892	1,671	579	539	8.90	33.06	73.59
95年	71,642	2,818	1,674	603	587	8.68	33.37	72.98
96年	75,684	2,911	1,781	571	580	8.42	34.45	72.23
97年	75,008	2,838	1,755	531	587	8.33	33.37	70.29

資料來源：行政院衛生署。

Source: Department of Health, the Executive Yuan.

### Section 3 Hospital Service Capacity

The number of patients served each day on average at clinics and emergencies in Taipei City has increased year by year; though declined since 2002, and particularly so during the SARS outbreak in 2003. In 2008, the number of patients served each day at clinics and emergencies was on average 75,008 and 2,838 person-times respectively; the average day of hospital stay was 8.33 days, and the bed occupancy was 70.29%.



## 第四節 醫事人員

97年底臺北市醫療機構及醫事機構各類執業醫事人員計4萬2,447人，依各類人員統計，護產人員（含護理師、護士、助產士）占51.63%最多，醫師（含中、西、牙醫師）占26.05%次之，藥事人員（含藥師、藥劑生）占11.65%，醫檢人員（含醫事檢驗師、生、士、醫事放射線師、士）占6.50%，其他醫事人員（含鑲牙生、營養師、物理治療師、生、職能治療師、生、臨床心理師、諮商心理師、呼吸治療師）占4.17%。平均每萬人擁有執業醫事人員數計有161.83人，其中醫師42.16人（含中、西、牙醫師），護產人員83.55人。

表8 臺北市醫療機構及醫事機構各類執業醫事人員數  
Table 8 No. of Practicing Medical Personnel in Medical Care Institutions and Medical Institutions in Taipei City

單位：人 Units: persons

年底別 End of Year	合計 Total	西醫師 Western Medicine Physicians	中醫師 Chinese Medicine Physicians	牙醫師 Dentists	藥師 Pharmacists	藥劑生 Assistant Pharmacists	醫事檢驗師、生 Medical Technologists and Technicians	醫事放射師、士 Medical Radiological Technologists and Technicians	護理師及護士 Professional Registered Nurses and Registered Nurses	助產師、士 Midwives and Assistants	其他 Others
86年底	31,884	6,264	490	2,027	3,407	1,091	1,339	511	16,323	35	397
87年底	30,987	6,427	483	2,010	3,277	1,054	1,194	559	15,401	24	558
88年底	31,935	6,467	521	2,033	3,422	1,037	1,381	605	15,818	19	632
89年底	33,229	6,952	515	2,087	3,519	1,036	1,403	639	16,300	16	762
90年底	34,457	7,072	555	2,142	3,566	948	1,581	769	17,050	15	759
91年底	36,008	7,085	582	2,122	3,657	994	1,615	820	18,279	19	835
92年底	37,116	7,260	619	2,233	3,668	925	1,669	858	18,949	15	920
93年底	38,306	7,262	645	2,252	3,790	897	1,633	869	19,972	16	970
94年底	38,814	7,260	647	2,305	3,878	870	1,693	898	19,899	15	1,349
95年底	39,695	7,409	660	2,362	3,938	834	1,720	924	20,367	14	1,467
96年底	40,769	7,682	706	2,401	4,006	796	1,731	940	20,919	13	1,575
97年底	42,447	7,877	730	2,452	4,163	781	1,759	1,002	21,904	11	1,768

資料來源：行政院衛生署。

Source: Department of Health, the Executive Yuan.

## Section 4 Medical Personnel

At the end of 2008, the total number of various medical personnel practicing in public and private medical care institutions and medical institutions in Taipei City was 42,447 persons. By category, 51.63% of them are nursing personnel (professional registered nurses, registered nurses, and midwives); 26.5% are physicians (western medicine physicians, Chinese medicine physicians, and dentists); 11.65% are pharmaceutical personnel (pharmacists and assistant pharmacists); 6.50% are medical technicians (medical technologists, assistant medical technologists, technicians, medical radiological technologists and technicians); and 4.17% are other medical personnel (dental assistants, dietitians, physical therapists and technicians, occupational therapists and technicians, clinical psychologists, counseling psychologists, respiratory therapists). On average, the number of practicing medical personnel per 10,000 population is 161.83 persons; of them, 42.16 are physicians (western medicine physicians, Chinese medicine physicians, and dentists), and 83.55 are nursing personnel.

表9 臺北市平均每萬人擁有執業醫事人員數

Table 9 No. of Practicing Medical Personnel per 10,000 Population, Taipei City

單位：人

年底別 End of Year	合計 Total	西醫師 Western Medicine Physicians	中醫師 Chinese Medicine Physicians	牙醫師 Dentists	藥師 Pharmacists	藥劑生 Assistant Pharmacists	醫事檢驗師、生 Medical Technologists and Technicians	醫事放射師、士 Medical Radiological Technologists and Technicians	護理師及護士 Professional Registered Nurses and Registered Nurses	助產師、 士 Midwives and Assistants	其他 Others
86年底	122.70	24.11	1.89	7.80	13.11	4.20	5.15	1.97	62.82	0.13	1.53
87年底	117.38	24.35	1.83	7.61	12.41	3.99	4.52	2.12	58.34	0.09	2.11
88年底	120.91	24.48	1.97	7.70	12.96	3.93	5.23	2.29	59.89	0.07	2.39
89年底	125.56	26.27	1.95	7.89	13.30	3.91	5.30	2.41	61.59	0.06	2.88
90年底	130.83	26.85	2.11	8.13	13.54	3.60	6.00	2.92	64.74	0.06	2.88
91年底	136.30	26.82	2.20	8.03	13.84	3.76	6.11	3.10	69.19	0.07	3.16
92年底	141.28	27.63	2.36	8.50	13.96	3.52	6.35	3.27	72.13	0.06	3.50
93年底	146.07	27.69	2.46	8.59	14.45	3.42	6.23	3.31	76.16	0.06	3.70
94年底	148.35	27.75	2.47	8.81	14.82	3.33	6.28	3.62	76.06	0.06	5.14
95年底	150.80	28.15	2.51	8.97	14.96	3.17	6.53	3.51	77.38	0.05	5.57
96年底	155.06	29.22	2.69	9.13	15.24	3.03	6.58	3.58	79.56	0.05	5.99
97年底	161.83	30.03	2.78	9.35	15.87	2.98	6.71	3.82	83.51	0.04	6.74

資料來源：行政院衛生署。

Source: Department of Health, the Executive Yuan.



## ● 第三章 死因統計

### 第一節 十大死因及變化

臺北市97年死因統計配合行政院衛生署改採國際疾病分類碼第十版（ICD-10），惟惡性腫瘤仍連續36年位居臺北市民主要死亡原因之冠，而心臟疾病（高血壓性疾病除外）、腦血管疾病在80年以後分別位居市民主要死因之第二或第三順位，意外事故死亡則大幅減少。97年臺北市死亡人數15,119人，死亡率為每十萬人口575.72人，較全國死亡率618.68人低，其中惡性腫瘤死亡率為每十萬人口170.10人，死亡者占有所有死亡人數29.55%，心臟疾病（高血壓性疾病除外）死亡率76.69人，占13.32%，腦血管疾病死亡率45.66人，占7.93%；其餘死因依序為肺炎、糖尿病、敗血症、腎炎、腎病症候群及腎病變、慢性下呼吸道疾病、意外事故、高血壓性疾病。

## ● Chapter 3 Causes of Death

### Section 1 Ten Leading Causes of Death and their Changes

In 2008, in coordination with the policy of the Department of Health, the Executive Yuan, ICD-10 was used for disease classification. Malignant neoplasm has been for 36 consecutive years the first leading cause of death of the residents of Taipei City. Heart disease (excluding hypertensive diseases) and cerebrovascular disease have been the second and the third leading causes of death since 1991. Deaths from accidents and adverse effects have declined sharply. In 2008, there were 15,119 deaths in Taipei City, giving a death rate of 575.72 per 100,000, lower than the national average of 618.68. Mortality rate of malignant neoplasm was 170.10 per 100,000, and the number of death from this cause accounted for 29.55% of all deaths. Mortality rate of heart disease (excluding hypertensive diseases) was 76.69, accounting for 13.32% of all deaths. Mortality rate of cerebrovascular disease was 45.66, accounting for 7.93% of all deaths. Other leading causes of death are by order, pneumonia, diabetes, septicemia, nephritis, nephrotic syndrome and nephrosis, chronic lower respiratory tract infection, accident and injury, and hypertensive disease.

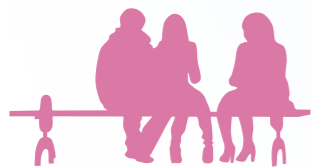


表10 ICD-10臺北市主要死亡原因

Table 10 Leading Causes of Death in Taipei City by ICD-10 Classification

民國97年

單位：人、%、人/每十萬人口

順位 Order	死亡原因 Causes of Death	死亡 人數 No. of Death	死亡百 分比 %	每十萬人口死亡率 Mortality per 100,000		
				計 Total	男 Male	女 Female
	所有死亡原因 All causes of death	15,119	100.00	575.72	705.67	453.23
1	惡性腫瘤 Malignant neoplasm	4,467	29.55	170.10	211.73	130.86
2	心臟疾病 (高血壓性疾病除外) Heart disease (excluding hypertensive disease)	2,014	13.32	76.69	100.29	54.44
3	腦血管疾病 Cerebrovascular disease	1,199	7.93	45.66	53.13	38.61
4	肺炎 Pneumonia	950	6.28	36.18	48.58	24.49
5	糖尿病 Diabetes	716	4.74	27.26	27.62	26.93
6	敗血症 Septicemia	513	3.39	19.53	20.64	18.49
7	腎炎、腎病症候群 及腎病變 Nephritis, nephrotic syndrome and nephritis	491	3.25	18.70	18.83	18.57

順位 Order	死亡原因 Causes of Death	死亡 人數 No. of Death	死亡百 分比 %	每十萬人口死亡率 Mortality per 100,000		
				計 Total	男 Male	女 Female
8	慢性下呼吸道疾病 Chronic lower respiratory tract disease	446	2.95	16.98	26.45	8.06
9	意外事故 Accident and injury	389	2.57	14.81	21.11	8.88
10	高血壓性疾病 Hypertensive disease	374	2.47	14.24	16.01	12.58
	其他 Others	3,560	23.55	135.56	135.56	135.56

附註：1. 97年死因統計資料配合衛生署改採國際疾病分類第十版（ICD-10）。

2. 臺北市97年年中人口數，計2,626,096人，男性1,274,252人，女性1,351,844人。

3. 本表順位以兩性合計死亡率排序。

Notes: 1. In coordination with the policy of the Department of Health, the Executive Yuan, ICD-10 was used in 2008 for the classification of diseases.

2. The mid-year population of Taipei City in 2008 was 2,626,096 persons; 1,274,252 males and 1,351,844 females.

3. Orders of the death causes are arranged by the combined male-female mortality rates.



## 第二節 十大癌症

臺北市97年癌症死因統計亦配合行政院衛生署改採國際疾病分類碼第十版（ICD-10），97年臺北市癌症死亡人數4,467人，死亡率為每十萬人口170.10人，較全國死亡率169.20人略高；其中男性死亡人數2,698人，死亡率為每十萬男性人口211.73人，女性死亡人數1,769人，死亡率為每十萬女性人口130.86人。

十大癌症死亡原因之順位依序為氣管、支氣管和肺癌、肝和肝內膽管癌、結腸、直腸和肛門癌、女性乳房癌、胃癌、前列腺（攝護腺）癌、胰臟癌、子宮頸及部分未明示子宮癌、口腔癌、非何杰金氏淋巴瘤。

## Section 2 Ten Leading Causes of Cancer Death

In coordination with the policy of the Department of Health, the Executive Yuan, ICD-10 was used in 2008 for the classification of the causes of cancer death. In 2008, there were in Taipei City 4,467 cancer deaths, giving a mortality rate of 170.10 per 100,000, slightly higher than the national average of 169.20. Of all cancer deaths, 2,698 were males, giving a mortality rate of 211.73 per 100,000 male population; and 1,769 were females, giving a mortality rate of 130.86 per 100,000 female population.

The ten leading causes of cancer death are, by order, cancer of trachea, bronchus and lung, liver and intra-hepatic tract cancer, colon, rectum and anus cancer, female breast cancer, stomach cancer, prostate cancer, pancreas cancer, cervical cancer and unspecified uterus cancer, oral cavity cancer, and non-Hodgkin's lymphoma.



表11 ICD-10臺北市主要癌症死亡原因

Table 11 Leading Causes of Cancer Death in Taipei City by ICD-10 Classification

民國97年

單位：人、%、人/每十萬人口

順位 Order	死亡原因 Cause of Death	死亡人數 No. of Death	死亡百分比 %	每十萬人口死亡率 Mortality Rate per 100,000		
				計 Total	男 Male	女 Female
	所有癌症死亡原因 All causes of cancer death	4,467	100.00	170.10	211.73	130.86
1	氣管、支氣管和肺癌 Cancer of trachea, bronchus and lung	928	20.77	35.34	46.54	24.78
2	肝和肝內膽管癌 Cancer of liver and intra-hepatic tract	701	15.69	26.69	38.30	15.76
3	結腸、直腸和肛門癌 Colon, rectum and anus cancer	567	12.69	21.59	26.13	17.31
4	女性乳房癌(1) Female breast cancer (1)	228	5.10	16.87	-	16.87
5	胃癌 Stomach cancer	312	6.98	11.88	17.11	6.95
6	前列腺(攝護腺)癌(2) Prostate cancer (2)	124	2.78	9.73	9.73	-
7	胰臟癌 Pancreas cancer	192	4.30	7.31	8.95	5.77
8	子宮頸及部分未明示子宮癌(1) Cervical cancer and unspecified uterus cancer (1)	75	1.68	5.55	-	5.55
9	口腔癌 Oral cavity cancer	131	2.93	4.99	9.02	1.18

順位 Order	死亡原因 Cause of Death	死亡人數 No. of Death	死亡百分比 %	每十萬人口死亡率 Mortality Rate per 100,000		
				計 Total	男 Male	女 Female
10	非何杰金氏淋巴瘤 Non-Hodgkin's lymphoma	131	2.93	4.99	5.96	4.07
	其他 Others	1,078	24.13	41.05	49.99	32.62

附註：1. 97年死因統計資料配合衛生署改採國際疾病分類第十版（ICD-10）。

2. 臺北市97年年中人口數，計2,626,096人，男性1,274,252人，女性1,351,844人。

3. 本表順位以兩性合計死亡率排序。

4. (1) 為女性死亡率（每十萬女性人口死亡數）。

(2) 為男性死亡率（每十萬男性人口死亡數）。

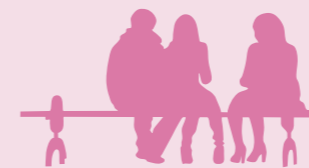
Notes: 1. In coordination with the policy of the Department of Health, the Executive Yuan, ICD-10 was used in 2008 for disease classification.

2. The mid-year population of Taipei City in 2008 was 2,626,096 persons; 1,274,252 males and 1,351,844 females.

3. Orders of the death causes are arranged by the combined male-female mortality rates.

4. (1) Deaths per 100,000 female population.

(2) Deaths per 100,000 male population.





Appendix: Chronicle of Major Events, Taipei City  
Health Department, 2009

附錄

大事紀要

## 附錄·大事紀要

## Appendix: Chronicle of Major Events, Taipei City Health Department, 2009

## 1月

## 大事紀要

## 1.01

98年度衛生局配合行政院衛生署疾病管制局辦理「臺北市觀光夜市餐飲從業人員A型病毒性肝炎疫苗接種計畫」，以饒河街觀光夜市、士林夜市、華西街夜市及寧夏夜市等四大觀光夜市餐飲從業人員為試辦族群，進行A型肝炎防治與疫苗接種。

臺北市針對入境時有發燒或流感症狀之市民或旅客進行追蹤，以瞭解其體溫與健康情形。98年共計追蹤4,746人。

為加強原住民幼兒醫療保健服務，降低A型肝炎發生率，維護幼兒健康，衛生局自96年1月2日起為設籍臺北市2至6歲原住民幼兒免費接種A型肝炎疫苗，於96年7月起，亦將設籍臺北市2至6歲新移民（東南亞或中國大陸國籍）子女及國小1至2年級原住民學童納入接種對象，97年1月3日更開放國小、幼稚園編制內之餐廚人員接種，本疫苗須接種2劑，截至98年12月31日止共接種1,766人次。

為有效維持疫苗運送過程之溫度穩定，以確保品質，衛生局自94年6月起為臺北市預防注射合約醫療院所提供疫苗租用冷運冷藏車宅配到點服務計畫，為全國首創服務，實施方式為每兩個月宅配一次疫苗，流感疫苗計畫執行期間則不定期宅配，截至12月31日止共計宅配6,161家次。

## 1.07

召開臺北市政府第4屆第1次醫師懲戒委員會，討論提案為開具不實之診斷書及巴氏量表3案及違反醫學倫理1案。

## Jan.

## Major events

## 1.01

In coordination with the Centers for Disease Control of the Department of Health, the Executive Yuan, a project on immunization against hepatitis A of employees in food and beverage industries in night markets of Taipei City is implemented. The project is tried on employees of the four major night markets of Raohe, Shilin, Huaxi and Ningxia, for the control of hepatitis A.

Passengers with fever or symptoms of influenza upon entry are followed-up to understand their health status. 4,746 persons had been followed-up in 2009.

To strengthen healthcare services to children of the indigenous peoples, to reduce the incidence of hepatitis A, and thus to maintain the health of young children, beginning January 2, 2007, children 2-6 years old of indigenous peoples registered in Taipei City are given free immunization against hepatitis A. Beginning July 2007, immunization is also given to children 2-6 years old of the new immigrants (from South-east Asia countries and China) and children of indigenous peoples of grades 1 and 2 in primary schools. On January 3, 2008, immunization was given to the cooking staff of primary schools and kindergartens. The immunization is given in two doses. By December 31, 2009, 1,766 person-times had been immunized.

To control the stable temperature of vaccines in the process of transportation to assure the quality, beginning June 2005, cold-storage vans are rented to deliver vaccines to contracted medical care institutions. This is the first practice in the country. Vaccines are so delivered once every two months. During the epidemic period of influenza, vaccines are delivered at any time. By December 31, deliveries had been made 6,161 clinic-times.

## 1.07

Meeting of the physician disciplinary committee is held to discuss three cases of dishonest diagnosis and one case of violation of medical ethics.

## 1月

## 大事紀要

1.11

菸害防制法新規定上路，衛生局局長邱文祥與行政院衛生署國民健康局局長蕭美玲共同率隊在臺北火車站周邊商圈進行主動稽查，十二區健康服務中心及聯合稽查分隊同步在各行政區進行稽查取締。

1.15

1月15日至3月5日配合產業發展局執行98年第1次八大行業聯檢，共檢查178家業者，22家不符合規定，27家停業

1.16

1月16日及23日配合臺北市政府研考會辦理「衛生局97年度施政計畫由府列管計畫」之年終查證暨考核作業，其中「建造健康活力城－97年度推動市民健康卡活動計畫」擇定中山區健康服務中心實地查核，「建造健康活力城－推動健康城市及安全社區國際認證」擇定松山區、中山區及萬華區健康服務中心實地查核，以及「建造健康活力城－促進臺北市健康產業計畫-溫泉旅遊暨健康檢查試辦活動計畫」擇定振興醫院及陽明山中國麗致飯店實地查核，考核委員對於執行情形多予肯定及讚許，並給予衛生局團體成效甲等之佳績。

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1.19

98年1月19日起至1月23日，及2月2日至2月6日止，提供米酒中甲醇免費檢驗專案服務，凡對家中購買使用的米酒有疑慮者，可將產品送至衛生局檢驗室，以了解是否有甲醇殘留。

## Jan.

## Major events

1.11

The amended Tobacco Hazards Prevention Act is effective today. Dr Chiu, Commissioner of the Department, is personally around the Taipei Railway Station area for inspection of violations. The 12 district health centers and the joint inspection teams conduct inspection in their districts.

1.15

In collaboration with the Industry Development Bureau, on January 15 through March 5, the first inspection in 2009 of the eight special businesses is conducted to inspect 178 firms; 22 of them are in violation of regulations and 27 have suspended business.

1.16

In collaboration with the Research and Evaluation Commission of the Taipei City Government, year-end auditing of projects placed under the evaluation of the City Government is conducted. The Zhongshan District Health Center is chosen for the evaluation of the Wellness Card project; the Songshan, Zhongshan and Wanhua district health centers are chosen for the evaluation of the healthy city promotion and safe community international certification project; The Chenxing Rehabilitation Center and the Ritz Hotel in Yangmingshan are inspected on-site for the tourism for medical care project. All projects meet the high approval of the committee members.

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1.19

On January 19 to 23 and February 2 to 6, free testing for methyl alcohol in rice wine is offered. People in suspicion of their rice wine, can send the products to the Laboratory of the Department for testing of methyl alcohol.

## 1月

## 大事紀要

1.20

國際護理學會 (International Council of Nurse, ICN) 執行長 David Benton 來臺參訪臺北市長期照顧管理中心及信義區健康服務中心，由衛生局副局長鄧素文親自接待，假臺北市立聯合醫院仁愛院區醫療大樓5樓辦理。蒞臨參訪人員，尚包括行政院衛生署健康照護處副處長、長官陪同，合計共5位貴賓。

1.23

1月23日至4月22日辦理醫師六年到期換照作業，共完成7,448人。

## 2月

## 大事紀要

2.05

臺北市士林區健康服務中心主任何叔安卸任、王美玉新任，信義區健康服務中心主任王美玉卸任、李玠芬新任，大安區健康服務中心主任游麗惠卸任、李碧慧新任。

98年度於2月5日、4月6日、9月29日、12月30日共辦理4次北臺區域衛生局健康社福合作暨推動聯席會 (視訊會議)。

市政會議核定與公告「臺北市政府自殺防治中心設置要點」。

2.10

行政院大陸委員會函請衛生局接待香港利民會總幹事馮祥添博士等11名外賓參訪衛生局，邱文祥局長親自接待，鄧素文副局長、林秀亮副局長、陳正誠主任秘書、陳喬琪區院長、陳信誠專門委員、姜郁美簡任技正、醫護管理處處長高偉君、企劃處處長何叔安、心衛中心執行秘書杜仲傑與會陪同。

2.12

為積極協助失業民眾迅速重返職場，配合臺北市政府勞工局，每月舉辦小型就業博覽會及每季辦理大型就業博覽會，98年度總計辦理16場次，由衛生局社區心理衛生中心對待業民眾進行檢測共約1,485人次，並針對其中118名高關懷個案，進行電話關懷及提供衛教訊息，另，其中32人轉介臺北市政府自殺防治中心持續追蹤訪視，並協助高壓力者轉介至社區心理衛生中心提供個別諮商或衛教服務。

## Jan.

## Major events

1.20

Dr David Benton, Executive Director of the International Council of Nurse, visits the Taipei City Long-Term Care Management Center and the Xinyi District Health Center. Dr Benton is personally received by Ms Deng, Deputy Commissioner of the Department. A discussion meeting is held at the Renai Branch of the Taipei City Hospital.

1.23

On January 23 through April 22, 7,448 licenses of physicians are renewed after six years of validity.

## Feb.

## Major events

2.05

Dr He, Director of the Shilin District Health Center retires and Ms Wang is appointed the new Director. Ms Wang, Director of the Xinyi District Health Center leaves and is replaced by Ms Lee. Ms You, Director of the Daan District Health Center leaves and is replaced by Ms Lee.

Four tele-visual joint meetings on health and social welfare are held on February 5, April 6, September 29 and December 30.

The set of Guidelines on the Establishment of Taipei City Suicide Prevention Center is approved and announced.

2.10

The Council of Mainland Affairs requests the Department to receive 11 visitors from Hong Kong. They are received personally by Dr Chiu and others.

2.12

To help the unemployed find jobs, in collaboration with the Bureau of Labor Affairs of the City Government, a small-scale employment fair is held each month, and a large-scale fair is held every quarter, 16 in total in 2009. Testing is given 1,485 person-times to the unemployed by the community mental health centers. Of the 118 persons of high concerns, health education is offered by telephone; and 32 others are referred to the Taipei City Suicide Prevention Center for follow-up and home-visiting. Individuals under high pressure are referred to the community mental health centers for individual counseling and health education.



## 2月

## 大事紀要

- 2.15 於臺北市馬偕醫院辦理「98年度醫院火災緊急應變指揮體系示範觀摩」演習。
- 2.16 假市府大樓10樓西北區第一電腦教室舉辦兒童醫療補助資訊系統-核付作業教育訓練，邀請15家醫療院所協助參予測試，共計35人參加與會。
- 2.18 召開臺北市政府第4屆第3次醫事審議委員會，討論提案為國立臺灣大學申請籌設「國立臺灣大學醫學院附設癌症醫院」1案。
- 2.24 98年於臺北市十二區辦理社區到點整合性預防保健服務，以40歲以上臺北市民為主要篩檢對象，提供偏遠山區及弱勢族群民眾可近性與方便性的健康篩檢服務（包含成人健檢、口腔癌、子宮頸抹片、乳房、肝炎及結直腸癌篩檢），建立週期性健康檢查之概念。98年度辦理66場，共計服務1萬356人。
- 衛生局及臺北市牙醫師公會召開「口愛特攻隊-掃除疾病全面到位」系列活動宣示記者會，並自該日起至98年5月1日止舉辦8場一系列活動，透過「口愛巴士」（改裝公車）巡迴臺北市，提供免費篩檢服務，共篩檢2,578人，並於活動中以1對1互動教學方式教導市民正確的口腔保健知識，達到早期發現及早治療的目的。
- 2.27 假臺北市政府8樓財政局802會議室，召開「臺北市失智老人照顧服務機制」會議，並會同臺北市立聯合醫院仁愛院區，共同研商臺北市失智症社區照護合作模式。

## 3月

## 大事紀要

- 3.02 衛生局開辦老人健康檢查服務，長者享有A、B兩套方案可選擇，提供4萬2,777名額，截至12月31日有4萬2,770人受檢，執行率99.98%。
- 98年度於3月2日、6月4日、9月16日、12月3日共辦理4次臺北市縣合作健康社福組工作會議（視訊會議）。

## Feb.

## Major events

- 2.15 A 2009 demonstration drill on emergency response of the command system to fire disaster is held at the Taipei McKay Memorial Hospital.
- 2.16 Training on the use of the medical subsidy information system is held at the City Hall. 15 medical care institutions are invited to the testing for a total of 35 participants.
- 2.18 The Third Medical Review Committee meeting is held to discuss the establishment of a National Taiwan University Hospital affiliated cancer hospital proposed by the National Taiwan University.
- 2.24 Preventive healthcare is given at fixed spots in communities of the 12 districts, focusing on the screening of individuals above 40 years of age. Accessible and convenient health screening services (including health examination for adults, screening for oral cavity cancer, Pap-smear testing for cervical cancer, breast cancer screening, hepatitis testing, and screening for colon-rectum cancer) are offered to residents of remote areas and the less privileged groups. In 2009, 66 such screenings had been held to serve 10,356 persons.
- The Department and the Taipei City Dentists Association hold a series of activities on dental care. Buses with slogans go around the City to provide free screening for 2,578 persons. People are educated on oral cavity health individually to reach the goal of early detection and early treatment.
- 2.27 A meeting on the care service for the dementia elderly is held at the City Hall. Together with the Renai Branch of the Taipei City Hospital, a collaborative model for the care of the dementia in community is developed.

## Mar.

## Major events

- 3.02 Two plans for the health examination of the elderly are offered to 42,777 persons. By December 31, 42,770 elderly have accepted the examination, at a rate of 99.98%.
- Four tele-visual meetings on collaboration of Taipei City and Taipei County in health and social welfare are held on March 2, June 4, September 16 and December 3.

## 3月

## 大事紀要

- 3.08 衛生局於臺北市228和平紀念公園舉辦北區「愛腎護腎、腎利人生」園遊會，配合國際腎臟病日，計有900位民眾參加。
- 3.13 衛生局與台北市藥師公會及臺北市立聯合醫院假國賓大飯店合辦「2009台北市藥師公會暨韓國首爾特別市藥師會國際交流研討會暨簽約續盟活動」，中韓雙方藥師於研討會現場針對醫藥分業等現況進行熱烈討論，相互交換執業心得，並邀請臺北市副市長吳清基擔任續盟典禮見證人，計約200人參加。
- 3.16 開辦臺北市國小新生氣喘防治過敏篩檢服務，共159所學校，2萬2,815位國小新生進行氣喘防治過敏篩檢服務，經問卷調查，氣喘高危險群學童為4,330位學童，截至98年12月31日止，至臺北市立聯合醫院完成過敏原抽血檢驗服務，計2,483位學童。
- 3.18 有關「97年地方衛生局績效綜合考評」，衛生局醫療照護及藥物食品等類業務之受評書面資料，已於98年3月10日完成初評作業，並於簽核於3月18日書面資料彙辦並函送衛生署各主政單位。
- 3.20 為照護臺北市幼童健康，98年學齡前兒童視、聽力、口腔及身體檢查整合性社區篩檢作業自98年3月份起於臺北市各幼托園所進行「到點篩檢」服務，共計篩檢4萬7,967人。
- 3.23 與北臺灣八縣市衛生局假臺北市政府郭錫瑠廳辦理「98年度北臺區域藥物安全聯網工作分組第一次會議」，會議決議：建立北臺灣八縣市衛生局跨縣市合作之「北臺區域藥物安全聯網計畫」，以不法藥物案件查核優先辦理。
- 3.24 為加強國小學生、家長及師長們對於肺結核防治之瞭解與認知，在育教於樂的驅使下，結合時下多媒體動畫之趨勢及趣味漫畫對於兒童之吸引力，期望藉由鼓勵師生及家長發揮創意，請教育局協助廣徵優良作品刊載衛生局網路平台，並將所有參賽作品於3月24日「世界結核病日」於市府1樓沈葆楨廳展示並頒獎，以增加肺結核防治宣導廣度。
- 3.25 召開「98年度衛生教育主軸宣導計畫重點工作與策略討論會」，會中請各業務處報告權責宣導主軸項目之計畫及推動策略。

## Mar.

## Major events

- 3.08 A garden party on the care of kidney is held at the 228 Memorial Park in coordination with the World Kidney Day, for 900 participants.
- 3.13 A symposium on exchange between the Taipei City Pharmacists Association and the Seoul City Pharmacists Association is held and a memorandum of understanding is signed. Discussions and sharing of experience are held at the symposium. In total, some 200 guests are present.
- 3.16 A screening service for the new primary school enrollees in Taipei City for asthma is conducted in 159 schools for 22,815 students. Through questionnaire survey, 4,330 students are found in the asthma high-risk groups. By December 31, 2,483 students had been blood-tested at the Taipei City Hospital.
- 3.18 The initial review of the documents for the annual evaluation of the medical care services and food and drug affairs of the Department is completed on March 10. Documents are then submitted to the Department of Health of the Executive Yuan.
- 3.20 To care for the health of young children in Taipei City, integrated community screening for vision, hearing, oral cavity and physical examination for pre-school age children is given in kindergartens and nurseries for a total of 47,967 persons.
- 3.23 The first task force meeting of eight county/city health bureaus on the drug safety network in the northern Taiwan region is held at the City Hall. The resolutions are that a cross-county/city joint network for drug safety in the northern Taiwan region will be established by the eight health bureaus to inspect illegal drugs as its priority.
- 3.24 To make primary school children and their parents understand about the control of tuberculosis, contests are held to solicit from school children creative works by the use of multi-media in the forms of comics. Outstanding works are displayed and awarded on the World Tuberculosis Day on March 24.
- 3.25 A symposium on themes and major tasks of health education is held. Each division reports on their themes and strategies.

3月

## 大事紀要

3.30

依據「臺北市衛生局精神疾病防治諮詢委員會作業要點」設立臺北市衛生局精神疾病防治諮詢委員會委員共12人，職掌（一）促進民眾心理衛生政策之諮詢事項。（二）精神疾病防治研究計畫之諮詢事項。（三）精神照護機構設立之諮詢事項。

4月

## 大事紀要

4.01

衛生局透過臺北市十二區健康服務中心，結合社區資源，推動更年期保健及尿失禁防治暨骨盆腔運動健康促進，至98年4月1日至11月20日止，成立4個更年期成長團體、編製更年期及尿失禁及骨盆腔運動相關衛教單張及尿失禁防治暨骨盆腔運動健康促進系列講座，共計52場，3,200人參加。

4.03

鑑於97年度臺北市爆發本土性登革熱疫情暨為推動社區營造，鼓勵市民響應後花園政策，動手清除垃圾淨空傳染病高危險點，減少病媒孳生源，建造乾淨舒適的公共休憩空間，98年起結合市府6大局處及12區健康服務中心、12區公所，共同推動「臺北市傳染病高危險點管理計畫」，列管臺北市60個傳染病高危險點，定期查核及清除孳生源，並依流行季（4月-10月）及非流行季（11月-3月）執行病媒蚊密度調查，建立有效監控機制，避免疫情發生。

Mar.

## Major events

3.30

In accordance with the Operation Guidelines for the Establishment of an Advisory Committee on the Prevention and Control of Psychiatric Diseases, a Taipei City Health Department Advisory Committee on the Prevention and Control of Psychiatric Diseases containing 12 members is set up. The functions are 1) promoting counseling on mental health policy, 2) recommendations on the research projects on the prevention and control of psychiatric diseases, and 3) recommendations on the establishment of psychiatric care institutions.

Apr.

## Major events

4.01

A project on the healthcare of women in climacteric period, prevention of urinary incontinence, and exercise of the pelvic cavity is implemented jointly with the 12 district health centers using community resources. In the period April 1 through November 20, four climacteric growth groups are set up. Relevant educational materials are produced and lectures are held for 52 sessions for 3,200 participants.

4.03

To face the outbreak of indigenous dengue fever in Taipei City and for the promotion of community health building, the public is encouraged to dispose refuses and clean up high-risk points of disease transmission to reduce the breeding sources of vectors, and to build a clean and comfortable public rest area. In 2009, in collaboration with the six departments of the City Government, the 12 district health centers, and the 12 district administration centers, a project on the management of the high-risk points of communicable diseases is implemented. 60 high-risk points are placed under management for regular inspection and removal of breeding sources. Density surveys of vector mosquitoes are conducted in the epidemic seasons of April through October, and in the non-epidemic seasons of November through March for more effective monitoring.

## 4月

## 大事紀要

一、辦理「臺北衛生足跡40年專書出版記者會暨聯誼茶會~衛生醫療四十年健康長壽臺北人~」，鑑於臺北市自民國56年升格為直轄市已屆40餘年，為將這段時期的公共衛生歷史演進及公衛人員所做之努力留下歷史紀錄，於4月7日世界衛生日假衛生局長安東路之舊廳舍（現為臺北市身心障礙福利會館）舉行。

4.07

二、郝龍斌市長親臨會場致詞並頒發感謝牌予歷任局長，包含最長壽的魏登賢局長、陳寶輝局長、宋晏仁局長及第一任王耀東局長公子王國陽主任、第四任李鍾祥局長公子李倫家總經理等。會中市府長官、議員、衛生局老長官、退休同仁、媒體多人與會；邱文祥局長除感念過往，並揭示「臺北市的衛生藍圖」，闡述未來的衛生願景，同時於4月7日至4月17日在該會場辦理「臺北衛生足跡40年」歷史回顧展，展出珍貴照片及海報。

衛生局於士林、北投及內湖三個行政區先行啟動「市民健康生活照護」試辦服務，完成50個「遠距照護站」建置，並於臺北市立聯合醫院內成立「市民健康生活照護客服中心」，進行健康關懷、協助掛號等多項數位化健康生活照護服務。

4.08

中央健康保險局於98年4月8日由陳孝平副總經理帶隊參訪臺北市長期照顧管理中心，藉此分享長期照顧業務推動經驗、了解第一線照管人員執行作業及長照資訊系統實際線上操作等情形，以作為該局未來規劃長照保險政策參考。

4.13

依臺北市政府衛生局暨所屬機關公文處理教育訓練計畫，於4月13日至4月24日針對衛生局新進人員、承辦人員、核稿主管（股長級以上主管）、單位登記桌人員分別開設公文處理教育訓練課程。

4.14

「休士頓—臺北姐妹會」訪華團會長邦妮（Bonnie Crane Hellums）女士等8人參訪衛生局，邱文祥局長親自接待，鄧素文副局長、陳正誠主任秘書、翁林仲區院長、姜郁美簡任技正、企劃處處長何叔安與會。

為培養腸病毒衛教之種子師資，98年度於4月14日及25日辦理4場腸病毒種子師資教育訓練，對象包含學校校護、教保育人員、防疫志工、防疫人員及12區里鄰長、褓母協會、臺北家扶中心及家長會成員及學生家長、人口密集機構工作人員及臺北市公私立以上醫院感染及非感染控制醫、檢、護理相關人員。

## Apr.

## Major events

4.07

(1) A press conference is held to present the book, Taipei: 40 Years in the Footpaths of Health. It has been more than 40 years since Taipei City was elevated to a municipal city directly under the Executive Yuan, the progresses in public health in the past 40 years and the contributions of the public health workers are recorded. The press conference is held on the World Health Day of April 7 at the old site of the Department (now the Taipei City Social Welfare Hall for the Mentally and Physically Impaired).  
(2) Mayor Hau is present at the press conference to express appreciations to the successive commissioners of the Department. Dr Chiu presents the blue-print of Taipei City to elaborate on the health vision of the City. An exhibit of old photos and posters is also held at the same time.

A pilot project on the health care of the citizens is tried out in Shilin, Beitou and Neihu districts. 50 tele-medical care stations are set up. A service center for health care of the citizens is set up in the Taipei City Hospital to provide digital services.

4.08

The Bureau of National Health Insurance visits the Taipei City Long-Term Care Management Center to share experience in the promotion of long-term care, the work of the front-line workers, and the online operation of the long-term care information system, for reference of the Bureau in the planning of the long-term care insurance in the future.

4.13

Training programs on the management of official documents are organized for new employees of the Department, employees in charge of document processing and their chiefs.

4.14

Ms Bonnie Crane Hellums, President of the Taipei-Houston Sister Cities Association, and delegates visit the Department and are received by Dr Chiu and others in person.

To prepare seed teachers for health education on the control of enterovirus infection, four training courses are organized on April 14 and 25 for school nurses, health teachers, disease control volunteers, disease control workers, neighborhood leaders, employees of the densely populated institutions, physicians and nurses of hospitals and others.

## 4月

## 大事紀要

4.15

4月15日正式成立「臺北市政府自殺防治中心」，有效整合臺北市政府各局處與民間單位之自殺防治策略與資源，提升自殺防治功效。

4.24

衛生局與台灣癌症基金會合作安排三位邁向康復國際組織（Reach to Recovery International, RRI）外賓Jeff Dunn, UICC顧問暨澳洲昆士蘭癌症中心執行長、Ranjit Kaur, 前RRI主席及Ann Styen, 現任RRI主席拜會郝龍斌市長，由台灣癌症基金會（FCF）副董事長彭汪嘉康院士、台灣癌症基金會執行長賴基銘醫師、台灣癌症基金會副執行長蔡麗娟、中華民國乳癌病友協會（TBCA）理事長孫蘭玉、中華民國乳癌病友協會秘書長林葳婕、中華民國乳癌病友協會顧問古宜暄及衛生局局長邱文祥等陪同。

4.28

因應全球疫情不斷蔓延，行政院衛生署於4月27日公告H1N1新型流感為第一類法定傳染病。4月28日中央政府成立「疫情指揮中心」，市府亦於同日成立「臺北市災害應變中心H1N1新型流感疫情2級開設」。

召開「臺北市發展遲緩兒早期療育服務網」專案啟動會議，期望建構跨局處資訊與服務的整合，以提升行政服務績效。

4.30

為防H1N1新型流感可能大流行引發民眾驚慌，恐引起市面上口罩缺貨，衛生局與臺北市藥師公會於98年4月29日調查臺北市42家藥局，均未發現有囤積口罩或哄抬價格等相關情事。另衛生局98年4月30日函請各相關公會轉知會員，勿囤積口罩或哄抬價格，如有發現前揭情事，立即主動通報。並請資訊室於衛生局網站揭示「請業者勿囤積口罩或哄抬價格，民眾如發現前揭事項，請主動通報衛生局」。

4.31

依據「臺北市政府衛生局精神疾病防治諮詢委員會作業要點」設立臺北市政府衛生局精神疾病防治諮詢委員會委員共13人，職掌（一）促進民眾心理衛生政策之諮詢事項。（二）精神疾病防治研究計畫之諮詢事項。（三）精神照護機構設立之諮詢事項。

## Apr.

## Major events

4.15

The Taipei City Suicide Prevention Center is inaugurated on April 15 to integrate strategies and resources of all departments of the City Government and private sectors, and thus to upgrade the effects of suicide prevention.

4.24

Through the arrangement of the Department and the Formosan Cancer Foundation, Dr Jeff Dunn of the Reach to Recovery International (RRI), Dr Ranjit Kaur, former President of RRI, and Dr Ann Styen, current President of RRI, call on Mayor Hau.

4.28

The Department of Health of the Executive Yuan announces on April 27 H1N1 novel influenza as a Category I notifiable disease. On April 28, the National Epidemic Command Center is set up; and the Taipei City Emergency Operation Center against H1N1 Novel Influenza is set up at the same time.

A meeting on the service network for children of retarded development is activated to establish a cross-departmental information and service system to upgrade service quality.

4.30

To prevent people from the panic of the H1N1 novel influenza and thus rushing to buy in quantity masks, a survey of 42 pharmacies in Taipei City on the availability of masks is conducted together with the Taipei City Pharmacists Association. The masks are in sufficient supply. The Department officially notifies the relevant associations to remind their members not to hoard the supplies for higher prices. If such cases are detected, report immediately. The message is also posted on the web of the Department for information of the general public.

4.31

## 5月

## 大事紀要

- 5.01 修正「臺北市政府衛生局所屬市立聯合醫院社會服務暨醫療救助金管理要點」。
- 5.03 為提升民眾對氣喘防治之認知，衛生局與臺灣氣喘衛教學會假臺北市自來水博物館辦理2009年世界氣喘日「上面啾啾啾，下面咻咻咻，上下呼吸道，控制齊做到」園遊會，提供中醫氣喘衛教諮詢、養生茶飲、穴位敷貼試貼、市民健康卡申辦服務及氣喘衛教諮詢等服務，共計2,010人參加。
- 5.04 編印「臺北市政府衛生局公務統計方案」分送臺北市政府衛生局相關填報處室參用。
- 舉辦「98年度溫泉業衛生自主管理認證授證典禮」，授證業者共19家。
- 5.05 召開「98年度早期療育社區公衛醫療群試辦計畫」專家會議，研訂早療診所評核指標及訂定「早期療育診所」輔導訪查表，共9人與會。
- 98年度臺北市政府衛生局統籌款執行審查工作小組第1次公共衛生學門審查會議。
- 5.06 AIC公司（人力仲介公司）董事長阮氏清嫻帶隊來訪，含越南衛生單位副省長及醫院院長約50名外賓參訪團參訪臺北市政府衛生局，參訪主題為：醫療管理及新型流感因應措施，李新議員及鄧素文副局長等親自接待。
- 5.08 假公務人力發展中心2樓卓越堂辦理「臺北市98年度國際護士節慶祝大會」活動，會中表揚臺北市績優護理人員，共500人參加。
- 5.13 通過財團法人全國認證基金會（TAF）展延及增項認證（增項項目：汞、甲醇、抗氧化劑、三聚氰胺）。
- 5.14 依臺北市政府衛生局暨所屬機關提升政府服務品質實施計畫，於5月14日至6月11日期間進行12區健康服務中心為民服務不定期查核。
- 5.17 為提升民眾對高血壓防治之認知，衛生局與臺灣心臟基金會、學會及台灣高血壓醫學會假臺北市國父紀念館西側廣場辦理「2009年世界高血壓日」園遊會，提供量血壓及衛教諮詢服務，共計750人參加。

## May

## Major events

- 5.01 The set of Guidelines on the Management of Funds for Social Service and Medical Subsidies by the Taipei City Hospital is amended.
- 5.03 To make people understand better about the prevention of asthma, a garden party is held together with the Taiwan Asthma Education Association to offer counseling for 2,010 participants.
- 5.04 A Statistics Yearbook of Taipei City is published and distributed.
- A ceremony is held to present certifications to 19 hot-spring enterprises for their achievement in the self-management for sanitation.
- 5.05 An expert meeting of the pilot project on the establishment of community health and medical care groups for the early care of children is held to decide on evaluation indicators of institutions for early care in a survey form. Nine experts are present.
- The first review of the task force on the use for public health of the unified fund is held.
- 5.06 Mrs Nuyuan, President of AIC/Vietnam, leads a group to visit the Department, focusing on management of medical care and response to the novel influenza.
- 5.08 A ceremony is held to celebrate the International Nurse's Day; some 500 participants are present.
- 5.13 Extension and additional items for accreditation (for mercury, methyl alcohol, anti-oxidant and melamine) of TAF are approved.
- 5.14 In accordance with Regulations Governing Improvement of Service Quality, services of the 12 district health centers are inspected at any time.
- 5.17 To make the public understand more about the prevention of hypertension, a garden party is held on the World Hypertension Day at the Sun Yat-sen Memorial Hall together with the Taiwan Cardiology Foundation, Association, and the Taiwan Hypertension Association. Measurement of blood pressure and health education are offered to 750 participants.

## 5月

## 大事紀要

5.28

會同臺北市調查處前往南聯公司南崁倉庫，執行行政查封檢出古柯鹼的「紅牛飲料」食品，經清查總共進口2萬1,269箱，其中市場上鋪貨4,104箱。案經業者向行政院衛生署申請複驗結果未檢出古柯鹼後，始予放行產品。

## 6月

## 大事紀要

6.01

菸品健康福利捐調漲首日起，結合菸品健康福利捐辦識標誌訪查計畫，由訪查人員至販賣菸品之商家宣導，於6月至8月計完成4,069家。

衛生局接受市政府98年度公文處理成效檢核，針對上年度缺失及建議事項進行複檢，檢核委員對於複檢核結果提出10點建言，至於上年度缺失皆已改進。

建置衛生局活動報名服務系統-臺北健走嘉年華。3場次共計4,400人次透過系統報名參加活動。

6.02

臺北市松山區健康中心前主任王維政業奉准退休卸任，由新任主任周真貞接任，同日履新。新任周真貞主任原任臺北市信義區健康中心個案管理組組長。

6.04

4月8日至6月4日配合體育處執行游泳池聯檢，共查核107家，查核結果共96家合格，5家停業或裝修，6家不合格，依「臺北市營業衛生管理自治條例」處以罰鍰，並令其限期改善。

6.11

假臺北市立聯合醫院仁愛院區辦理「98年度失智症醫療照護專業人員教育訓練」初階課程，參加學員包括12區健康服務中心及醫療院所等失智症相關業務專業人員。

6.12

香港「九龍樂善堂」參訪團等35人拜會衛生局，由鄧素文副局長接待，陳信誠專門委員、疾病管制處處長顏慕庸、醫護管理處處長高偉君、企劃處處長何叔安與會。

6.13

配合教育局假中正紀念堂自由廣場辦理2009年「教育關懷、反毒、反黑、反飆車、全民國防」五合一擴大宣導活動，支援設攤宣導活動，採宣導海報張貼、遊戲問答、發送文宣品等方式進行，宣導人次約500人次。

## May

## Major events

5.28

The beverage, "Red Cow", is suspected to contain cocaine. A total of 21,269 cases are imported. No cocaine is found after re-testing by the Department of Health of the Executive Yuan.

## Jun.

## Major events

6.01

The surcharge on tobacco products is raised. 4,069 firms are inspected for their practice.

The Department is inspected of their document processing. Ten recommendations for improvement are made and acted on.

A Taipei Walking Fair is held in three sessions for 4,400 person-times applying through the information system.

6.02

Dr Wang, Director of the Songshan District Health Center retires, and is succeeded by Ms Zhou.

6.04

Inspection of 107 swimming pools is conducted jointly with the Department of Physical Education. 96 of them pass the inspection; five suspend operation; and six fail in the inspection and are order to make improvement in time.

6.11

A basic course for the training of professionals for the medical care of the dementia is held at the Renai Branch. Participants include dementia control-related workers of the district health centers and medical care institutions.

6.12

35 visitors from Hong Kong visit the Department.

6.13

A five-in-one campaign is held at the Freedom Square jointly with the Education Department for 500 some person-times.

## 6月

## 大事紀要

6.18

郝龍斌市長率隊「探視北投區湖田里竹子湖路居家受照護市民」視察活動，除關懷慰問市民健康外，亦實際瞭解「市民健康生活照護客服中心」提供視訊連線之實際服務情形。訂於98年底啟動全市「市民健康生活照護服務」，並設置257個「遠距照護站」。

6.19

世界衛生組織於6月17日宣布將H1N1新流感疫情等級提升為全球大流行（第六級），屬溫和大流行。中央疫情指揮中心亦於6月19日將H1N1新型流感自第一類法定傳染病項下移除，改依第四類法定傳染病之流感併發重症之相關規範進行通報，此期配合中央將防疫政策由「圍堵」轉為「減災」，以醫療體系動員及保全社區防疫為主。

6.20

為響應行政院衛生署推動「健走」之政策，帶動「健走」運動風潮，促進市民身心健康，衛生局於98年6月20日、8月1日及9月5日分別於大安區、萬華區及松山區舉辦「2009臺北健走嘉年華」活動，共計5,024人參與。

6.25

衛生局於臺安醫院健康管理大樓4樓演講廳辦理98年度「到府坐月子服務機構暨產後護理機構」教育訓練，參與人數計150人次。

毒品危害防制中心網站25日上線。

臺北市醫療安全督導考核於6月25日至8月24日進行，共有37家醫院參與，經衛生局醫療安全委員評核後，有14家醫院榮獲特優。

進行臺北市「98年度醫院火災緊急應變督導考核」，共訪評38家醫院及8家院區，另完成「98年度醫院火災緊急應變計畫」書面審查，共39家醫院及8家院區。

6.26

為民眾食的安全，自98年6月26日至7月30日共計稽查1,290家次業者使用之油炸油，包括270家連鎖速食店及油炸油餐飲業者，查獲麥當勞、拿波里、達美樂及肯德基等4家使用濾油粉，總計抽驗132件油樣品，共有36件酸價大於2.0不符規定，其中21件已複抽並符合規定，1家已歇業，另14件已現場通知立即換油改善並發布8則新聞建立資訊專區，適時提供消費者最新稽查結果及食品衛生新知。

## Jun.

## Major events

6.18

Mayor Hau leads a group to inspect the home care services to understand the operation of the Taipei City Health Care Service Center. The Center provides online service to the public. 257 tele-care stations are set up.

6.19

The World Health Organization announces that H1N1 novel influenza infection be a global infection of Level-6; a mild infection, however. The National Epidemic Command Center removes H1N1 novel influenza from Category I notifiable disease, and places it under Category IV notifiable disease for reporting. The control strategy moves from "containment" to "harm-reduction", focusing on community control of disease.

6.20

In response to the "walking for health" policy of the Department of Health, the Executive Yuan, walking campaigns are held on June 20, August 1, and September 5 in Daan, Wanhua and Songshan districts for 5,024 participants.

6.25

Training for workers of post-partum home care institutions and post-partum nursing care institutions is held for 150 person-times.

The Drug Hazards Prevention Center web is placed online.

Inspection of medical care safety is conducted on June 25 through August 24 for 37 hospitals. 14 of them are awarded excellence.

Inspection the emergency response to fire disaster is conducted for 38 hospitals and 8 branches. Document review is also made for 39 hospitals and 8 branches.

6.26

To safeguard food safety, oil used for deep fry in 1,290 food firms is inspected. They include 270 fast-food chain stores. The McDonald's, Napoli's Pizza, Domino's Pizza and Kentucky Fried Chicken are found to use oil-filtering powder. In total, 132 specimens are tested; and acid value in 36 of them is higher than 2.0, not meeting the standard. 21 specimens are re-tested and qualified. One store has suspended business. 14 stores are told on-spot to make improvement. Eight pieces of news are released to timely inform the public of the results of inspection and also new information on food safety.



## 6月

### 大事紀要

6.29

衛生局基於「建構優質、健康生育環境」之目標，為積極推動母嬰親善環境；全國率先制定「臺北市公共場所母乳哺育自治條例」歷經四年的努力於98年6月29日市議會三讀通過。

6.30

編印「97年臺北市衛生統計年報」分送相關機關及單位參用，並將資料上載於臺北市政府衛生局網站「衛生統計資訊」專區。

辦理改善所屬市立聯合醫院公共衛生基礎建設計畫子計畫/編號95003-8-001-4.7.8等3案成果報告委員審查會議。

## 7月

### 大事紀要

7.01

建置衛生局活動報名服務系統-「2009靚媽、酷爸、Q寶打造幸福之堡」。寶寶爬行等親子活動5場次共計1,000位寶寶與家庭報名參與活動。

7.03

召開臺北市政府第4屆第2次醫師懲戒委員會，討論提案為虛報醫療費用、開具不實之診斷書及巴氏量表、產品不當代言共3案。

7.07

北臺區域發展推動組98年第2次幕僚會議暨各議題組推動計畫研商會議。

7.11

公告臺北市24處公園（含廣場及動物園）公告為禁菸場所，違法吸菸者罰二千元至一萬元罰鍰。

為淨化廣告，假臺北市立聯合醫院仁愛院區辦理講習班。

7.15

- (1) 98年7月15日：辦理「傳播媒體業者講習班」，計59家業者82人與會。
- (2) 98年9月10日：辦理「食品業者講習班」，計97家業者134人參加。
- (3) 98年10月6日：辦理「淨化廣告-藥商、化粧品業者講習班」，計101家業者139人參加。

## Jun.

### Major events

6.29

The mother-infant friendly environment is created. A set of Guidelines on Breast-Feeding in Public Places, the first one in the country, is formulated. The Guidelines are, after four years, passed by the City Council.

6.30

The Taipei City Statistics Yearbook is published and distributed. Information is also posted on the special zone of the website.

Results of the plan for the improvement of public health infrastructures in the Taipei City Hospital are reported to the Committee for review.

## Jul.

### Major events

7.01

A system for registration for activities of the Department is set up. Five sessions of parent-children activities are held for 1,000 participants.

7.03

The second meeting of the Physician Disciplinary Committee is held to discuss three cases of dishonest reporting for reimbursement of medical fees, dishonest diagnosis on the Bart's scale, and inappropriate acting for products.

7.07

The second meeting of the Northern Taiwan Regional Development Promotion Group is held. Workshops on issue-related programs are also held.

7.11

24 parks in Taipei City are announced non-smoking. Violators are fined NT\$ 2,000 to 10,000.

Training courses on the management of advertisement are held at the Renai Branch.

7.15

- (1) Training course for 82 persons from 59 media firms on July 15;
- (2) Training course for 134 persons from 97 food industries on September 10;
- (3) Training course for 139 persons from 102 pharmaceutical and cosmetics dealers.

7月

## 大事紀要

7.16

配合「臺北市各機關推動性別主流化實施計畫」，衛生局於301會議室辦理「性別意識培力課程」邀請臺灣大學教授張珣授課，透過簡介性別主流化概念及性別議題相關課程，培養同仁性別敏感度，以利納入日常業務考量中。

辦理護理人員執業執照換發作業，符合換照人數約2萬1,000人，完成共1萬9,500人（98%），預計於99年6月19日完成。

7.19

與社會局、財團法人臺北市松陽社會福利事業基金會假西門徒步區峨嵋街漢中街口廣場共同主辦98年度反毒宣導競賽活動-「舞動年少，活力四射」街舞大賽，另設置互動式攤位辦理主題宣導及闖關活動，分別計約500人次參與。

(1) 98年7月19日（初賽），報名參賽隊伍計31隊，其中15隊伍晉級於同年8月2日進行決賽。

(2) 98年8月2日（複賽），計15隊晉級決賽，決賽頒發冠軍、亞軍、季軍及特別獎2隊。

7.21

衛生局修正「臺北市老人健康檢查補助實施辦法」，臺北市府於98年7月21日府法三字第09835119400號令修正，98年9月23日奉市長核定「臺北市老人健康檢查行政契約」部分條文修正。衛生局98年老人健康檢查醫院品質分析：評核優良的有臺大醫院、馬偕醫院、臺北市立聯合醫院陽明院區、長庚醫院、新光醫院。

7.22

行政院經濟建設委員會由劉玉蘭參事帶隊至臺北市召開「長期照護保險規劃暨縣市溝通座談會」會議，為就長照保險規劃方向、「我國長期照顧十年計畫」之推動與對縣市政府之影響等議題進行深度溝通，並聽取縣市政府之建言，與會人員包括內政部代表、衛生署代表、健保局代表及衛生局與社會局等代表，共計38人與會。

7.25

台北長庚醫院通報瓊斯盃球員發生疑似食品中毒事件，共有3隊（伊朗、韓國、中華）6人因嘔吐、腹瀉等急性腸胃炎症狀就醫，因5件人體檢體檢驗結果檢出腸炎弧菌，依其潛伏期及流行病學判定為腸炎弧菌引起的食品中毒事件。

Jul.

## Major events

7.16

To develop sensitivity to sexual difference, a training course is held for staff of the Department.

Renewal of practice licenses for nurses is conducted. Of the 21,000 some nurses required for renewal, 19,500 have renewed their licenses, at a rate of 98%. Renewal will be completed on June 19.

7.19

A street dance contest is held to propagate the concept of drug control for 500 person-times.

(1) the primary contest on July 19; 31 teams enter the contest, and 15 are chosen for the final;

(2) the semi-final contest on August 2; 15 teams make to the final, and winners are decided.

7.21

The set of Implementation Measures on Subsidies to Health Examination for the Elderly in Taipei City is amended. The contract on the health examination for the elderly is partially amended. Quality analysis of the Department shows that the following hospitals are of high-quality: the NTUH, Makay Memorial, Yangming Branch, Chang Gung Memorial, and Shin-Kong hospitals.

7.22

A coordination meeting of counties and cities on the planning of the long-term care insurance is held to discuss directions of the long-term care insurance, review of the long-term care programs in the past ten years, and impact of the plan on counties and cities. Comments of counties and cities are solicited. 38 persons are present at this meeting.

7.25

A food poisoning incident in members of the Jone's Basketball Games is reported by the Chang Gung Hospital. Members of three teams (Iran, Korea and Chinese Taipei) are medicated for vomiting, diarrhea and acute gastro-enteritis. In five human specimens, enteropathogenic E. coli is detected. From its incubation period and epidemiology, the incident is decided to be food poisoning due to E. coli.

7月

## 大事紀要

7.30

衛生局副局長鄧素文調任行政院衛生署護理及健康照護處處長，陳正誠主任秘書調陞副局長及林金富處長調陞主任秘書，另姜郁美簡任技正兼代藥物食品處處長。

為加強化粧品業者知法守法的觀念，假臺北市立聯合醫院仁愛院區辦理「98年度化粧品業者講習會」。

- (1) 98年7月30日，計159人參加。
- (2) 98年8月4日，計123人參加。

7.31

為加強低收入戶及高危險群國中女兒之子宮頸癌防治效果，保障健康，衛生局利用有限經費購置600劑人類乳突病毒疫苗（HPV）（每人需接種3劑），免費提供200位願意接種疫苗之前述對象之國中女兒施打，並自96年12月1日起開始執行，截至98年7月31日止計有200位完成第1劑疫苗接種，執行率達100%。衛生局所提供接種對象200名，已全數接種完畢。

7月份全面檢測臺北市學校88家、業者86家游泳池水質餘氯，經輔導改善後複驗均符合規定。

7月1日至31日配合商業處辦理「98年度第2次登記有案之八大行業營業場所聯合檢查」共172家次，有16家不符規定，依臺北市營業衛生管理自治條例處辦。

8月

## 大事紀要

8.02

與臺北市立聯合醫院共同舉辦第二屆預防乳癌國際研討會，約150人參加

8.03

為落實職期輪調，聯合醫院院本部副院長陳潤秋調整督導和平院區，原督導中興院區副院長劉秀雯調整督導仁愛院區，原督導仁愛院區副院長翁林仲調整院本部副院長，原督導和平院區副院長璩大成調整督導中興院區。

Jul.

## Major events

7.30

Ms Deng, Deputy Commissioner of the Department is promoted to Director-General of the Bureau of Nursing and Health Care of the Department of Health, the Executive Yuan; Mr Chen succeeds her, and Mr Lin is the Secretary-General. Ms Jiang is acting for Director of the Food and Drug Division.

To make cosmetics dealers understand better about relevant laws and regulations, workshops are held, 1) on July 30 for 159 persons, and 2) on August 4 for 123 persons.

7.31

To improve the prevention of cervical cancer in junior high girl students of low income families and high-risk groups, the Department has, from its limited budget, procured 600 doses of HPV (three doses per person) for free immunization of junior high girl students who are willing to accept the immunization. Immunization began on December 1, 2007, and by July 31, 2009, 200 students had completed the first dose, at a rate of 100%. The 200 students to be immunized have completed their immunization.

86 swimming pools in 88 schools are inspected for residual chloride in water. After supervision for improvement, all have passed the inspection.

Inspection of the sanitary conditions of the eight special businesses is conducted on July 1 through 31 together with the Department of Commerce. In total, 172 firms are inspected; 16 of them fail the inspection and are processed according to regulations.

Aug.

## Major events

8.02

The second International Symposium on the Prevention of Breast Cancer is held jointly with the Taipei City Hospital for 150 participants.

8.03

For job rotation, Dr Chen of the Taipei City Hospital is appointed to supervise the Heping Branch; Dr Liu, Deputy Superintendent of the Zhongxing Branch is to supervise the Renai Branch; Dr Wong, Deputy Superintendent of the Renai Branch is appointed Deputy Superintendent of the Taipei City Hospital, Dr Xu, Deputy Superintendent of the Heping Branch, is now to supervise the Zhongxing Branch.

8月

## 大事紀要

8.03

因應7月17日中央疫情指揮中心宣布全國首例本土新型流感確認病例，及臺北市首例新型流感死亡病例，市府災害應變中心於8月3日恢復開設。臺北市災害應變中心每週二、五相關局處定期開會，掌握重症病房調度、抗病毒藥物及其他防疫物資之儲備與使用，密切掌握疫情發展，以因應後續疫情。此時臺北市防疫作為主要為監控群聚感染之發生，同時針對開學後可能引起之另一波疫情，訂定停課原則及相關防疫措施。

8.05

衛生局舉辦「國家品質標章成果觀摩會-SNQ醫心守護臺北市」，分享臺北市立聯合醫院忠孝、仁愛、陽明、婦幼院區、臺北市立萬芳醫院榮獲「SNQ國家品質標章」的經驗。

8.14

行政院衛生署請衛生局接待美國公共衛生7名專家，邱文祥局長親自接待，林秀亮副局長、陳正誠副局長、林金富主任秘書、陳信誠專門委員、姜郁美簡任技正、藥物食品管理處處長、醫護管理處高偉君處長、疾病管制處顏慕庸處長、健康管理處游麗惠處長、企劃處何叔安處長、聯合醫院副總院長黃遵誠、汪蘋副總院長、翁林仲副院長與會。

8.15

衛生局支援八八水災災區醫療救護隊圓滿達成任務，成員包括臺北市立聯合醫院中興、和平院區2名醫師、4名護理人員、2名藥師及2名駕駛共10人，以及2輛加護型救護車投入災區巡迴醫療服務，於8月12至15日期間，共計服務516人次。另由疾病管制處支援漂白水2,584瓶，口罩1萬2,000片由防疫人員1名協運至屏東縣。

8.17

臺北市衛生局98年度年中記者會暨母乳庫座談會。

8.21

中華民國98年8月21日臺北市府（98）府法三字第○九八三五六三八四○○號令修正『臺北市衛生檢驗申請及收費辦法』。

Aug.

## Major events

8.03

To face the first confirmed indigenous case of the novel influenza announced by the National Epidemic Command Center and the first death of the novel influenza in Taipei City, the Emergency Operation Center of Taipei City is activated again on August 3. The Center meets on Tuesdays and Fridays to monitor the allocation of hospital beds for critical cases, the storage of anti-virus medicines and other disease control supplies and their use, and to understand the development of the epidemic situations. The goal of disease control in Taipei City is to monitor the occurrence of herd infection. The likely outbreaks of infection after schools open are watched carefully, and relevant regulations concerning suspension of classes and disease control measures are formulated.

8.05

A presentation of the achievements in the National Quality Logo is held by the Department to share experience of the Zhongxiao, Renai, Yangming, Women and Children branches of the Taipei City Hospital, and the Municipal Wanfang Hospital.

8.14

The Department of Health of the Executive Yuan requests the City Health Department to receive seven public health experts. They are received by Dr Chiu and others in person.

8.15

Support of the medical and rescue teams of the Department to the August 8 flood is completed. Members of the team include two physicians from the Zhongxing and Heping branches, four nurses, two pharmacists, and two drivers, totaling 10. Two ICU-type vans are used for mobile medical care services. In the period between August 12 and 15, the team has served 516 person-times. The Division for Disease Control and Prevention provides 2,584 bottles of bleaching agent and 12,000 pieces of masks. They are delivered by a disease control worker.

8.17

The 2009 mid-year press conference of the Department and meeting on breast-milk bank are held.

8.21

The set of Regulations Governing Applications for Laboratory Testing and Fees is amended.

8月

## 大事紀要

8.24

編印「97年臺北市生命（死因）統計」分送相關機關及單位參用，並將資料上載於臺北市政府衛生局網站「生命（死因）統計資訊」專區。

8.25

8月25日至8月26日於臺北市福華飯店文教會館辦理「ANMC21 2009防疫危機管理國際研討會」。邀集疾病管制局暨各分局、各縣市衛生局、醫療院所參與。其中針對新型流感議題與日本東京衛生專家、各縣市衛生局做防疫意見及經驗交流。

辦理2009年台北鳳梨酥文化節暨推廣健康烘焙系列活動，與台北市糕餅商業同業公會聯手推出以「二代全麥」麵粉作為創意研發的主要基底，製作「三多一不（美味多一點、纖維多一點、創意多一點、不含反式脂肪酸）」增纖養生鳳梨酥。

西園醫院參訪臺北市政府衛生局醫護管理處（心理衛生）、健康管理處（成人及中老年、兒童及青少年、健康促進、癌症防治、婦幼及優生保健）等業務。

8.27

民眾同時檢舉臺北市210家商號無照販售「維士比」、「保力達B」等屬指示藥品之案件，衛生局成立「專案聯合稽查」小組，98年8月27日及28日兵分10路前往稽查，另98年10月20日及22日於衛生局5區聯合稽查分隊辦理教育訓練活動，計約200人參加。

8.28

於衛生局網站建置「2009臺北聽奧-緊急醫療救護服務專區」。傷病患情資通報共計639件、疑似傳染病通報共計36件/通報紀錄727筆。

8月28日至9月4日間，衛生局組成公文成效檢核小組，針對97年度成績評定非屬「特優」及「優等」機關進行實地檢核工作，期各機關能依循市府標準辦理公文書處理相關作業，確保辦理時限及文書品質。

Aug.

## Major events

8.24

The 2008 Vital Statistics (Causes of Death) Yearbook is compiled and distributed to organizations concerned. The information is also posted on the special zone of the website.

8.25

The International Symposium on the Management of Disease Control Risks – ANMC21 2009 is held. Participants come from the Centers for Disease Control of the Department of Health, the Executive Yuan, their branch bureaus, county/city health bureaus, and medical care institutions. Experience in the control of the novel influenza is shared with experts from Japan.

A series of activities on the baking of pineapple cake and healthy baking are held together with the Taipei Bakery Association. The three-more one-no (more tasty, more fiber, more innovation, and no trans-fat) pineapple cake is promoted.

The Xiyuan Hospital takes part in the mental health activities of the Medical Affairs Division of the Department and health promotion for adults and the elderly, children and adolescents, cancer prevention, maternal and child health and genetic health activities of the Health Promotion Division.

8.27

Reports are received from the public that 210 firms without license are selling drinks such as Whisbih and Paolyta B that contain designated drugs. The Department soon forms a special-project inspection team to investigate the matter on August 27 and 28. Training programs are also organized for the joint inspection teams on October 20 to 22 for 200 participants.

8.28

A special zone for medical care and rescue during the Deaflympics Games is set up in the website of the Department. 639 cases have been reported; of them, 36 are suspected communicable disease cases.

An inspection team on the processing of official documents is formed on August 28 through September 4 to inspect institutions that were not rated excellent or good in 2008, hoping all institutions will follow the standard operational procedures to process their documents timely and with good quality.

## 8月

## 大事紀要

8.29

與台北市糕餅商業同業公會辦理「2009臺北鳳梨酥文化節嘉年華會-星光大道」健康烘焙食品—增纖養生鳳梨酥創意競賽系列活動，當日請吳清基副市長蒞臨致詞及頒獎。該公會於現場除募得100萬元善款外，消費者每購買一盒鳳梨酥該公會再配合捐出10元捐助88水災災民。

8.31

宣導「市民健康卡」集點活動辦法與內容，自8月31日起至9月10日止，辦理「市民健康卡」網路有獎徵答活動。

配合98年度「暑期保護青少年-青春專案」藥物濫用防制宣導，結合各局處及民間資源，針對反毒相關主題，包含：藥物濫用防制、反毒、菸害防制、性教育、愛滋預防、心理衛生、自殺防治、性侵害防治，辦理社區多元、多樣性宣導活動，98年7月至8月辦理49場次，宣導人次6,898人次。另暑假期間配合商業處進行八大行業營業場所之聯合稽查，同步執行藥物濫用防制、反毒、菸害防制宣導計172場次。

## 9月

## 大事紀要

9.01

配合疾病管制局克流感有償撥用方案，臺北市截至12月31日止計有46家基層院所參與。

9.04

自8月15日健保開始給付克流感後，臺北市結合社區醫療院所，成立社區新型流感快篩服務中心，提供市民快速方便之醫療服務，截至12月31日止計有211家（醫院34家，診所178家）。另結合社區藥局，成立社區流感諮詢中心，提供市民流感的諮詢服務，截至12月31日止共363家藥局參與。

9.05

衛生局於9月5日至12月31日辦理「臺北市新生兒聽力篩檢推廣試辦計畫」，讓臺北市出生之新生兒，均能接受聽力篩檢，使能及早發現問題並適時療育，減少聽損的發生。

## Aug.

## Major events

8.29

A Taipei City pineapple cake festival is held jointly with the Taipei City Bakery Association to advocate healthy pineapple cakes of high fiber. Donations are solicited on the spot, and also, for every pack of the cakes sold, the Association contributes NT 10, for assistance to victims of the August 8 flood.

8.31

The Wellness Card is promoted. A quiz is held on the Internet on August 31 to September 10.

For the control of drug abuse, in collaboration with departments concerned and private sector resources, and focusing on themes such as control of drug abuse, anti-drug, prevention of tobacco hazards, sex education, control of AIDS, mental health, suicide prevention, and prevention of sexual assaults, several campaigns are held, 49 in July and August, for 6,898 person-times. During the summer vacation time, inspection of the eight special businesses is conducted together with the Department of Commerce. 172 sessions of campaigns against drug abuse and tobacco hazards are held.

## Sep.

## Major events

9.01

By December 31, 46 primary care institutions in Taipei City have participated in the plan for the appropriation of Tamiflu implemented by the Centers for Disease Control of the Department of Health, the Executive Yuan.

9.04

Tamiflu is reimbursable by the National Health Insurance since August 15. In collaboration with community medical care institutions, community screening service centers for the novel influenza are set up to provide the public with quick and convenient screening. By December 31, there are 211 such centers (34 hospitals and 178 clinics). Together with community pharmacies, community influenza counseling centers are set up. By December 31, there are 363 pharmacies involved in this project.

9.05

The pilot project on the hearing screening for the newborns is tried out on September 5 through December 31. All newborns of Taipei City are eligible. The screening should detect disorders earlier for timely treatment to reduce impairment of hearing.

9月

## 大事紀要

9.05

配合聽奧辦理期間，防疫業務順利執行，透過防疫網絡機制完善控制疫情研擬相關防疫策略，快速應變時事所需；啟動中央及跨縣市防疫聯防，使聽奧防疫工作如虎添翼；依聽奧外賓、觀賽民眾等不同族群，製作各類文宣、手語光碟、大型標語，透過信件、媒體、網路、公車、張貼賽場門口等，有效輔助聽奧傳染病防治效果。在旅館及賽場、轉運中心管制節點普設酒精落實手部清消，以及透過網路通報機制，及時介入防疫調查處置等，均為聽奧防疫作業運作成功之關鍵因素。

9.07

辦理「中央廚房衛生優良自主管理標章認證計畫說明會暨餐飲業者良好衛生規範（含油炸油管制基準與換油執行方法說明）衛生講習」，計228人參加說明會暨衛生講習。63家（包含首次及再次）報名參加OK標章認證計畫。

9.15

統計「2009年臺北聽障奧林匹克運動會」醫護組任務，包含防疫、緊急醫療及食品衛生管理相關業務，醫療動員2,168人次，服務524人次（後送54人次）。

配合聽障奧運，協助外國參賽隊伍申報隨行攜帶之藥物。

9.19

衛生局與社團法人台灣失智症協會假天母棒球場外廣場辦理「2009年國際失智症日—GO!GO!一起來!」宣導活動，共計2,000人參加。

9.20

為關懷婦幼健康，於8月至9月舉辦5場「靚媽、酷爸、Q寶，打造幸福之堡」趣味競賽親子活動，喚起民眾對幼兒發展之重視。

9.24

訂定「臺北市政府藥師懲戒委員會設置要點」，業經臺北市政府人事處98年7月3日府授人一字第09830564100號函發布在案，委員聘任事宜亦於98年8月27日完成，復於98年9月24日函送行政院衛生署臺北市藥師懲戒委員會委員名冊，宣告臺北市政府藥師懲戒委員會正式成立，爾後將視業務需求不定期召開。

行政院衛生署臺北醫院安排大陸甘肅省17名受訓學員至士林區健康服務中心參訪。

Sep.

## Major events

9.05

For disease control during the Deaflympics Games period, the disease control network mechanism is used to implement disease control measures and respond to outbreaks. The national and county/city disease control networks are activated at the same time. Educational materials are produced for different groups and mass media are used to promote disease control education.

9.07

Workshops are held to elaborate on the self-management for sanitation and good sanitary practice (including management of oil for deep fry and change of oil measures) of food and beverage industries for 228 participants. 63 firms (first time and reapplication) apply for the OK certification.

9.15

Work of the medical team during the Deaflympics Games includes disease control, emergency care, and management of food sanitation. 2,168 person-times of medical personnel provide services 524 person-times (including 54 person-times of evacuation).

During the Deaflympics Games, international athletes are assisted in making claims on the drugs they carry with them.

9.19

A campaign on the World Dementia Day is held jointly with the Taiwan Dementia Association in Tienmu for 2,000 participants.

9.20

For the health of mothers and children, five parent-children educational activities are held in August and September to urge the public to place more importance on the health of mothers and children.

9.24

A set of Guidelines Governing the Establishment of Pharmacist Disciplinary Committee is formulated and announced. Members of the Committee are invited. Names of the members are submitted to the Department of Health of the Executive Yuan. The Committee is thus officially inaugurated and will meet at times.

17 trainees from Gansu Province of China under training at the DOH Taipei Hospital visit the Shilin Health Center.

9月

## 大事紀要

9.24

訂定「臺北市社區精神病友就業輔導工作實施計畫」，並與臺北市政府勞工局合作協助精神病人以環保清潔工作為主軸，提供職前訓練、實務演練、支持性就業服務輔導人員，及協同相關單位提供必要之醫療及心理輔導服務。

9.25

臺北縣軟網賽民眾36人食用東門鴨莊供應之便當後，發生疑似食品中毒症狀後就醫，檢驗結果18件人體檢體檢出沙門氏桿菌血清型Group D/09，1件食餘檢體檢出相同病原菌。依據行政院衛生署「食品中毒病因物質判定標準」，判定東門鴨莊因供膳料理不當，引起沙門氏桿菌食品中毒事件。

9.26

衛生局與財團法人千禧之愛健康基金會假臺北市政府市政大樓沈葆楨廳（中庭）共同辦理「『腰』您健康 從里出發-健康腰圍宣導活動」以加強民眾對代謝症候群的認知，郝龍斌市長蒞臨致詞，共計550人參加。

為追念及感謝北市歷年之器官捐贈者，由衛生局與三軍總醫院共同主辦「器官捐贈者追思感恩會」，以「感謝、慰靈、紀念」的活動方式，對器官捐贈及其家屬致敬。

9.27

衛生局與臺灣腎臟醫學會共同假中正紀念堂舉辦「Walking健走 好腎活」健走及園遊會活動，以中正紀念堂四周慢車道為健走路線，號召民眾、慢性病患者一起來健走，預防慢性腎臟病，擁有「好生活」，共計4,500人參加。

衛生局與臺灣心臟基金會、學會及中華奧會假臺北市國父紀念館東側廣場辦理「2009年世界心臟日~職場健康，從“心”開始~運動嘉年華園遊會」，提供量血壓及衛教諮詢服務，共計587人參加。

9.28

北臺灣八縣市運用「北臺食品安全聯網」共同抽驗烘焙食品344件，檢驗項目：衛生標準及防腐劑，抽驗結果：中秋月餅、糕餅抽驗291件，防腐劑檢驗全部符合規定；月餅餡料抽驗53件，防腐劑不符規定者1件，不合格率1.9%。

於臺北市立聯合醫院仁愛院區5樓小會議室召開「長照評估量表精簡會議」，會中邀請專家學者與會共同討論精簡現行長期照顧評估量表，俾利提升評估效率。

Sep.

## Major events

9.24

A plan to assist psychiatric patients for employment is formed. In collaboration with the Department of Labor Affairs, psychiatric patients are employed for environmental sanitation. Pre-service training and practice is given; and necessary medical care and psychological counseling are offered.

9.25

A suspected food poisoning incident is reported. From the 18 human specimens and one food specimen tested, Salmonella serotype Group D/09 is detected. By regulations of the Department of Health, the Executive Yuan, the case is decided to be Salmonella food poisoning due to the poor handling of the restaurant.

9.26

A campaign on healthy waistline is held at the City Hall to help the public understand more about metabolic disorders for 550 participants.

To express appreciations to the organ donors of the past years and their families, a memorial was held jointly with the Tri-Service General Hospital.

9.27

A garden party on “walking for health; care of kidney” is held together with the Taiwan Kidney Medicine Association to call for the public and the kidney disease patients to join the walking to prevent chronic kidney diseases.

A garden party is held at the Sun Yat-sen Memorial Hall together with the Taiwan Cardiology Foundation, the Association, and the Chinese Olympics Association on the World Heart Day for 587 persons. Blood pressure measurement is also provided.

9.28

The eight counties/cities in the northern Taiwan, by using the Northern Taiwan Food Safety Network, jointly sample-test 344 cases of baked food items for sanitary standards and antiseptics. Of the 291 samples of cakes for the mid-Autumn Festival, all have met requirements of antiseptics. Of the 53 stuffing of moon-cakes, one fails for antiseptics, at a rate of 1.9%.

A meeting is held at the Renai Branch to discuss the assessment scale for long-term care. Experts and scholars are invited to suggest on ways to simplify the current assessment scales for long-term care to upgrade the efficiency of assessment.



9月

## 大事紀要

9.29

為全面推動市府所屬員工養成健康自主管理觀念，利用MSN三步驟，鼓勵員工自我量測血壓、腰圍、BMI等健康指標，由衛生局規劃建置「市府好健康資訊系統」，於9月29日由郝龍斌市長在臺北市市政會議中宣布正式啟用。

9.30

98年1月至12月「到院前急診分流計畫」執行總件數共計2,067件，其中同意分流共608件。

10月

## 大事紀要

10.01

臺北市推動友善空間、環境改造、創意產業、城市安全、健康生活、節能減碳等多項成果獲得臺灣健康城市聯盟主辦「2009健康城市獎項評選」之「創新成果獎」，成功與各縣市交流與分享臺北市推動健康城市與安全社區之成果與內涵。

市民健康卡集點活動自98年10月起新增累積健康點數8點換取市立動物園及天文科學教育館優惠購票證明券之健康服務，另亦新增攝護腺癌篩檢、戒菸服務計畫及至市立聯合醫院各院區使用網路或語音預約掛號等多項集點方式，藉此強化民眾保健意識，增加健康資本，守護自己的健康，達成市民「多用健康卡、少健保卡」的觀念。

為推動臺北市政府公共衛生政策，已研議試辦1年開放臺北市醫療器材業者得在自家公司網站販售HPV自我採檢之醫療器材，相關資訊已掛放於衛生局外網。

配合行政院衛生署維護國人健康，於10月1日起實施季節性流感疫苗接種計畫，實施對象開放所有65歲以上老人公費接種、醫療機構之醫護等工作人員、衛生等單位之防疫相關人員、禽畜（雞、鴨、鵝、豬、火雞、鴿鳥）養殖等相關人員，6個月以上至國小入學前之幼兒及實施空中救護勤務人員納入實施對象。

10.03

建置衛生局活動報名服務系統-健康大樂透-我要報名癌症篩檢。10月3日至10月31日受理申請癌症篩檢服務。

Sep.

## Major events

9.29

To promote employees of the City Government in the self-care for health, they are encouraged to self-measure blood pressure, waistline, and BMI index. A health information system is set up by the Department and is activated by Mayor Hau on September 29.

9.30

In the period January through December, 2,067 patients are allocated to hospitals for care; of them, 608 patients agree to the allocation.

Oct.

## Major events

10.01

Activities such as the promotion of friendly space, reform of environment, innovative industries, city safety, healthy life and energy-saving and carbon-reduction actively promoted in Taipei City have won the innovation award of healthy city presented by the Taiwan Healthy City Alliance. The experience of Taipei City in the promotion of healthy city and safe community is shared with other counties and cities.

Beginning October, when credit points on the Wellness Card reach eight points, holders are entitled to discounts on entrance tickets to the City Zoo and the planetarium. Screening for prostate cancer, access to the smoking-cessation classes, and registration by the Internet are also added to encourage the public to collect credit points for better health, and thus to attain the goal of "more use of the Wellness Card; less use of the NHI IC Card".

To promote the public health policy of the City Government, a one-year pilot project to allow medical device dealers in Taipei City to sell HPV self-examination devices on their own webs is tried out. The information is posted on the website of the Department.

The Department of Health of the Executive Yuan, to maintain the health of the people, begins immunization against seasonal influenza on October 1. The elderly above 65, medical and nursing personnel of medical care institutions, disease control workers, poultry farming workers, children above 6 months old up to the new enrollees of primary schools, and air rescue personnel are given free immunization.

10.03

A service system for registration to all activities of the Department is set up. On October 3 through 31, registration for cancer screening is held.

10月

## 大事紀要

10.09

於臺大醫院兒醫大樓辦理「98年度早期療育社區公衛醫療群試辦計畫之成果發表會暨輔導訪查結果說明會」，活動內容有「優質早療診所的運作與服務模式」分享及輔導訪查結果說明，與會人員包括衛生局與臺北市政府社會局代表及臺北市早療診，共計20人。

10.11

臺北市衛生局與臺北縣政府衛生局、敦安社會福利基金會、董氏基金會及臺北市新光吳氏基金會等24個單位，假淡水捷運站八號廣場舉辦「2008憂鬱症篩檢日活動」，共計約2,000人次參與。

10.13

英國遠距照護服務聯盟主席Dr Malcolm Fisk拜會衛生局及專題演講，邱文祥局長親自接待。

10月13-14日假臺北市立聯合醫院疾病管制院區10樓大禮堂，辦理因應秋冬新型流感大流行跨縣市攜手防疫網研討會，參加對象包括臺北市政府衛生局暨12健康服務中心、北臺8縣市（臺北縣、基隆市、桃園縣市、宜蘭縣市、新竹縣市）衛生單位人員、臺北市立聯合醫院等，參加人數共110人。

10.15

美國過敏免疫專家Dr. Myron Zitt來訪，邱文祥局長親自接待，林秀亮行政副局長、陳正誠醫療副局長、林金富主任秘書、游麗惠處長、何叔安處長、翁林仲（醫療副總院長）、徐世達理事長、楊文理主任、吳維峰主任、溫港生醫師、蔡蕙如主任、劉玲伶主任陪同。

建置市民健康卡網路申辦系統。市民透過網路系統申請市民健康卡，系統自動分案各健康中心，各區健康中心受理線上申請案件後立即辦理健康卡核發作業。

10.16

衛生局與臺北市立聯合醫院於10月17~18日假該院仁愛院區辦理2009臺北健康城市論壇系列-「傳染病防治、保健新觀念、醫療新趨勢」國際研討會，約500人與會。

舉辦「98年死因統計研習會」，邀請衛生署長官及十二區健康服務中心死因審核承辦同仁與會，會中除講解死因資料審核要點外，並推廣死因統計結果之應用。

Oct.

## Major events

10.09

A presentation on the achievements of the pilot project of the community public health and medical care groups in early care is held at the NTUH for 20 persons. Operation of the early care clinics and their service models are presented at the meeting.

10.11

The City Health Department, the Taipei County Health Bureau and other organizations concerned join together to hold a campaign on the screening for depressive disorders in the Tamshui MRT square.

10.13

Dr Malcolm Fisk, President of the UK Tele-Care Service Alliance, visits the Department and makes a keynote speech. Dr Fisk is received by Dr Chiu in person.

A cross county/city symposium on the control of the novel influenza in autumn and winter is held at the Taipei City Hospital. Participants are from the 12 district health centers, and staff members of the eight counties and cities around Taipei (Taipei County, Keelung City, Taoyuan County/City, Ilan County/City, and Hsinchu County/City), totaling 110 persons.

10.15

Dr Myron Zitt, a US expert on allergy, visits the Department, and is received by Dr Chiu and others.

A system for the application of the Wellness Card is set up. The public can apply for the Wellness Card online; the application is automatically directed to the district health center concerned; and the Card is processed immediately.

10.16

A forum on the control of communicable diseases, new concepts in health promotion, and new trend in medical care is held together with the Taipei City Hospital at the Renai Branch for 500 participants.

A workshop on causes of death is held for officials of the Department of Health, the Executive Yuan, and staff members of the 12 district health centers. Guidelines for the review of causes of death data are explained; and use of the causes of death statistics is promoted.

10月

## 大事紀要

10.18

衛生局與中華民國骨質疏鬆症學會假臺北市101大樓北方廣場辦理「2009年世界骨質疏鬆日活動」，提供超音波檢測儀及骨鬆車檢測、通關秘笈、防跌吸鐵等衛教指導等服務，共計2,200人參加。

10.20

衛生局健康管理處處長游麗惠代表衛生局參加由「香港吸煙與健康委員會」主辦之「第三屆兩岸四地菸害防制交流研討會」，大會主題「建構無菸社會推動MPOWER」。

10.21

臺北教育大學邀請日本預防保健與健康促進專家學者參訪衛生局，邱文祥局長親自接待，林秀亮行政副局長、陳正誠醫療副局長、林金富主任秘書、陳美如（專）社區醫學科主任、12區健康服務中心主任與會。

10.23

上海市衛生局局長徐建光等9人接受臺北市政府衛生局邀訪，來臺進行兩岸衛生醫療交流，除參訪衛生局，並拜會郝龍斌市長，就兩市未來在醫療、保健、防疫、觀光醫療等議題做交流，會中中華醫療科學及技術促進交流會理事長金權、衛生局局長邱文祥、企劃處處長何叔安陪同。

10.24

為提升臺北市經濟弱勢婦女之抹片篩檢率，衛生局於10月24日、25日上午分別假萬華區行政中心及士林區行政中心辦理「6分鐘護一生~臺北市抹片篩檢活動」，低收入婦女共計219人參加子宮頸抹片篩檢。

10.28

於三軍總醫院內湖院區第一演講廳，辦理「98年度長期照顧專業人員教育訓練研討會」活動，會中邀請相關專家學者出席授課，參加對象包括臺北市醫療院所及護理機構、12區健康服務中心、老人服務中心、社會福利服務中心、長期照顧管理中心及5區服務站等相關人員，共180人參加。

10.31

臺北市政府衛生局委託臺北市立聯合醫院於12區附設門診部及社區心理衛生中心等13據點開辦社區心理諮商服務，自4月1日起，針對高風險個案實施優免評估轉介方案，自8月1日首度提供心理衛生中心夜診服務，98年度共計1,616診次，心理諮商服務5,417人次。

Oct.

## Major events

10.18

Activities are held on the World Osteoporosis Day jointly with the ROC Osteoporosis Society for 2,200 participants. Ultrasound examination, testing for osteoporosis, and education on the prevention of falls are given.

10.20

Ms You, Director of the Health Promotion Division, attends the third Symposium on the Prevention of Tobacco Hazards for Both Sides of the Strait held by the Hong Kong Smoking and Health Committee. The theme of the Symposium is "constructing a non-smoking society; promotion of MPOWER".

10.21

Preventive health and health promotion experts from Japan, at the invitation of the Taipei Normal University, visit the Department, and are received in person by Dr Chiu and others.

10.23

At the invitation of the City Health Department, Mr Xu, Commissioner of Shanghai City Health Department and delegates visit the Department for exchange. Discussions on ways to improve exchange between the two cities in medical care, health promotion, disease control, and tourism for medical care are held.

10.24

To improve the rate of Pap-smear screening for women of the less privileged groups in Taipei City, a series of "six minutes protects your whole life" activities are held in Wanhua and Shilin district administration centers for 219 women.

10.28

A symposium for long-term care professionals is held at the Tri-Service General Hospital for 180 participants from medical care institutions and nursing care institutions in Taipei City, and the 12 district health centers, the Long-Term Care Management Center, and five district service stations.

10.31

The Taipei City Hospital is entrusted by the City Health Department to start mental health counseling services at its 12 affiliated clinics and community mental health centers. Night clinics are open on August 1. In 2009, services had been offered 1,616 clinic-times; and mental health counseling 5,417 person-times.

11月

## 大事紀要

11.02

因應全球H1N1新型流感大流行，雖屬溫和大流行，然因其為全新的病毒，幾乎所有的人口都無抵抗力、普遍易遭受感染，其嚴重性仍不容小覷。因此於11月2日起配合衛生署H1N1新型流感中央流行疫情指揮中心推動「H1N1新型流感疫苗接種作業」，依公佈順位依序施打疫苗，確保醫療防疫體系健全，保護高危險族群，並有效降低新流感病毒於社區內之傳播，以減低疾病之發生率及死亡率。

11.09

11月9日於市府沈葆楨廳辦理「電影片映演業、娛樂業及理髮美髮美容業衛生自主管理認證授證活動」，共111家業者獲得授證。

11.10

98年度針對大型公共場所及職場人員辦理10梯次CPR加AED教育訓練，合格306人（佔93%）。

98年度辦理一般民眾、公司行號、公教人員、學生及里鄰長急救技能心肺復甦術（CPR）訓練，共計辦理1,481場次，訓練人次計9萬4,066人。

11.11

外交部安排沙烏地阿拉伯衛生部助理次長Ageel Alghamdi來訪，參訪中山區健康服務中心及臺北市立聯合醫院中醫院區。

衛生局與中華民國眼科醫學會、臺北市立聯合醫院於11~13日假圓山大飯店合辦「第四屆亞太視網膜玻璃體會議」，郝龍斌市長於12日之開幕典禮到場致詞。

衛生局榮獲行政院衛生署辦理之「98年度衛教宣導計畫列車推廣獎評會議」第一組創意獎。

召開臺北市政府第4屆第3次醫師懲戒委員會，討論提案為產品不當代言及容留密醫共2案。

依中央疫情流行指揮中心11月11日來函通知，即日起H1N1新型流感住院病例無須進行追蹤。

11.13

辦理98年度「盒餐業衛生優良自主管理」授證，計14家業者獲得衛生自主管理認證OK標章。

Nov.

## Major events

11.02

In coordination with the policy of immunization against H1N1 novel influenza promoted by the National Epidemic Command Center of the Department of Health, the Executive Yuan, immunization is given to effectively reduce the infection in communities.

11.09

A ceremony is held to present certificates of the self-management of sanitation to recreation industries and beauty saloons for 111 firms.

11.10

10 sessions of CPR training are organized for employees of large-scale public places and workplaces; 306 are qualified, at a rate of 93%.

Training in first aid and CPR is organized for the general public, employees of companies, government employees, students and neighborhood leaders, for 1,481 sessions for 94,066 persons.

11.11

Dr Ageel Alghamdi, Assistant Minister of Health of Saudi Arabia, through the arrangement of the Ministry of Foreign Affairs, visits the Zhongshan District Health Center and the Chinese Medicine Branch of the Taipei City Hospital.

The fourth Asia-Pacific Conference on Retinal Lens is held on November 11-13. Mayor Hau opens the Conference.

The Department wins the innovation award in Group 1 presented by the health education promotion meeting of the Department of Health, the Executive Yuan.

The third meeting of the Physicians Disciplinary Committee is held to discuss the inadequate acting for products and employment of workers without licenses.

Upon instructions of the National Epidemic Command Center, H1N1 novel influenza cases under hospital care require no more follow-up.

11.13

Certificates on the self-management of sanitation, the OK logo, are presented to 14 boxed lunch manufacturers.

11月

## 大事紀要

11.13

辦理98年度「健康體位、健康飲食-健康蔬食餐」新食尚運動年終發表會暨「盒餐業衛生優良自主管理」授證典禮，活動包含：養生健康煮、健康蔬食餐試吃、檢測BMI及測量腰圍、健康營養諮詢等，另由6位專家及49位運將、業務員依照營養成分、口味、創意等項目，試吃評比投票，票選出13項獎項及頒發OK標章予通過衛生自主管理認證之14家盒餐業業者，計超過1,000人參加。

11.13

臺北市立教育大學「公共事務實習課程」講授負面輿情即時監控機制與處理、婦女子宮頸癌試紙（HPV）自我檢測實驗計畫之規劃與執行。

11.16

衛生局假臺北市政府市政大樓沈葆楨廳辦理「2009世界糖尿病日園遊會」，共計600人參加。

11月16-18日假臺北市政府市政大樓沈葆楨廳辦理「2009健康臺北城－健康促進成果發表會」，整合衛生局各項健康管理推動成果，以多元的動態與靜態展出方式，傳達衛生局推動市民預防保健、健康促進等為民服務的施政成效，計3,300人參與。

11.17

為鼓勵臺北市幼托園所主動參與自主管理工作，衛生局假臺北市政府市政大樓沈葆楨廳辦理「98年臺北市幼托園所健康自主管理學園」授證典禮，共計42家幼托園所獲頒認證。

11.18

邀請四大便利超商（統一、全家、OK、萊爾富）共同簽署「拒售菸品予未滿18歲者」及宣達「販菸三部曲：問年齡、出示證明、未滿18拒賣菸」。

行政院衛生署國民健康局公布臺北市共60家事業單位通過「98年健康職場自主認證」，衛生局推薦其中15家事業單位參與優良健康職場評選，爭取全國34個名額，共10家事業單位獲獎。

98年度臺北市政府衛生局統籌款運用及管理委員會會議。

Nov.

## Major events

11.13

A year-end presentation on health fitness and healthy diet with vegetables is held. Certificates of self-management for sanitation are also presented. Activities include healthy cooking, healthy vegetable diet, BMI testing and measurement of waistline, and counseling on nutrition. Six experts and 49 taxi drivers are invited to try on the food for their evaluation. The OK logo is also presented to 14 boxed lunch manufacturers.

11.13

The Taipei Normal University organizes a course on the management of negative public opinion, timely monitoring mechanism and management, and planning for the HPV self-examination.

11.16

A garden party is held on the World Diabetes Day at the City Hall for 600 persons.

A presentation is held on November 16-18 at the City Hall to present achievements of the Department in the promotion of preventive health and services to the public, for 3,300 persons.

11.17

To encourage kindergartens and nurseries in Taipei City to take part in the self-management for sanitation, a ceremony is held at the City Hall to present certificates to 42 kindergartens and nurseries.

11.18

Four major convenience store chains are asked to sign an agreement not to sell tobacco products to minors less than 18 years of age. In selling tobacco products, ask for age, request for identification, and refuse selling tobacco products to minors.

The Bureau of Health Promotion of the Department of Health, the Executive Yuan, announces that 60 units have passed the self-management of workplace certification. The Department recommends 15 units of them to compete for national award; 10 of them are awarded.

Meeting the Committee on the Use and Management of the Unified Fund of the Department is held.

11月

## 大事紀要

11.20

98年度臺北市52家獲選「健康生活計畫方案」及11家申請行政院衛生署國民健康局「98年度健康促進社區認證試辦暨社區整合計畫」之社區團體，參加衛生局於臺北市青少年育樂中心辦理之「98年度健康社區生活化計畫」成果發表會，展現98年度社區健康營造相關成果，共計312人參加。

11.23

辦理98年度觀光景點餐飲茶坊業、中央廚房、連鎖便利商店衛生優良自主管理授證典禮，其中觀光景點餐飲茶坊業29家、中央廚房61家、連鎖便利商店527家業者獲得衛生自主管理認證OK標章。

召開臺北市政府第5屆第2次醫事審議委員會委員會，討論提案為謝瀛華醫師申請設立「博濟醫院」1案。

11.24

運用「源頭管理」、「流向管理」、「資訊透明」、「保護消費者」四大策略，全力推動臺北市政府於10月26日發起「拒絕使用美國牛內臟、絞肉及脊髓」政策，共3,655家核發標章，稽查4,114家業者，輔導2,413家，餐飲業作出肉品來源標示，辦理散裝肉品標示衛生講習共計10場（615人參加），監控臺北市23萬9,544公斤進口牛肉放行資料，都沒有發現美國牛內臟、絞肉及脊髓進口。

11.25

臺北醫學大學邀請上海市醫療專業人士10人參訪衛生局，林金富主任秘書接待，黃秋玉副處長、陳青梅副處長等與會。

衛生局98年辦理所屬公文時效管制檢核之特優機關計有中正區健康服務中心，優等機關計有內湖、萬華區健康服務中心，於衛生局11月局務會議中恭請局長公開頒發獎牌1面及3,000元等值獎品，以資鼓勵。

11.26

臺北市政府衛生局與消防局共同舉辦2009臺北國際消防安全研討會，期透過研討會結合建築、消防及醫療三方國內外專家學者之探討與交流，增進醫療人員防災觀念，提升醫院火災安全管理機制，進而在提供高品質醫療照護的同時，亦能保障民眾及醫療人員一個安全無虞之醫療環境。

11.27

大陸江蘇省淮安市衛生局局長吉文橋等6人來訪，安排參訪臺北市立聯合醫院中興院區，邱文祥局長、璩大成院長親自與會。

Nov.

## Major events

11.20

52 firms in Taipei City chosen for the healthy life plan and 11 firms applying for the community health promotion certification pilot project of the Bureau of Health Promotion of the Department of Health, the Executive Yuan, take part in the presentation of the healthy life community plan. A total of 312 persons are present.

11.23

A ceremony is held to present certificates to outstanding firms and stores for their self-management of sanitation. 29 food and beverage stores at tourist spots, 61 central kitchens, and 527 convenience stores are presented with the OK logo.

The second meeting of the Physicians Disciplinary Committee of the Taipei City Government is held to discuss one application for the establishment of a hospital.

11.24

The “say no to the internal organs, minced meat and spinal cord of the US beef” campaign through strategies of “management of sources”, “management of flow”, “transparency in information” and “consumer protection” is promoted on October 26. In total, 3,655 restaurants are given logos, 4,114 shops are inspected, and 2,413 shops are supervised. Ten workshops are held for restaurant dealers and meat handlers for 615 persons. Review of documents for 239,544 kilograms of beef finds no internal organs, minced meat or spinal cords.

11.25

At the invitation of the Taipei Medical University, 10 medical specialists from Shanghai visit the Department.

Institutions excellent in the processing of official documents are the Zhongzheng District Health Center, Neihu District Health Center, and Wanhua District Health Center. They are awarded at the November staff meeting.

11.26

A symposium on fire safety is held jointly with the Fire Department. Experts in construction, fire and medical care join together for discussion and exchange to improve the knowledge of medical personnel in fire safety, to upgrade the fire safety management mechanism of hospitals, and thus to provide the public and the medical personnel with a safe medical environment.

11.27

Dr Jih, Commissioner of the Huaian City Health Department of Jiangsu Province of China and delegates visit the Zhongxing Branch of the Taipei City Hospital.

11月

## 大事紀要

11.27

假臺北市政府1樓沈葆楨廳，辦理98年度長期照顧宣導「樂力四"攝"，憶起來-失智症樂齡照護成果發表」活動，活動以「時光列車（攝影展）」揭開序幕，並邀請實際照顧長者的家屬分享心路歷程，現場還有失智長者表演活動及靜態展覽，藉此成果發表，加強民眾對失智症的認知與照護資源之運用，參加之長者及家屬合計超過200人參加。

11.28

溫世仁卓越學術講座-諾貝爾獎得主楚爾郝森演講：Cancers Preventable by Vaccination。楚爾郝森（Harald zur Hausen）為2008年諾貝爾生理醫學獎得主，由邱文祥局長主持，臺北市立聯合醫院婦幼院區院長袁九重與談，約250人與會。

一、11月27日至12月4日與行政院衛生署疾病管制局辦理『全民免費愛滋病毒篩檢』活動，參與執行檢驗單位包括民間團體有15家，提供愛滋諮詢及衛教，讓一般民眾對愛滋病及性病之認識，透過此篩檢讓民眾早期發現、早期治療並可避免疾病傳染，及有效減少醫療成本，透過此次活動參與愛滋病毒篩檢共有1,239人、梅毒篩檢1,126人、淋菌檢驗321人、披依菌檢驗322人。  
二、為響應「12月1日世界愛滋病日」臺北縣市共同合作辦理「浪漫河濱 真愛騎跡」-愛滋防治宣導活動。

11.30

大陸上海市衛生局及醫療專業人士13人拜會臺北市政府衛生局及信義區健康服務中心，由林金富主任秘書主持，衛生局企劃處處長何叔安及信義區健康服務中心主任李玠芬與會。

建置臺北市緊急醫療救護資訊系統。

舉辦「98年度臺北市政府衛生局優良照護機構頒獎暨成果展示」活動。

Nov.

## Major events

11.27

A presentation on the care of the dementia is held at the City Hall. Caregivers of the dementia are invited to share their experience. The presentation is to improve the knowledge of the public about dementia and their care. In total, 200 persons are at the meeting.

11.28

Dr Harald zur Hausen, the 2008 Nobel Prize winner, is invited to talk on "Cancers Preventable by Vaccines". The meeting is chaired by Dr Chiu for about 250 participants.

11.30

(1) A series of activities on free screening for HIV are held together with the Centers for Disease Control of the Department of Health, the Executive Yuan, on November 27 through December 4. 15 private sector organizations are around to provide counseling and health education on AIDS control to help people understand AIDS and STDs. Infection can be detected earlier and prevented and medical costs can be saved. In total, 1,239 persons take the HIV screening, 1,126 persons take the syphilis screening, 321 persons take the gonorrhea screening, and 322 persons take the testing for Chlamydia.  
(2) On December 1, the World AIDS Day, Taipei City and Taipei County join together to conduct a series of activities on HIV/AIDS prevention.

Medical officials of the Shanghai City Health Department visit the Department and the Xinyi District Health Center.

The Taipei City Emergency Care and Rescue Information System is set up.

A ceremony is held to award the outstanding care institutions in Taipei City.

## 12月

## 大事紀要

12.02

上海市參事彭靖等5人就兩岸老人醫療專題參訪衛生局，由陳正誠副局長接待，社會局專員唐靜蘭、衛生局企劃處處長何叔安、邱秀儀秘書與會。

12.04

於國立臺灣大學醫學院附設醫院辦理「98年度臺北市公私立醫療院所及護理院校護理主管研討會」活動，參加對象：（一）臺北市各醫療院所護理長（含）以上護理主管。（二）臺北市各護理院校護理主管，以促進院際護理主管交流，找出護理服務創新作法提昇護理服務效能。

12.10

為激勵與感謝臺北市衛生保健志願服務志工無私的付出與貢獻，假臺北市市府大樓親子劇場舉行「98年度人口政策衛生教育訓練暨宣導知能競賽及衛生保健志願服務績優志工暨團隊頒獎典禮」。

上海衛生局副局長及醫療專家訪問團13人來訪，安排參訪臺北市立聯合醫院忠孝院區。

12.11

假臺北市立聯合醫院仁愛院區辦理「98年度優良化粧品業者自主管理成果發表會」，計92家優良化粧品業者通過認證（含196個化粧品百貨公司專櫃）。

12.12

於臺北市立聯合醫院婦幼院區早療評估中心辦理「98年度臺北市早期療育醫療機構督考標竿學習研討會」活動，參加單位為北市16家（22個據點）早療合約醫療機構、北市公衛醫療群6家診所，共200人參加，獲得各機構正面迴響。

12.16

假臺北市立聯合醫院仁愛院區辦理「98年度臺北市長期照顧藥事服務成果發表暨學術研討會」，除展現年度工作成果，規劃未來目標與永續發展方向，並頒發感謝狀與證書感謝共同合作之醫師與藥師。

12.22

臺北市政府衛生局股長級同仁「新聞稿撰寫暨輿情處理」講習課程。

12.23

大陸內蒙古地區衛生廳楊成旺廳長等5人來訪，邱文祥局長親自接待，雙方就加強臺北市與內蒙古地區之醫療合作進行意見交流

12.31

為保障性侵害被害人服務權益，降低其驗傷、筆錄之身心負擔，臺北市於市立萬芳醫院及聯合醫院和平、中興、仁愛、忠孝、婦幼、陽明院區7處設置一站式服務溫馨室，結合警政、衛政、社政、檢察署，於同一時間啟動，以被害人為中心提供服務。

## Dec.

## Major events

12.02

Five visitors from Shanghai visit the Department to discuss matters concerning medical care of the elderly.

12.04

A symposium on nursing directors of public and private medical care institutions and nursing colleges is held at the NTUH for 1) nursing directors of medical care institutions, 2) nursing directors of nursing colleges, to promote exchange of nursing personnel and to improve service quality.

12.10

To express appreciations to volunteers in health promotion, a ceremony is held at the City Hall to award outstanding volunteers in the promotion of the population policy, health education, and health promotion.

Medical officials of the Shanghai City Health Department visit the Zhongxiao Branch of the Taipei City Hospital.

12.11

A presentation on the self-management of sanitation by cosmetics dealers is held at the Renai Branch. 92 cosmetics dealers have passed the certification.

12.12

A bench-mark learning symposium for the supervision of the early care institutions is held at the Women and Children Branch. 16 contracted early care institutions in Taipei City and six clinics of the public health and medical care groups take part in the meeting for a total of 200 participants.

12.16

A symposium on pharmaceutical services for long-term care is held at the Renai Branch. Achievements in the year are presented; and directions for sustained development are discussed. Letters of appreciation are presented to physicians and pharmacists.

12.22

A workshop on the handling of public opinions is held for section chiefs of the Department.

12.23

Five visitors from Inner Mongolia of China visit the Department to discuss exchange between Taipei City and Inner Mongolia.

12.31

To protect the rights of the sexually assaulted, a one-stop service station is set up in each of the Wanfang Hospital, the Heping, Zhongxing, Zhongxiao, Women and Children and Yangming branches to provide victim-centered services.



## 索引

中文		英文	
意外事故	302	Accidents (Unintentional Injuries)	303
老化指數	284	Aging Index	285
氣喘	34	Asthma	35
自動體外電擊顫器	104	Automated External Defibrillator (AED)	105
婦幼院區	192	Branch for Women and Children	193
母乳哺育	24	Breast Feeding	25
心肺復甦術	104	Cardio Pulmonary Resuscitation (CPR)	105
心血管疾病	34	Cardiovascular Diseases	35
個案管理	52	Case Management	53
死因	268	Causes of Death	269
傳染病防治中心	184	Center for Disease Control and Prevention	187
性病及愛滋病防治中心	196	Center for Sexually Transmitted Diseases and Acquired Immune Deficiency Syndrome	199
自殺防治中心	94	Center for Suicide Prevention	95
腦血管疾病	40	Cerebrovascular Disease	41
子宮頸癌	54	Cervical Cancer	55
慢性肝病及肝硬化	40	Chronic Liver Disease and Cirrhosis	41
慢性下呼吸道疾病	302	Chronic Lower Respiratory Diseases	303
更年期	36	Climacteric	37
美國病理學會實驗室認證計畫	220	College of American Pathologists - Laboratory Accreditation Program (CAP-LAP)	221
大腸直腸癌	60	Colorectal Cancer	61
社區醫學中心	188	Community Medical Center	189
社區心理諮商	88	Community Mental Health Counseling	89
社區戒菸諮詢站	50	Community Smoking Cessation Counseling Centers	51
消費爭議	148	Consumer Dispute	149

中文		英文	
偽藥	128	Counterfeit Drugs	129
社區健康營造	76	Create a Healthy Community	77
粗出生率	282	Crude Birth Rate	283
粗死亡率	282	Crude Death Rate	283
死亡率	282	Death Rate	283
失智症	34	Dementia	35
登革熱	270	Dengue Fever	271
扶養比	287	Dependency Ratio	287
糖尿病	34	Diabetes Mellitus	35
結核病短程直接觀察治療法(都治)	270	Directly Observed Treatment Short-course (DOTs)	271
災難醫療救護隊	208	Disaster Medical Assistance Team (DMAT)	209
早期療育	82	Early Intervention	83
扶老比	287	Elderly Population Dependency Ratio	287
災難應變指揮中心	100	Emergency Operations Center (EOC)	101
腸病毒	268	Enterovirus	269
優生保健	22	Eugenic Health	23
乳癌	56	Breast Cancer	59
食品標示	128	Food Labeling	129
食品衛生	10	Food Sanitation	11
一般病床	292	General Beds	293
食品危害分析重要管制點制度	220	Hazard Analysis and Critical Control Point (HACCP)	221
健康體能	42	Health and Fitness	43
健康促進醫院	228	Health Promoting Hospitals (HPH)	229
健康促進	22	Health Promotion	23
新移民健康照護	22	Healthcare for New Immigrant Spouses	23
健康盒餐	142	Healthy Boxed Meals	141
心臟疾病	302	Heart Disease	303

中文		英文	
和平院區	184	Heping Branch	187
醫院資訊系統	206	Hospital Information System (HIS)	207
愛滋感染	278	Human Immunodeficiency Virus Infection (HIV Infection)	279
人類乳突病毒疫苗	268	Human Papillomavirus Vaccine (HPV Vaccine)	269
高血壓性疾病	34	Hypertensive Disease	35
不法藥物	128	Illegal Drugs	129
事件指揮系統		Incident Command System (ICS)	
本土案例	272	Indigenous Cases	273
流感疫苗	266	Influenza Vaccination	267
事故傷害	38	Injuries	41
國際醫院評鑑	220	Joint Commission International Accreditation (JCIA)	221
昆明院區	196	Kunming Branch	199
零歲平均餘命	282	Life Expectancy at Birth	283
林森（中醫）院區	196	Linsen (Chinese Medicine) Branch	197
肝癌	60	Liver Cancer	61
肝和肝內膽管癌	306	Liver and Intrahepatic Bile Ducts Cancer	307
肝病中心	184	Liver Diseases Center	185
癌症（惡性腫瘤）	54	Malignant Neoplasm (Cancer)	55
醫事人員	120	Medical Personnel	121
三聚氰氨		Melamine	
美沙冬替代療法	278	Methadone Replacement	279
違規廣告	136	Misleading Advertisement	137
運動神經元退化症照護中心	190	MND/ALS Care Center (Motor Neuron Disease, MND; Amyotrophic Lateral Sclerosis, ALS)	191
自然增加率	282	Natural Increase Rate	283
新生兒先天性代謝異常疾病篩檢	22	Neonatal Congenital Metabolic Diseases Screening	23
新移民保健諮詢站	22	New Immigrant Health Care Consulting Information Center	23

中文		英文	
新移民支持團體	24	New Immigrant Support Group	25
非何杰金淋巴瘤	306	Non-Hodgkin's Lymphoma	307
新型流行性感冒	272	Novel Influenza	273
佔床率	296	Occupancy Rate	297
眼科中心	182	Ophthalmology Center	183
口腔癌	58	Oral Cavity Cancer	59
身心障礙者口腔健康照護中心	190	Oral Health Care Center for the Disabled	193
胰臟癌	306	Pancreas Cancer	307
大流行	266	Pandemic	267
藥局	130	Pharmacy	131
健康檢查	52	Physical Examination	53
影像傳輸系統	206	Picture Archiving and Communication System (PACS)	207
肺炎	302	Pneumonia	303
個人學習歷程檔案	226	Portfolio	227
產後護理之家	182	Post-partum Nursing Care Center	183
禁藥	130	Prohibited Drugs	131
職場健康促進	74	Promoting a Healthy Workplace	75
攝護腺癌	176	Prostate Cancer	177
精神醫學中心	194	Psychiatric Center	195
復健中心	188	Rehabilitation Center	191
仁愛院區	184	Renai Branch	185
腎炎、腎病症候群及腎病變	302	Nephritis, Nephrotic Syndrome and Nephrosis	303
癌症防治研究中心	184	Research Center for Cancer Treatment and Prevention	185
呼吸照護中心	214	Respiratory Care Center (RCC)	215
衛生自主管理	144	Self-management of Sanitation	145
敗血症	302	Sepsis (Septicemia)	303
性比例	284	Sex Ratio	285

中文		英文	
松德院區	194	Songde Branch	195
特殊病床	292	Special Beds	293
胃癌	306	Stomach Cancer	307
兒童身心發展中心	192	Taipei Child Development Assessment & Early Intervention Center	193
臺北市立聯合醫院	180	Taipei City Hospital	181
財團法人全國認證基金會	156	Taiwan Accreditation Foundation (TAF)	157
臺灣醫療照護品質指標系列	216	Taiwan Healthcare Indicator Series (THIS)	217
台灣職業安全衛生管理系統	240	Taiwan Occupational Safety Health Management System (TOSHMS)	241
臺灣醫療品質指標計畫	216	Taiwan Quality Indicator Project (TQIP)	217
菸害防制	44	Tobacco Hazards Control	45
氣管支氣管和肺癌	306	Trachea, Bronchus, and Lung Cancer	307
結核病	270	Tuberculosis	271
泌尿中心	190	Urological Center	191
志工	148	Volunteer	149
市民健康卡	40	Wellness Card	41
婦幼衛生及遺傳諮詢中心	192	Women & Children and Medical Genetics Center	193
職場	74	Workplace	75
世界衛生組織社區安全推廣協進中心	74	World Health Organization Collaborating Center on Community Safety Promotion (WHOCCCSP)	75
陽明院區	188	Yangming Branch	189
扶幼比	287	Youth Population Dependency Ratio	287
忠孝院區	190	Zhongxiao Branch	191
中興院區	182	Zhongxing Branch	183
中醫門診中心	196	Chinese Medicine Clinic Center	197
婦幼院區	192	Branch for Women and Children	193
健康城市	68	Healthy City	69

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編者：臺北市政府衛生局

發行人：邱文祥

出版機關：臺北市政府衛生局

地址：臺北市信義區市府路1號3樓東南區

電話：(02)2728-7123

傳真：(02)2720-5382

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