

Annual Report

2013



臺北市

衛生醫療年鑑

Public Health of Taipei City



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序

臺北市政府衛生局以「優質醫療，健康市民，打造健康臺北城」為施政願景，依循公共衛生「三段五級」預防理念，致力於「形塑市民健康生活型態」、「建構健康消費環境」、「提供優質醫療照護」、「優化市醫及國際醫療服務」及「健全傳染病防治網絡」，以維護每位市民朋友的健康為最大的責任。



為促進及維護各年齡層市民朋友們的健康，辦理新生兒危急型先天心臟病和聽力篩檢、學齡前兒童發展篩檢、學童減度防齲、青少年性教育健康促進活動、世界腎臟日、高血壓日、心臟日、糖尿病日衛教宣導等多項活動；更針對大眾關心的菸害防制、無菸環境營造、體重控制、癌症防治等議題進行宣導。在推動健康城市及安全社區部分，臺北市參加「2013年第5屆臺灣健康城市暨高齡友善城市獎項及成果海報展示」評選，松山區榮獲健康城市卓越獎（鄉鎮市區組）及13項創新成果獎與3項成果海報展示優勝，共獲17項大獎，獲獎數全臺之冠；中正安全社區更於今年通過世界衛生組織推廣協進中心（WHOCCSP）國際安全社區再認證，為本市第2個通過再認證的社區。

近年來本局致力於推動自主健康管理，以預防及減少失能為目標，以資訊雲端科技為手段，建構「健康雲·悠活臺北」網站，並持續提倡結合悠遊卡功能的台北卡（二代健康卡）為載具，辦理不定期集點兌換悠遊卡加值金活動，鼓勵市民參與各項健康促進活動，強化自我健康管理。

為給予消費者健全的飲食環境，除做相關專案稽查、抽驗等，為落實業者及源頭管理，於102年建置「臺北市食材登錄平台」，輔導業者建立追溯制度，提供消


Preface

With the policy vision of “Excellent Medical Treatment, Healthy Citizens and Building a Healthy Taipei City” the Department of Health of Taipei City Government, following the “three levels, five stages” prevention idea for public health, is making every effort with respect to “shaping healthy lifestyles for citizens”, “building a healthy consumer environment”, “providing quality medical care service”, “improvement of municipal hospitals and international medical care services”, and “strengthening the communicable disease control network”, taking maintenance of the health of every citizens as our biggest responsibility.

To promote the health of citizens of all ages, new born baby congenital heart disease and hearing screening, pre-school age children development screening, school kids’ tooth decay prevention, teenager sex education and health promotion events were held, and World Kidney Day, Hypertension Day, Heart Day, and Diabetes Day were publicized. Also, with respect to the issue of tobacco hazard prevention that everyone is concerned about, building smoking free environment, weight control, cancer prevention and other issue advocacy was carried out. With respect to promoting a healthy city and safe communities, Taipei City took part in the “2013 5th Taiwan Healthy City and Elderly-friendly City Awards and Achievement Poster Display” selection; Songshan won the Healthy City Excellence Award (in the township/district category), 13 innovative achievement awards and three achievement poster display winner awards, 17 awards in total, more than any other place in Taiwan. Moreover, Zhongzheng District WHO CCCSP certification was renewed this year, becoming the second Taipei district to have the certification renewed.

In recent years the Department has actively promoted autonomous health management with prevention and reduction in incapacity as the objectives and, using the information cloud as the means, has established the Cloud website, and continues to advocate the Taipei Card (second generation wellness card) that has Easy Card functions as the vehicle, regularly holding point collecting activities in which points can be exchanged for Easy Card value, in doing so to encouraging citizens to take part in various health promotion activities and strengthening self-health management.

To provide consumers a safe environment for consuming food and drink, in addition to related inspections and random tests, to implement business operator and source management, in 2013 the Food Tracer Taipei Platform was established and business operators given guidance to establish follow up systems, to give the public a transparent food safety information environment. At the same time, new healthy food and drink culture was actively promoted to help citizens choose correct food and drink and increase understanding of health and habits. Also, a high quality precision instrument room and




費者透明化的食品安心資訊環境。同時也積極推動健康飲食新文化，幫助民眾選擇正確飲食、增加健康認知及習慣。另打造高品質精密儀器室及生物安全實驗室、開發新檢驗技術，為市民飲食衛生安全把關。

為使民眾得到最完善的醫療照護，查緝密醫密護、管理美容醫學服務及調處醫療爭議；因應公共急救設施推廣，率先於運動中心、市場、學校及全市各公共場所等安裝AED（自動體外心臟電擊去顫器），並辦理簡版CPR+AED急救技能訓練，藉由簡單的操作，使其遇到緊急狀況時，掌握黃金救援時間，發揮救人成效。此外，為便利民眾就醫及健康照護，臺北市立聯合醫院推出行動掛號APP、急性後期照護病房等措施，以達到對市民的無縫醫療照護。

在高齡友善環境的推動政策中，臺北市首創24小時失智症專線1999轉5880（我幫幫您），提供就醫、疾病衛教、行為問題之因應方式、技巧，並提供社會福利及照護資源之資訊，貼心的為失智症家人與照顧者提供援助。

為防範季節性流感發生造成之嚴重合併症，特籌措經費，購置流感疫苗，至年底止，計27萬2,893人完成接種。另鑑於5歲以下幼兒為感染肺炎鏈球菌高危險族群，配合衛生福利部疾病管制署提供年滿2歲至5歲幼兒13價結合型肺炎鏈球菌公費疫苗接種服務，臺北市自同日起持續提供設籍臺北市領有兒童醫療補助證，滿1歲未滿2歲幼兒13價結合型肺炎鏈球菌公費疫苗接種服務。在研發方面，102年11月19日臺北市立聯合醫院同步與臺大醫院、臺北榮總等大型醫學中心獲得衛生福利部通過人體生物資料庫設置許可，並自103年起正式運作與接受申請案件，期望成為全國頂尖的醫學研究機構。

衛生局以提升每位市民的健康與生活品質為使命，未來將持續整合市立聯合醫院、各區健康服務中心的力量，規劃並推動各項公共衛生政策，提供市民從孕育到成長、從青春到終老每一人生階段的健康照護，以提升市民的健康意識與落實健康行為，讓臺北市民活得更快樂、更長壽。




臺北市政府
衛生局局長




謹識





biological safety laboratory were established and new experimentation technology established to act as guidance over citizens' food and drink hygiene.



In order to provide best medical treatment to the public, unlicensed doctors and nurses are investigated and prosecuted, cosmetic medical services are administered and medical disputes mediated. In terms of public emergency treatment facilities, Taipei City has led the way with the installation of AED (Automated External Defibrillator) in sports centers, markets, schools and other public spaces across the city, and CPR+AED training has carried out, so that through simple operation, trained people can provide emergency treatment in the golden period for emergency treatment and thus save people in emergency situations. In addition, to make seeing a doctor and receiving medical care convenient for people, Taipei City Hospital has introduced mobile registration APP, Post-acute care wards and other measures to provide citizens with seamless medical care.

In terms of the promotion of the elderly-friendly environment policy, Taipei City has been the first to establish a 24-hour dementia hotline 1999 ext.5880 providing advice about medical treatment, disease health education and behavior problems and providing social welfare and care resource information, considerably providing support to dementia sufferers and their careers.

Prevention of serious comorbidity caused by seasonal flu, funds were specially raised and flu vaccine purchased, with 272,893 people vaccinated by the end of the year. Also, with respect to children up the age of five years old who are the high risk group for Streptococcus pneumonia infection, in coordination with the vaccination using the PCV13 vaccine at public expense of children aged two to five by the Centers for Disease Control, R.O.C. (Taiwan), on the same day Taipei City began offering the PCV13 vaccine at public expense to children aged one to two years old. In the area of R&D, on November 19th, 2013, Taipei City Hospital, at the same time as NTU Hospital, Taipei Veterans' Hospital and other large medical centers, was granted a permission to establish the Taiwan biobank and, from 2014, began operating and accepting applications, the aim being for it to become a leading medical research institution in Taiwan.

The mission of the Department is to increase the health and life quality of every citizen, and consistently integrate Taipei City Hospital with all district health centers to plan and implement public health policies in the future. These new policies which provide health care to citizen at each stage of life, from birth through growth, from youth until death, in order to encourage them to engage in healthy behavior and to live happier and longer lives.



Commissioner
Department of Health
Taipei City Government



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Part 1 Introduction



第一篇 行政組織與概述

第一章 行政組織架構

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

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

臺北市立聯合醫院自94年1月1日裁撤原臺北市立10家醫療院所並整合業務成立後，為推展長期照護政策，陸續設立護理之家、居家護理所與產後護理之家等護理機構，以及職能工作坊等精神復健庇護工場。為明訂上述機構設置之依據，並將94年整合時未及釐清之全市疫情監測、社區傳染病、新興傳染病防疫任務及優生保健等公共衛生行政業務，移回衛生局主政，以期指揮監督權責相符；另為符合醫院評鑑標準及考試院會同行政院發布之「各機關醫事職務級別員額配置準則」相關規定，爰配合修正該院組織規程及編制表，經臺北市政府101年7月17日第1689次市政會議審議通過，臺北市政府101年8月16日府法三字第10132354700號令發布，溯自100年12月4日生效。

Part 1 Introduction

Chapter 1 Organization

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

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

Taipei City Hospital, since the abolition of the former 10 Taipei City medical care institutions and the establishment of the integrated business on January 1, 2005, in order to promote long-term care policy, has set up a nursing home, home nursing, post-partum care centers, and psychiatric rehabilitation sheltered workshops such as a functions workshop. The basis of the above-mentioned institutional setting was set out and the city's epidemic monitoring and community infectious diseases and emerging infectious diseases prevention tasks and the eugenic care and other public health administration business that were not clarified at the time of integration in 2005 were moved back to the rule of the Department of Health, to match the powers and responsibilities in directing and monitoring. In addition, to comply with the relevant provision of the "medical duties rank staffing guidelines in all organs" released by the hospital accreditation standards and the Examination Yuan in conjunction with the Executive Yuan, the organizational rules and preparation table of the hospital were amended, which was reviewed and passed by the 1689th City Council on July 17, 2012, released on August 16, 2012 under Fu-Fa-3 Order No. 10132354700, and effective December 4, 2011.

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

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

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

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

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

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

臺北市府	Taipei City Government
衛生局	Department of Health
疾病管制處 疫情監測、營業衛生管理、 急性傳染病、慢性傳染病	Division for Disease Control and Prevention Epidemic monitoring, business place hygiene management, acute and chronic
食品藥物管理處 證照管理、稽查取締、 違規處理、產業輔導、 衛生查驗、消費者保護	Food and Drug Division License management, audit and seizure, offense management, industry guidance, hygiene inspection, consumer protection
醫護管理處 心理衛生、緊急救護、品質管理、 特殊照護、醫事管理	Medical Affairs Division Mental health, EMS, quality management, special care, medical affairs management
健康管理處 健康促進、婦幼及優生保健、 兒童及青少年保健、癌症防治、 成年及中老年保健	Health Promotion Division Health promotion, women and infant healthcare, children and adolescent healthcare, cancer prevention, adult and elderly healthcare
企劃處 研究發展、國際合作、 管制考核、綜合計劃	Research and Planning Division R&D, international cooperation, control and evaluation, integrated programs
檢驗室 公共衛生檢驗及食品檢驗	Laboratory Public health, inspection and food
資訊室 公共衛生與國際資訊管理	Systems Administration Public health and medical information management
秘書室 財產、文書管理、庶務及出納	Administrative Services Office Property, document processing, general affairs, cashier
會計室 歲計、會計	Accounting Office Final account and general accounting
統計室 生命統計、公務統計	Statistics Office Vital statistics and administration statistics
人事室 人事行政管理	Personnel Office Personnel affairs, administration and management
政風室 貪瀆不法之預防及查處、 公務機密維護	Government Ethics Office Prevention, investigation and discipline of corruptions, administration secret maintenance

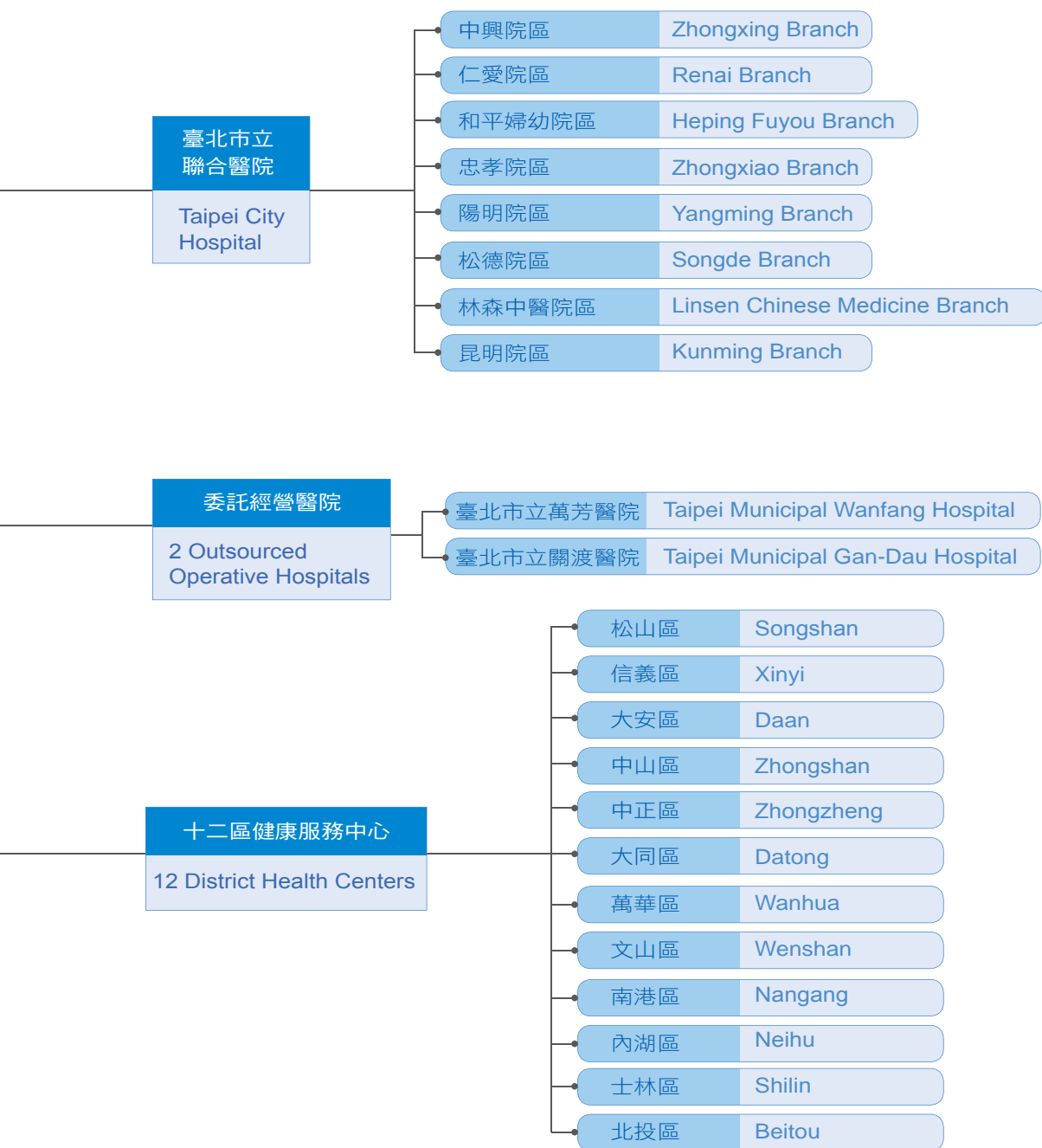


圖1：臺北市政府衛生局102年組織系統圖 Fig.1 Organization Chart of the Taipei City Health Department, 2013

第二章 機關人力概況

一、職等情形

以職等別而言，現有編制人力總數2,565人（不含委託經營的臺北市立萬芳醫院及關渡醫院），計有簡任人員6人，佔0.23%；薦任人員440人，佔17.16%；委任人員198人，7.72%；雇員21人，佔0.82%；醫事人員1,900人，佔74.07%。

二、學歷情形

現有編制人力學歷分布（未含臺北市立萬芳醫院及關渡醫院），具博士、碩士學歷者393人，佔15.32%；具學士學歷者1,120人，佔43.66%，具專科學歷者879人，佔34.27%；具高中（職）學歷者171人，佔6.67%；其他學歷者2人，佔0.08%。

三、考試資格情形

現有編制人力考試資格分布（未含臺北市立萬芳醫院及關渡醫院）具高考資格者512人，佔19.96%；具普考資格者396人，佔15.44%；具特考資格者98人，佔3.82%；其他考試資格者569人，佔22.18%（含初等考試及升等考試）；依其他法令進用者990人，佔38.6%。

第三章 102年度主管預決算

一、主管預算

衛生局暨所屬聯合醫院與健康服務中心102年度主管預算，計列新臺幣50億9,150萬元，占臺北市地方總預算新臺幣1,769億5,406萬元之2.88%，醫療基金預算計列業務總支出新臺幣133億8,952萬元。

二、主管決算

衛生局暨所屬聯合醫院與健康服務中心102年度主管決算，計列新臺幣48億1,128萬元，占臺北市地方總決算新臺幣1,695億9,027萬元之2.84%，醫療基金決算計列業務總支出新臺幣131億7,056萬元。

Chapter 2 Overview of Human Resources

1. By Positions

There are currently 2,565 health personnel employed by the Department (not including those of the Taipei Municipal Wanfang Hospital and the Taipei Municipal Gan-Dau Hospital). There are 6 senior-ranking officers (0.23% of all), 440 recommended-rank officers (17.16%), 198 commissioned-rank officers (7.72%), and 21 employees (0.82%). 1,900 of them are medical personnel (74.07%).

2. By Education

Of the existing employed personnel (not including those of the Taipei Municipal Wanfang Hospital and the Taipei Municipal Gan-Dau Hospital), 393 hold either a doctor's or master's degree (15.32% of all), 1,120 hold a bachelor's degree (43.66%), 879 hold a diploma of junior college (34.27%), 171 are graduates of senior high schools and vocational schools (6.67%), and 2 with other academic background (0.08%).

3. By Qualifying Examination

Of the employed personnel (the Taipei Municipal Wanfang Hospital and the Taipei Municipal Gan-Dau Hospital), 512 are qualified by national examinations (19.96%), 396 are qualified by general examinations (15.44%), 98 are qualified by special examinations (3.82%), 569 are qualified by other examinations (22.18%, such as the elementary and promotion examinations), and 990 are employed under other regulations (38.6%).

Chapter 3 2013 Budget and Financial Statement

1. Budget

Budget for Management of the Department, the affiliated Taipei City Hospital, and the district health centers for the year 2013 was NT\$5,091,500,000, accounting for 2.88% of the total City Government annual budget of NT\$176,954,060,000. Expenditures from the Medical care funds were budgeted for NT\$13,389,520,000.

2. Financial Statement

Financial Statement of the Department, the affiliated Taipei City Hospital, and the district health centers for the year 2013 was NT\$4,811,280,000, accounting for 2.84% of the total City Government annual final statement of NT\$169,590,270,000. Total expenditures from the Medical care funds were NT\$13,170,560,000.

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，102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提升政府服務品質實施計畫，評核結果為第一線服務機關部分，市立聯合醫院陽明院區評定等第特優，並受推薦參與行政院第六屆政府服務品質獎，而內湖區健康服務中心、市立聯合醫院昆明院區、文山區健康服務中心、北投區健康服務中心及中正區健康服務中心評定等第優等。服務規劃機關部分，健康管理處（提報專案名稱為台北卡），評定等第優等。

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，102年度公文定期檢核作業採「複檢輔導」方式辦理，自8月13日至8月23日，組成公文成效檢核小組針對上年度成績評定非屬「特優」及「優等」前5名機關進行複檢輔導工作，重點在於督導上年度檢核缺失、協助改進；受檢機關應於受檢輔導後，針對檢核報告之缺失及建議事項確實修正改善，並將處理成效將納入下次「全面檢核」之評比。

Chapter 4 Service Quality

Section 1 General Improvement of Service Quality

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

In order to continue to promote the government's service quality, allow the people to easily obtain health resources, and together create a healthy life environment, in 2013, the Department of Health and its affiliated units continued to pursue improvement and innovative concepts. By working with the plan of upgrading government's service quality stipulated by the Taipei City Government, the evaluation result for the first line service agency, Taipei City Hospital, Yangming Branch received "Especially Excellent," and was nominated for the Executive Yuan's 6th Government Service Quality Award. As for the Neihu District Health Service Center, Taipei City Hospital, Kunming Branch, Wenshan District Health Service Center, Beitou District Health Service Center, and Zhongzheng District received "Excellent." As for the aspect of planning agencies, The Health Promotion Division (The Project Name was Taipei Card), received "Excellent."

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

The Department of Health hopes that its affiliated agencies can comply with the standards of the city government when processing official documents and related paperwork, in order to assure the timeliness and quality of the documents. In addition, for the purpose of simplifying official document processing and achievement inspection, in 2013, "The re-inspection guidance method" was used as the regular inspection of official documents. From August 13th to 23rd, official document achievement inspection team was formed. It engaged in re-inspection guidance work for the first 5 agencies that did not receive "Especially Excellent" and "Excellent." The focus was to monitor the deficiencies in the previous year, and assist with improvement. After the inspection guidance, the inspected agencies should make improvement according to the deficiencies and recommended items mentioned in the evaluation reports, and the processed results will be included in the next evaluation.

為利各項業務之稽核管考、追蹤進度，建置指標管理系統，102年度計有184項指標，每月進行稽核並定期於主管會議提出報告及檢討，各業務單位均能適時針對進度落後（執行未達80%）之業務，提出檢討及改進策略，以期符合業務目標及民眾需求。

第二節 服務績效

衛生局多年來積極落實公共衛生三段五級之觀念，並將世界衛生組織渥太華憲章之行動綱領（制定健康的公共政策、創造支持性的環境、強調社區的參與、強化個人能力、調整衛生服務的取向以達到健康促進的目的）融入各項業務，期以「臺北健康城市」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102年度施政計畫管制規定，持續選定「優化臺北市食材登錄平台」計畫為年度施政計畫報府核定列管，為提供市民食品衛生保障服務，衛生局將賡續努力推動相關事宜。

第五章 醫療資訊網站及系統

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

第一節 資訊系統開發

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

「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迫辦之各單位填報與回覆。「大事曆系統」以專案管理概念，供衛生局及所屬健康服務中心填報歷年活動、年

For the inspection and evaluation of various services, and to follow-up their progress, an index management system was established. In 2013, there were 184 indexes. Reports on progress are presented and discussed at the monthly staff meetings. Programs that have lagged behind (80% of the goal) are reviewed and improvement strategies made for goal attainment and to meet the demands of the public.

Section 2 Service Effectiveness

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

Under the evaluation regulations of program implementation for 2013, the promotion of the “Food Tracer Taipei website” was chosen for evaluation by the City Government. To provide the public with food hygiene security services, the Department will strive to promote various programs.

Chapter 5 Medical Information Network and System

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

Section 1 Development of Information Systems

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

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

度計畫及文件紀錄等，協助各業務單位資料儲存及管理，並結合行政資訊系統之員工通訊錄，提供同仁線上發送Email及公務手機簡訊，除了讓訊息傳達更便捷外，同時也達到節省公帑之效果。

公共衛生活動線上報名系統，衛生局各處室針對醫護人員、保母、志工、各類專業人員及民眾等，平均每年辦理訓練活動約100場次參與人數達7,000人次，強化、提升相關的知識與技能。

「台北卡—二代健康卡」專區，提供民眾最即時的資訊。導入健康雲服務—「台北卡—二代健康卡集點兌點服務」管理系統，提供民眾查詢自身健康點數，提供各單位發卡、集點及兌點使用，建立無障礙辦卡服務。

第二節 配合衛生福利部之資訊系統

衛生福利部為整合全國衛生業務資訊，不斷開發新的資訊系統，衛生局各業務單位則配合資料維護與管理。

一、「衛生資訊網路通報系統」

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

二、「衛生局單一簽入與目錄服務系統整合」

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

to include major events of the Department, the Taipei City Hospital, and the health centers throughout the year and also any documents and files to help divisions and institutions concerned to store and manage their information. To combine the Staff Directory contains names and addresses of all staff members for real-time e-mail and PHS messages to facilitate communication and effectively use of public funds.

An online sign-up system for public health activities held by the Department has been developed. Different divisions of the Department hold about 100 training lectures with 7,000 participants every year for medical care personnel, child-care workers, volunteers, professionals and general public to improve related knowledge and skills.

“Taipei Card-Second Generation Health Card” provides people with immediate information. By introducing the Healthy Cloud Service-“Taipei Card-Second Generation Health Card Point Collecting and Exchanging Service” Management System, it allows people to search for their own health points, provides each unit with the issuing of cards, point collecting and exchanging. It established barrier free card issuing service.

Section 2 Coordinate the Information System of the Ministry of Health and Welfare

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

1. Network Reporting System of Health Information

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

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

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

第三節 推動公共衛生資訊

為管理幼兒篩檢情形，透過「發展遲緩兒童早期療育醫療服務資訊系統」，管理早期療育評估鑑定與療育訊息、申辦流程及管理資訊化，確保補助核付正確性，減少醫療資源支出浪費，提升衛生局及醫療院所之行政效率。

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

透過公衛資料庫整合計畫，整理將近10年人口結構、三高排名、死亡人口結構、癌症排名、腸病毒通報、醫療補助情形、自殺趨勢進行分析。

從統計分析，某區三高個管人數，死亡人數高居全市第一位，衛生局則可在該區多舉辦有關老人保健常識，增加老人陪伴志工，加強老人聯誼會，以滿足其生活上喜歡有人關懷，產生社區向心力。從三高統計分析，針對各個行政區加強飲食宣導，每天5蔬果，以達正常血壓血脂。並在該區舉辦健康飲食觀摩比賽，以加強民眾健康飲食觀念。

從死亡人口分析，加強有關環境改善勸導，同時增加肺部健康的保健常識，如多種盆栽，在辦公室減少以紙張傳閱，改用電子郵件等。近年來由於經濟環境變動、失業率激增等因素，臺北市自殺人口以30～39歲居多，佔自殺人口23.7%，顯示中壯年人需加強心理健康的促進與輔導協助，應多於職場、社區舉辦心理衛生講座及提供心理諮商服務，以減少自殺案件的發生。

Section 3 Promotion of Public Health Information

For the purpose of managing the screening of young children, the “information system on medical care services for the early intervention of children of retardation” was established. It manages the early assessment of development and early intervention’s status, the application process and information management is computerized, to ensure the accuracy of subsidies and thus minimizing the waste of medical care resources, and enhancing administrative efficiency.

Taipei City is actively creating a wisdom city, Taipei Card is used to intergrade cross-bureau information platforms. People use cloud measuring instruments and status identification cards to enter Health Cloud. It provides health caregivers with the “physical abnormality reminder,” “health educational instructions,” “personal health record search and download,” “community health promotional event notices services,” and actively care for people living in remote areas and elders who live alone.

The Ministry of Health and Welfare analyzed the population structure for nearly the past 10 years by the plan of Database Integration. The information of population structure including the three high-ranking in categories, death population of death, cancer ranking, enterovirus notifications, condition of medical subsidies, and the suicide trend.

According to the statistic, a district of Taipei City was ranked number one in the “three-highs” (high blood pressure, high blood sugar and high cholesterol) and mortal population. The Department of Health should promote health knowledge, volunteering and social meeting for elders in the district to satisfy those who need care in their life and to create community strength. In response to the statistics analysis on the “three highs”, the Department of Health will reinforce the promotions on diet for each district, promoting 5 kinds of vegetables and fruits per day to reach normal blood pressure and cholesterol level. Healthy diet competition will be held in the district to enhance public’s knowledge on healthy diet.

According to the analysis of death population, the Department will reinforce counseling on relevant environmental improvement and increase the health awareness of lung health, such as planting potted plants and using e-mail in order to reduce paper circulated in the offices. In recent years, the majority of the suicide population in Taipei City aged 30-39, accounting for 23.7% of the suicide population due to the economics of changes, surge of unemployment rate and other factors. To Reduce suicide rates, the Department will improve psychological counseling for such age group, and conduct more mental health lectures or psychological counseling services in workplace and communities.

第四節 衛生局網站服務

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

衛生資訊網係整合各醫療資源，提供民眾便捷的醫療訊息、健康資訊及各醫療單位專業知識之交流平臺，規劃35種類別的「醫療諮詢」項目，提供民眾對醫療保健方面的疑難雜症，可透過線上醫療服務之互動管道尋求資訊，E世代網友提問包羅萬象，迄12月底止提問案件達4萬6,555件；網站首頁同時也提供「訂閱電子報」功能，迄12月底近3萬人訂閱。網頁內容調整後具有以下特色：

一、快訊

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

二、健康主題

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

三、助妳好孕

臺北市政府為鼓勵市民生育，綜合市府各局處資源，一舉推出「助妳好孕」專案，從100年1月起，發放每胎2萬元的生育獎勵金，以及給予5歲以下孩童、每月2,500元的育兒津貼，加上各式配套措施，要實際降低臺北市民的養育負擔。

Section 4 Internet Service

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

The health information website consolidates all medical care resources to provide the public with more convenient information on health and medical care. It also serves as an exchange platform for health information and professional knowledge of various medical care institutions. The website contains medical care information in 35 categories, and the public can access online various information related to medical care services. Inquiries from the e-generation comes in all shapes and sizes, and by the end of December 2013, 46,555 inquiries had been received. The front page of the website contains a column for subscription to the e-Bulletin, and by the end of December 2013, nearly 30,000 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 topics

To collect various issues relevant to health, such as Taipei card, food safety, cosmetic, health promotion, maternal and child health, children and adolescents healthcare, healthcare for adults, middle-ages, and the elderly, oral and vision care, medical care for special groups (including Dementia, mental health, suicide prevention, physical and mental disability, etc.), disease control and prevention, cancer control, tobacco hazards control, Drug Abuse Prevention, emergency care for public reference service.

3. “New Birth Incentive Program”

In order for Taipei City Government to encourage births among citizens, it integrated all the city government resources, and promoted the “Help you get pregnant project.” Since January, 2011, 20,000 dollar birth bonus was awarded for each child born, and 2,500 dollar birth child raising subsidies were given to children under age 5, along with other supplementary measures, in order to lower the burdens of raising children for the Taipei citizens.

第二篇

形塑市民健康 生活型態

Part 2 Shaping Healthy
Lifestyles of Citizens



第二篇 形塑市民健康生活型態

第一章 健康促進與維護

第一節 婦幼及優生保健

一、優生保健

辦理人口政策宣導活動、推動優生保健健康檢查及發送「新婚優生保健手冊」。「助妳好孕」專案提供婚後孕前健康檢查、孕婦唐氏症篩檢等補助，共1萬4,780人獲得補助。另透過特殊群體（已婚智障、精障及未成年生育婦女）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11案。

辦理產前遺傳診斷、優生健康檢查補助，共9,101案，新生兒先天性代謝篩檢補助訪視，協助早期接受診療，減少殘、智障發生。102年度產前遺傳診斷異常個案186案，新生兒先天性代謝篩檢確診陽性個案93案。

二、新移民健康照護

針對結婚登記之新移民及其子女出生登記個案，加強優生保健、生育保健知能宣導，共服務2,071案，於懷孕期即介入照護管理，提供新移民懷孕婦女訪視計269案。建構社區型新移民保健諮詢，計12站及提供醫療衛生通譯，共4,699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、孕產婦保健手冊、嬰幼兒保健手冊等資源，提供新移民使用。成立新移民支持團體，辦理68場衛生宣導活動，提供新移民身心照護相關活動，共1,233人次參加。

三、母乳哺育

102年輔導臺北市機構設置哺集乳室，累計915間，推動「優良哺集乳室認證」評選，共502間通過。持續辦理社區母乳支持團體及健康講座，共81場次，社區母乳志工共174位；設置母乳諮詢專線，提供婦女諮詢服務，共4,840人次。辦理母乳哺育護理人員、母乳志工、保母教育訓練共4場次，計748人參訓。輔導18家醫院通過母嬰親善醫院認證，1

Part 2 Shaping Healthy Lifestyles of Citizens

Chapter 1 Health Promotion and Maintenance

Section 1 Maternal and Child Health and Genetic Health

1. Genetic Health

Genetic Health helps promotion of population policies implementation, genetic health examinations and deliver booklet on newly married and genetic health program. “New Birth Incentive Program” offers subsidies to post-marital/pre-natal health examinations and blood screening of pregnant women for Down’s syndrome; total 14,780 people subsidized. On the other hand, Home-visiting for members of special groups (mentally disabled 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, 11 families have been subsidized.

To subsidies to prenatal genetic diagnosis, and genetic health examination were offered for a total of 9,101 cases, and to screen of the newborns for congenital metabolic disorders. Through prenatal genetic diagnosis, follow-up management and visitations on children of (suspected) congenital anomalies and congenital metabolic disorders to help them receive early treatments and thus minimize the occurrence of disabilities and mental disorders. In 2013, prenatal genetic diagnosis serviced a total of 186 cases of children with anomalies and congenital metabolic disorders, and 93 suspected positive cases of newborn with congenital metabolic disorders.

2. Healthcare for New Immigrants

Using information collected through marriage registration and birth registration, services in eugenic care and promotions of reproductive health were offered for a total of 2,071 families. 269 cases of new immigrants were reported and home-visited for early intervention during the pregnancy period. 12 community health counseling centers for new immigrants were set up and translation services offered 4,699 person-times. Multi-lingual handbooks on health care, eugenic care for the newlyweds, health care during pregnancy, and other resources on health care for new born and infant also available to new immigrants for access. New immigrant supporting groups are set up to conduct 68 educational activities for a total of 1,233 person-times participate.

3. Breast-Feeding

In 2013, the Department has supervised public and private institutions to set up 915 breastfeeding rooms and promoted the assessment for “certification of good breast-feeding and milk collection room” with 502 passing the assessment. Community groups supporting breast-feeding continued to be organized, offering a total of 81

月至12月純母乳哺育率於住院期間、產後1個月及2個月分別為59.17%、57.47%及37.58%。

四、兒童預防保健及發展篩檢

與臺北市政府社會局、教育局攜手合作，針對0至6歲兒童進行篩檢服務，衛生局主責0至3歲兒童，至102年10月31日，共1萬994人次接受兒童預防保健服務，發現疑似遲緩兒童275人次，轉介社會局及轄區健康服務中心追蹤與管理。辦理「兒童預防保健暨發展篩檢教育訓練」，共72人參加。運用各類行銷管道，增加民眾對兒童發展篩檢認知。另於網站提供宣導單張、多語版兒童發展檢核表單供下載。

五、新生兒聽力篩檢

102年度共2萬9,030名新生兒接受聽力篩檢，篩檢率達98.89%，完成（疑似）異常個案轉介共333人。

六、新生兒危急型先天心臟病篩檢

自102年10月1日起，辦理新生兒危急型先天心臟病篩檢試辦計畫，共12家特約醫療院所參與，至12月31日止，共3,160位新生兒接受篩檢，篩檢率達98.5%，完成（疑似）異常個案轉介共8人。



危急型先天心臟病篩檢記者會
Acute Congenital Heart Disease Screening Press Conference

第二節 兒童及青少年保健

一、臺北市健康學童起步計畫－減度防齲專案

（一）專業視力檢查及窩溝封填服務

1. 結合70家眼科醫療院所，提供國小2年級學童免費專業視力檢查，計服務1萬2,664人(77.1%)。



郝市長視察護眼門診視力檢查情形
Mayor Hau inspects the conditions of optical checkups in the ophthalmology clinic.

meetings and lectures. The number of volunteers for community of breastfeeding has reached 174; breast-feeding counseling hotlines were set up to provide women with counseling services for a total of 4,840 person-times. 4 training sessions have also been organized for breast-feeding related medical and nursing personnel, volunteers, and childcare workers with 748 participants. There are 18 hospitals has supervised to passed the assessment of mother and baby-friendly Hospital Initiatives (BFHI). From January to December, the breast-feeding rates during hospital stay, 1 month after delivery, and 2 months after delivery, were 59.17%, 57.47%, and 37.58%, respectively.

4. Preventive Healthcare and Development Screening for Children

The Department of Health, the Department of Social Affairs, and the Department of Education, Taipei City Government, joined together to conduct screening of children 0-6 years old. The Department of Health was responsible for the development screening of 0-3 year old children; until October 31st, 2013, a total of 10,994 children have received the service, and 275 were found suspicious of delayed development. They had been referred to the Department of Social Affairs and Health Service Center for follow-up and management. A “child preventive healthcare and development screening reporting seed training workshop” was organized, and a total of 72 people participated. The Department of Health utilized all sorts of channels to improve the public’s knowledge of development screening and offered advocacy leaflets and multi-lingual child development assessment forms on the Internet for hospitals and the public to download and use.

5. Hearing Screening for Newborns

In 2013, 29,030 newborn babies had received hearing screening. The rate of screening was 98.89%. 333 cases of abnormalities or suspected abnormalities were referred for treatment.

6. Critical heart condition screening for newborns

Since October 1st, 2013, the Department of Health has been trialing a critical heart condition-screening program for newborns. A total of 12 specially engaged medical institutions have participated in the trial, which as of December 31st have screened 3,160 newborns, a screening rate of 98.5%. 8 cases of abnormalities or suspected abnormalities were transferred for treatment.

Section 2 Children and Adolescents Healthcare

1. The Taipei Government “Healthy School kids” Scheme - Tooth Decay Prevention Scheme

1) Specialized eye tests and tooth cavity filling services

- (1) We have brought together 70 ophthalmology clinics to provide free eye tests for second-grade elementary school students. The scheme is estimated to reach 12,664 individuals (a coverage of 77.1%).

2. 結合266家牙科合約醫療院所，提供國小1年級學童第一大臼齒窩溝封填，計服務1萬2,484人（76.5%）。

（二）視力及口腔保健宣導

1. 為提升學童視力及口腔保健知能，自102年4月起，結合7家醫療院所辦理127場國小校園巡迴列車課程，計1萬6,510人參與。
2. 衛生局與教育局分別於10月13日及20日假美麗華百樂園及臺北市立動物園辦理「健康寶貝召集令」宣導活動，計2,500人及4,000人參與。
3. 11月13日假信義區行政中心辦理「第1屆學童口腔健康日有獎徵答抽獎活動」，共2萬2,718位學童參加。



健康寶貝召集令及視力宣導活動
Call-up for healthy babies and optical health promotional events

二、學齡前兒童保健

（一）學齡前視力、聽力、口腔篩檢與保健

1. 於臺北市各公私立幼兒園所進行免費「兒童整合性篩檢服務」，共服務5萬1,788人。
2. 辦理5場「102年臺北市學齡前兒童整合性社區篩檢計畫實務訓練」初階及進階研習會，邀請臺北市健康服務中心及合約醫療機構相關人員參訓，共280人參加。
3. 為宣導5歲以下兒童每半年可接受牙齒免費塗氟補助1次及牙醫師可透過「兒童牙齒塗氟保健社區巡迴服務」至幼兒園為兒童塗氟等訊息，衛生局於102年1月14日、15日、2月22日、23日、3月4日假臺北市立聯合醫院仁愛院區及臺北市信義行政中心，辦理5場「兒童牙齒塗氟說明會」，共540人參加。
4. 依據國民健康署提供兒童牙齒塗氟利用人數統計及12區健康服務中心回報人數等資料，截至102年6月底，臺北市提供3萬3,177位滿3歲至未滿5歲兒童塗氟，利用率達70%。自101年11月起，國民健康署同意開放牙醫師入幼兒園塗氟，臺北市幼兒園共709家，已有647家（91%）申請牙醫師入園塗氟。

- (2) The Department of Health has also brought together 266 dentists surgeries to provide first-grade elementary school students with free molar fillings. The service is estimated to reach 12,484 individuals (a coverage of 76.5%).

2) Visual Health and Oral Cavity Health promotion

- (1) To increase children and youth's awareness of visual and oral cavity health, since April 2013, the Department of Health has brought together 7 medical care institutions and have held 127 lecture tours in elementary school; a total of 16,510 people has attended this event.
- (2) The Department of Health and Department of Education held "Healthy Darlings Gatherings" at the Miramar Entertainment Park and the Taipei Zoo on the 13th and 20th of October respectively, attracting 2,500 and 4,000 participants.
- (3) On November 13th, we held the inaugural "Student Oral Health Day Prize Quiz Event" at Xinyi District Administrative Center of Taipei City. About 22,718 children participated.

2. Pre-School Age Children's Health Care

1) Vision, hearing and oral health screening and health care for pre-school age children

- (1) The Department held free "Integrated Screening Services for Children" at various public and private kindergartens across Taipei, serving a total of 51,788 children.
- (2) The Department held five elementary and advanced "Practical Training Sessions for the 2013 Taipei Pre-School Age Children Integrated Community Screening Scheme", inviting a total of 280 staff from city health centers and contracted medical institutions for training.
- (3) On January 14th and 15th, February 22nd and 23rd, and March 4th, the Department of Health held five "Children's Fluoride Treatment Information Meetings" at the Taipei City Hospital Renai Branch and the Taipei City Xinyi Administrative Center, with a total of 540 people participating. The aim of these meetings was to spread awareness of free biannual fluoride treatments for children under five, and of the fact that dentists can visit schools to provide this treatment as part of the "Children's Fluoride Treatment Community Traveling Service" scheme.
- (4) According to HPA statistics on provision of fluoride treatment for children and data from health centers in Taipei's 12 districts, a total of 33,177 children between the ages of three and five had undergone fluoride treatment by the end of June 2013, a utilization rate of 70%. Since November 2012, the HPA has agreed to allow dentists to visit schools to provide this treatment; of the 709 kindergartens in Taipei, 647 (91%) have already applied to have a dentist visit and provide the treatment.

（二）健康學園

新增36家幼托園所通過自主認證，累計654家園所通過評核，涵蓋率92%；12家園所通過衛生保健特色發展計畫徵選，並辦理成果發表會。

三、青少年健康促進

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

1. 102年4月28日假臺北市中正運動中心辦理「健康我做主，活力親子體驗營」活動，共165位學生及家長參加。



健康體位宣導活動
Healthy weight promotional events

2. 衛生局與教育局於102年5月29日假龍門國中辦理「青少年性教育研習營暨性教育宣導微電影首映會」，共57位師生參加。

3. 為強化青少年性教育觀念，自102年4月起，委託財團法人台北張老師基金會辦理30場國、高中校園性教育宣導講座，計1萬1,054人參與。

（二）臺北市國小學童氣喘防治及照護

1. 為建構臺北市氣喘防治支持性環境，衛生局成立「臺北市氣喘學童及家長支持性團體」，並於102年5月4日辦理「2013年過敏氣喘我不怕！」世界氣喘日宣導活動及支持性團體成立大會，計2,500人次參與。



「2013年世界氣喘日」宣導活動
2013 "World Asthma Day" promotional events

2. 於8月10日及11日假馬偕醫護管理專科學校辦理「過敏氣喘我不怕！工作坊」，共計200人參加。

2) Healthy Kindergartens

36 further childcare institutions have passed independent authentication, meaning a total of 654 institutions have now been evaluated, 92% coverage. In addition, 12 institutions were selected for the Special Health Care Development Scheme, and also held meetings on the results of this scheme.

3. Health Promotion for Adolescents

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

(1) On the April 28th, 2013, the Department of Health held the “Health Starts with You: Parent-Child Activity Camp” at the Zhongzheng District Sports Center, with a total of 165 parents and children participating.

(2) On May 29th, 2013, the Department of Health and Department of Education held the “Adolescents Sex Education Study Camp and Sex Education Short Film Festival” at Longmen Junior High School, with a total of 57 students and teachers attending.

(3) To enhance sexuality education for adolescents, the Department entrust Teacher Chang Foundation to hold 30 junior and senior high school education advocacy seminars since April 2013. A total of 11,054 people participated.

2) Asthma Prevention in Schoolchildren and Care for Schoolchildren with Asthma

(1) In order to create a supportive environment for asthma sufferers, the Department of Health has established the “Taipei City Asthma Sufferers and Parents Support Group”, and on May 4th, 2013 held the “2013 Allergies and Asthma - I'm Not Scared!” event for World Asthma Day, which also served as the general meeting for the asthma support groups. A total of 2,500 people participated.

(2) On the 10th and 11th of August, the Department held the “Allergies and Asthma - I'm Not Scared!” workshop at the Mackay Medicine Nursing and Management College, with a total of 200 people participating.



第三節 成人及中老年保健

一、心血管疾病預防與保健

102年1月至12月，臺北市40歲以上民眾接受三高篩檢者，共25萬9,351人次，其中血壓異常2萬6,665人、血糖異常7,752人、血膽固醇異常1萬9,773人，異常個案追蹤轉介就醫完成率達98.3%。臺北市心血管疾病防治網，102年認證醫事人員累計2,666人，認證醫療機構累計292家；辦理「心血管疾病防治網醫事人員展延繼續教育訓練」2場次，共計611人次參加。響應「世界高血壓日」，於5月11日辦理「健康血壓與心跳，快樂生活一把罩！」園遊會活動，計400人參加。於10月13日辦理「2013年世界心臟日」在站前廣場辦理「健康心動力，一路長相伴」活動，共476人參加。



2013世界心臟日園遊會
2013 World Heart Day Fair

二、糖尿病預防與保健

辦理糖尿病防治宣導71場，共2,492人次參與；臺北市糖尿病共同照護網截至102年12月31日止，認證醫事人員達1,618人（醫師541人、護理人員641人、營養師304人、藥師115人、牙醫師1人、檢驗師16人）；認證醫療機構累計201家；辦理糖尿病共同照護網之醫事人員認證及繼續教育訓練課程與個案討論會4場，共1,200人參加。

三、失智症預防與保健

結合臺北市老人健康檢查，提供極早期失智症篩檢，共服務4萬1,777人；結合社團法人台灣失智症協會與國際失智症協會，於4月20日假臺北市市民廣場辦理「全球為記憶而走—憶家動起來健走活動」，共4,000人參加；結合社團法人台灣失智症協會，於9月15日假松山文創園區多功能展演廳共同舉辦2013國際失智症月「小手大手·憶路相守」活動，共2,000人參加。

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

1. Prevention and care of Cardiovascular Diseases

From January to December, 2013, people aged 40 and above screening for the “three highs”. Among the 259,351 participants, 265,665 had abnormal blood pressure, 7,752 had abnormal blood glucose, and 19,773 had abnormal blood cholesterol levels. Follow-up and transfer rate of cases of abnormalities reached 98.3%. By 2013, the Cardiovascular Diseases Prevention Network of Taipei City had certified 2,666 medical personnel and 292 medical institutions. 2 sessions of continuing educational training for medical personnel of the Cardiovascular Diseases Prevention Network were held for 611 person-times of participation. On May 11th, in response to the “World High Blood Pressure Day”, the Department conducted the “Healthy blood pressure and heart rate, have a happy life!” fair event was held. A total of 400 people participated. On October 13th, we conducted the “2013 World Heart Day Press Conference”, and held the “Healthy heart in motion, accompanied us all the way” event in the front of station square. A total of 476 people participated.

2. Prevention of Diabetes Mellitus and Healthcare of Diabetics Mellitus

71 lectures of diabetes mellitus prevention advocacy had been held with 2,492 person-times of participants. By the end of 31th December 2013, Taipei Diabetes Shared Care Program had certified 1,618 medical personnel (541 doctors, 641 nurses, 304 Nutritionist, 115 pharmacists, 1 dentist, and 16 medical technologist) and 201 medical institutions. Certification and 4 sessions of continuing education training courses, with 1,200 participants for medical personnel of the diabetes shared care network were conducted.



2013糖尿病照護網教育訓練

2013 Educational training for the diabetes healthcare network

3. Prevention and Care of Dementia Patients

Together with the health examinations for the elderly, dementia self-assessment services have been provided, servicing to 41,777 elderly in total. On April 20th, collaborating with the Taiwan Alzheimer Disease Association and Alzheimer's Disease International to hold the “Walk for memory- Strides with family” promotional event at Taipei People's Square. A total of 4,000 people participated. Collaborating with the Juridical Person Taiwan Dementia Association to hold the 2013 World Alzheimer's Month “Small hand in big hand- let's spend a lifetime for memory” promotional event at the Multifunction Auditorium of Song Shan Cultural and Creative Park. A total of 2,000 people participated.

四、腎臟疾病預防與保健

3月10日與台灣腎臟醫學會、林口長庚紀念醫院合作於臺北市立動物園舉辦「2013世界腎臟日『愛腎護腎健康一生』園遊會」，共2,500人參加。

五、老人健康檢查

設籍臺北市滿65歲以上市民及55歲以上原住民，每年可免費接受老人健康檢查1次，102年提供4萬2,105名。自3月1日開辦，截至102年12月31日止已預約4萬2,105人，預約率100%，已完成受檢4萬2,105人，受檢率100%。

六、社區健康照護網

針對獨居長者、腦血管疾病、失智者、身障、高血壓、高血脂及糖尿病等慢性病市民，提供關懷訪視、健康諮詢、三合一健康篩檢、健康需求評估等服務，共計服務獨居長者1萬5,800人次、腦血管疾病患者1,732人次、多重障礙369人次、肢障672人次、智障460人次。

七、高齡友善城市

結合臺北市19個局處、12區健康服務中心、轄區內醫療院所、民間團體等共同推動，已召開4次跨局處會議，2次工作坊，1次指標訂定討論會，並於102年11月30日投件申請世界衛生組織（WHO）高齡友善城市網絡會員。成立28個「長青健康活力站」，辦理897場課程，共5萬2,228人次參與。於6月26日辦理「2013高齡友善臺北—銀髮活力Show大賽」，共521位長者參與，推選信義區、大安區、中山區、大同區及北投區代表臺北市參加「健康102阿公阿嬤動起來」全國北區複賽之銀牌及最佳活力獎，大同區並獲得全國總決賽之銅牌。



2013臺北市阿公阿嬤活力Show
2013 Taipei City Grandpa and Grandma Vitality Show

4. Prevention and Healthcare of Renal Diseases

On March 10th, joint with Taiwan Society of Nephrology and Linkou Chang Gung Memorial Hospital, 2013 World Kidney Day garden party was held on Taipei Zoo, Xinyi District to promote renal health. A total of 2,500 people attended.

5. Health Screening for the Elderly

All registered Taipei residents aged over 65 and aboriginal residents aged over 55 are entitled to a free annual health check, which in 2013 was provided to 42,105 people. Since the scheme's launch on March 1st to the December 31st, 42,105 people had taken advantage of the service, a utilization rate of 100%. 42,105 people underwent screening, a utilization rate of 100%.

6. Community Healthcare Network

Providing services through care, home-visit and health counseling to the elderly living alone, the patients with chronic diseases such as cerebrovascular disease, dementia, the physically disabled, hypertension, hyperlipidemia and the diabetes mellitus, with services of 3-in-1 screening, and the assessment of health needs. 15,800 person-times of the elderly living alone, 1,732 person-times of cerebrovascular patients, 369 person-times of patients with multiple disabilities, 672 person-times of the physically disabled, and 460 person-times of the mentally retarded had been served.

7. Age-friendly City

Taipei City collaborated with 19 Taipei City Government Departments, 12 District Health Centers, medical institutions within governing territories, and private organizations to promote related issues. On November 30th, the Department applied WHO Age-friendly City network member. The Department established 28 Evergreen Healthy Vitality stations, and conducted 897 courses in which a total of 52,228 people participated. On July 26th, the Department held the Taipei Elderly Friendly Vitality Show Competition, a total of 521 elder people participated. The representatives from Xinyi, Daan, Zhongshan, Datong and Beitou Districts were selected to participate National south district "Healthy 2013-Grandpa and grandma got moves!" in the national finals, in which they garnered the silver medal and Best Vitality Award, respectively, Datong district also garnered bronze medal.



第二章 重要健康促進議題

第一節 菸害防制

一、菸害防制執法稽查輔導

辦理2場次、60位稽查人員教育訓練；取締執行成果（商家、行為人）：8萬5,483件；稽查次數：36萬24次；裁處件數：414件。

二、戒菸服務與宣導

（一）結合醫療與社區資源，提供便利戒菸服務

1. 結合臺北市10家醫院，共辦理40班次戒菸班（含醫院16班次、社區12班次、職場12班次），學員數計有582人，課後1個月戒菸成功率達34.02%。
2. 結合臺安醫院、中華民國藥師公會全國聯合會、臺北市藥師公會、國防醫學院三軍總醫院及臺北市立聯合醫院辦理醫事人員戒菸服務教育訓練8場，臺北市醫事人員參與戒菸服務訓練計501人（醫師96人、護理人員及其他人員171人、藥師234人）。
3. 結合醫療與社區資源，提供1萬4,780位吸菸者戒菸衛教諮詢服務，並委託財團法人全民健康基金會，提供3,202位吸菸者電話戒菸諮詢服務。

（二）提升戒菸人口，降低吸菸率

1. 結合12區健康服務中心及社區資源，辦理867場菸害防制宣導講習，透過電子平面媒體（如：跑馬燈、網路、廣播、京站轉運站燈箱、公車車體、單張、海報等），鼓勵吸菸者及早接受二代戒菸治療。
2. 為提升民眾對二代戒菸治療認知，於102年11月2日假臺北市青年公園辦理「102年度衛生教育主軸巡迴宣導活動暨病安週活動」，計有1,000人參與。

Chapter 2 Major Health Promotion Issues

Section 1 Tobacco Hazards Control

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

Two educational training events are conducted for 60 inspectors. Outlawed 85,483 pieces. Inspecting for 360,024 times, tickets had been served to 414 violations.

2. Smoking-cessation Service and Promotion

1) In conjunction with medical and community resources, and providing convenient quit-smoking services

(1) In cooperation with 10 hospitals, we conducted 40 quit-smoking classes (including 16 at hospitals, 12 in communities, and 12 at workplaces.) There were a total of 582 participants, 34.02% quit smoking after one month.

(2) We conducted eight quit-smoking service educational training sessions for medical personnel with Taiwan Adventist Hospital, Taiwan Pharmacist Association, Taipei Pharmacists Association, Tri-Service General Hospital and Taipei City Hospital. A total of 501 Taipei medical personnel participated. (96 doctors, 171 nurses and other staff members, and 234 pharmacists.)

(3) In cooperation with medical and community resources, the Department provided health education and counseling services for 14,780 smokers, and entrusted the Juridical Person Taiwan Health Foundation to provide 3,202 smokers with quit-smoking services on the phone.

2) Increasing Smoking-cessation Population and Lowering Smoking Rate

(1) Cooperated with 12 District Health Centers and community resources to conduct 867 smoking hazard prevention promotional seminars, and through electronic print media (for example, marquee, Internet, radio, Q square MRT light boxes, buses, flyers, and posters.) to encourage people accept the second-generation tobacco-cessation early.

(2) In November 12th, 2013, the Department held "102 Health education circuit campaign tours and patient safety week" to enhance public awareness on the second-generation tobacco-cessation. A total of 1,000 people participated.



(三) 建構無菸醫院網絡，強化戒菸共同照護網

輔導臺北醫學大學附設醫院、振興醫院、萬芳醫院、臺安醫院、國泰醫院、康寧醫院、宏恩醫院、資生堂醫院、臺北榮民總醫院、臺北市立關渡醫院與臺北市立聯合醫院中興、忠孝、仁愛、陽明、和平婦幼、林森、松德7個院區等17家醫院，參與並通過衛生福利部國民健康署無菸醫院網絡認證評鑑。

(四) 建置社區藥局戒菸諮詢站

為培訓並精進社區藥局藥師具有戒菸個案管理能力，以提供民眾正確安全的專業服務，8月17日結合臺北市藥師公會辦理8小時教育訓練「社區戒菸諮詢站訓練課程」，課程內容涵蓋菸害教育、戒菸藥物、戒斷症狀、如何協助個案戒菸、健康生活習慣、戒菸諮詢技巧等，藉由提升藥師專業技能，進而提高民眾戒菸成功率，參訓藥師計110名。目前已成立社區藥局戒菸諮詢站133家，協助社區民眾戒菸諮詢相關業務，102年提供諮詢服務計336人次。

三、青少年菸害防制宣導與教育

(一) 結合12區健康服務中心，加強宣導校園周邊販菸業者，不得販菸予未滿18歲青少年，計2,529家；辦理416場高中職以下校園菸害防制宣導，計2萬人參與。

(二) 配合衛生福利部國民健康署於102年4月至5月間辦理「國中生、高中職生吸菸行為調查」，計完成2,570名學生調查（25所學校、78個班級）。

(三) 結合教育局於102年11月至12月間辦理臺北市6萬名國、高中職新生菸害防制宣導問卷。

(四) 配合青春專案，結合12區健康服務中心與民間單位，辦理青少年菸害宣導活動6場次，共3,243人參與。

3) Construction of a smoke-free hospital network, and reinforcing the quit-smoking cooperative care network

The Department of Health guided a total of 7 hospital branches and 17 hospitals: Taipei Medical University Hospital, Chenghsin Hospital, Wanfang Hospital, Taian Hospital, Cathay Hospital, Kangning Hospital, Country Hospital, Susantown Hospital, Taipei Veterans General Hospital, Taipei Gandau Hospital and Taipei City Hospitals: Zhongxing, Zhongxiao, Renai, Yangming, Heping Fuyou, Linsen, and Songde to participate in and pass the certification inspection of the Bureau of Health Promotion smoke free hospital network.

4) Smoking-cessation Counseling Stations in Community Pharmacies

In order to train and improve the quit-smoking case managerial abilities of community pharmacists, and provide people with the correct and safe professional services, on August 17th, the Department cooperated with the Taipei Pharmacists Association to conduct the eight hours of Community quit-smoking counseling station training course. The course contents included tobacco prevention education program, smoking cessation drug, withdrawal symptom, and the roles pharmacists play in helping people quit smoking and smoking prevention, how pharmacists assist individuals to quit smoking, effects of nicotine and quit-smoking drugs, quit-smoking counseling and communication, the correlation between quitting smoking and healthy life habits, and management of quit-smoking withdrawal syndrome case studies. Through the upgrading of the professional skills of pharmacists, the success rate of people quitting cigarettes will be raised; a total of 110 pharmacists participated in the training. Currently, there are 133 pharmacies that serve as community quit-smoking counseling stations, and assist with quit-smoking counseling related matters for people in the community. A total of 336 people were provided with service in 2013.

3. Education and Promotion of Tobacco Hazards Control in Adolescents

- 1) In collaboration with the 12 District Health Centers, work is strengthened to promote the idea that tobacco dealers around the campus should not sell tobacco to adolescents under the age of 18, with a total of 2,529 dealers involved. 416 lectures had been organized on tobacco hazards control for schools below senior high and vocational schools. A total of 20,000 people participated.
- 2) From April to May of 2013, the Department cooperated with the Health Promotion Administration, Ministry of Health and Welfare to conduct the "Behavioral survey of middle school and high school smokers"; 2,570 students have completed the survey (25 schools and 78 classes).
- 3) We collaborated with the Department of Education to conduct smoking prevention questionnaires among 60,000 junior, senior and vocational high school students between November and December 2013.
- 4) In cooperation with the Evergreen Project, 12 District Health Centers and nongovernment units were integrated to conduct six teenager smoke hazard guidance events. A total of 3,243 people participated.

- (五) 結合董氏基金會、拒菸志工昆凌於102年12月16日假信義區博愛國小，辦理「助人戒菸把愛傳出去」記者會，呼籲臺北市13萬名國小學童擔任拒菸志工。



- (六) 結合董氏基金會、拒菸志工李明依母子於

「助人戒菸把愛傳出去」記者會
“Help People Quit Smoking and Spread the Love” Press Conference

102年12月26日假松山區敦化國小辦理「拒絕菸品助人戒菸」記者會，共200名學童參與。

四、營造無菸支持環境，保障民眾健康權益

- (一) 為營造校園周邊人行道無菸環境，衛生局結合實踐大學、相關局處及社區資源，推動全國大專院校首例無菸人行道（近3處校門口區域）。國立臺北科技大學與國立臺北商業技術學院周邊人行道之2處區域，分別自102年8月1日、11月20日起，列為全面禁菸場所。
- (二) 衛生局結合教育局公告臺北市16所高中職以下學校（10所國小、3所國中、3所高中職）周邊人行道，自102年5月31日起為全面禁止吸菸場所。
- (三) 結合臺北市市政大樓公共事務管理中心，共同規劃推動市政大樓戲沙區周邊區域無菸環境，並依據菸害防制公告自102年12月1日起為全面禁止吸菸場所。
- (四) 首創全國推動戶外定點吸菸自主管理認證計畫，輔導臺北市行政機關及企業職場於產權或管理範圍內，建立戶外定點吸菸環境及自主管理制度，以保障民眾不吸二手菸健康權益。12月23日辦理授證典禮，計9個行政機關、21個企業通過認證。

- 5) We collaborated with the John Tung Foundation and “no-smoking” volunteer Hannah Quinlivan to hold the “Spread the Love to Help People Quit Smoking” press conference on 16th December 2013 at the Xinyi Bo'ai Elementary School. With this event, we called upon Taipei's 130,000 elementary school students to act as “no-smoking” volunteers.
 - 6) We worked with the John Tung Foundation and “no-smoking” volunteers Li Ming-yi and her son to hold the “Say No To Tobacco and Help Other Quit Smoking” press conference at the Dunhua Elementary School in Songshan District on the 26th December 2013. A total of 200 students participated.
4. Creating a Supportive Smoke-free Environment and Protecting the Health Rights of People

- 1) In order to create a smoke-free environment on the streets around campuses, we collaborated with participating universities, relevant health institutions and community resources to promote the nation's first smoke-free college campus streets (in the areas around 3 different schools). The two areas around the National Taipei University of Technology and the National Taipei University of Business were classified as totally smoke-free areas on the August 1st and November 20th, 2013, respectively.



首創實踐大學無菸人行道記者會

Press Conference for the First Smoke-Free Sidewalk at Shih Chien University

- 2) The Department of Health collaborated with the Department of Education to announce that smoking would be completely prohibited in the areas around 16 schools (10 elementary schools, 3 junior high schools and 3 senior and vocational high schools) in Taipei from May 31st, 2013.
- 3) We collaborated with the Taipei City Hall Management Office to promote a smoke-free environment in the area around the Municipal Building's Sand Pool. Following anti-smoking announcements, smoking is completely banned in the area as of December 1st, 2013.
- 4) We initiated the National Designated Outdoor Smoking Spaces Self-Management Authentication Scheme, training city government institutions and businesses to establish designated smoking spaces and self-management systems in outdoor spaces in their property or under their management, in order to protect members of the public from the negative effects of second-hand smoke. We also held a certification ceremony on December 23rd, during which 9 government authorities and 21 businesses received their certifications.

- (五) 臺北市首條信義路沿線公車專用道27個站臺區域無菸環境，依據菸害防制法，公告自103年1月1日起為全面禁止吸菸場所，並於102年12月27日假捷運大安森林公園站3號、4號出口間觀景臺辦理禁菸記者會。



信義路公車站全面禁菸記者會
Press Conference for Smoke-free Promotion at Bus Stations
on Xinyi Road

- (六) 辦理24場次志工培訓課程，培訓510位拒菸志工，協助巡邏禁菸場所，計4萬4,029次。

第二節 體重控制

- 一、為提升臺北市健康體重管理成效及提供減重服務之便利性，協助市民進行自主健康體位管理，提供更友善的操作服務，102年10月更新改版「臺北體重管理APP」，新增健康訊息、常見食物熱量表、營養資訊及便利操作模式，至102年12月底，計14萬3,170人次下載「臺北體重管理APP」，幫助使用者減重2.2公噸(2萬2,103公斤)。
- 二、為推廣市民養成規律運動及健康飲食的健康生活型態，整合臺北市各轄區產、官、學、民各項資源，推動十二行政區致胖環境評估及改善，透過共識會議評估優先改善致胖環境因子，建立健康體位及健康飲食之支持性環境。
- 三、開辦24班體重控制班，計446位民眾參與，共減重884.2公斤。
- 四、辦理「健康體重管理」獎勵活動，訂定社區、職場、醫院及學校之團體獎勵方案，以提高團體推動成效，102年度臺北市健康體重管理活動，共計10萬8,342人參與，合計減重13萬9,263公斤（139.2公噸）。
- 五、夜市飲食熱量標示，繼101年輔導「寧夏夜市」、「南機場夜市」及「華西街夜市」等攤商進行小吃熱量標示，102年度新增輔導「士林夜市」、「遼寧夜市」及「饒河街夜市」等小吃標示熱量，並結合在地「青草巷商家」及飯店業者，推廣健康美食青草菜單，提供消費者更多健康選擇。

- 5) The Department of Health has designated the waiting areas by 27 bus stops along bus routes on Xinyi Road as smoke-free areas. In accordance with the Tobacco Hazards Prevention Act, smoking is completely prohibited in these areas as of January 1st, 2014. We held a press conference on the move at the viewing platform by exits 3 and 4 of the Daan Forest Park MRT Station on December 27th, 2013.
- 6) Conducted 24 volunteer training courses and trained 510 anti-smoking volunteers, who patrolled smoke-free places a total of 44,029 times.

Section 2 Weight Control

1. To promote the effectiveness of healthy weight management and convenience of weight loss, we assist people self-management for Weight-Care and provide more friendly operation services. In October 2013, the Department updated "Healthy is so easy, weight loss APP", added health messages, food calorimeter, nutrition information and operation model. Until December 2013, 143,170 people had downloaded weight loss APP, and help users lose 2.2 tons (22,103 kilograms).
2. In order to encourage the public to develop healthy habits of regular exercise and a sensible diet, the Department integrated various resources in business, government, education and civil groups in Taipei to promote an evaluation and improvement plan for environments conducive to obesity in all of Taipei's 12 administrative districts. Through public evaluation meetings, we decided upon priority factors for improvement, in order to create an overall environment supportive of healthy weight and healthy diet.
3. Established 24 weight control classes in which a total of 466 people with BMI greater than 24 participated. A total weight of 884.2 kilograms was lost.
4. Conducted Healthy Weight Management incentive events, and set the group incentive plans for communities, workplaces, hospitals, and four main convenience store chains, in order to upgrade the group promotional effect. In 2013, a total of 108,342 people participated in the Taipei City Healthy Weight Management events, and a total of 139,263 kilograms were lost (139.2 tons).
5. The indexes for food calories in night markets: After the Department guided "Ningxia Night Market, Nanjichang Night Market, and Huaxi Street Night Market" to label the calories of snacks in 2012, the Department tutored "Shilin Night Market", "Liaoning Night Market" and "Raohe Street Night Market" to label the calories in 2013. The Department cooperated with surrounding Herb Alley businesses and restaurants to promote healthy herbs menu, to provide more healthy choices to people.

六、12月18日獲衛生福利部國民健康署頒發全國金所獎致胖環境類-優等獎（中山區健康服務中心）、金所獎績優輔導團隊、減重縣市達標獎、縣市參與率卓越獎、縣市減重達成率卓越獎、縣市減重破百獎、減重卓越場域、社區健康營造績優單位暨志工，共21個獎項。

七、辦理電話訪問調查發現，臺北市民18歲以上民眾有進行體重管理的比率，自101年58.3%提升至102年68.4%；民眾每週運動至少達150分鐘的比例，自101年65.1%提升至102年68.4%。

第三節 「台北卡」二代健康卡集點兌點服務

一、「台北卡」二代健康卡集點兌點服務

為促進市民有效善用各項服務及提供市民便利之身分辨認證卡，結合悠遊卡，於102年4月30日推出具有多卡功能合一的「台北卡」。市民可憑「台北卡」接受市府各項實體服務。「台北卡—二代健康卡」是第1個使用「台北卡」作為證卡的市政服務。



臺北卡—二代健康卡記者會
Taipei Card - Second Generation Health Card Press Conference

102年衛生局規劃辦理多項健康篩檢服務（兒童發展篩檢、學齡前兒童整合性篩檢、癌症篩檢、肺結核篩檢、心情溫度篩檢、失智症篩檢等服務），及幸福護腸及健康促進活動（健康學堂、雲端量血壓、防癌學堂、認識健康資源及健康識能調查、食材登錄平台、台北卡騎YouBike享好康等），給予集點兌換悠遊卡加值金的獎勵。

二、「台北卡」二代健康卡集點兌點服務活動成效

「台北卡」自102年4月30日開辦至11月30日止，共申辦19萬8,892張（中低收入戶、低收戶、原住民及0-6歲兒童等特殊族群7萬4,965張、一般市民12萬3,927張），累積健康點數1,150萬8,220點。自102年10月1日至12月10日，兌換870萬8,945元。

6. On December 18th, the Department of Health was recognized by the Health Promotion Administration as a “National Golden Institution” in the area of obesity improvement. A total of 21 prizes were awarded, including the top-level prize for the Zhongshan District Health Center, and awards for excellent achievements by training teams, achievements in weight loss, excellent attendance, excellence in weight loss, breaking 100kg weight loss, excellent weight loss regions, achievements in community health and volunteers.
7. Conducted phone surveys, and discovered that the percentage of Taipei City civilians who are 18 or above engaged in weight management increased from 58.3% in 2012 to 68.4% in 2013. The percentage of people who exercise 150 minutes per week increased from 65.1% in 2012 to 68.4% in 2013.

Section 3 “Taipei Card” –the Second-Generation Wellness card Points Redemption Service

1. “Taipei Card” – the Second-Generation Wellness card Points Redemption Service

In order to encourage residents to make the best use of various services and to provide a convenient identification card, we have collaborated with “EasyCard” to produce the multi-functional “Taipei Card” from the April 30th, 2013. Taipei residents can use their “Taipei Card” to obtain various services, while the “Taipei Card - a second-generation wellness card” marks the first instance of a “Taipei Card” being used as an identification card.

In 2013, the Department of Health organized many health screening services (child development screening, comprehensive screenings for pre-school age children, cancer screening, tuberculosis screening, mood temperature test, dementia screening, etc.), as well as health promotion activities (healthy schools, cloud app blood pressure measuring, cancer prevention colleges, health awareness resources, health literacy surveys, foodstuff ingredients registration platforms, YouBike services with the Taipei Card, etc.), providing even more encouragement to cash in accumulated points on the EasyCard.

2. Taipei Card - outcomes of the second-generation wellness card points redemption service

From the launch of the “Taipei Card” on April 30th to the end of November 2013, a total of 198,892 applications were received (74,965 from low and mid-income families, for aboriginal children aged 0-6 and other special groups; and 123,927 from general residents). A total of 11,508,220 health points were accumulated in this period. From October 1st to December 10th, 2013, these points were converted into NT\$8,870,945.

第四節 原住民保健

一、預防保健服務

(一) 臺北市55歲以上原住民老人健康檢查計743人，異常率以尿液常規檢查（55.68%）為最高，其餘依序為血膽固醇（55.17%）、血糖（29.89%）、血壓（29.21%）、生化檢查-尿酸（25.84%）、胸腔X光檢查（23.75%）、心電圖檢查（23.75%）、血液常規（21.35%）、生化檢查-球蛋白（10.11%）、憂鬱症篩檢及認知功能評估（14.12%）。

(二) 提供社區原住民老人健檢12場。

二、健康促進活動

與臺北市政府原住民族事務委員會及臺北市立聯合醫院合作，舉辦12場健康促進活動。

第五節 癌症防治

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

一、癌症醫療網

臺北市參與衛生福利部國民健康署「102年度醫院癌症醫療品質提升補助計畫」，共23家醫院，通過「乳房X光攝影醫療機構認證」，共26家醫院及7家診所。

二、提供可近性、多元性篩檢服務，以提升民眾受檢意願

(一) 辦理「3人成行，首篩揪團拿禮券」活動，鼓勵從未接受過癌症篩檢之市民踴躍接受檢查，自102年8月1日至11月30日止，共331人參與。

(二) 辦理「月月有禮免費癌症篩檢抽大獎」活動6場次，共22萬3,257人次參與。

Section 4 Healthcare for the Aborigines

1. Preventive Healthcare Services

1) In Taipei City, there were a total of 743 aboriginal elders 55 years old or older who received health checkup. Abnormal rate was highest for urine regulatory checkup with 55.68%, blood cholesterol 55.17%, blood glucose 29.89%, blood pressure 29.21%, biochemical checkup-urine acidity 25.84%, CXR 23.75%, EKG 23.75%, routine blood examination 21.35%, biochemical checkup-globulin 10.11%, and depression screening and functional evaluations 14.12%.

2) A total of 12 health examinations had been conducted for the elderly of indigenous people within the community.

2. Health Promotion Activities

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

Section 5 Cancer Prevention

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

1. Cancer Medical Care Network

In Taipei City, 23 hospitals participated in the 2013 Hospital Subsidy Plan for the Enhancement of Medical Treatment Quality for Cancer conducted by the Health Promotion Administration, Ministry of Health and Welfare. 26 hospitals and seven clinics are contracted certified hospitals for breast x-ray image medical care institutions.

2. Providing accessible, diverse screening services, and improving public willingness to undergo screening.

1) We held the “Three People Embarking Together on a Journey: Reward Vouchers for Your First Screening” activity, to encourage residents who had never previously undergone cancer screening to take the leap and get screened. From August 1st to November 30th, 2013, a total of 331 people took advantage of this opportunity.

2) We held six Monthly Free Cancer Screening Prize-Giving events, with a total participation of 223,257 people.



「月月有禮」免費癌症篩檢抽獎活動
“Monthly Gifts” Free Cancer Screening and
Raffle Draw Events

- (三) 辦理102年度「防癌A好康」活動，鼓勵符合癌症篩檢之市民踴躍接受檢查，接受四癌篩檢市民即可領取1份宣導品，共2萬人次參與。
- (四) 5月4日與財團法人台灣癌症基金會辦理「2013粉紅健走嘉年華」活動，共3,000人參加。
- (五) 10月5日與臺北醫學大學共同辦理「2013乳癌防治Pink粉紅嘉年華」，共250人參加。
- (六) 10月12日與中華民國乳癌病友協會共同辦理「湧現粉紅絲帶—乳癌防治記者會與園遊會」活動，共300人參加。
- (七) 10月12日與台灣癌症基金會共同辦理「2013 粉紅運動 Care HER2 愛波舞后舞林召集令」活動，共250人參加。
- (八) 11月2日協助中華民國慢跑協會，辦理第三屆「有愛無癌互動關懷」環台挑戰活動起跑記者會，共60人參加。
- (九) 12月14日結合財團法人台灣癌症基金會，辦理「第7屆抗癌鬥士頒獎典禮」活動，共400人參加。
- (十) 102年9月2日至12月27日辦理「防癌A好康」癌症篩檢活動，凡至承辦的臺北市醫療院所接受四癌篩檢，即可領取1份精美宣導品，乳房攝影檢查2,059人、大腸癌篩檢5,883人、口腔癌篩檢4,149人、子宮頸抹片檢查7,468人，共計篩檢1萬9,559人次。
- (十一) 自102年4月30日至102年11月30日，辦理臺北市政府衛生局102年度「台北卡—二代健康卡防癌達人」健康篩檢換現金活動，完成四項癌症篩檢即可兌換悠遊儲值金，乳房攝影檢查4,839人、大腸癌篩檢1萬3,845人、口腔癌篩檢2,855人、子宮頸抹片檢查9,463人，共篩檢3萬1,002人次。



有愛無癌互動關懷—單車環臺活動
Love and Cancer-free Care – Round-Island Cycle Events

- 3) We held the 2013 Cancer Prevention event, to encourage those eligible for screening to undergo the tests. Residents who undergo 4 cancer screenings will receive one promotional item. A total of 20,000 people participated.
- 4) On May 4th, we held the “2013 Pink Walk Carnival”, together with the Formosa Cancer Foundation. A total of 3,000 people participated in the event.
- 5) On October 5th, we held the “2013 Breast Cancer Prevention Pink Carnival” in conjunction with the Taipei Medical University. A total of 250 people participated in the event.
- 6) Together with the Taiwan Breast Cancer Alliance, we held the “Pink Ribbon March - Breast Cancer Prevention Press Conference and Carnival” on the October 12th. A total of 300 people participated.
- 7) On October 12th, we held the “2013 Pink Activity - Care HER2 Keep On Dancing!” event, together with the Formosa Cancer Foundation. A total of 250 people participated in the event.
- 8) On November 2nd, we assisted the Chinese Taipei Road Running Association in holding the third “Love Without Cancer - Mutual Caring” Round-Taiwan Challenge launch press conference; 60 people participated in the event.
- 9) On December 14th, we collaborated with the Formosa Cancer Foundation to hold the “7th Anti-Cancer Warrior Awards Ceremony”, with a total of 400 people participated.
- 10) From September 2nd to December 27th, 2013, we held the “Cancer Prevention 'A' Advantage” cancer screening event, at which all people who had undergone 4 cancer screening in Taipei could pick up an excellent reward. In this period, a total of 19,559 people were screened for cancer: 2,059 underwent breast cancer screening, 5,883 underwent colorectal cancer screening, 4,149 underwent oral cancer screening, and 7,468 underwent cervical smear tests.
- 11) From April 30th to November 30th, 2013, the Department of Health, Taipei City Government held the 2013 “Taipei Card - Second-Generation Wellness card Cancer Prevention Expert” cancer screening for cash event, whereby those who have undergone four cancer screening can convert their health points into money for their Easy Card. During this period, a total of 31,002 people underwent cancer screenings, with 4,839 undergoing breast cancer screening, 13,845 undergoing colorectal cancer screening, 2,855 undergoing oral cancer screening, and 9,463 undergoing cervical smear tests.

三、癌症篩檢及防治

（一）子宮頸癌篩檢

1. 102年臺北市30歲至69歲婦女，完成每2年以上接受1次子宮頸抹片檢查數，共計43萬4,791人，目標達成率93.61%，篩檢陽性個案數共計1,329人，其中346人確診為子宮頸癌。
2. 自101年10月1日至102年9月30日止，臺北市30-69歲婦女子宮頸抹片篩檢陽性個案，追蹤完成率94.44%。
3. 36歲以上且6年以上未接受子宮頸抹片檢查婦女，102年接受1次子宮頸抹片篩檢數，共計1萬3,833人，目標達成率55.44%。

（二）乳癌篩檢

102年接受乳房X光攝影共計8萬3,314人，目標達成率89.76%，篩檢陽性個案數共計7,848人，陽性個案追蹤完成率85.67%，乳癌確診514人。

（三）大腸癌篩檢

102年共篩檢11萬3,157人，目標達成率64.29%，篩檢陽性個案數，共計6,670人，陽性個案追蹤完成率69.28%，確診大腸息肉2,421人、大腸癌209人。

（四）口腔癌篩檢

1. 102年共篩檢7萬4,751人，目標達成率79.19%，篩檢陽性個案數共計4,639人，陽性個案追蹤完成率72.67%，72人確診為口腔癌。
2. 102年5月19日辦理「非牙科、耳鼻喉科醫師口腔黏膜檢查種子人員」教育訓練，通過認證醫師計39人。
3. 102年共開設15班戒檳班，計168人參與，戒檳衛教服務382人，持續戒檳4個月者計229人，戒檳率41.63%。

（五）整合性預防保健服務

102年共辦理72場次，篩檢9,238人。

3. Prevention and Screening of Cancer

1) Screening of Cervical Cancer

- (1) In 2013, a total of 434,791 30~69 year-old woman in Taipei City completed one cervical smear test every 2 years, the target completion rate was 93.61%. 1,329 individuals were positive; 346 of them were confirmed to have cervical cancer.
- (2) From October 1st, 2012 to September 30th, 2013, the follow-up completion rate for 30~69 year-old woman in Taipei City who tested cervical positive was 94.44%.
- (3) In 2013, a total of 13,833 females who are above the age of 36 years and had not received Pap-smear test for over six years accepted Pap-smear test, the target completion rate was 55.44%.

2) Screening of Breast Cancer

In 2013, 83,314 people had accepted mammography X-ray imaging, the target completion rate was 89.76%, 7,848 individuals were positive, 85.67% of the positive cases were followed-up, and 514 people were diagnosed with breast cancer.

3) Screening of Colorectal Cancer

In 2013, there were 113,157 people completed colorectal cancer screening, the target completion rate was 64.29%, 6,670 individuals were positive, 69.28% of the positive cases were followed-up, 2,421 individuals were diagnosed with polyp of intestinal tract, and 209 with colorectal cancer.

4 Screening of Oral Cancer

- (1) In 2013, a total of 74,751 people had been screened, the target of completion rate was 79.16%, 4,639 positive cases were found, 72.67% of the positive cases were followed-up, 72 people were diagnosed with oral cancer.
- (2) On May 19th, 2013, conducted Non-dental and ENT doctor oral mucous membrane test seed personnel educational training. A total of 39 doctors passed the certification test.
- (3) Organized 15 betel-nut cessation classes in 2013, enrolling 168 people. The patient education of betel-nut quit serviced of 382 people, 229 people were able to quit betel-nut for 4 months, along with an overall betel-nut cessation rate of 41.63%.

5) Integrated Preventive Healthcare Screening Services

Organized 72 sessions in 2013 and screened 9,238 people.

表1 102年推行整合性預防保健服務成果一覽表

Table 1 Outcomes of the Integrated Healthcare Screening Services, 2012

檢查項目 Items of Examination	篩檢人數 No. Screened	異常個案 Abnormal Cases		追蹤完成個案 Follow-up Completed	
		人數 No.	占篩檢人數 百分比 % of Total Screened	人數 No.	占異常個案人數 百分比 % of Total Abnormal Cases
血壓 Blood Pressure	6,530	1,852	28.36%	1,518	81.97%
血糖 Blood Glucose	6,530	1,277	19.56%	1,133	88.72%
血膽固醇 Blood Cholesterol	6,530	3,505	53.68%	3,184	90.84%
視力檢查 Vision	6,530	1,710	26.19%	1,552	90.76%
子宮頸抹片檢查 Pap-smear	4,110	73	1.78%	65	89.04%
乳房X光攝影檢查 Mammogram	1,686	35	2.08%	30	85.71%
口腔癌篩檢 Oral Cavity Cancer Screening	1,589	68	4.28%	65	95.59%
大腸癌篩檢 Colorectal Cancer Screening	3,777	134	3.55%	120	89.55%

第六節 市民健康生活照護

「市民健康生活照護服務」於98年4月開辦，截至102年，共設置628個「遠距照護站」，目前服務人數1萬2,119人，生理量測服務達140萬6,941人次，話務服務量達13萬6,063通。



Section 6 Public Tele-health Service

Public Tele-health Service for residents of Taipei City began in April 2009. By the end of 2013, a total of 628 tele-care stations had been established, serving 12,119 people, providing physiological measurement services to 1,406,941 person-times, and had received 136,063 calls from the public.



第三章 健康和安全城市

第一節 健康城市

一、推動臺北健康城市

(一) 參加102年8月25日至29日在泰國芭達雅召開之第21屆國際健康促進與教育聯盟世界健康促進研討會，共發表「臺北市社區建置長青健康活力站」及「臺北市市民健康體重管理介入計畫之成效分析」2篇海報，將臺北市健康營造成果與全球各城市進行經驗交流。

(二) 衛生局暨相關局處及臺北市民間團體參加「2013年第5屆臺灣健康城市暨高齡友善城市獎項及成果海報展示」評選，臺北市松山區榮獲健康城市卓越獎(鄉鎮市區組)、以及13項創新成果獎及3項成果海報展示優勝，共獲得17項大獎，獲獎數居全臺之冠，是本屆獲獎的最大贏家。



榮獲2013年健康城市創新獎
Winner of the 2013 Healthy City Innovation Award

(三) 朱明若教授於11月11日再度應衛生局邀請，以「健康城市的評價與永續經營機制」為題進行演講，與會各縣市政府衛生局代表，也進行簡短的股份。朱教授聽取分享後，期勉各縣市掌握城市的分析與願景、政治承諾、部門合作、社區參與、管理與創新等重點，說出自己城市的故事與驕傲。

二、社區健康促進

(一) 102年度共輔導64個社區健康營造單位，參與臺北市「社區健康生活方案」，指定必選推動議題為「健康減重」。

(二) 專家陪伴機制，組成6個社區健康營造家族，聘請專家、學者，陪伴社區營造單位推動與執行。

Chapter 3 Healthy and Safe City

Section 1 Healthy City

1. Promoting Taipei Healthy City

- 1) The Department of Health participated in the 21st IUHPE World Conference on Health Promotion, held from August 25th to 29th, 2013 in Phatthaya, Thailand. We issued two posters, on the “Taipei Community Energy Health Stations for Young and Old”, and “Outcome Analysis for the Taipei Residents Healthy Body Weight Management Intervention Scheme”, to enable experience sharing with cities around the world regarding the results of Taipei's health efforts.
- 2) The Department of Health, other relevant bureaus, and Taipei NGOs participated in selection for the 2013 5th Taiwan Healthy City and Senior-friendly City Awards and Achievement Poster Display. Taipei's Songshan District was honored with the “Outstanding Healthy City” award (Township and City District Division), while 13 awards for innovation and 3 for excellent results displays were also given, making a total of 17 awards for the city, the highest in the country and the largest haul for any city this year.
- 3) Professor Zhu Ming-Ruo once again responded to an invitation by the Department of Health and presented a lecture entitled, “Evaluation of Healthy Cities and Sustainable Operation Mechanisms”. The lecture was attended by representatives of health bureaus from all of Taiwan counties and city governments, who also engaged in a brief interactive discussion. Following the discussion, Professor Zhu exhorted all local governments to make use of local analysis and visions, government pledges, inter-departmental cooperation, community participation, good management and innovation, to make their own region's story and pride heard.

2. Community Health Promotion

- 1) In 2013, the Department supervised 64-community health building units to participate in the Taipei City healthy life plan, promoting the issues of healthy weight loss.
- 2) A specialist chaperone mechanism was developed. Experts and scholars were invited to organize six community health building “families” to chaperone the implementation of the Community Building Unit Plan.



社區健康生活化方案專家陪伴會議
Community Healthy Living Project Experts Meeting

- (三) 辦理推動種子教育訓練計6小時，實地參訪大安區台灣油杉社區發展協會、北投區硫磺谷社區發展協會等2家績優社區健康營造單位。
- (四) 辦理「臺北市社區健康印象」，評選績優團體組5名及個人組50名。
- (五) 訂定社區健康生活方式獎勵辦法，評選績優社區健康營造團體獎12名及績優健康減重社區團體獎58名。
- (六) 11月26日於劍潭青年活動中心辦理「102年度社區健康生活方式成果發表會」，以表演方式傳達社區健康營造精神，並以海報呈現推動成果及經驗交流。



社區健康生活方式成果發表會
Community Healthy Living Project Achievements Seminar

三、職場健康促進

- (一) 102年度臺北市計106家職場通過衛生福利部國民健康署「健康職場自主認證」，其中50家為大型職場、14家中型職場、42家小型職場，通過之認證標章類別分別為健康促進標章37家（其中32家為新通過認證之大型職場）、健康啟動標章19家、菸害防制標章50家。
- (二) 為肯定臺北市各事業單位推動職場健康促進，建立職場員工健康之工作環境，於臺北市政府1761次市政會議中頒發「健康卓越獎」表揚10家績優事業單位。
- (三) 102年1月至12月受理勞工體格及健康檢查指定醫療機構報備之勞工體格及健康檢查中，接受特別危害作業勞工健檢共1萬58人，健檢結果屬第1級管理者7,566人、第2級管理者2,312人、第3級管理者180人、第4級管理者0人；一般作業勞工健檢接受檢查人數15萬9,948人，需健康追蹤檢查人數共4萬4,119人、需治療或採其他措施人數共3,700人。

- 3) Conducted seed educational training for 6 hours, and visited the FHA Community Development Association in Daan District, Taipei City, and Liouhuang Valley Community Development Association in Beitou District.
 - 4) The Department conducted the Taipei City Community Healthy Images events and contests, and selected five outstanding groups and 50 individuals.
 - 5) Set community healthy life plan incentive rules, and awarded 12 groups of the Excellent Community Health Building Group Award, and 58 people the Excellent Healthy Weight Loss Community Group Award.
 - 6) On November 26th, the Department conducted the 2013 Annual Community Healthy Life Project Achievement Press Conference at Chien Tan Youth Activity Center. At the press conference, people show the spirit of community health building by performing, and used posters to show promotional results, and promote experience interaction.
3. Health Promotion at Workplaces
- 1) In 2013, there were a total of 106 workplaces in Taipei City that passed Ministry of Health and welfare “Healthy workplace and self-management certification”. 50 of them were large-sized workplaces, 14 of them medium-sized workplaces, 42 of them small-sized workplaces. Of the workplaces that received certification, 37 of them received the health promotion label (32 of them were large-sized workplaces that have newly-received certification), 19 of them received health activation labels, and 50 of them received smoke hazard prevention labels.
 - 2) To express appreciation to business enterprises in their promotion of healthy workplaces, and building a healthy working environment for employees, at the 1761th City Council, health outstanding award were presented to 10 business enterprises.
 - 3) From January to December, 2013, people received worker physical and health checkups at designated medical institutes. 10,058 people received special hazard worker health checkups. The health checkup results were as follow: 7,566 people were first level managers, 2,312 were second level managers, 180 were third level managers, 0 were fourth level managers, 159,948 ordinary workers received checkups. There were 44,119 people who required health follow-up checkups, and 3,700 people who required therapy or other measures.

四、輻射屋個案之健康照護

- (一) 針對任一年所受輻射劑量在1毫西弗以上未達5毫西弗之列冊照護民眾提供健康檢查服務，共1,575人接受健康檢查，追蹤個案（1,745人）到檢率為90.3%，並提供臺北市立聯合醫院門診掛號補助每位個案每年6次，每次補助新臺幣50元整，補助人數共1,575人。
- (二) 為使臺北市輻射污染建築物民眾了解輻射曝露的健康風險，以及個人健康管理的重要性，結合臺北市立聯合醫院、行政院原子能委員會、國立臺灣大學醫學院附設醫院及社團法人台灣輻射安全促進會辦理「2013年輻射健康照護年度關懷活動」，共252人參與。
- (三) 102年5月23日修正公布「臺北市輻射污染建築物事件善後處理自治條例」全文10條；臺北市政府衛生局於102年9月18日函請臺北市政府法務局審議訂定「臺北市輻射污染建築物事件慰問金申請辦法」及「臺北市輻射污染建築物事件健康檢查及門診掛號補助辦法」，業於102年12月24日經臺北市政府第1763次市政會議審議通過。

五、102年臺北市多氯聯苯中毒（油症）患者列冊照護共33人，其中27人接受健康檢查，受檢率達81.8%。

六、健康體能促進

為推廣「每日一萬步、健康有保固」動態生活，成立106個健走隊（含社區92隊、職場8隊及學校6隊，每隊每週健走約5次），較101年增加9隊，健走隊人數共3,429人。

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，102年推動成果如下：

4. Healthcare for Residents in Radioactive Buildings

- 1) Medical examinations were provided for all citizens exposed to between 1 and 5 Sieverts of radiation in any one year. A total of 1,575 people underwent these examinations and 90.3% of follow up cases (1,745 persons) accepted screenings. In addition, subsidies on their registration fees at outpatient clinics of Taipei City United Hospital are provided 6 times a year per person, NT\$ 50 each time. A total of 1,575 persons are subsidized.
 - 2) To enhance the understanding of residents in radioactive buildings of the health risks of exposure to radioactive substances and the importance of personal health management, a 2013 annual radioactive healthcare get-together was held by the Department in collaboration with the Taipei City Hospital, the Atomic Energy Council of the Executive Yuan, National Taiwan University Hospital (NTUH) and the National Association for Radiation Protection with 252 participants.
 - 3) On May 23th, 2013, Taipei City radiation pollution construction matter and self-governance policies were revised. And On September 18th, 2013, the Department of Health, Taipei City Government requested the Department of Legal Affairs to draw up the “Taipei City Procedure for Application for Compensation Relating to Incidents of Radiation Pollution in Buildings” and the “Taipei City Procedure for Subsidizing Health Checks and Emergency Registration Relating to Radiation Pollution in Buildings”. These procedures were passed during the 1,763th deliberation session of the Taipei City Government, on the December 24th, 2013.
5. In 2013 Taipei City had 33 cases of You-jheng disease (PCB poisoning), with 27 of the patients completing health examinations; the examination rate was 81.8%.
- #### 6. Health and Fitness Promotion

To promote an active lifestyle with the slogan “walking ten thousand steps daily secures health”, 106 walking teams were organized (including 92 community teams, 8 workplace teams, and 6 school teams, walking about 5 times per week). There were 9 more teams than in 2012. The total number of members of all teams was 3,429.

Section 2 Safe Community

The goal of the Department in the promotion of accidents (unintentional injuries) and injury prevention as well as safety, is to act in accordance with the 6 major indicators of a safe community, developed internationally through years of practical experience in the promotion of accidents and injuries prevention, to consolidate cross department resources and to strengthen action plans to develop a set of accidents and injuries prevention and safety promotion strategies that meet most local needs. Achievements in 2013 are as follows:

一、為瞭解社區事故傷害發生情形，並妥善運用於社區安全促進方案之發展與評值，與臺北市10家醫療院所急診室合作建立傷害監測機制，目前共收集約5萬2,889件事故傷害案件資料，非蓄意性傷害類別排名前3名者依序為：道路運輸事故（31.3%）、跌墜（28.4%）及撞壓割刺（28.3%）。

二、推動安全社區營造

（一）辦理102年臺北市社區安全促進輔導計畫，輔導臺北市內湖區、中正區、信義區、大同區、文山區及南港區6區永續營造安全社區，中正區於今年通過國際安全社區再認證。



臺北市中正安全社區授證典禮
Taipei City Zhongzheng Safe Community Certification Ceremony

（二）辦理102年社區健康與安全營造計畫，鼓勵各區分析轄區事故傷害監測，結合轄區產、官、學、民之資源，以「建構高齡友善城市」為議題，因地制宜擬定推動策略並凸顯各區特色，以區串連全市建構完整之長者健康與安全關懷服務網絡，持續營造安全社區、健康臺北。

（三）參與大型國內外安全社區活動

參與「第21屆國際安全社區研討會」，瞭解國際事故傷害防制與安全促進推動經驗，與各國推動安全促進實務工作者經驗交流，並至墨西哥城 Cuautitlán Izcalli 市安全社區參訪。

三、推動「原住民、新住民與弱勢族群居家安全環境檢核與諮詢計畫」針對家庭中有6歲以下幼兒之家戶進行居家環境安全檢核與衛教，102年度完成訪視2,218戶，藉此提升其對於居家環境安全的知能，進而改善居家環境及減少兒童居家事故傷害發生。

1. To understand how accidents (unintentional injuries) happened in the community, and to utilize the development and evaluation of community safety promotion project, in collaboration with the emergency departments of 10 Taipei City medical care institutions, a protocol was built for injuries monitoring, collecting about 52,889 cases of accidents. Of all nonintentional assaults, the first three are, respectively: traffic accidents (31.3%), falling (28.4%), and collision, suppression, laceration and puncture (28.3%).

2. Building Safe Communities

1) The Department conducted the 2013 Taipei City Safe Communities Counseling Project to counsel Neihu, Zhongzheng, Xinyi, Datong, Wenshan, and Nangang Districts of Taipei City to pass the International Safe Communities certification and to continuously build safe communities. Zhongzheng District passed the recertification of Safety and Health Promotion Association.

2) For autonomous sustainable operation and promotion of safe communities, the 2013 community health and safety creation project was set forth to encourage communities to analyze accidental injuries, to combine information from sources of public and private sectors, academia, and industries. The Department of Health has drawn up promotion policies for its “Establishing Age-Friendly Cities” scheme, which take into account the local conditions of each district. The scheme links up each district a comprehensive city-wide health and care service network for seniors, which will continue to assist the establishment of healthy communities, and healthy Taipei.

3) Participation in large-scale safe community events both in Taiwan and abroad

We participated in the 21st International Safe Communities Conference, in order to find out about international experiences regarding accident prevention and health promotion efforts. We engaged in exchange with those working in safety promotion from across the world, and also visited the Cuautitlán District safe community in Mexico City.

3. The Department of Health promoted the residential safe environment inspection and counseling program for the aborigines and new residents (immigrants) and disadvantaged group to conduct inspections and health education among households with children under the age of six. 2,218 households were visited in 2013. Through the program, families were to increase their knowledge on residential environmental safety, thus improving home environments and reducing incidents of children’s accidental injury at home.

第三篇 建構健康 消費環境

Part 3 Building a Healthy
Consumer Environment



第三篇 建構健康消費環境

第一章 健全管理打擊不法

第一節 一般稽查與抽驗

一、一般食品稽查與抽驗

- (一) 食品標示檢查11萬5,045件，不符規定681件，處分56件。
- (二) 抽檢及監測市售食品及食品添加物、容器、食品包裝3,883件，不符規定266件。
- (三) 年節食品查驗
農曆年前至年貨大街、大賣場、超市及傳統市場等，抽驗年節食品320件，品質檢驗不符規定44件，包裝標示檢查106件，不符規定22件。
- (四) 涼麵查驗
抽驗50件涼麵食品，衛生標準初驗25件不符規定，複檢4件衛生標準仍不符規定。
- (五) 飲冰品查驗
飲冰品查驗抽驗市售飲冰品401件（50件包裝飲冰品、276件散裝飲冰品及75件配料），飲冰品檢驗衛生標準；配料檢驗防腐劑、甜味劑、著色劑及性狀等，檢驗結果3件飲冰品不符規定（經初、複抽驗仍超過衛生標準限量）。
- (六) 米濕製品查驗
抽驗米濕製品55件，包含20件米粉、15件板條（河粉、粿仔條）、10件米苔目及10件糕粿類，檢驗防腐劑及過氧化氫等添加物，檢驗結果4件不符規定。
- (七) 肉品查驗
抽驗肉品及蛋品348件，檢驗動物用藥，檢驗結果12件不符合規定。

Part 3 Building a Healthy Consumer Environment

Chapter 1 Total Management Against Illegal Acts

Section 1 General Inspection and Sampling

1. General Food and Inspection Sampling

1) 115,045 food products were inspected for their labeling, and 681 did not meet regulations; 56 were fined.

2) Of the 3,883 cases of food products in retail and food additives, containers, and food packaging, 266 cases failed inspection.

3) Inspection of New Year food products

A testing of 320 New Year food products from markets, super-markets, traditional market and other places, of which 44 failed the quality inspection test; 106 for package labeling and 22 for not meeting regulations.

4) Inspection of Cold Noodles

50 cold noodle food products were inspected; the results of the health standards inspection found that 25 did not meet regulations, and after re-inspection, 4 still did not meet the regulations of the health standards inspection.

5) Inspection of Beverages and Frozen Products

The Department randomly tested 401 iced drinks and products on the market (50 of them packaged iced drinks and products, 276 of them bulk iced drinks and products, and 75 of them ingredients.) The testing health standard of iced drinks and products: The preservatives, artificial sweetener, and color agents were inspected. The results showed that 3 iced drinks and products did not meet the standard (After initial and re-sampling, the products still exceeded the health standard).

6) Inspection of Wet Rice/Food Products

The Department randomly tested 55 rice products, including 20 rice noodles, 15 rice flour laths (flat rice noodle, steamed cake slices), 10 rat tail noodles, and 10 bowl rice cakes. The contents of preservatives and hydrogen peroxide were inspected. 4 cases failed inspection.

7) Inspection of meat products

The Department conducted random inspections of 348 meat and egg products, checking for the presence of medication given to the animals. 12 items were not up to standard.

二、衛生稽查輔導

食品衛生稽查2萬5,619家次，其中列管公共飲食場所1萬9,997家。

三、不法藥物查緝

為保障市民之健康及消費安全，密切聯繫檢、警、調單位執行不法藥物查緝工作及配合法務部高檢署「打擊民生犯罪專案」，查獲不法案件適時發布新聞，以嚇阻不肖業者。查獲偽藥11案、禁藥58案、劣藥7案、不良醫療器材7案、不法醫療器材68案，其它違法之行政罰鍰處分29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519件，尚無不合格案件。

（二）市售藥物包裝標示檢查1萬841件，標示違規87件，均依法處辦。

五、非正規藥物販售場所之稽查

針對公園、寺廟及菜市場等非正規場所販賣不法藥物稽查1,293家次，查獲違規9案；檳榔攤、雜貨店、工地及彩券行等非正規場所販賣含酒精類產品稽查3,222家次，查獲違規10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，執行稽查2,079家，勾稽查核1,850家，查獲違規11家，處行政罰鍰60萬元。

七、稽查診所、藥局（房）聘任之藥事人員是否親自調劑及配戴執業執照情形：共6,340家（藥局789家，藥房／藥商3,308家，診所2,243家）。

八、稽查藥局之藥品包裝容器標示是否符合《藥師法》第19條規定：共777家。

九、化粧品管理

（一）抽驗市售產品184件，不符規定13件，移送法辦3件。

2. Supervision of Health Inspections

There are 19,997 eateries in Taipei which were inspected 25,619 times.

3. Investigation of Illegal Drugs

In order to protect the health of the citizens and for consumer safety, inspection of illegal drugs is conducted in close collaboration with the police and prosecution authorities, and in coordination with the “fight against livelihood crimes special project” of the high prosecutor’s office. Once illegal cases are detected, news is released immediately to stop dealers from making further attempts. In total there were 11 cases of counterfeit drugs, 58 of prohibited drugs, 7 of inferior quality drugs, 7 of harmful medical devices, 68 of illegal medical devices, and other illegal acts that were fined; in total there were 29 cases.

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

- 1) Drug quality is strictly monitored. 519 cases of drugs on the market and food in capsule and tablet forms had been sample-tested, and all of them met requirements.
- 2) 10,841 cases of drugs on market had been inspected, of which the labeling of 87 were in violation. They have been processed according to regulations.

5. Investigations of Unqualified Firms Dealing Pharmaceuticals

Unqualified places such as parks, temples, and traditional markets, had been inspected for 1,293 times with regard to illegal drugs selling; 9 were in violation. Betel-nut stands, groceries, construction sites, lottery shops had been inspected 3,222 times for selling beverage containing alcohol to find 10 in violation of regulations. They had been processed by regulations.

6. Management of Controlled Drugs

According to monthly sales reports submitted by institutions and dealers, the flow and use of controlled drugs are traced and inspected. In total, 2,079 firms had been inspected and 1,850 firms had been audited and inspected to find 11 in violation of regulations. They were fined a total of NT\$600,000.

7. Pharmaceutical personnel employed by clinics and pharmacies (drug stores) are inspected to see if they personally attend to dispensing of medicines and if a practice license is properly displayed; 789 pharmacies, 3,308 pharmaceutical dealers, and 2,243 clinics had been inspected, for a total of 6,340 firms.

8. Inspection of pharmaceutical labeling on packaging products revealed that 777 pharmacies were in violation of Article 19 of the Pharmacists Act.

9. Management of Cosmetics

- 1) 184 products on the market have been tested, of which 13 failed; 3 have been referred for processing by regulations.

(二) 檢查市售化粧品包裝標示1萬2,061件，不符規定167件，罰鍰處分160件（含臺北市政府衛生局及外縣市移入案件）。

(三) 針對市面非正規廉價化粧品販售地點（如：格子趣、地攤等）及一般化粧品販售地點進行稽查抽驗。

1. 「牙齒美白產品」抽驗：共抽驗9件牙齒美白類含藥化粧品，檢驗結果產品所含之牙齒美白成分均符合限量規定，惟2件產品中文標示不符規定。
2. 美白化粧品抽驗：於轄內低價位店舖及一般化粧品販售地點抽驗20件，經檢驗結果皆符合規定，標示檢查不符規定11件。
3. 抗痘或淨痘類化粧品抽驗：共送驗15件，檢驗結果皆符合規定，標示檢查不符規定9件。
4. 嬰兒爽身粉化粧品抽驗：共抽驗15件，總生菌數檢驗結果不符規定4件，標示檢查不符規定4件。
5. 面膜化粧品：共抽驗15件，針對PARABEN類防腐劑檢驗，檢驗結果全數符合規定，標示檢查不符規定10件。
6. 「生髮、養髮」化粧品：共抽驗15件，檢驗結果皆符合規定，標示檢查不符規定9件。
7. 市售化粧品生菌數檢驗：共隨機抽驗市面12件產品，檢驗結果皆符合規定，標示檢查不符規定5件。
8. 精油化粧品抽驗：共抽驗15件產品，其中2件產品品質檢驗結果涉不符規定，標示檢查不符規定14件。
9. 美甲化粧品稽查：稽查14家美容材料行販售點，查獲8件產品標示不符規定，已依法處辦。
10. 銅葉綠素化粧品稽查：共稽查臺北市9家化粧品販售點，29項產品，皆未查獲不法添加銅葉綠素化粧品。

(四) 2013世貿化粧品展輔導查核：共輔導43家廠商，檢查204件化粧品。

- 2) Labeling of on the market cosmetics have been inspected 12,061 times to find 167 in violation of regulations. 160 cases of violations have been fined.
- 3) Focused on the sale location of irregularly cheap cosmetics (For example, Check Fun and street vendors, etc.) and conducted random tests at general cosmetic sale locations.
 - (1) Tooth whitening products inspection: tests on 9 tooth-whitening products were conducted by the Department of Health, all of which were found to conform to regulations and limits on tooth-whitening ingredients. The Chinese-language labeling on two items failed to meet standards.
 - (2) Skin whitening cosmetic products inspection: The Department randomly tested 20 products at low price stores and general cosmetic sale locations within the jurisdiction. The results show that all of them met the standard, but 11 labels did not meet the standard.
 - (3) Inspections of anti-spot products and skin-clearing cosmetic products: 15 samples were taken for testing. All of them met the standard, but 9 of the labels did not meet the standard.
 - (4) Inspections of talcum powder products: random inspections on 15 products were conducted, of which 4 did not conform to regulations regarding total viable bacteria count. 4 items did not meet standards regarding labelling.
 - (5) Face packs: random inspections of 15 products were conducted, examining presence of the Paraben preservative. All of them met the standard, but the labeling on 10 did not do so.
 - (6) Hair restoration and hair growth cosmetic products: 15 products were tested. All of them meet the standard, but 9 labels did not meet the standard.
 - (7) Inspection on total viable bacteria count in commercially available cosmetic products: random inspection on 12 products on the market were conducted. All the results met the standard, and 5 labels did not meet the standard.
 - (8) Inspections of essential oil-based cosmetic products: 15 products were tested. 2 of them failed the tests, and 14 labels did not meet the standard.
 - (9) Inspections of manicure products: checks at 14 sales points of cosmetic ingredients were conducted. 8 labels did not meet the standard and have referred for processing by regulations.
 - (10) Inspections of copper chlorophyllin cosmetic products: we conducted inspects at 9 cosmetic sales points. Of 29 products tested, none were found to illegally contain copper chlorophyllin.
- 4) Coaching and inspections at the 2013 International Cosmetics Exhibition: the Department advised 43 companies, and conducted inspections on 204 cosmetic products.

（五）旅宿業供應之洗髮精、沐浴乳化粧品稽查：共稽查臺北市10家旅宿業，查獲其中16件產品標示不符規定，均依法處辦。

第二節 專案查緝

一、牛肉標示

標示稽查輔導及強制標示：自102年1月1日至12月31日止稽查臺北市販售含牛肉之散裝食品場所、以及直接供應含牛肉餐食之飲食場所標示2,792家次，其中提供及販賣牛肉之業者2,440家次／次，稽查結果均符合規定（含現場輔導立即改正）。

二、化製澱粉

102年5月13日前行政院衛生署（現衛生福利部）發布新聞表示，根據舉報及法務部調查局嘉義縣調查站訊息，少數業者使用未經核准之順丁烯二酸酐化製澱粉，並經抽驗確認部分市售澱粉產品及相關製品檢出順丁烯二酸（Maleic acid）。

衛生局接獲通報後，立即啟動專案查緝，以「主動稽查抽驗、流向管理、資訊透明、黃金72小時專案、配合前衛生署0527食品安全專案計畫、安心選購」六大因應作為，針對市售產品進行監測管理。並聯合臺北市市場處依前行政院衛生署公告之「順丁烯二酸酐化製澱粉污染食品之處理原則」。截至102年6月20日（前行政院衛生署當日公告，即日起市售澱粉產品得免強制張貼澱粉產品之原料安全具結證明），共計稽查臺北市13家澱粉工廠、2,501家次業者，針對怡和澱粉公司處分新臺幣18萬元罰鍰，並抽驗424件產品，結果10件不符規定，其中率先全國公布「粉圓」及「黑輪」檢出順丁烯二酸，全面下架（此2項產品隨後列入衛生署公告之八大澱粉類食品）。針對違規產品流向，掌握臺北市通路及製造、進口商下架回收8,120件、2萬2,251.2公斤涉案產品，並會同臺北市政府環保局銷毀1萬231.2公斤產品，另1萬2,020公斤由新北市政府衛生局協助監毀。

- 5) Inspections on shampoo and body wash provided by hotels and other accommodations: we inspected 10 accommodation providers in Taipei City, among the products inspected, 16 labels did not meet the standard and have been referred for processing by authorities.

Section 2 Special Projects Inspections

1. Labeling on beef products:

Labeling inspection, guidance, and demand labeling: From January 1st to December 31st, the Department inspected places that sell bulk beef products or directly supply beef meals 2,792 times, and inspected 2,440 places that supply and sell beef. The results all meet the standard.

2. Chemically modified starch

On May 13th 2013, the then-Executive Yuan Department of Health (now the Ministry of Health and Welfare) issued an announcement that, base on reports from the public and the results of an investigation by the Ministry of Justice of Chiayi County, some manufacturers were using maleic anhydride, a modified starch in their production process. Random inspections shows maleic anhydride in some manufacturers' starch products and related products.

An immediate response was initiated by the Department of Health dispatched experts to investigate. This response consisted of six major courses of action to monitor and manage commercial items: active inspection, flow management, transparency of informat, the “Golden 72 Hours” project, conforming with the former Department of Health (Executive Yuan)'s 0527 Food Safety Plan, and “peace of mind in purchasing”. The Department has also collaborated with the Taipei Market Administration Office to follow the “Handling Principles for Contamination of Foodstuffs with Maleic Anhydride”, announced by the former Department of Health, Executive Yuan. As of June 20th 2013 (the day on which the former Department of Health made this announcement, decreeing that commercially available starch products must thereafter include a safety guarantee on their list of ingredients), a total of 13 factories working with starch products had been inspected, while overall sellers had been inspected a total of 2,501 times. The Yihe Starch Company was fined NT\$180,000, while of 424 products inspected, 10 fail to meet the requirements, including tapioca balls and oden, which were found to contain maleic anhydride and removed from sale entirely. (These two products were subsequently listed as among the Department of Health's eight major starch products.) In order to trace the circulation of products in violation with these regulations, 8,120 products transported, manufactured or imported into Taipei were pulled from shelves, representing 22,251.2kg of produce. The Department of Health also cooperated with the Department of Environmental Protection, Taipei City Government to destroy 10,231.2kg of produce, while 12,020kg were destroyed under supervision by the New Taipei City Health Bureau.

不肖業者使用違法順丁烯二酸酐化製澱粉事件，不僅再次重創我國食品衛生安全，也使得國人對於食品安全之信任降到谷底，但值得慶幸的是，本次事件加速食品衛生管理法之修法通過，除了大幅提高罰鍰、追繳不當利得及列入刑罰外，也進一步加強現行食品安全風險監測及建立預警機制，以強化源頭管理。

三、毒醬油事件

102年5月12日爆發毒醬油事件，媒體報載「雙鶴醬油」、「台農醬油」不符合「醬油類衛生標準」，產品流竄於各大夜市及小吃攤。因應毒醬油事件，衛生局即查察上開醬油產品來源廠商皆為新北市「一江食品有限公司」，並派員漏夜抽驗4件夜市攤商使用之醬油產品及「一江食品有限公司」於臺北市下游通路商之11件「醬油」產品，其中4件夜市攤商使用之醬油產品，單氯丙二醇檢驗結果均符合規定；下游通路商5款產品檢出單氯丙二醇大於0.4ppm不符食品衛生管理法之規定，並立即令業者下架、回收，不得販售；並依據醬油產品之檢驗結果持續稽查臺北市餐飲店、小吃店、雜貨行及6大知名夜市之攤商，共計稽查1,006家次業者，均未發現使用不符規定醬油產品。衛生局共計協助臺北市32家「一江食品有限公司」之下游廠商下架回收1,010件不符規定醬油產品，退運至該公司進行銷毀。

四、油安事件

彰化縣衛生局查獲大統長基公司油品摻偽假冒事件，臺北市政府立即於102年10月17日由市長指示啟動「重大食安事件緊急應變小組」，小組成員包含產業發展局、商業處、市場處、衛生局、法務局、秘書處媒體事務組、教育局、觀光傳播局、警察局、環保局等10個單位，即刻動員執行「源頭管理、流向追蹤、鼓勵檢舉、資訊透明」4大策略化解重大食安危機，針對本次事件衛生局共裁處8家廠商，處分罰鍰新臺幣751萬元整。

Use of maleic anhydride by unscrupulous manufacturers not only inflicts serious damage once again to Taiwanese food safety, but has also caused Taiwanese trust of food safety to fall to an all-time low. One positive is that the incident has accelerated revision and passing of the Food Safety Management Act, which includes increasing fines and listing recovery of ill-gotten profit among penalties, and strengthened current food safety monitoring and warning mechanisms, thus improving management at the source of the issue.

3. Incidents of Unsafe Soy Sauce

On May 12th 2013, a media storm erupted around the issue of poisonous soy sauce. The media reported that Shuanghe Soy Sauce and Tainong Soy Sauce were not following the Health Standards for Soy Sauce Products, and that their products were being used all over the country's night markets and food stalls. In response to this incident, the Department of Health immediately launched an investigation, which found that the source of these products was "Yijiang Foods Ltd." in New Taipei City. The Department sent staffs to night markets to conduct tests on 4 soy sauce products sold by night market vendors and 11 products sold in Taipei by downstream distributors of Yijiang Foods Ltd. The four products sold at night markets were all found to meet set standards on the presence of Monochloro-1,2-Propanediol. 5 products from downstream distributors were found to contain Monochloro-1,2-Propanediol in excess of 0.4ppm, in violation of regulations set by the Act Governing Food Sanitation. The Department of Health immediately demanded that these products be removed from sale and retrieved, and forbade subsequent sale. Based on the results of these investigations, we also continued to conduct inspections of restaurants, snack bars, food vendors and 6 famous night markets in Taipei. In total, we inspected 1,006 enterprises, and none were found to be using soy sauce products that did not meet regulations. The Department of Health helped a total of 32 downstream distributors of Yijiang Food Ltd. to reclaim 1,010 products that did not meet regulations, and return them to the company to be destroyed.

4. Incidents of Unsafe Oil

Following the discovery of counterfeit products from the Datong Changji Co., the Taipei City Government launched the "Food Safety Emergency Response Group" on the October 17th 2013, led by the city mayor. The group is constituted of representatives from 10 units, including the Industry Development Office, the Taipei City Office of Commerce, the Taipei Market Administration Office, the Department of Health, the Department of Legal Affairs, the Secretariat Media Office, the Department of Education, the Department of Education and Tourism, the Taipei City Police Department and the Department of Environmental Protection. The group was mobilized immediately, and set about implementing four major policies (source management, flow tracking, encouraging reporting, and transparency of information) to combat the food safety crisis. The Department of Health has dealt with 8 factories with regards to this incident, imposing fines of a total of NT\$7.51 million.

- (一) 源頭管理：衛生局102年11月1日配合衛生福利部啟動執行「油安行動」，動員稽查掃蕩，並至各大賣場、超市、雜糧行、餐飲店等販售（使用）食用油品場所進行稽查與輔導，下架違規油品總計共下架21萬8,199件；稽查臺北市販售（使用）食用油品場所標示3,058家次。
- (二) 流向管制：衛生局通知相關公會及拍賣網站下架違規產品，並經由「食材登錄平台」查詢供應學校午餐之油品來源，並派員確認。
- (三) 鼓勵檢舉：為鼓勵民眾舉發不法黑心廠商，衛生局修訂「臺北市檢舉違反衛生管理法規案件獎勵辦法」，特定重大食安事件檢舉獎金提高至百分之十，企業現職員工檢舉者，則提高為百分之十至百分之五十，針對「窩裡反」檢舉獎金上限新臺幣1,500萬元整。
- (四) 資訊透明：衛生局已建置「臺北市食材登錄平台」，提供查詢臺北市245所學校之午餐食材資料，追溯食材來源，及「食用油品專區」，提供下架油品資訊及Q&A，並發布24則新聞稿，以提供消費者充分資訊。

第三節 突發案件處理

配合檢警調單位查緝不法藥物，會同出勤22次。

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9,630家，查獲384家藥商去向不明，依程序公告註銷。
- 二、辦理「中藥商暨從事人員法規宣導講習」1場，提升中藥商暨相關從業人員之專業能力與相關法規認知，計120人次參加。
- 三、辦理「社區藥局藥事服務政策推動座談會」5場，提供產、官、學界跨領域經驗交流機會，計310人次參加。

- 1) Source management: on November 1st 2013, the Department of Health worked with the Ministry of Health and Welfare to launch “Operation Oil Safety”, aimed at conducting inspections and rooting out the problem. The project visited various enterprises that sell oil-based food products, including hypermarkets, supermarkets, grocery stores and restaurants to conduct inspections and provide guidance. A total of 218,199 oil products that did not conform to regulations were removed from sale, while a total of 3,058 Taipei enterprises that sell oil-based food products were inspected.
- 2) Flow control: the Department of Health notified relevant guilds and auction websites to remove those products from sale that do not meet safety standards. The Department also enquired about the sources of oil used in school lunches via the “Food Tracer Taipei” platform, and sent staff to confirm findings.
- 3) Encouraging reporting: in order to encourage members of the public to report illegal behaviors and unscrupulous firms, the Department of Health revised the “Procedure for Rewarding Reporting of Incidents of Violations of Food Safety Law and Regulations in Taipei”. The reward for reporting major incidents of food safety violation was increased by 10%, while rewards for staff who report on their company was increased by 10-50%, raising the upper limit for such rewards to NT\$15 million.
- 4) Transparency of information: the Department of Health established the “Food Tracer Taipei” platform, allowing the public to inquire about the source of ingredients in school lunches at 245 Taipei schools. The “Oil Products Area” also provides information on products that have been removed from sale, as well as Q&A platform. The Department had also released 24 press releases, to provide consumers with all the information they need.

Section 3 Management of Unexpected Incidents

With the investigative agencies of the police and prosecutors seized illegal drugs 22 times.

Section 4 Vendors Management

1. In accordance with regulations of the Pharmaceutical Affairs Act, an apothecary census of pharmaceutical dealers and pharmacies was conducted for a total of 9,630 firms, of which 384 could not be traced. Their licenses were revoked accordingly.
2. To increase the knowledge of Chinese herbs pharmacies and pharmacists of related regulations, 1 lecture was held; 120 people attended.
3. Five sessions of a forum on the policies promoting community pharmaceutical services were held to provide an interdisciplinary exchange to the industry, government, and the academic world; 310 people participated.

四、辦理「藥商、藥局及藥事人員法規宣導暨管制藥品講習」2場，提升臺北市藥商、藥局暨藥事人員專業知能及宣導相關法規等計260人次與會。

五、辦理「衛生法規宣導研討會」2場次，計289人次參加。

六、辦理「藥物、化粧品、食品業者及傳播媒體業者廣告講習」4場，說明違規廣告查緝及認定原則，提升業者自我審查及自主管理能力，計420家次640人次參加。

七、辦理2梯次食品標示暨營養標示講習，計294人參加。

第五節 淨化藥、粧、食品廣告

一、建置「藥物及化粧品廣告線上申辦暨查詢系統」，簡化廣告申請案程序，提升行政效能，共1萬1,946件。

二、查獲違規廣告3,268件（藥物263件、化粧品2,207件及食品798件）；處分違規廣告1,219件（藥物86件、化粧品721件及食品412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，發布3則新聞。

（一）年節吃喝想甩肉勿信誇大速效減重產品廣告。

（二）臺北市政府衛生局公布101年度違規廣告王－「圓滿D計畫」。

（三）違規廣告王－「治消渴賜爾康」奪冠！衛生局公布102年度上半年查處成果。



4. To increase the knowledge of medical institutions, pharmacies, western-medicine dealers of related regulations, 2 training sessions were held, a total of 260 people attended.
5. Conducted 2 seminars of health regulations advocacy, a total of 289 people attended.
6. To identify and illustrate the principles of illegal advertisements, and to improve the self-examination and self-management capabilities of the industries, 4 workshops were held for the medicine, cosmetics, food, and media industries; 420 firms participated for 640 person-times.
7. Conducted the second food labeling and nutritional labeling seminar. A total of 294 people participated.

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

1. An online application and searching system for advertisements of drugs and cosmetics was set up to simplify procedures and improve administrative efficiency. In total, 11,946 applications have been received.
2. In total, 3,268 illegal advertisements have been seized (263 of drugs, 2,207 of cosmetics, and 798 of food). 1,219 illegal advertisements have been processed by law (86 of drugs, 721 of cosmetics, and 412 of food) to put an end to exaggeration and dishonest illegal advertisements to protect the rights and health of consumers and to reduce consumer disputes.
3. Timely press releases remind consumers to avoid the loss of money and that buying products that are illegally advertised can damage health. In total, there have been three releases, including:
 - 1) Eating and drinking too much during New Year, starting a weight loss plan! Please do not believe in exaggerated advertisements of weight loss products.
 - 2) The Department of Health, Taipei City Government, announced the king of advertisement violation in 2012-“Healthy Chitosan.”
 - 3) King of advertisement violation “Treatment of Diabetes-Sylkon” won the crown! The Department of Health announced the results of the first half of 2013.

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695家（含餐盒食品業14家、學校附近自助餐386家、學校自製午餐25家、外燴飲食業7家、辦理宴席餐廳79家、學校外包午餐88家、觀光飯店87家及中央廚房9家），稽查1,951家次。
- 二、辦理「一般餐飲業者及公共安全方案業者」衛生講習78場4,338人參訓、「中餐烹調丙級技術士技能檢定」衛生講習52場3,896人參訓、「中餐烹調乙級技術士技能檢定」衛生講習4場159人參訓、「持證廚師」衛生講習68場4,317人參訓；臺北市政府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中華民國廚師證書資訊管理系統網站，以利民眾查詢與報名。
- 三、臺北市食材登錄平台自102年9月9日啟動至12月31日瀏覽人次已突破3萬2,180人次，可查詢到臺北市245所學校午餐菜單及食材來源，包括1萬5,265項食材，4萬463項菜色及645家供應商的資訊，生鮮蔬果專區可查詢到逾420種蔬果來源資訊，同時啟動20場「食材登錄一校園巡迴宣導活動」共計吸引2,586位同學參與活動，未來將持續推廣及優化專區，包括「學校午餐專區」新增廚餘量統計功能及導入校園食品，建置「飲冰品專區」、「伴手禮專區」及「賣場專區」，並提供更便捷的查詢功能，如手機APP、QRcode等。
 - （一）以「您家寶貝午餐吃什麼？」為主軸，規劃一系列的宣導海報，如公車車體廣告、捷運U paper、「食物冠軍王」海報提供12區健康服務中心宣導使用，並於遠見、台北畫刊、健康台北季刊及今週刊中刊登相關資訊等，同時結合「台北卡—二代健康卡」之集點活動，以回饋廣大市民。

Chapter 2 Building a Healthy Consumer Environment

Section 1 Maintaining Public Safety of Food

1. 695 businesses in the food industry (including 14 boxed lunch industries, 386 cafeterias around schools, 25 school lunch programs, 7 catering restaurants, 79 restaurants for large-scale parties, 88 schools that commission out for lunch, 87 tourist hotels, and nine central kitchens) are placed for management under the maintenance of a public safety plan. They had been inspected a total of 1,951 times.
 2. 78 sessions of seminars on sanitation had been held for 4,338 people in the general food and public safety industries. They included the following: 52 lectures for the certification of 3,896 C-grade Chinese cooking technicians; 4 lectures for the certification of 159 B-grade Chinese cooking technicians; and 68 sessions of lectures were also held for cooks already certified, with 4,317 people. Information on these lectures for the certification of B-grade and C-grade technicians and certified cooks is posted on the Cook Certificate Management Web of the Food and Drug Administration, Ministry of Health and Welfare for the convenience of public inquiries and application.
 3. From its launch on September 9th 2013 to the December 31st, the Food Tracer Taipei website was visited over 32,180 times. The platform allows members of the public to inquire about menus and the source of ingredients used in school lunches at 245 Taipei schools. The site contains information on 15,265 ingredients, 40,463 dishes, and 645 suppliers, while the “Fresh Fruit and Veg” section provides information on the sources of over 420 types of fruit and vegetable. The Department of Health also organized 20 “Food Tracer School Tour” publicity events, attracting a total of 2,586 participants. In the future, the Department will continue to promote and the service, including the site’s “School Lunch Area”, with its new functions of statistics on food wastage. The Department is also working to establish the “Frozen Foods Area”, “Souvenir Area” and “Sales Area”, and are aiming to provide quicker and easier access to information with mobile apps, QR codes, and so on.
- 1) The Department of Health has designed a series of publicity posters on the theme “What are your darlings eating for lunch?”, which have been displayed on the sides of buses, on MRT U papers, and at “Food Champion” events at health centers around the city. Related news and information has also been published in “Global Views Monthly”, “Taipei Pictorial”, “Healthy Taipei Quarterly” and “Business Today”, simultaneously integrating with the aims of the “Taipei Card - the second generation wellness card” points system, spreading the word among the city residents.

- (二) 辦理食材登錄平台暨業者溝通說明會8場27家業者參與、各專區業者訪視21場、平台運作及工作小組會議17場，以建置符合業者使用者需求之平台。
- (三) 自平台上線以來，廣受市民、教育部（局）及公協會團體的愛戴與關注，其中，臺北市市場處參考「臺北市食材登錄平台」之登錄精神，委託衛生局協助建置「臺北市夜市專區」，已於103年1月17日正式上線，並結合14處夜市業者，登錄「包材資訊、調味劑、食材來源」等相關資訊。

第二節 推動健康飲食新文化

一、建構健康飲食支持性環境

- (一) 除持續輔導食品販賣機業者、烘焙業、大賣場（烘焙、熟食），結合機關、學校、醫院、大賣場輔導其轄管及附設之飲食攤商、美食街店家實施熱量標示外，亦輔導臺北市手搖杯飲料業、咖啡餐飲、便利商店等食品業者加入實施熱量標示之行列，輔導近764家食品業者門市實施熱量標示。
- (二) 結合臺北市12區健康服務中心、臺北市立聯合醫院等共同推動國民營養宣導教育，執行「健康飲食促進計畫」，共辦理健康活動及媒體宣導至少783場次13萬9,189人次參加，分別為：講座223場次（1萬2,591人次）、宣導336場次（4萬1,183人次）、大型宣導社區活動224場次（8萬5,415人次）。
- (三) 102年10月16日於臺北市政府沈葆楨廳舉辦2013「我是食物冠軍王」－臺北市食材登錄平台校園巡迴宣導活動記者會，校園巡迴宣導活動係以『食物冠軍王卡』為軸心，為使用學校午餐食材所精心設計出的食物遊戲王卡，一套共有24張，食材、產地和標章的搭配組合，以娛樂互動的方式，建立學童食物來源的重要觀念。
- (四) 102年11月20日於臺北市政府沈葆楨廳舉辦102年度「台北食最安心」臺北市食品履歷計畫成果發表會，由臺北市12區健康服務中心提供健康創意料理設計與展示，約500人踴躍參與、媒體報

- 2) The Department of Health has held 8 industry press conferences on the Food Tracer Taipei, with 27 businesses participating. The Department had conducted 21 visits to specialist enterprises, 17 meetings on operations and work groups, and had also established a platform that meets the needs of those in the industry.
- 3) Since the Food Tracer platform was launched, it has received widespread praise and acclaim from the public, the Department of Education, and civil groups and associations. The Taipei City Market Administration Office was particularly inspired by Food Tracer Taipei, and asked the Department of Health to help them establish a “Taipei Night Market Area” on the site, which was formally launched on January 17, 2014. This involved working with sellers at 14 night markets, who provided information on ingredients, flavoring and sources of ingredients.

Section 2 A New Culture: Promoting a Healthy Diet

1. Building a Supportive Environment for Healthy Eating

- 1) In addition to continuing to counsel the food vending machine industry, baking industry, supermarket (bakery and deli), we also collaborate with institutions, schools, hospitals, and general merchandise stores to counsel their subordinate and affiliated food vendors and gourmet street shop owners to label calories, the Department also counseled Taipei City hand-blended beverage industry, coffee shops, convenience stores and other food industry to participate in the implementation of calorie labeling. Nearly 764 food industry outlets were counseled to implement calorie labeling.
- 2) The Taipei City Hospital cooperated with 12 Taipei District Health Centers to jointly promote national nutrition education, implementing the “Promoting Healthy Eating and Drinking Plan” and hold health advocacy and media activities for a total of 783 times and 139,189 participants. They were: 223 health lectures for 12,591 person-times, 336 educational campaigns for 41,183 person-times, 224 large scale community activities for 85,415 person-times.
- 3) On October 16, 2013, the Department conducted the 2013 “I’m Food Champion: Campus outreach press conference for the Food Tracer Taipei website” at Taipei City Government’s Shen Pao-chen Hall. In order to build concept of food resources, the Department conducted circuit campaign tours with the topic of “Food Champion Trading Card”, designed 24 trading cards for school lunch ingredients, including food ingredients, food origin and food certification label.
- 4) On November 20, 2013, the Department conducted the “Taipei Food, put your mind at ease” Taipei food resume program achievement press conference at Taipei City Government’s Shen Pao-chen Hall. The 12 District Health Centers in Taipei City provided the design and exhibition of healthy and creative cuisine. Approximately 500 people participated, and it was a hot topic on the news. And

導熱烈，已達到「均衡飲食」、「認識食品風險」及「預防食品中毒」之市民衛教宣導成效。

- (五) 建構健康飲食的支持性環境，打造臺北健康城市，自100年底率先全國輔導手搖杯飲料業者標示產品熱量，截至102年底計有統一星巴克股份有限公司、台灣通用磨坊股份有限公司、怡客咖啡股份有限公司、美食達人股份有限公司、清心福全股份有限公司、丹堤咖啡食品股份有限公司、健康橘子工坊有限公司、大苑子開發股份有限公司、六角國際事業股份有限公司、天仁茶業股份有限公司、億可國際飲食股份有限公司、鮮茶道有限公司、伯朗咖啡股份有限公司等13家連鎖業者534家門市，響應臺北市手搖杯飲料熱量標示的規範。

二、健康飲食新文化

- (一) 將輔導熱量標示之成果或配合節令、時事發布健康飲食相關新聞
配合節令及時事發布「年節零食『熱量』『鈉』麼高聰明挑選樂活好過年」、「端午佳節粽飄香兼顧美味又健康」、「2013『我是食物冠軍王』亮麗登場-臺北市食材登錄平台校園巡迴宣導活動記者會」、「『2013聖誕幸福快遞—有愛必達』—郝市長見證臺北市糕餅公會率先全國首推食材登錄」、「臺北市食材登錄平台生鮮蔬果區上線了！名廚上菜開心吃」等新聞稿，加強民眾健康飲食觀念，落實健康飲食習慣。

(二) 健康飲食行銷

為促進市民健康，提升民眾食品衛生、健康飲食、用藥、化粧品安全，衛生局積極藉由各種不同媒體，推動健康促進宣導計畫。考量捷運轉運站人潮洶湧，轉乘人次高，且乘客年齡層分布最廣，故於102年8月16日至9月20日於臺北大眾捷運公司4條捷運路線（淡水線、新店線、新蘆線及板南線）中選擇人潮出入眾多之6個轉運站（民權西路站、雙連站、古亭站、公館站、行天宮站及忠孝新生站），設置大型燈箱，宣導飲食衛生安全、反毒及化粧品選購原則，供民眾於捷運月台候車時觀賞，以達宣導之效。

achieved the target of health guidance on “balanced eating”, “Understanding of food risk”, and “food poisoning prevention.”

- 5) The Department created a supportive environment for healthy diet, and built a healthy Taipei City. At the end of 2011, the Department, for the first time, began to guide operators of hand-shaken drink industry label the calories of their products. At the end of 2013, there were a total of 534 chain drink stores: President Starbucks Coffee Corp., General Mills Taiwan, IKari Coffee Corp., Gourmet Master Corp., Chin-Shin Corp., Dante Coffee Shop, Orange tea Shop, Dayungs Shop, La Kaffa International Corp., Ten-Ren Group Corp., Coco tea Shop, Preso tea Shop, Mr. Brown Coffee Company that met the standard of calorie labeling of hand-shaken drinks in Taipei City.

2. A New Culture: A Healthy Diet

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

Seasonal and timely news releases on relevant topics, such as “Calorie and sodium out! Smart choice of New Year’s snacks, and happy New Year,” “Celebrate the Dragon Boat Festival, rice dumpling both delicious and healthy,” “2013 food champion come on stage: Campus outreach press conference for the Food Tracer Taipei website” “2013 Christmas Happiness Express, the mission will be completed with Love: Lung-Bin Hau, Mayor of Taipei City, witness Taipei Bakery Association take the lead in establishing Food Tracer Taipei platform” “The fresh fruits and vegetables area is online! Chef serving gives out happiness”, and other such releases to increase the public’s awareness of healthy eating and promote healthy eating habits.

- 2) Marketing of Healthy Foods

In order to improve the health of Taipei citizens, and improve our food safety, promote healthy diets, proper use of medicine, and cosmetics safety, the Department of Health has actively sought the help of various media institutions to implement its Health Promotion Guidance Scheme. Given the huge number of people that use the Taipei MRT, as well as the large range in ages among this population, the Department decided to set up large advertisements in six major MRT stations (Minquan West Rd., Shuanglian, Guting, Gongguan, Xingtian Temple and Zhongshan Xinsheng) on four MRT lines (Danshui Line, Xindian Line, Xinlu Line and Bannan Line) from August 16th to 20th September 2013. These advertisements advise the public on issues such as food hygiene and safety, and choosing safe cosmetic products, thus achieving our educational aim while people wait for their train on the platform.

三、健康烘焙

102年12月4日與臺北市糕餅商業同業公會合作舉辦「2013聖誕幸福快遞-有愛必達」健康烘焙暨衛生優良自主管理OK標章認證宣導活動，於臺北市政府沈葆楨廳進行聖誕餅乾競賽展示與公益活動，並在市長郝龍斌見證下，糕餅公會率先響應加入「臺北市食材登錄平台」，成為新年度（103年）全國首創加入食材登錄的示範烘焙業者，活動現場更率先全國，進一步將派對點心標示出熱量、糖量，另以「高纖」為健康概念，創新研發出健康的聖誕餅乾，推廣健康化之烘焙食品，現場民眾約500人踴躍參與。

第三節 輔導產業優質化

一、推動「衛生優良自主管理OK標章暨品質宣言認證」

延續99年推動精進創新之衛生優良自主管理「OK標章分級」及「品質宣言」認證制度，輔導各類食品業者實施衛生優良自主管理，並宣示遵守其業別之「品質宣言」（依不同食品業者特色，分別擬訂），將「品質宣言」、分級之「OK標章」張貼於明顯處供民眾做為消費時之選擇。

推動「食品業衛生優良自主管理OK標章暨品質宣言認證」，依業者營業類別分別訂定10項「品質宣言」，102年度針對已認證之觀光景點附設餐飲業、筵席餐廳業者換發認證貼紙，並積極推動百貨公司美食街業者加入「衛生優良自主管理OK標章暨品質宣言認證」之行列。

二、為有效運用社會人力，結合民間力量與資源，推動食品衛生相關業務，102年度新招募志工8人，累計現有志工人數52人，辦理3場次志工教育訓練。

（一）運用「台北e大學習網」志願服務基礎訓練課程數位教學，協助志工完成教育訓練課程。

（二）專業訓練3場，配合衛生福利部食品藥物管理署，分別於5月22日、6月18日及7月3日假國立台北大學辦理食品衛生志工教育訓練，計31人參加。

3. Healthy Baking

On December 4th 2013, the Department of Health collaborated with the Taipei Bakery Association to hold the “2013 Christmas Express Delivery” publicity event about healthy baking and the “OK” hygiene authentication badge. At the Taipei City Shen Bao-Zhen Hall, we held a Christmas baking competition and exhibition and other public welfare activities. Witnessed by mayor Hao Long-bin, the Bakery Association set an example by joining the Food Tracker Taipei platform, becoming the first bakery enterprise to join the platform for the New Year (2014). The Department was the first to label the calories, sugar contents of party desserts. With the all-wheat healthily concept, innovatively developed healthy Christmas party desserts, promoted healthily baked food products, and provided consumers with new healthy party dessert choices. A total of 500 people participated.

Section 3 Supervision of Industries for Quality Improvement

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

In 2010, we continued to promote the OK logo certification system for self-management of Sanitation and to implement the policies of “My Pledge”. Guiding of various food industries to implement self-management rules on Sanitation, and the declaration of abiding by “My Pledge” (depending on the nature of the different food industries). The OK Logo was posted in prominent places, allowing consumers to choose by looking for OK Logo.

The Department promoted “The OK logo certification system for self-management of Sanitation in Food Industry,” and stipulated 10 “quality declarations” based on the nature of the business. In 2013, the Department replaces cold stickers with new authentication stickers to approved restaurants and banquet halls affiliated to tourist sites. We also encouraged food sellers in department stores to participate in the “Hygiene Self-Management OK Badge and Quality Declaration Certification”.

2. To effectively utilize social resources in promoting food sanitation related activities together with private sector resources, we have recruited a total of 52 volunteers, and 8 were recruited in 2013. 3 volunteer training sessions were held.

- 1) The Department used the “Taipei E-learning website” Digital Education of Volunteering Service and Basic Training Courses to help volunteers on completing educational training courses.
- 2) Three professional training sessions were held; together with the Ministry of Health and Welfare Food and Drug Administration, the Department held 3 dedicated training events for food safety volunteers on the May 22nd, June 18th and July 3rd at the National Taipei University. A total of 31 people participated.

第四節 為民服務與消費者保護

- 一、受理中藥摻西藥及中藥摻重金屬檢驗：受理中藥摻西藥16件，檢出1件；受理中藥摻重金屬4件，檢出1件，檢出之重金屬含量尚符合目前中央公告之規定。
- 二、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7,167件。
- 三、為促進企業經營者有效處理消費爭議損害事件，提供民眾消費申訴管道，保障消費者權益，共受理消費爭議案488件，其中259件調處成功，229件未獲妥處（88件移由臺北市政府法規委員會消保官繼續進行調處，6件因非衛生局權管，移請他縣市或其他目的事業主管機關辦理，10件移其他縣市政府辦理，38件消費者主動撤銷申訴，1件非消保法受理範圍已予以婉復，42件無法聯繫申訴者，9件業者停業或歇業，另35件消費者經由團體訴訟、寄送第二次消費爭議申訴表等其他程序繼續辦理消費爭議）。
- 四、為維護女性瘦身美容之消費權益，9~12月份進行瘦身美容業者使用「瘦身美容定型化契約應記載及不得記載事項」查核，查核計100家，扣除無瘦身美容業務（18家）、搬遷或歇業（10家）及有瘦身美容業務，惟單次服務完竣現金交易者（19家），有瘦身美容業務屬預付型交易應使用瘦身美容定型化契約書者，共計53家。預付型交易應使用定型化契約者中，47家業者使用定型化契約（3家業者使用之定型化契約有缺失）；6家業者使用其他類型契約（例如：各種訂購單、交易憑證等）或未使用定型化契約。再經複查定型化契約有缺失及使用其他類型契約或未使用定型化契約共計9家業者，衛生局持續輔導改正，並限將完成修正之契約書送衛生局備查。
- 五、為維護消費者購買餐券之消費權益，5~10月份針對國際觀光飯店及餐飲服務業者進行初次查核，查核計125家，扣除其中除不需使用契約之「無預收定金」或「未提供訂席服務」業者計29家，及倒閉或遷徙之業者計11家外，屬預付型交易類型業者計85家。初查結果，

Section 4 Public Service and Consumer Protection

1. The Department tested mixtures of Chinese and Western medicines, and tested Chinese medicine for heavy metals: 16 mixtures of Chinese and Western medicines were tested, 1 of them found to contain heavy metal, and 1 of the 4 Chinese medicines found to contain heavy metal. The contents of heavy metal met the current standards.
2. A consumer service hotline (02)2720-8777 was set up for the inquiries and appeals of consumers with incidents. A total of 7,167 cases of consumers reporting fraud in drugs, cosmetics and food had been received.
3. In order to encourage corporate owners to respond effectively to consumer disputes, provide consumers with a grievance system, and protect the rights and benefits of consumers, the Department handled 488 consumer dispute cases. 259 of them were mediated successfully, and 229 of them were not settled (88 cases were transferred to Taipei City Government Law and Regulation Commission for further mediation. In 6 cases the Department of Health had no legal base to intervene, and they were transferred to responsible authorities in other counties and cities. 10 of them were transferred to government agencies in other counties and cities. In 38 cases, the consumers withdrew the complaint. 1 of them were not within jurisdiction of the Consumer Protection Law. In 42 cases, the complainants could not be contacted. In 9 cases the owners terminated business. 35 other cases were settled by class action lawsuit and a second consumer disputes redressal form was sent for further investigations.)
4. In order to protect the consumers rights and benefits of females relating to weight lost & beauty, from September to December, the Department conducted the evaluation of "Recorded and non-recorded items of weight loss and beauty standard form contracts." 100 stores were evaluated, 18 of them were non-weight loss and beauty businesses, 10 of them had moved or terminated business and were involved in weight loss and beauty business. 19 of them engaged in cash transaction after a single service. 53 of them engaged in prepaid transaction, and thus should use weight loss and beauty standard form contracts. Among the industry which engaged in prepaid transaction and used standard form contrasts, 47 of them used standard form contracts (3 of them were found to be defective); 6 of them used other types of contracts (For example, all kinds of order forms, trading receipts, etc.) or did not use standard form contracts. A total of 9 businesses were found to have defective standard form contracts, using other types of contracts, or not using standard form contracts. The Department provided guidance and requested improvement within a time limit, and the revised contracts were sent for inspection.
5. In order to protect the rights and interests of consumers when buying resfaurant coupons, we conducted primary inspections of international hotels and restaurants. A total of 125 enterprises were inspected; excluding 29 enterprises which do not take advance booking deposits, or do not provide bookings at all, and 11 which have closed down or moved, 85 of these enterprises conduct transactions involving paying in advance. This inspection found that 23 enterprises provide comprehensive and clear information in their user contracts, while 62 were not up to standard. We

使用契約內容載明完備計23家，未符合者計62家。對契約內容未符合之業者給予輔導及至營業現場輔導業者正確訂定契約內容，經輔導、複查後，所使用之定型化契約內容載明完備者計36家，內容未載明完備者計37家，未使用契約者計12家。

- 六、1月4日上海市食品藥品監督管理局考察團、7月9日湖北省武漢市食品藥品監督管理局考察團、8月28日雲南省昆明市食品藥品監督管理局考察團拜會衛生局，針對食品藥物管理工作進行經驗分享及討論。
- 七、10月25日至27日衛生局食品藥物管理處邱秀儀處長赴香港出席「第8屆亞洲藥物流行病學會議」，展現臺北市推動居家廢棄藥物檢收成效，並參與海報展示。

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262場次，3萬3,456人參與。
- 二、配合衛生福利部食品藥物管理署「暑期保護青少年—青春專案」，於7月至8月暑假期間結合臺北市政府各局處及所屬聯合稽查分隊、健康服務中心、社區關懷據點、國高中小學、區公所、里鄰辦公室、臺北市藥師公會及轄內各醫學中心、區域醫院等單位共同辦理反毒、藥物濫用防制等多樣性宣導活動，包含：熱力青春休閒活動、社區宣導講座，辦理772場次，宣導10萬9,854人次。
- 三、暑假期間配合臺北市商業處進行八大行業營業場所之聯合稽查，同步執行藥物濫用防制、反毒宣導計121場次，宣導2,447人次。
- 四、專為青少年於暑期安排一項有意義之反毒活動，採跨領域合作模式結合教育局、臺北市藥師公會、



藥SAFE大冒險闖關活動頒獎
Drug Safety Adventure and Challenge Award Ceremony

provided guidance for those whose contracts were not up to standard, including visiting their sites to help them formulate better contracts. Following this training, follow-up checks shows that 36 enterprises now provides comprehensive and clear standard form contracts, while 37 were still provides incomprehensive contracts, and 12 did not use contracts at all.

6. On January 4, The Food and Drug Administration of Shanghai, on July 9, the Administration of Work Safety of Wuhan Food and Drug Administration of Hubei Province, and on August 28, Kunming Food and Drug Administration of Yunnan Province, sent delegation teams to visit the Department of Health, and shared their experience and discussed with the Department on topics regarding food and drug management.
7. From October 25 to 27, Qiu Xiu-yi, Division chief of Food and Drug Division, Department of Health, went to Hong Kong to attend the 8th Asian Conference on Pharmacoepidemiology, to present the results of Taipei's efforts to encourage people to check and hand in waste medicines; we also presented posters on these results.

Chapter 3 Creating a Safe Pharmaceutical Environment

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

1. 262 sessions advocating drug safety and drug abuse prevention were held with 33,456 persons in attendance.
2. The Department, in coordination with the special project for adolescents during summer time promoted by the Administration of Food and Drug, held a series of activities during July and August with different departments of the Taipei City Government and Taipei Joint Inspection Unit, Health Services Center, Community Care Center, Schools, District Office, Neighborhood Office, Taipei Pharmacists Association, Medical Centers and Regional Hospitals on anti-drug and drug abuse prevention related topics. A variety of community promotional activities, including adolescent leisure activities and community advocacy seminars were held, 772 sessions for 109,854 person-times.
3. During the summer vacation, the Department cooperated with Taipei City Office of Commerce to conduct joint inspections on business premises of the 8 controversial/adult industries, and simultaneously held 121 sessions of prevention of drug abuse and anti-drug advocacy to advocate to 2,447 person-times.
4. We held worthwhile anti-drugs events aimed at young people in the summer holidays, making use of cross-departmental cooperation to integrate the resources of the Department of Education, the Taipei Pharmacists Association, Taipei City Hospital, Wanfang Hospital, rotary clubs and other institutions. On August 11th 2013, we worked together with these groups to hold the "Drugs-Safe" event at Taipei

臺北市立聯合醫院、臺北市立萬芳醫院、扶輪社等單位，102年8月11日於臺北醫學大學共同辦理「藥SAFE大冒險」闖關活動「國小組」及「親子組」總決賽，同時開放現場大小朋友一同參與觀看行動劇影片答題，並提供精美小禮品。另活動現場也設置有「用藥安全」、「K他命濫用防制」、「戒菸諮詢」、「拒絕毒品」等主題攤位，透過發放宣導單張及宣導品，號召全民一起反毒拒菸，決賽當日民眾參與計200人次。

第二節 處方釋出送藥到宅

- 一、配合衛生福利部推動醫藥分業、處方箋釋出等政策，及節省社區民眾醫療費用支出與就醫時間，撙節健保費用，由衛生局所屬臺北市立聯合醫院先行做起，強力推行處方箋釋出計畫，同時藉由每年定期醫療院督導考核及例行性診所及藥局普查作業，持續推動此項政策。
- 二、配合處方箋釋出政策，持續推動送藥到宅貼心服務：結合臺北市藥師公會、臺北市藥劑生公會，臺北市社區健保藥局等共同成立「慢箋服務團隊」，由臺北市各社區藥局提供「免費」之送藥到宅服務，成立健保藥局慢箋服務團隊312家。
- 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102萬431張，非慢性病連續處方箋1萬5,492張，共103萬5,923張（即為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2萬6,310人次「送藥到宅」服務。



Medical University, along with competitions divided into elementary school divisions and parent-child divisions. We invited all present to watch a film on the project and take part in a question-and-answer session. We also offered a range of delightful gifts. At the venue, a series of dedicated stalls were set up on topics such as “using medication safely”, “prevention and control of Ketamine abuse”, “quitting smoking consultations” and “saying no to drugs”. Through leaflets and promotional gifts provided to attendees, we called upon the public to work together to combat drugs and tobacco. On the day of the competition finals, a total of 200 people were in attendance.

Section 2 Release of Prescriptions and Medicine Home Delivery Service

1. In coordination with Ministry of Health and Welfare, the separation of prescribing and dispensing practices has been promoted. To save the public medical expenditures and also time for medical care, and thus to save expenditures of the National Health Insurance, the Taipei City Hospital took the initiative to release prescriptions. This policy is continually promoted through annual regular inspections and auditing of medical care institutions and routine census of clinics and pharmacies.
2. In coordination with the prescription release policy, medicine home delivery service is continued. Together with the Taipei Pharmacists Association and the Pharmacist Association of Taipei, teams of chronic disease prescription services are set up in community pharmacies. Free services on medicine home delivery service are provided by community pharmacies. Established 312 NHI chronic illness refill prescription slip team services.
3. People bring their prescriptions to community pharmacies for medicines, allowing patients and the pharmacists ample time for communication; the patients are more accessible to better counseling services on safe drug use and other pharmaceutical matters. Community pharmacies in Taipei City had dispensed 1,020,431 refillable prescriptions for chronic diseases and 15,492 refillable prescriptions for non-chronic diseases, totaling 1,035,923 prescriptions (that is, person times of providing drug counseling).
4. Medicine home delivery service to care for people of the less privileged groups included medicines to be delivered to home of the mentally retarded, mentally impaired, physically disabled, stroke patients, the elderly living alone, and others assessed as necessary. Community pharmacies in Taipei City had medicine home delivery service for 26,310 person-times.

第三節 推動長期照顧藥事服務

- 一、培訓長期照顧藥師群：為精進藥師於長期照顧領域之專業能力，以提供更專業之長照藥事服務，於4月14日假臺北市立聯合醫院仁愛院區辦理「102年長期照顧用藥安全藥師訓練工作坊」8小時，計154名藥師參訓。
- 二、長期照顧藥事服務：藥事服務內容包含藥物治療評估及建議、藥歷建檔、用藥安全管理、藥品回收、用藥指導及衛教等。長期照顧藥師團隊執行機構藥事服務35家，服務個案690人，訪視1,380人次。
- 三、配合衛生福利部食品藥物管理署委託衛生局辦理102年度「建立用藥高危險族群藥事照護模式與服務計畫」-主題二「建立用藥高危險族群藥事照護服務」勞務採購計畫，評估臺北市12行政區內有藥事服務需求之個案，由已通過培訓合格的藥師執行後續居家及社區之藥事服務訪視，提供計50名病患居家訪視服務及300人次的社區式藥事照護服務。經藥師執行藥事服務後的成效顯示，藥事服務能提供用藥教育及資訊、降低藥物不當使用、節省醫療費用的支出，以達到保障民眾的用藥安全，12月13日配合衛生福利部食品藥物管理署、中華民國藥師公會全國聯合會及其他縣市衛生局於臺北市青少年育樂中心舉行「為高關懷病人建構一個用藥安全的健康環境」之計畫年度成果發表會1場，發表會中展示衛生局102年度藥事照護成果之成果海報。

第四節 居家廢棄藥物檢收站

- 一、臺北市居家廢棄藥物檢收站計畫自99年4月2日起正式啟動，於臺北市12行政區設置檢收站364站（社區藥局300個站點、醫院藥局52個站點、健康服務中心12個站點）。
- 二、自99年4月2日啟動至102年底，經由社區藥局、臺北市立聯合醫院、臺北市立萬芳醫院、臺北市立關渡醫院、健康服務中心的檢收站點，檢收之廢棄藥物共7萬1,634.34公斤。

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

1. Training Long-term care pharmacists group: In order to upgrade the long term care abilities of pharmacists, and provide more professional pharmaceutical services, on April 14, the Department conducted the “2013 long term care and safe drug use workshop for pharmacists at Taipei City Hospital, Zhongxing Branch for 8 hours. A total of 154 pharmacists participated.
2. Pharmaceutical services in long-term care: pharmacy services including assessment of effect of drug therapy and recommendations, archiving of medication records, management of the safe use of drugs, recall of drugs, and instructions on use of drugs and health education. The pharmacist group in long-term care had provided pharmacy services in 35 institutions for 690 persons and visited 1,380 person times.
3. The Department of Health worked together with the Ministry of Health and Welfare Food and Drugs Administration to hold the 2013 Annual “Establishing Modes of Protection and Service Plans for Groups at High Risk of Medication Abuse” conference, with the theme “Establishing Protection Service for Groups at High Risk of Medication Abuse”. The Department drew up a procurement plan, and assessed cases in need of related services in Taipei's 12 administrative districts. Follow-up home and community visits were then made by trained and qualified pharmacists, visiting a total of 50 patients at home, and providing services to 300 people in community visits. The results of these visits and services indicate that they can provide valuable drugs education and information, and can also help to reduce improper use of medication, save on medical expenditure, and contribute to safeguarding the safety of the public with regards to drugs and medication. On December 13, the Department cooperated with Food and Drug Administration, Taiwan Pharmacist Association and Bureau of Health in other counties and cities to conduct the “Construct a Healthy environment with medicine safe for high-value-care patients” plan and annual achievement seminar at Taipei Youth Activity Center. In the seminar, the achievement posters of pharmaceutical care over the years were exhibited.

Section 4 Household Medical Waste Take Back Station

1. On April 2, 2010, the Household Medical Waste Take Back Station was started and receiving stations were set up in 12 Administrative Districts; there are 300 community pharmacy stations, 52 hospital pharmacy stations, and 12 stations at District Health Centers. In total there are 364 such stations.
2. Since its initiation on April 2, 2010 up until the end of 2013, through receiving stations at community pharmacies, the Taipei City Hospital, Taipei Municipal Wanfang Hospital, Gan-Dau Hospital, and District Health Centers which have a total of 71,634.34 kilograms of abandoned drugs have been received.

第四章 衛生檢驗業務

一、強化檢驗服務，提升檢驗量能

(一) 辦理食品衛生檢驗21萬9,400項件、營業衛生檢驗9,889項件、中藥摻加西藥4萬1,192項件、醫事檢驗122項件、受理人民委託及檢舉陳情專案4萬8,076項件，合計31萬8,679項件。

(二) 近年來食品安全事件頻繁，歷經三聚氰胺、瘦肉精、塑化劑及順丁烯二酸澱粉等重大食品安全事件，臺北市政府衛生局打造高品質的精密儀器室及生物安全實驗室，並於102年7月17日上午舉辦揭牌啟用典禮，積極為市民的飲食衛生安全把關。該精密儀器室配置有3部LC-MS/MS，此儀器為分析三聚氰胺、塑化劑、瘦肉精、動物用藥及農藥等重要的設備，此外，尚有GC-MS/MS 1部、HPLC 4部、UPLC 1部、GC 2部及 GC/MS 1部，這些儀器設備都是用來做為分析違法添加物、西藥成分、順丁烯二酸等主要利器。



精密儀器室揭牌啟用
Unveiling of the Precision Instrument Room

二、102年10月1~2日協助辦理102年度全國食品衛生檢驗科技研討會，獲得101年度衛生福利部食品藥物管理署對地方衛生局績效綜合考評



獲檢驗業務表現優異獎
Recipient the Award for Excellence in Operational
Performance in Inspections

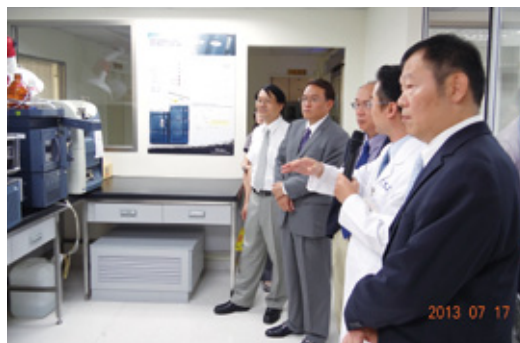
檢驗業務表現優異獎及獲頒102年度食品衛生檢驗科技研討會卓越貢獻獎，並於會中發表2篇口頭論文及4篇壁報論文。

Chapter 4 Laboratory Testing

1. Strengthening Laboratory Testing Services and Upgrading Capacities of Laboratory Testing

1) The Department conducted 219,400 food hygiene tests; 9,889 operating hygiene tests; 41,192 tests for Chinese medicines adulteration of Western medicines; 122 medical examinations, and accepted 4,8076 tests commissioned by the people and petitions , totaling 318,679 cases.

2) In response to the increasing frequency of food safety crises in recent years, including those involving melamine, weight-loss agents, plasticizers and maleic acid, the Taipei City Government has developed high-quality precision instruments and bio-safety laboratories, and held an opening ceremony on the morning of the July 17th 2013. In order to actively protect the food safety of Taipei residents, the Department had set up three LC-MS/MS (liquid chromatograph mass spectrometer) machines in the laboratory, an important piece of equipment for analyzing presence of melamine, plasticizers, weight-loss agents, animal medicine and agricultural chemicals. In addition, the Department had also installed machines such as one GC-MS/MS, four HPLC, one UPLC, two GC and one GC/MS, all of which are invaluable tools in detecting illegal additives, presence of medicinal agents, maleic acid, and other chemicals.



檢驗室新購置LC-MSMS

The newly-installed LC-MSMS in the laboratory

2. On October 1-2, 2013, the Department of Health assisted in the 2013 Annual National Food Safety Inspection Technology Seminar, where we received an award for excellence from the Ministry of Health and Welfare Food and Drug Administration, in its comprehensive evaluation of local health bureaus. We were also presented with the Award for Outstanding Contribution to the 2013 Annual National Food Safety Inspection Technology Seminar. During the seminar, 2 oral theses and 4 wallpaper theses were presented.

三、新檢驗技術開發

為有效提升檢驗效能，開發檢驗技術項目如下：

- (一) 食品中順丁烯二酸及順丁烯二酸酐總量之檢驗方法。
- (二) 中藥摻西藥檢驗方法－液相層析串聯質譜儀法。
- (三) 醬油及飲料中4-甲基咪唑及2-甲基咪唑檢驗方法。
- (四) 醬油類中3-單氯丙二醇檢驗方法。
- (五) 食用油中游離棉籽酚之檢驗方法。



3. Development of New Laboratory Techniques

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

- 1) Method of Test for Total Amounts of Maleic Acid and Maleic Anhydride in Foods.
- 2) Method of Test for Adulterants in Chinese Medicine - method for using the liquid chromatograph tandem mass spectrometer (LC/MS/MS).
- 3) Method of Test for 4-Methylimidazole and 2-Methylimidazole in Soy Sauce and Beverages.
- 4) Method of Test for 3-Monochloro-1,2-Propanediol in Soy Sauce.
- 5) Method of test for free gossypol in edible oils.



第四篇 提供優質 醫療照護

Part 4 Providing Quality
Medical Care Services



第四篇 提供優質醫療照護

第一章 醫事機構及醫政管理

第一節 醫療資源及醫事人員管理

一、臺北市醫療資源

至102年止，臺北市計有醫院39家、診所3,332家，各醫院急性一般病床總開放病床數計1萬3,481床。登記執業醫師數1萬2,608人，每萬人口醫師數為46.99人、每萬人口急性一般病床數為50.24床，醫療資源豐沛。

二、強化醫事人員執業登錄，提升辦理成效

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

（二）各類醫事人員執登現況：

1. 西醫師8,866人、中醫師840人、牙醫師2,902人、呼吸治療師311人、醫事檢驗師（生）2,113人、職能治療師（生）421人、物理治療師（生）1,083人、語言治療師121人、醫事放射師（士）1,247人、護理師（護士）2萬5,372人、助產師（士）7人、聽力師70人、牙體技術師（生）108人，上開各類醫事執登總數計4萬3,461人，居全國之冠。
2. 執業異動登記委外（共8類公會）辦理成果：牙醫師公會辦理228件、中醫師公會辦理177件、呼吸治療師公會辦理136件、醫事檢驗師（生）公會辦理436件、物理治療師公會辦理750件、物理治療生公會辦理141件、醫事放射師公會辦理416件、護理師護士公會辦理1萬703件。

Part 4 Providing Quality Medical Care Services

Chapter 1 Management of Medical Institutions and Medical Affairs

Section 1 Medical Resources and Personnel Management

1. Medical Resources of Taipei City

By 2013, Taipei City has 39 hospitals and 3,332 clinics. The total number of acute general beds was 13,481. The number of registered and licensed doctors was 12,608, about 46.99 per 10,000 people. There were also 50.24 acute general beds per 10,000 people. Taipei City is rich in medical resources.

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

1) To simplify administrative procedures, and to make services more conveniently available to the people, applications are accepted and processed upon receipt at the windows of the Department of Health, Taipei City Government, and its inspection teams. Various professional medical associations in Taipei City are authorized to accept practitioners registration to make services more convenient. Associations and medical institutions are asked to promote 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) Current status of registration for various categories of medical personnel

(1) Physicians, 8,866; doctors of Chinese medicine, 840; dentists, 2,902; respiratory therapists, 311; medical technologists (technicians), 2,113; occupational therapists (technicians), 421; physiotherapists (technicians), 1,083; speech therapists, 121; radiologists (technicians), 1,247; professional nurses (registered nurses), 25,372; Midwives, 7, audiologists, 70; dental technician (dental technology assistants), 108, medical personnel of all kinds totaled 43,461, the largest number in the country.

(2) Results of registration of changes in practice commissioned out to eight professional associations: The dentists association had processed 228 applications; the doctors of Chinese medicine association had processed 177 applications; the respiratory therapists association, 136; the medical technologists (technicians) association, 436; the physical therapists association, 750; the physical therapy technicians association, 141; the radiologists association, 416; the nursing association, 10,703.

3. 臺北市全年度辦理執業異動案共2萬6,928件，其中委外辦理1萬2,983件，佔48.2%。

(三) 醫事人員報備支援醫療業務機制：

民國90年率先全國建置醫事人員線上支援報備申辦系統，99年6月1日轉換使用衛生福利部報備支援線上申辦系統。102年報備支援申請案件1萬8,579件，其中線上申請案件1萬7,835件（96%），紙本申請案件744件（4%），有效落實無紙化作業，並掌握臺北市醫療資源現況及醫事人力調度。

第二節 密醫密護查緝及美醫管理

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

- 一、臺北市政府衛生局102年醫事違規查處案件共535件。
- 二、監測查報醫療廣告及查緝，執行「102年網路醫療廣告監測計畫」，監測相關網站違規醫療廣告，杜絕誇大不實醫療廣告；102年舉發廣告違規案件共932件，行政處分176件。
- 三、執行跨區域「聯合稽查小組」密醫稽查工作，102年共稽查152件，移送地檢署偵辦15件，衛生局列管查察33件；102年成立專案稽查工作機動小組進行跨局處（衛生、檢警單位）專案稽查，目前配合檢警單位共計稽查5件，以遏止不法情事，保障市民就醫安全。
- 四、加強美醫診所管理，實地訪查美醫診所並輔導業者執行具侵入性手術之療程，應設置手術室並揭示醫師學經歷，以維護民眾醫療安全；另於衛生局網站設置美醫專區，主動刊登美醫診所、衛教訊息、新聞事件提醒事項及處分名單，以達資訊透明之目的，維護民眾醫療權益。

- (3) Throughout the year in Taipei City, a total of 26,928 applications for changes in practice had been processed; 12,983 were outsourced which accounted for 48.2% of all.

3) Reporting and request for support system of medical personnel

In year 2001, the Department took the lead in setting up the medical personnel online request for support reporting system. On June 1, 2010, the Department switched to the online reporting system of the Health Promotion Administration, Ministry of Health and Welfare. In 2013, the number of the total requests for support reporting cases was 18,579, including 17,835 online requests (96%) and 744 paper requests (4%). The system effectively realized paperless processing and allowed better understanding of the status of medical resources in Taipei City, and more effective allocation of medical personnel.

Section 2 Unlicensed Doctor & Unlicensed Nurses Investigation and Cosmetic Medical Clinic Management

The Department actively investigated violations of medical administration and advertisement, and reinforced medical fraud prevention and management of cosmetic medical clinics, to protect the medical rights and benefits of citizens:

1. The Department of Health, Taipei City Government, investigated 535 cases of medical violations in 2013.
2. Monitored and reported medical advertisements and investigation. The Department executed a “2013 Online Medical Advertisement monitoring Plan” and monitored relative medical advertisement violations on the Internet, and put an end to false medical advertisements. In 2013, 932 cases of violations were reported; 176 cases an administrative penalty was imposed.
3. In 2013, The Department executed a cross-region “united investigation group”, 152 inspections have been completed, 15 cases have been transfer to the District Prosecutors Department, 33 cases have been audited by the Department of Health. In order to stop illegal matters, and protect the medical safety of citizens, the Department established a special and mobile investigation group in 2013, to undertake cross-department (health, police units) special investigation. A total of 5 cases were uncovered during control and monitoring.
4. The Department reinforced the management of cosmetic surgery clinics, conducted field investigations, and provided training for those in the industry performing invasive surgical treatments. The Department also built operating theaters and ensured that doctors display their academic credentials, in order to protect the safety of the people. The Department have also established a “cosmetic surgery area” on the Department of Health website, where we publish information on cosmetic surgeries and health education, as well as news items, and lists of clinics facing disciplinary action, to ensure transparency of information and protect the rights and benefits of the people.

第三節 醫療爭議調處

為保障民眾就醫權利，建立醫病溝通管道，臺北市政府衛生局提供醫療爭議調處機制，102年度辦理醫療爭議案件共467件，其中申請醫療爭議調處件數共114件（佔24.41%），調處成立案共42件（佔36.84%）。

第四節 醫療機構督考及品質提升

一、落實及提升醫護機構服務品質

- （一）衛生局聘請專家委員於102年10月28日至12月13日辦理39家醫院之醫院督導考核。
- （二）辦理基層醫療機構督導考核，其包括西醫、牙醫、中醫診所及其他醫事機構，共完成3,222家。
- （三）辦理護理機構設置規定、品質服務督導考核，計完成一般護理之家20家、產後護理之家63家、居家護理所33家之訪查業務。

二、維護民眾醫療品質與安全就醫環境

- （一）為輔導臺北市醫院落實病人安全年度工作目標，提升照護品質與安全，於102年10月28日至12月13日進行39家醫院（含臺北市立聯合醫院8院區）之醫院督導考核。
- （二）為提升醫院環境安全管理機制及強化對緊急災害應變能力，於102年10月28日至12月13日進行39家醫院之實地訪查作業；另於102年9月25日協同馬偕醫院舉辦「緊急災害應變研討會－醫院地震及火災之預防與應變實務研討會」及於102年12月5日與臺安醫院共同舉辦「護理之家防火避難設施與消防安全設備改善」研討會，約140人與會。



緊急災害應變研討會1
Emergency Hazard Response Seminar 1

Section 3 Medical Dispute Mediation

In order to protect the medical rights and benefits of people, and establish medical communication channels, the Department provided a medical dispute mediation mechanism. 467 medical controversial cases were handled in 2013. 114 of the cases were applications for medical dispute mediation (24.41%), in 42 of the cases mediation was achieved (36.84%).

Section 4 Medical Mechanism Supervision and Quality Upgrading

1. Upgraded the service quality of medical institutes

- 1) The Department of Health, Taipei City Government, hired professional committee members to conduct supervision and evaluation at 39 hospitals from October 28th to December 13th in 2013.
- 2) Conducted supervision and evaluation at basic level medical institutes, including Western, dental, and Chinese medical clinics and other medical institutes. The Department supervised and evaluated 3,222 clinics.
- 3) Formulated the establishment regulations of nursing institutes, and carried supervision and evaluation of quality service. The Department surveyed 20 general nursing homes, 63 after-birth nursing homes, and 33 family nursing homes.

2. Maintained the medical quality of citizens and safe environments

- 1) In order to provide guidance to the hospitals within the city to reach the annual goals of patient safety and raise the level of care quality and safety, the Department conducted supervision and evaluation at 39 hospitals from October 28th to December 13th in 2013. (Including 8 branches of Taipei City Hospital)
- 2) In order to upgrade environmental safety management and reinforce response ability to emergency hazards, The Department conducted supervision and evaluation at 39 hospitals from October 28th to December 13th, 2013. On September 25th 2013, the Department also cooperated with the Mackay Memorial Hospital to conduct “the Emergency Disaster Contingency Seminar on Hospitals' Practical Prevention and Responses to Earthquakes and Fires”. On December 5th, 2013, the Department conducted a seminar on “Fire Refuge Facilities and Improvements to Fire-fighting Equipment” jointly with the Taiwan Adventist Hospital.



緊急災害應變研討會2
Emergency Hazard Response Seminar 2

三、推廣器官捐贈及安寧緩和醫療宣導

為強化醫事機構建立「器官勸募與移植」、及「安寧緩和醫療」推廣措施及流程，辦理醫事人員教育訓練各2場次，總計378人參加；另為加強宣導社區民眾的認知與參與，以提升器官捐贈、安寧緩和醫療風氣，12區健康服務中心於各行政區辦理「器官捐贈」及「安寧緩和醫療」相關議題健康講座各14場次，總計1,575人次參加。

四、其他醫事機構品質提升

為提升醫事檢驗業務品質，辦理檢驗業務品質輔導訪查，共訪查醫事檢驗所及基層診所40家。



器官勸募與移植醫事人員教育訓練
Educational Training in Organ Donation and Transplants
for Medical Personnel



安寧緩和醫療社區宣導講座
Communities Promotion Seminar on Hospice Palliative
Care

第二章 緊急醫療救護

第一節 公共急救設施推廣

一、推廣市民急救技能訓練（CPR+AED）

為建立社區中完整的「生命之鏈」，臺北市政府衛生局賡續推動市民急救技能訓練，102年度以簡版之CPR加AED為訓練重點，主要強調持續性胸部按壓（compression only）及配合自動體外心臟電擊去顫器（AED）操作，輔以口訣「叫、叫、C、D」，期建立市民對事故傷害發生時之正確救護觀念及技術，強化首都之緊急系統，營造安全社區及工作環境。因應全市公共場所設置AED，結合各辦理單位資源包含：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團

3. Promoted organ donations, hospice-palliative care and medical guidance

In order to strengthen the medical institution's ability to establish "organ donations and transplants", and promoted "hospice-palliative care" measures and processes, the Department conducted 2 seminars regarding for medical staff. A total of 378 people attended. The Department also reinforced guidance to people in the community regarding knowledge of and participation in "organ donations" and "hospice-palliative care". The Department conducted 14 related health seminars at 12 District Health Centers. A total of 1,575 people attended.



安寧緩和醫療醫事人員教育訓練
Hospice Palliative Care Training for Medical Personnel

4. Quality upgrade of other medical institutes

In order to upgrade medical testing quality, the Department conducted testing quality guidance surveys. 40 medical testing institutes and basic clinics were surveyed.

Chapter 2 Emergency Medical Rescue

Section 1 Promoting First Aid Skills Training for the Public (CPR and AED)

1. Promote first aid skills training (CPR and AED) for the public

In order to maintain and establish complete "chain of life" within the community, The Department of Health, Taipei City Government is continuing to promote first aid skills training for the public, and in 2013 focused on CPR and AED, emphasizing in particular continual chest compressions and operation of an automated external defibrillator (AED), accompanied by a mnemonic. The aim is to provide Taipei residents with the correct understanding and skills in case of accidents, thus reinforcing the capital's emergency systems and creating a safe community and working environments. In response to the public AED installation, the conducting units include: Taipei City Hospital, 12 District Health Centers, hospitals within the Taipei City jurisdiction and related civil units (Including Red Cross Society Taipei Branch, National Resuscitation Council of Taiwan) etc. The Department provided first aid skill training for staff and related personnel in public, the training recipients included:



急救技能訓練
Emergency Skills Training



安心亞擔任簡版急救技能推廣大使
Amber An acting as the promotional ambassador
for simple first aid skills

體（包含紅十字會臺北市分會、中華民國急救技能推廣協會），針對公共場所員工及相關人員，如校園師生、幼教人員、志工、服務業、里鄰長、公寓大廈管理人員、一般民眾及外籍人士辦理急救技能訓練，課程內容包含急救概念、心肺復甦術及異物梗塞哈姆立克急救法示教、分組技術演練及筆試。成果說明如下：

- （一）辦理簡版CPR+AED訓練計1,314場次，共9萬1,992人參與。
- （二）辦理CPR+AED訓練計97場次，共2,099人參訓。
- （三）辦理基本救命術（CPR）訓練計74場次，共2,104人參與。

二、推動公共場所設置自動體外心臟電擊去顫器（AED）

因應緊急醫療救護法修訂，以及「應置有自動體外心臟電擊去顫器」公共場所之公布，衛生局積極推動公共場所需設置AED，鼓勵社會各界將AED列入公益捐贈選項，獲民間企業團體踴躍響應，截至102年止，企業及熱心民眾共計捐贈227台，經衛生局媒介安裝於運動中心、市場夜市、學校及全市各公共場所……等，以提升急救成功率，並透過AED之普及化，建構出健康、安全的生活環境。



AED Trainer百人體驗活動
AED Trainer- an experience for 100 participants



AED Trainer百人操作體驗1
AED Trainer- an experience for 100 participants 1



Trainer百人操作體驗2
AED Trainer- an experience for 100 participants 2

educational staff, teachers and students on campus, early childhood educators, volunteers, service industry, borough and neighborhood heads, building supervisors, citizens, and foreigners. The courses included: emergency concepts, CPR, Heimlich Maneuver, skill practice, and written tests. The results are as follow:

- 1) The Department held 1,314 training courses for basic CPR and AED. A total of 91,992 people participated.
- 2) The Department conducted 97 courses for CPR and AED training, and a total of 2,099 people participated.
- 3) Holding 74 CPR basic rescue-training sessions. A total of 2,104 people attended.

2. Promote the installation of AED in public places

In response to revision of emergency care treatment and the announcement of the provision of AEDs in public places, the Department of Health has been actively promoting these pieces of equipment, encouraging people from all circles to consider AEDs as a possible charitable donation. This effort has been met with an enthusiastic response from businesses and civil organizations, which had donated a total of 227 AEDs by the end of 2013. With the assistance of the Department of Health, the machines have been installed in sports centers, night markets, schools, and other public places across the city. This will enable an upgrade in emergency response success rates, while the spread of AEDs will contribute to a safe, healthy overall living environment.

第二節 防止救護資源濫用

- 一、自101年12月8日起實施「臺北市民眾濫用消防局救護車收費計畫」，針對民眾指定119救護車至「非」急救責任醫院及「未」赴急診室檢傷掛號者之民眾進行收費；收費標準依照「臺北市救護車設置機關（構）救護車收費基準」計算，每趟次收取1,800元救護車使用費。與臺北市政府消防局組成「臺北市政府緊急救護審核小組」，定時開會討論，針對疑義個案進行逐案審查。
- 二、依據消防局統計，102年119救護出勤件數較去年減少3,165件（-2.26%），149位高使用者之使用次數共下降303次（-21%），顯示輔導訪視及替代資源轉介與收費制度已有成效，且迄今已開立24張救護車使用費繳款單，其中僅1張尚未繳納。

第三節 急診及轉診品質提升

一、臺北市政府衛生局緊急及災難應變指揮中心（EOC）

衛生局緊急及災難應變指揮中心（EOC）於92年成立，由資深護理師24小時值勤全年無休，隨時監控臺北市疫情及醫療能量，102年度協助臺北市急救責任醫院急重症病人院際間轉診計159件；監測國內、外災情監控案件計1,679件、疫情監控案件計142件；臺北市緊急醫療通報事件計214件，將持續監測及協助相關緊急災難等事件。

二、急診分流與待床轉院機制

- （一）為保障醫療服務品質，97年6月1日實施「到院前急診分流計畫」，醫學中心依地緣區域性，規劃與鄰近區域級醫院建立合作機制，疏解急診滿床問題及壓力，並期能漸進改變民眾就醫習慣。102年輔導送醫之2,621件中，計410件同意接受到院前急診分流。
- （二）99年7月1日起推動實施「急診待床轉院計畫」，現由8家醫學中心及其8家合作醫院配合實施，凡於醫學中心急診室停留超過24小時以上者，經醫師評估符合計畫條件者，即協助病人免費轉院，截至102年服務個案數為220人。

Section 2 Prevention of the Abuse of Emergency Resources

1. Since the December 8th, 2012, the Department of Health has been enacting the “Taipei Charging Scheme in Cases of Public Misuse of Fire Engines and Ambulances”, under which members of the public are liable to pay a fee if an ambulance is called to a non-emergency and the patient has not been to the emergency room for examination. The fee is calculated based on “Taipei Ambulance Installation Organization Ambulance Fees Criteria”, with each ambulance call out costing NT\$1,800. Department of Health and the Fire Department cooperated to form the “emergency rescue evaluation team,” and each individual case is evaluated at regular meetings.
2. According to Fire Department statistics, ambulances were called out on the 119 emergency number were 3,165 fewer times in 2013 compared to 2012 (a reduction of 2.26%), while ambulances were called 303 fewer times by 149 high-volume users (a reduction of 21%). This demonstrates that public advised to see doctors instead and use other resources has had some effect, as well as the fee-paying system. 24 ambulance bills have already been levied, of which only one has not yet been paid.

Section 3 Quality Upgrade of Emergency and Referrals

1. The Emergency Operations Center (EOC)

The Emergency Operating Center (EOC) was established in 2003. Senior registered nurses are on duty all year, monitoring the epidemic situation and medical resources of the city. In 2013, the EOC had assisted the Taipei City emergency care responsibility hospitals in the referral of 159 critical patients for care; monitored 1,679 local and overseas disasters; monitored 142 epidemic situations; and reported 214 cases for emergency care. Work will be continued to monitor and assist in relevant emergency rescue and disasters.

2. The Mechanism of Ambulance Diversion and Bed-waiting Room for Transfer

- 1) To ensure the quality of medical care service, on June 1st, 2008, the Department executed the “Pre-hospital Ambulance Diversion Plan”; the medical centers, according to the district location, collaborate with the neighboring hospitals to solve the problem of patients overflow, hoping to gradually change public’s habit of seeking medical services. In 2013, the guidance cases are 2,621, of which, 410 cases accepted the plan.
- 2) On July 1st, 2010, 8 medical centers and 8 other hospitals collaborated in the implementation of Bed-waiting in Emergency Room for Transfer plan. All patients who had stayed in the emergency room of medical centers for more than 24 hours and had been evaluated by physicians to be eligible for the plan were transferred to other hospitals free of charge. By the end of 2013, the plan had serviced 220 individuals.

第三章 心理衛生

第一節 精神醫療照護及社區心理服務

一、精神醫療照護

- (一) 12區健康服務中心依據「臺北市政府衛生局各區健康服務中心社區精神病人家訪要點」，持續提供社區精神病人追蹤照護服務，102年追蹤照護人數累計1萬7,631人，訪視服務計8萬4,599人次。
- (二) 為強化社區病人緊急送醫服務網絡，102年度委請臺北市立聯合醫院松德院區及國軍北投醫院提供「社區緊急個案醫療小組」出勤服務，1月至12月協助社區處理個案緊急送醫工作共計236人次。

二、社區心理服務

- (一) 社區心理諮商服務：為加強宣導精神衛生預防理念，提供民眾便捷之心理資源，使民眾熟悉社區化的心理衛生求助管道，並接納運用，以避免心理困擾問題的進一步惡化與醫療費用的浪費，衛生局自94年7月起利用社區現有的次級預防服務資源，結合臺北市立聯合醫院院外門診部之公共衛生角色，首創「社區心理諮商服務」，迄今已推行至12個行政區及社區心理衛生中心等13處附設門診部，每週提供民眾37診次之心理諮商服務，102年共服務8,650人次。
- (二) 依據精神衛生法、心理師法暨施行細則及衛生局每年度醫護管理工作計畫，結合民間團體、醫療院所暨大專院校等，建構完善社區心理衛生服務網絡，落實社區化心理衛生服務之推動，委託呂旭立文教基金會、張老師基金會臺北分事務所、馬偕紀念醫院及國立臺北護理健康大學等4家民間團體，分區提供臺北市高風險個案個別心理輔導、團體輔導、外展服務、電話關懷、專業人員訓練及辦理相關研討會等社區心理衛生服務，其族群包括憂鬱症高關懷個案、嚴重情緒困擾個案、緊急災難心理衛生高關懷個案及校園高關懷個案等，並視各委辦單位專長提供特色服務，亦以外展服務方式，由專

Chapter 3 Mental Health

Section 1 Psychiatric Care and Community Psychological Services

1. Facilities for Psychiatric Care and Rehabilitation

- 1) Following the Guidelines Governing Home Visits for Psychiatric Patients in Community by District Health Center, the 12 District Health Centers continue to provide follow-up care to psychiatric patients in the community. By 2013, 17,631 patients had been followed-up, and a total of 84,599 patients had been home-visited.
- 2) To strengthen the emergency delivery network of patients in the community, the Department commissioned the community emergency medical care teams of the Taipei City Hospital Songde Branch and the Tri-service General Hospital Beitou Branch 2013 to assist in the emergency delivery of patients for care, with a total of 236 patients in 12 months.

2. Community Psychological Services

- 1) Community Psychological Counseling Service: In order to reinforce the spirit of the health prevention concept, to provide people with convenient psychological resources, set people to be familiar with community psychological health channels, and to avoid the worsening of psychological problems and waste of medical fees, since July, 2005, the Department of health used secondary prevention service resources in the community in combination with the public health role of outpatient clinics at Taipei City Hospital to create the first “community psychological counseling service”. To date, the Department has implemented this service in 12 administrative districts and 13 community psychological health centers, which provided 37 times psychological counseling services each week. In 2013, the Department served 8,650 people.
- 2) According to the Mental Health Act, psychologist laws and enforcement rules, and annual medical management work plans, together with civil organizations, nursing homes, and colleges, complete community psychological health service networks have been established, and community psychological health services implemented. The Shiuhli Memorial Foundation, Teacher Chang Foundation Taipei Branch Office, Mackay Memorial Hospital and National Taipei University of Nursing and Health Sciences provide community mental health services including providing high-risk individuals with psychological counseling, group counseling, external extension services, phone care, and conduct professional staff training and related seminars. They include: individuals with depression, sufferers of severe mood swings, victims of disaster, and students. Each unit provides unique service. And also provide an external extension service, sending professional staff to visit individuals at home according to need, and helped people in need in the

業人員至需求個案居住地訪視，協助社區有需求個案能進而主動走出社區，102年度12月共服務至少3,416人次。

第二節 自殺防治

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

一、強化臺北市之關懷訪視服務

(一) 102年接獲自殺企圖暨高危險個案通報3,722人次，包括自殺企圖通報個案1,794案次、社區高危險自殺個案1,688案次，以及外縣市個案186案次，並委託民間團體辦理自殺防治危險分級化服務計畫，拓展自殺中高危險個案之社區服務共491案次。(圖1)

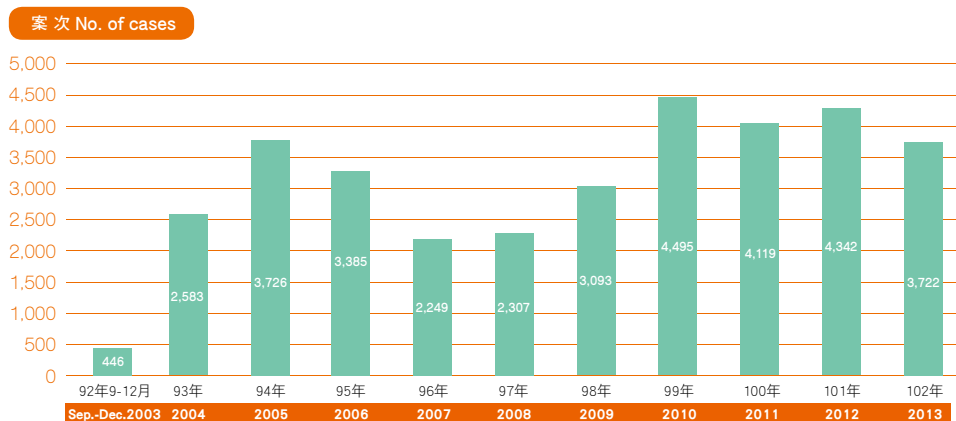


圖1 歷年臺北市自殺企圖暨高危險者通報案件量

Fig.1 Suicide Attempts and High-Risk Individuals Reported in Taipei City by Year

(二) 102年臺北市諮詢專線共接獲1,521案次疑似自殺企圖個案諮詢電話，其中有19案次為自殺高危險且有立即生命危險，經啟動警消協助與派員緊急出勤後，均成功挽救自殺危險邊緣民眾。

community to walk out of the community. In 2013, the Department served at least 3,416 people.

Section 2 Suicide Prevention

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

1. Strengthening Care-Visits in Taipei

- 1) In 2013, 3,722 people of suicide intent and high-risk cases had been reported, including 1,794 suicide attempts, 1,688 suicide cases of high-risk groups in communities, and 186 cases from other counties and cities. The Department have entrusted civil groups to conduct service plans for suicide prevention and risk hierarchy, which have provided services to a total of 491 suicidal individuals.
- 2) In 2013, the Taipei counseling special line had received calls of 1,521 suspected suicide attempts. Of them, 19 were in immediate danger of life, and through the activation of the police and the fire departments, emergency services were dispatched and successfully saved them from the brink of suicide.



二、建置跨局處資源整合平臺

辦理跨局處聯繫會報4場次，並針對臺北市建築物防墜安全建立局處業管督導共識。召開整合衛政、社政及民政之關懷個案討論會4場次，計147位第1線工作人員參與，建立對自殺者遺族及家庭訪視自殺個案之社區處遇合作共識。

三、自殺防治守門員訓練多元化

（一）自殺防治種子講師培訓

自98年10月起進行臺北市自殺防治種子講師培訓，受訓學員經過專業課程與實地教學訓練，及專家評核後，始授證成為臺北市自殺防治種子講師，且為增進自殺防治種子講師之實務工作經驗，於102年辦理自殺防治種子人員第四期培訓，共計跨領域51人參訓，計有29名人員通過第一階段評核。

（二）自殺防治守門員訓練在地化

自殺防治守門員訓練除臺北市政府各單位外，並進入社區、校園、醫院等單位，102年共辦理141場次自殺防治守門員訓練，共計有1萬1,439人次參與。

四、辦理自殺防治研討會及大型宣導活動

為促進各領域專業人員對孕期婦女、精神病照顧者、青少年及新移民族群心理衛生議題的重視，102年度辦理「多元台北。幸福常駐－臺北市多元社會與自殺防治實務研討會」計292人次參與。另響應國際自殺防治學會（IASP）102年全球自殺防治日主題「去汙名化：自殺防治的重要阻礙」，結合臺北市政府11局處及民間團體，於10月4日至13日假臺北市松山文創園區東區製菸工廠辦理「微笑的100個理由文章展」，展出20位得獎作者的精彩作品及歷年獲獎文章，並結合張老師基金會、精神健康基金



多元社會與自殺防治實務研討會1
Diverse Society and Suicide Prevention Practice Seminar 1

2. Establishment of a Cross-departmental Resource Integration Platform

The Department has conducted 4 cross-department meetings, and has reached a department/bureau anti-falling safety consensus for buildings in Taipei City. In addition, 4 symposiums on case management with 147 front-line workers from Department of Health, Social Affairs and Civil Affairs had been held to reach cooperation consensus in suicide bereavement and home visiting in the communities.

3. Diversification of Training of Suicide Prevention Gatekeepers

1) Training of Suicide Prevention Seed Lecturers

Training of the suicide prevention seed lecturers began in Taipei on October 2009. Trainees received professional courses and on-site educational training and evaluation from the experts to be certified as Taipei City suicide prevention seed lecturers. In order to increase the working experience of seed lectures in suicide prevention, in 2013, the Department conducted the 4th suicide prevention training for seed staff. A total of 51 interdisciplinary people participated, and 29 staff passed the first phase evaluation.

2) Localization of Training of Suicide Prevention Gatekeepers

Besides Taipei City government, the training of suicide prevention gatekeepers has also conducted in the communities, schools and hospitals. A total of 141 training sessions were held in 2013 and 11,439 people had participated.

4. Organizing Suicide Prevention Seminar and Large Promotional Activities

In order to promote the professional staff from all areas to attach great importance to the psychological health of pregnant woman, caregivers of psychiatric patients, adolescent and new immigrants, in 2013, the Department conducted the “Multicultural Taipei, accompanied with permanent happiness: Pluralistic in Taipei society and suicide prevention seminar.” A total of 292 people participated. In addition, in cooperation with the main topic of 2013 Global Suicide Prevention Day of the IASP “Destigmatization: Major Barrier for Suicide Prevention.”, from October 4th to 13th, cooperated with 11 departments and civil organizations to conduct “Article exhibition: 100 Reasons to smile” at the eastern region of tobacco factory of Songshan Cultural and Creative Park. The Department exhibited the brilliant works of 20 writers and award articles over past years. In addition, the Department collaborated with private mental health agency (Teacher-Chang Foundation and Mental Health Foundation, etc.) to advocate and participate



多元社會與自殺防治實務研討會2

Diverse Society and Suicide Prevention Practice Seminar 2

會等民間心理衛生機構一起參展宣導，計6,000人次參與。

第三節 性侵害防治

性侵害犯罪防治法86年1月22日公布施行，衛生局接受臺北市政府委任辦理加害人身心治療及輔導教育服務。期間歷經4次修法後於100年11月9日第5次修正，並自101年1月1日施行。其中新增2類性侵害犯罪加害人類別：1. 經依少年事件處理法裁定保護處分確定而法院認有必要者。2. 犯性騷擾防治法第25條之罪之加害人。

臺北市性侵害犯罪加害人，100年新增個案數為102名，101年新增個案數為123名，102年新增個案137名。個案數102年較101年成長11.38%。



微笑的100個理由文章展宣導活動

100 Reasons for Smiling Exhibition and Promotional Event

第四章 特殊族群醫療照護

第一節 兒童事故傷害預防

- 一、為落實照顧弱勢族群政策及精神，於84年12月25日率先其他縣市，辦理「臺北市3歲以下兒童醫療補助計畫」，於87年10月10日擴大辦理6歲以下兒童醫療補助，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，期能嘉惠更多臺北市兒童及家庭。
- 二、至102年底為止，共發出3萬3,178張兒童醫療補助證，至102年10月為止，接受補助人次共計17萬7,063人。
- 三、有鑑於兒童安全的重要性，衛生局於101年9月擬定「6歲以下兒童安全健康諮詢計畫」，強化兒童安全三大策略，包含睡的安全、行的安全及住的安全。102年共舉辦1場兒童安全相關教育訓練，結合267家醫療院所及產後護理之家醫護人員參與，共培訓100餘名種子人員，課後滿意度達93%以上；透過12區健康服務中心進行1,117案

together. A total of 6,000 people viewed the exhibition.

Section 3 Sexual Abuse Prevention

On January 22, 1997, the Sexual Assault Crime Prevention Act was implemented. The Department was entrusted by Taipei City Government to provide physical and psychological counseling, guidance and educational services to perpetrators. The law was revised for the fifth time on November 9th, 2011. It was implemented on January 1st 2012, with two more categories of perpetrator added: 1. Perpetrators who are sentenced to probation by a court according to adolescent laws and regulations. 2. Perpetrators who violated Section 25 of the Sexual Assault Crime Prevention Act.

In 2011, the number of sexual abuse perpetrators increased to 102; in 2012, the number increased to 123, and to 137 in 2013. In comparison to the individuals in 2012, in 2013 the number increased to 11.38%.



微笑的100個理由文章展海報展示
100 Reasons for Smiling Articles and Poster Exhibition

Chapter 4 Medical Care for Special Groups

Section 1 Prevention of Children Injury

1. In order to implement the policy and spirit of caring for disadvantaged groups, on December 25th, 1995, the Department conducted the "Medical Subsidy Plan for Children less than three years old in Taipei City." On October 10th, 1998, the policy changed to so children under six years old could receive medical subsidies. Since January 1st, 2007, children who are under six years old of families who have more than three children with permanent residence in Taipei City have been able to receive medical subsidies, in hope of benefiting more children and families in Taipei City.
2. Up to the end of 2013, a total of 33,178 child medical subsidy certificates were given out. Until October 2013, a total of 177,063 children have received subsidies.
3. In light of the importance of child safety, the Department of Health drew up the "Safety and Health Counseling Plan for Children under six" in September 2012. The Department reinforced three major strategies for child safety, including safety of sleeping, travelling, and living. In 2013, conducting 1 educational training course related to child safety attended by the staff of 267 nursing homes and after-birth

兒童居家安全訪視，依統計數據修正102年居家訪視重點；另推動北臺6縣市醫療院所兒童安全座椅借用服務，共17場域109座安全座椅提供服務。

第二節 兒童早期療育

一、建構發展遲緩兒童早期療育醫療資源

（一）臺北市發展遲緩兒童早期療育特約醫療院所：

計有21個服務據點，其中評估中心3個、評估與療育醫院15個及療育醫院3個。

（二）評估鑑定之服務科別：

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

（三）療育服務項目：

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

（四）辦理發展遲緩兒童評估鑑定與療育：

102年發展遲緩兒童評估鑑定服務共2,576人，療育服務共11萬2,153次。

二、提升發展遲緩兒童早期療育服務品質

（一）加強發展遲緩兒童醫療服務品質：

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

（二）減少多項發展遲緩問題之個案，多次往返醫院評估：

鼓勵各醫療院所加強辦理聯合門診，102年服務人數計911人；另召開療育會議加強醫療人員與家屬之溝通及對個案問題的了解，參與人數計1,404人。

nursing homes. The Department trained more than 100 seed staff. The after-training satisfaction rate was over 93%. Through the safe living for 1,117 children visits by the 12 District Health Centers, the key point of house calls was revised according to the statistics data. The Department also promoted a child safety chair rental service at medical institutions in Northern Taiwan. A total of 17 fields and 109 child safety chairs provided services.

Section 2 Early Interventions of Children

1. Early Interventions and Medical Resource of Children with Retardation

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

There are 21 spots in Taipei City. Of them, three are assessment centers, 15 are assessment and care centers, and three are care service hospitals.

2) Clinical departments involved in assessment

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

3) Items of care services

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

4) Assessment and care of children with retardation

In 2013, 2,576 children had been assessed for retardation, and 112,153 children had been provided with care services.

2. Promote the Service Quality of Early Intervention for Children with Retardation

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

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

2) Assessment to reduce the number of repeated visits to hospitals of children with multiple retardation problems

Medical care institutions are encouraged to set up joint clinics. In 2013, 911 children had visited these joint clinics. Case conferences were held to improve communication between medical personnel and families and to help understand problems of cases, with 1,404 participants.

(三) 強化早期療育相關人員專業知能：

辦理早療專業人員培訓課程，計6場次；647人次參加，辦理發展遲緩兒童家長各類型親職講座，計210場次；1,892人次參加。

(四) 縮短發展遲緩兒童評估鑑定與療育之等待時間：

自96年2月平均39天與70天，縮短至102年的15天與20天，讓需要早期療育的孩子，可提前24天完成評估鑑定與提前50天開始進行療育，積極掌握早期療育的黃金時期。

(五) 辦理早期療育社區公衛醫療群試辦計畫：

結合24家基層診所參與早期療育社區公衛醫療群試辦計畫，初步建立早期療育診所督考標準，辦理基層醫療人員早療教育訓練，提升診所早期療育服務品質。

第三節 失智症照護

一、為使失智症患者減緩病程發展，並減輕家屬負擔，全國首創推動社區失智症樂齡照護活動，102年共辦理225場，5,490人次參與。另為滿足逐年增長的失智症個案及其家屬照護需求，辦理102年社區網絡計畫，以推廣「活力321，健康好腦力」概念製作宣導短片及教案稿；委託民間團體及聯合醫院辦理失智症家庭照顧者培訓班、專業人員教育訓練課程，共計3,418人次參加；首創24小時失智症關懷專線，提供民眾諮詢服務，計1,008人。

二、有鑑於失智症照護的重要性，衛生局召開跨局處協調會議，整合各局處相關資源，並以公共衛生三段五級預防架構之理念，辦理「臺北市失智個案管理計畫」，擴大建立失智症社區照護網絡，其照護網服務效能分別為：

(一) 進行全面篩檢共7萬9,824人參與免費篩檢服務，發現疑陽個案為9,858人，新確診服務為1,172人。

3) Enhancing professional skills of personnel involved in early intervention

Six training sessions for early intervention personnel had been organized with 647 personnel participated. 210 lectures had been held for the education of parents and guardians of children with retardation with 1,892 people participated.

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

The waiting time for assessment and intervention had been shortened on average from 39 days and 70 days in February 2007 to 15 days and 20 days in 2013. Children in need of early intervention can now be assessed 24 days earlier and receive treatment 50 days earlier to fully utilize the golden period of early intervention.

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

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

Section 3 Healthcare for the Dementia

1. To slow down the development of dementia patients' conditions and to alleviate families' burdens, the Department promoted the joyful activities for seniors, by holding 225 sessions in 2013 with 5,490 participants. In order to meet the needs of the increasing number of dementia patients and their families, the Department of Health organized the 2013 Community Network Scheme, consisting of short promotional films and teaching materials based on the "Energy 321, a Healthy Mind" concept. The Department also commissioned civil organizations and hospitals to conduct care training for family members of dementia sufferers and training courses for care professionals, in which 3,418 people participated. The first 24-hour dementia care hotline, offering consultation services for members of the public, was also used 1,008 times.

2. Due to the importance of care for the dementia, the Department of Health summoned cross bureau coordination meetings to integrate relevant resources from each bureau, also conducted the "Taipei City Management Plan for individuals with dementia" on the basis of three-level five-stage preventative structure for public health. The Department established community care networks for people with dementia, and the service functions are as follow:

1) 79,824 people participated in free screening service 9,858 individuals were found to be positive, and 1,172 of them are newly served.

- (二) 為提升照護品質與知能，辦理教育訓練並完成失智症個案管理系統建置，透過虛擬網絡連結後端照護服務資源，並進行個案追蹤管理，期以達到早期發現、早期治療與介入之服務宗旨。
- (三) 建立窗口及分區責任區，委託9家醫療院所或民間單位，就民眾可近性提供分區之失智症照護服務，責任區共分為5區，由醫院提供醫療照護及需求評估，並透過資訊系統轉介通報至12區健康服務中心、長照中心等相關照護服務資源，提供後續長期照顧服務。
- (四) 透過宣導教案與通路，提升市民對失智的自我照護的重視與關注，藉以達到早期預防之目標。
- (五) 提升失智症家庭照顧者的照護知識、技能，減輕照顧者負荷及壓力，提升失智症患者及照顧者照護及生活品質。
- (六) 提升臺北市各專才人員專業照顧知能，讓患者及家屬受到良好的照護品質。

第四節 身心障礙新制鑑定

配合身心障礙者權益保障法修訂，全國自101年7月11日起全面實施新鑑定制度〔國際健康功能與身心障礙分類（International Classification of Functioning, Disability, and Health，簡稱ICF）〕。鑑定制度主要改變有：

- 一、分類方式改變：由過去採疾病導向的方式，改為世界衛生組織（WHO）頒布「國際健康功能與身心障礙分類系統（ICF）」之「八大身心功能障礙類別」替代現行以疾病名稱（16類）之分類方式。新制鑑定針對身體與結構（b,s碼）鑑定分級，並結合活動與參與（d碼）及環境因素（e碼）鑑定。
- 二、醫療鑑定團隊組成由過去僅由醫師1人進行鑑定，改為由醫師1人及鑑定人員（如醫事、社工、特教、職評等人員）1人共同進行鑑定。

- 2) In order to upgrade care quality and knowledge, the Department conducted educational trainings sessions and completed the establishment of a management system of individuals with dementia, through a virtual network connecting back-end with care service resources, and conducted individual follow-up management, in order to achieve the service principles of early discovery, early therapy, and intervention.
- 3) The Department has established access portals and zones of responsibility, by commissioning 9 health institutions and civil organizations to provide accessible dementia care services for the public. The Department has designated 5 zones of responsibility, where it is the responsibility of hospitals to provide health care and need assessments. Through the information services, they provide resources such as referrals to health centers and long-term care institutions across Taipei, in order to ensure that people get the long-term follow-up care services they needed.
- 4) Through the use of educational materials and other routes to ensure residents pay sufficient attention to dementia and their own health, in order to achieve our objective of early detection.
- 5) The Department upgraded care information and skills training to relatives and carers of dementia sufferers, in order to alleviate their burden and potential stress, as well as a better care and quality of life for the dementia patients themselves.
- 6) The Department upgraded specialized training to professionals in various areas, to ensure that dementia sufferers and their families receive the best quality of care.

Section 4 New Physical and Mental Disability Evaluation System

In cooperation with the revision of the People with Disabilities Rights Protection Act, since July 11th, 2012, the Department has implemented the new evaluation system (International Classification of Functioning, Disability, and Health, abbreviated as ICF). The changes of the system are as follow:

1. Changes according to categorization: The past disease-oriented method was changed to the categorization method stipulated by “8 major categories of physical and mental function disability of the “International Health Function, Mental, and Physical Disability Categorization System announced by the WHO, replacing the existing disease type categorization method (16 types). The classification of new evaluation was directed at body and structure (b, s codes), with events and participation (d code) and environmental factors (e code).
2. The composition of medical evaluation team: In the past, only one doctor conducted the evaluation; and now a doctor and one evaluator (For example, medical professional, social worker, special education teacher, and occupational evaluators) also take part.

三、身心障礙證明取得及提供福利服務：除需完成鑑定外，亦需經「需求評估」（社會局主責）方能取得身心障礙證明並享有法定福利服務。

四、臺北市共有29家身心障礙鑑定醫院，依「身心障礙者鑑定與需求評估作業併同辦理實施辦法」第二條規定，衛生局指定5家鑑定醫院（臺北市立聯合醫院松德院區、仁愛院區、陽明院區，萬芳，北醫，長庚及新光醫院共7個點）配合社會局辦理「需求評估作業併同辦理」，以一站式作業方式提供身心障礙者更便捷之服務。臺北市102年度單項及多項鑑定量，共服務4萬1,167人次。

第五節 長期照顧服務

一、臺北市「長期照顧管理中心」，提供單一窗口服務，100年5月17日市政會議通過提升為府級單位，長期照顧管理中心統籌管理5區長期照護服務站，持續提供個案評估、專業團隊出訪及個案管理與轉介等服務，自97年至102年累計收案人數總計2萬6,387人，接受服務人數總計2萬2,681人。

二、居家照護資源

（一）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，可依失能程度提供每人每年14日至21日的喘息服務，讓受照顧者在護理之家、養護所等機構，接受短暫照顧、停留，由機構工作人員提供24小時之照顧，或藉由受過訓練的照顧服務員至個案家中，提供個案身體照顧服務，以減少家庭照顧者可能因過度疲累而提早放棄對其家屬的照顧，同時也讓被照顧者獲取不同社會接觸經驗，102年共服務200人（計2,670人日）。居家式喘息服務實施計畫，共服務850人（1,824日）。

（二）推動居家照護專業人員訪視補助計畫：為增進居家照護品質，提升主要照顧者居家護理的照顧技巧、衛教及諮詢服務，102年居家照護機構計21家，推動8類專業人員訪視服務，計6,919人次。

3. The benefits and services gained through the mental and physical disability certificate: Not only do people need to be evaluated first, they also need to be “evaluated based on need” (carried out by The Department of Social Welfare, Taipei City Government) before they can obtain mental and physical disability certificate and enjoy beneficial services according to law.
4. In Taipei City, there are 29 hospitals that specialize in mental and physical disability evaluation. According to Section 2 of the Implementation Plan of Evaluation and Need of People with Physical and Mental Disability, the Department has designated 5 hospitals (Taipei City Hospital, Songde Branch, Renai Branch, Yangming Branch, Wanfang Hospital, Taipei Medical University Hospital, Chang Gung Hospital, and Shin Kong Hospital) in cooperation with the Department of Social Welfare to conduct need evaluations, providing one-stop convenient services for people with physical and mental disability. In 2013, there were 41,167 people served by one-factor authentication and multi-factor authentication.

Section 5 Long-term Care Service

1. The “Long-term Care Management Center” in Taipei City provides one stop service. On May 17th, 2011, it has been upgraded to a government-level unit. The center managed five district services stations and continued to provide case evaluation; home visits by professional team and case management and transfer services. From 2008 to 2013, a total of 26,387 cases had been received and 22,681 people were served.
2. Home-care Resources
 - 1) To reduce pressure on home caregivers, at times when caregivers must be off duty temporarily, individuals can receive respite care services for 14 to 21 days per year according to the condition of the care receivers’ disability. Care receivers can make short-term stay and receive 24 hour care from staff at nursing homes and other long-term care institutions or have trained care givers to come to their homes to provide physical care. Respite care services are offered to give caregivers a break and to prevent them from giving up care for their family members. This would also allow patients to be in contact with different social groups. In 2013, 200 patients (total of 2,670 person-days) had been cared for this way. At-home respite care services implementation plan serviced 850 people (total of 1,824 days).
 - 2) Promotion of Subsidy Plan for home visits by home-care professionals: to improve the quality of home care and enhance home nursing skills, health education, and counseling service of main caregivers, in 2013, there were 21 home care institutions providing 8 kinds of professional home visiting services to 6,919 people.

三、為整合銀髮族各項福利資源，臺北市政府衛生局特別製作U・Life台北悠活（臺北市銀髮資源服務應用資訊系統），係將衛生局、社會局、交通局及教育局等相關單位之長者福利及服務訊息彙整，以長者平日生活所需，依食、醫、住、行、育樂休閒、健康促進、福利服務等分類，讓使用者透過便捷主題選單，快速搜尋到需要的資源。「U・Life台北悠活」網址為<http://ulife.taipei.gov.tw/>，此資訊系統以銀髮族為出發點思考，將介面字體放大，螢幕色彩鮮豔，符合長者視覺及操作方便，並可依個人需求設定條件查詢及結合影音設計如透過語音導覽、文字、圖片或影片等，介紹各項資源內容。



3. In order to integrate the various welfare resources of the elderly, the Department of Health, Taipei City Government has specially created the “U•Life Live Leisurely” program, (the Taipei City Elderly Resources Application Information System). This program brings together the elderly care resources and information of the Department of Health, Department of Social Welfare, Department of Transportation and Communications, and other relevant units, in order to meet the needs of elderly citizens with regards to food, health care, housing, travel, education, leisure, health promotion and welfare services. A convenient main menu allows users to track down the information they need quickly and easily. The U•Life system (<http://ulife.taipei.gov.tw/>) was developed with the elderly in mind, and includes large fonts and bright colors to better suit the vision and usage habits of senior citizens. Users can also set their own requirements for their search inquiry, and can utilize a range of media, including voice recordings, texts, images and videos, to get to grips with all the information they need.



第五篇 優化市醫及 國際醫療服務

Part 5 Improvement of
Municipal Hospitals and
International Medical
Care Services



第五篇 優化市醫及國際醫療服務

身為臺灣的政經中心，臺北市國際化為都市發展重要一環，城市外交儼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。102年度共補助台灣分子生物影像學會、台灣醫學資訊學會、衛生福利部雙和醫院及臺北醫學大學等4個單位。

二、舉辦國際研討會

為增進臺北市醫療相關人員專業知能及國際視野，102年規劃辦理研討會及工作坊：

- （一）10月29日邀請丹麥哥本哈根生活實驗室創辦人Mr. Thomas Hammer-Jakobsen來臺辦理社會設計實驗室工作坊，委請萬華區健康服務中心辦理，由陽明大學及丹麥商務辦事處協辦，以萬華社區為例，



Mr. Thomas Hammer-Jakobsen分享經驗
Mr. Thomas Hammer-Jakobsen sharing his experience



局長與Mr. Thomas Hammer-Jakobsen合影
Photograph of the Commissioner and Mr. Thomas Hammer-Jakobsen

Part 5 Improvement of Municipal Hospitals and International Medical Care Services

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

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

Section 1 Subsidies and the Holding of International Conferences

1. Subsidies on the Holding of International Conferences

In order to improve the international visibility of Taipei City, a set of operational guidelines governing subsidies on the holding of international conferences in health and medicine has been formulated to, through subsidies, encourage medical centers, health and medicine-related associations and societies, universities and colleges, research institutes, and public-interest corporations to hold in Taipei City health and medicine related international conferences. In 2013, Taiwanese Society for Molecular Imaging, Taiwan Association for Medical Informatics, Shuang Ho Hospital, Ministry of Health and Welfare, and Taipei Medical University were subsidized.

2. The Holding of International Symposium

In 2013, to improve the professional skills and international perspective of relevant medical personnel in Taipei City, several Seminars and workshops had been held in the following:

- 1) On October 29th, the Department of Health, Taipei City Government invited Mr. Thomas Hammer-Jakobsen, founder of the Copenhagen Living Lab in Denmark to hold a “social design lab” workshop. The event was held at the Wanhua District Health Services Center, with the assistance of Yang Ming University and the Danish Trade Council. Using Wanhua District as an example, the workshop

介紹並帶領大家實際操作／體驗社會設計實驗室，藉由工作坊活動的腦力激盪，學習將創新與設計導入政策規劃與執行過程。

- (二) 10月31日至11月1日於財團法人張榮發基金會國際會議中心舉行「2013臺北健康城市與安全社區研討會」，大會以「科技化的健康照護」為主



2013臺北健康城市與安全社區研討會
2013 Taipei Conference on Healthy Cities and Safe Communities

軸，規劃「科技化的保健服務」、「科技化的醫療服務」、「科技化的防疫安全」及「科技化的食品安全」等四大主題，邀請國內外24位專家學者及荷蘭恩荷芬市、上海市衛生和計劃生育委員會、食品藥品監督所等貴賓演講，並邀請各縣市共襄盛舉；現場設有雲端設備體驗及海報展示區，計300多位參加。

第二節 辦理國際醫療支援服務及外賓參訪

一、國際公衛醫療服務

- (一) 蒙藏委員會會同臺北市政府衛生局等機構於民國102年6月22日至29日赴中國大陸雲南省藏族地區，辦理考察交流計畫。

- (二) 102年8月31日至9月7日「2013年臺灣醫療團赴大陸內蒙古自治區考察交流」由蒙藏委員會蒙事處處長海中雄及衛生局局長林奇宏等3人及臺北市立聯合醫院許衍道醫務長帶隊，與消化內科林志陵主任、心臟內科陳冠



聯醫許醫務長於當地診療情形
Chief Medical Officer Hsu performing medical services

宇主任及骨科董福義主任4位醫師與其他醫療機構代表前往內蒙古自治區，以專題演講、座談及教學式診療方式，與當地衛生及

introduced participants to the experience of a “social design lab”, and through the mental stimulation provided by the workshop's activities, taught them how to incorporate innovation and design into policy planning and implementation.

- 2) From October 31st to November 1st, 2013, the Department conducted the “2013 Taipei Conference on Healthy Cities and Safe Communities” at the Chang Yung-Fa Foundation International Convention Center. The Meeting focused on “Healthcare Technology”, and planed 4 major topics: “Health Services Technology,” “Medical Services Technology,” “Epidemic Prevention Technology,” “Food Safety Technology.” 24 domestic and international experts and scholars, and VIPs from Eindhoven, Shanghai Municipal Commission of Health and Family Planning, Shanghai Municipal Food and Drug Administration were invited. The Department also invited government representatives from various counties and cities in Taiwan to participate in the meeting. There were cloud customer experience services and poster exhibition area in the meeting, more than 300 people attended.

Section 2 Operating International Medical Support and Receiving International Visitors

1. International Public Health and Medical Services

- 1) From June 22nd to 29th, 2013, accompanied by the Mongolian and Tibetan Affairs Commission, the Department went to Tibetan area of Yunnan Province, Mainland China to conduct medical health exchange program.
- 2) From August 31st to September 7th, the “2013 Taiwan Medical Group Observation and Exchange Trip to the Inner Mongolian Autonomous Region”, led by Hai Zhong-Xiong, Director of the Mongolian Department at the Mongolian and Tibetan Affairs Commission, and Chi-Hung Lin, Commisioner of department of health and Xu Yan-Dao, Head of Medical Affairs at the Taipei City Hospital, and including Lin Zhi-Ling, head of gastroenterology, Chen Guan-Yu, head of cardiology, and Dong Fu-Yi, head of orthopedics, along with representatives of other departments, visited the Inner Mongolia Autonomous Region. Through specialist speeches, lectures and educational diagnosis and treatment demonstrations, the group conducted exchanges with local medical units to assist local hospitals with diagnosis and treatment. On September 6th, the Taipei



林局長與內蒙古自治區簽署備忘錄合影

Photograph of Commissioner Lin and the Inner Mongolia Autonomous Region Government signing Memorandum of Understanding

醫療單位交流座談，並協助當地旗縣醫院民眾診療；9月6日衛生局與內蒙古自治區衛生廳簽署「臺北市與內蒙古自治區醫療衛生交流合作備忘錄」。

二、接待國際外賓參訪

102年接待上海市食品安全辦公室、台灣脊椎微創醫學會邀請大陸醫院與醫療器械專業人士等、北京醫藥行業協會、廣東清新縣人民醫院、南京市衛生局管理考察團、華熙集團與京泰集團、上海市衛生局考察參訪團、上海崇明縣醫學會、淮安市衛生管理協會、內蒙古衛生廳、內蒙古自治區預防醫學會、上海虹口區醫學會、浙江省台州市人口計畫參訪團、北京博奧醫學檢驗所有限公司、外交部「2013年ICT菁英臺灣研習營」、江蘇省衛生廳全科醫師考察團、臺大生醫電資所所長與愛沙尼亞Alar Kussic教授等、丹麥辦事處及哥本哈根生活實驗室、湖北省武漢市食品藥物監督管理局考察團、江蘇省泰州市醫療衛生考察團、香港專業教育學院師生、江蘇省衛生專業人員、浙江省金華市衛生局參訪團、雲南省昆明市食品藥品監督管理局考察團、上海市衛生和計劃生育委員會基層處專業參訪團、廣州市政府考察團、上海市副市長參訪團、上海市衛生和計劃生育委員會考察團、上海市楊浦區衛生工作者協會、山東省參訪團、中國醫療保險研究會、杭州市醫院學會、上海崇明縣赴台考察團、湖南省湘西土家族苗族自治州衛生專業考察團、「2013台灣全球健康論壇」、山東省桓台縣婦幼保健院、四川省雲南省醫療衛生人員參訪團、大陸國家衛生計劃生育委員會規劃與信息司、上海市臺辦考察團、寧波市預防醫學會參訪團、國際護理協會（International Council of Nurses, ICN）理事長、內蒙古自治區醫院管理人員參訪團等，計42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，加強其臨床技能、教學研究能力及國際視野，特與國際醫療學術機構交流，辦理「臺北市立聯合醫院選送優秀人員出國培育計畫」（以下

Medical Department signed an agreement with the Inner Mongolia Autonomous Region Health Office, the “Taipei City-Inner Mongolia Health Exchange Cooperative Memorandum”.

2. Receiving International Visitors

In 2013, the Taipei Medical Department hosted delegations from the following groups: the Shanghai Food Safety Office; professionals in mainland hospitals and medical equipment, invited by TSMISS; the Beijing Pharmaceuticals Professional Association; Guangdong Qingxin County People's Hospital; the Nanjing City Health Department Management Delegation Team; the Huaxi and Jingtai Groups; the Shanghai City Health Department Delegation Team; the Shanghai Chongming Medical Association; the Huai'an Medical Management Association; the Inner Mongolian Health Office; the Inner Mongolia Autonomous Region Preventative Medicine Association; the Shanghai Hongkou Medical Association; the Zhejiang Taizhou Population Planning Delegation; the Beijing Bo'ao Medical Examination Ltd. Company; the Ministry of Foreign Affairs “2013 ICT Elite Taiwan Research Camp”; the Jiangsu Province Medical Office Doctors' Inspection Group; the Director of the National Taiwan University Graduate Institute of Biomedical Electronics and Professor Alar Kussic; the Danish Trade Council and Copenhagen Living Lab; the Wuhan City Food and Drugs Monitoring Management Bureau Delegation Team; the Taizhou City, Jiangsu County Medical Delegation Team; teachers and students from the Hong Kong Institute of Vocational Education; medical professionals from Jiangsu Province; a delegation team from the Jinhua City Health Department, Zhejiang Province; the Kunming City Food and Drug Administration Delegation Team; a specialist delegation team from the Shanghai City Health and Family Planning Commission Grassroots Office; the Guangzhou Government Delegation Team; the Shanghai City Deputy Mayor's delegation team; the Shanghai City Health and Family Planning Commission Delegation Team; the Shanghai Yangpu District Health Workers' Association; the Shandong Province Delegation team; the Chinese Health Insurance Research Association; the Hangzhou City Hospitals' Association; the Shanghai Chongming Taiwan Delegation Team; a specialist inspection team from Hunan Province's Xiangxi Tujia and Miao Autonomous Prefectures; the “2013 Taiwan Global Health Forum”; the Hengtai Women's and Children's Health Institute, Shandong Province; a delegation team of health professionals from Sichuan and Yunnan provinces; the Chinese National Health and Family Planning Commission Planning and Information Bureau; the Shanghai Taiban delegation Team; a delegation team from the Ningbo City Preventative Medicine Association; the Director-General of the International Council of Nurses; and a delegation team of hospital management staff from the Inner Mongolia Autonomous Region. There were a total of 42 institutes.

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

For the development of health and medical care professionals in the Taipei City Hospital, focusing on both theories and practices to strengthen their clinical skills, teaching and research capabilities and international perspectives, the Department has

簡稱培育計畫），積極遴選臺北市立聯合醫院各醫療特色中心之年輕主治醫師赴美學習最新醫療科技，或於各專長領域進行博士研究或博士後研究，參與國際合作研究計畫，返國後擔任各醫療特色中心要職，俾以提升醫療服務及教學研究品質，並擴展營運服務項目。

本計畫前身為「臺北市政府衛生局所屬市立醫院人員出國培育計畫」，共成功檢送37人出國進修。現行培育計畫乃依前試辦計畫修正延續（放寬語言錄取標準），計畫期程從102年1月1日起至104年12月31日結束，目標派送20位優秀醫事人員出國進修。

第四節 發展國際觀光醫療

一、溫泉保健旅遊試辦計畫

觀光醫療與保健旅遊是近年來國際旅遊新趨勢，臺北市交通便利、觀光資源豐沛，醫療水準與醫療品質獲得國際肯定，是我國最適合發展觀光醫療及保健旅遊的城市；溫泉保健旅遊試辦計畫係臺北市政府衛生局與產



觀光醫療體驗臺北~旅展宣導活動

Medical Tourism in Taipei- Promoting event at Tour exhibition

業發展局為促進健康產業與溫泉旅遊業之發展，在醫療法規範下推動此試辦活動，開放給臺北市所有醫療機構及所有合法之溫泉業者參與。其目的除促進產業發展外，也激發民眾健康檢查之動機及比率，期使疾病能早期發現並獲得適當的治療。

溫泉保健旅遊試辦計畫從96年推動，至101年12月底共審核通過28類商品，並創造近3,390萬元產值，本計畫自102年起，併入臺北市觀光醫療計畫辦理，改為「臺北市保健旅遊專案商品」。

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

exchanged with international medical care academic institutions to organize a plan for the advanced training abroad of outstanding medical personnel in the Taipei City Hospital (hereafter referred to as the training plan). The Department actively selected young physicians from each of the special-feature centers of the Taipei City Hospital for training on new medical technologies in the U.S., or for doctoral training or post-doctoral research in their specialties to participate in international research projects. Upon their return, they would occupy important positions in the special-feature centers to upgrade the quality of medical care and teaching, research and to expand service items.

The plan was formerly known as advanced training abroad plan for medical personnel in the hospitals which belong to Department of Health, Taipei City Government. A total of 37 people went abroad for advanced studies. The current training plan is based on a revised continuation of the previously trialed plan (losing the language admission criteria), and is in force from January 1st, 2013 to December 31st, 2015. It includes a target to send 20 exceptional medical professionals abroad for further study.

Section 4 Development of International Tourism for Medical Care

1. Pilot Projects on Hot-spring Health Tourism

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

Since the inception of the project in 2007, 28 products have been approved at the end of 2012. These products have created more than NT\$33,900,000 in output value. In 2013, the project incorporated into Taipei Tourism Plan for medical care, and convert to Taipei health tourism commodities.

2. Construction of the Taipei Beitou Health & Wellness Center

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

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

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

觀光醫療暨健康保健中心新建工程自民國97年起進行相關規劃，98年9月完成專案管理及監造技術服務廠商之委託，99年完成營建工程招標及營運移轉（OT）招商作業，101年已完成建物主體結構，預計103年完工及正式營運。此一期程之安排，將於工程設計階段納入委託營運廠商之構想及需求，以縮短施工時間並提高工程經費使用效率。



臺北市政府觀光醫療暨健康保健中心立面設計圖
Taipei City Government Medical Tourism and Healthcare Center Design Chart

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

三、臺北市推動觀光醫療計畫

為推廣臺北市優質醫療服務及豐富觀光資源，將醫療與觀光旅遊互相整合串聯，提高醫療服務的附加價值及拓展觀光旅遊商機，101年完成「臺北市觀光醫療網」建置，提供臺北市醫療、旅行、觀光與溫泉等資源及相關業者媒合保健商品之平臺以利行銷；102年辦理「臺北市保健旅遊專案商品」，協助專案商品申請及審查，並提供通過審查之商品協助上網刊登。為符合目前臺北市推動觀光醫療政策與現況，爰將原「臺北市保健旅遊商品審核委員會設置要點」函頒修正為「臺北市觀光醫療推動委員會設置要點」。

also a public work representative of the vision of enhancing the overall development of the Beitou area.

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

Planning of the construction began in 2008. In September 2009, the project management and construction supervision were entrusted. Public bidding for the construction, operation transfer, and investment promotion was completed by the end of 2010; excavation work was completed in 2011. The main structure of the building was completed in 2012, and the construction was expected to be completed and begin official operation in 2014. Under such stage division, the ideas and needs of the entrusted businesses will be taken into consideration during project design, and thus will shorten the construction time and increase efficient use of budget.

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

3. Taipei City Tourism and Medical Promotion Plan

In order to promote quality medical services and rich touristic resources in the city, the Department integrated medical services and tourism to upgrade the added value of medical services and expand business opportunities. The “Taipei City Tourism Medical Network” was established in 2012, and provides those working in medicine, travel, tourism and at hot springs with a platform to access travel health products and beneficial rates. In 2013, the Taipei Department of Health organized the “Taipei Tourism Health Project Products”, helping those responsible for these products to investigate and apply for the service, as well as publishing information on products that have been inspected. In order to comply with Taipei's current tourism health policy and status quo, the “Major Points for the Establishment of the Taipei Health Tourism Products Inspection Committee” was revised to create the “Major Points for the Establishment of the Taipei Travel Health Promotion Commission”.

第二章 醫療保健傳播行銷

為宣導臺北市政府衛生政策及相關醫療保健知識，102年度合計發布420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、廣播、網路及活動等管道傳遞與市民相關藥、粧、食品、防疫、醫療、保健等訊息。

一、創意媒體宣導

主要透過衛生局每週例行性記者會，藉由媒體管道促進衛生局各項政策之推動，並傳遞正確醫藥衛生相關資訊，以提供臺北市市民健康新觀念與落實健康行為之方法。

二、編印及發行衛生醫療相關年鑑刊物

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

第三章 臺北市立聯合醫院公衛醫療服務

臺北市立聯合醫院（Taipei City Hospital，以下簡稱聯醫）秉持公立醫院成立精神，以「照顧弱勢族群，守護市民健康」為宗旨，以「專業創新、精進品質、關懷弱勢、誠信篤實」為核心價值，持續深耕社區，透過社區醫療群、社區公衛群、社區藥局及社區健康營造中心關注市民健康，以達成「全人健康照護，領航社區醫療」目標，朝「成為臺北地區最受信賴之醫院」願景發展。102年度成果說明如下：

Chapter 2 Marketing and Promotion of Health and Medical Care

In order to propagate the health policies of the Taipei City Government and to disseminate relevant health and medical care information, in 2013, the Department had issued 420 news releases, and held 116 press conferences. Through channels such as printed materials, newspapers, TVs, broadcasting, internet, and campaigns, information on pharmaceuticals, cosmetics, food, disease control, medical care and health promotion is disseminated to the public.

1. Creative Propagation on Media

The Department conducted weekly press conferences regularly. Through media channels promoted all the policies, delivered correct medical and health related information, and provided new health concepts and healthy behavior to all the citizens in Taipei.

2. Compilation and Publishing of Health-related Journals

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

Chapter 3 Public Health and Medical Care by Taipei City Hospital

The Taipei City Hospital as a public hospital is operated under the principles of “caring for the less privileged groups; Guarding the health of citizens”, with the vision of “professional innovation, quality enhancement, caring for the disadvantaged, and integrity and honesty”. 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 “caring for all people and leading the community health service”, moving toward the goal of “becoming the most trusted hospital in Taipei”. The result of 2013 is explained in the following:

一、整合醫療，發展院區醫療及公衛特色

（一）中興院區（Zhongxing Branch）

1. 眼科中心（Ophthalmology Center）

兼具預防保健、健康促進、疾病篩檢、優質治療、臨床教學及基礎研究等綜合功能的眼科研究中心，以打造公共衛生及臨床研究為主軸的社區型眼科研究中心為目標，102年提供清寒病人免費眼角膜移植手術服務，共完成19例。引進美國最新光動力雷射治療，共完成4例病人之手術。完成無縫線網膜下注射手術共411例。

2. 腫瘤醫療中心（Oncology Center）

於101年3月啟用腫瘤醫療中心，引進新式放射治療儀器設備：3D導航弧旋刀、反算式電腦治療規劃系統、電腦斷層影像模擬定位系統，以及設置能提供病人影像導引放射治療（IGRT）之放射腫瘤治療設備，在檢查速度、精準度上均有所提升，並結合中西醫整合治療，包括內、外腫瘤科、血液腫瘤科、放射腫瘤科、中醫、針灸、營養、復健、安寧等專科醫護人員共同參與，提供病人全方位的醫療照護，102年診斷之新個案共計273例，服務5,461人次。

3. 遊民醫療服務

以「預防疾病發生」為出發點，化被動為主動，持續與公、私立社工部門合作，深入遊民收容機構關懷遊民健康，若有傳染病篩檢陽性個案，則輔導其就醫及進行後續追蹤，落實傳染病防治及醫療照護，期達到提升社區防疫並降低醫療社會成本之整體效益，102年共辦理8場義診，服務404人次。

4. 產後護理之家（Post-partum Nursing Care Center）

自90年成立，母嬰共設70床，由護理人員24小時照護，提供育嬰諮詢及產後護理指導，專責婦產科醫師及小兒科醫師每日迴診與諮詢，專業營養師及中醫師負責設計循環菜單，提供母、嬰安全完善的生活環境及24小時螢幕監看，102年共服

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

1) Zhongxing Branch

(1) Ophthalmology Center

The Center planned and established optical research center with comprehensive functions including preventive health, health promotion disease screening, quality therapies, clinical education, and basic research. The goal is to create a community optical research center that emphasizes public health and clinical research. In 2013, the Center provides disadvantaged patients with free corneal transplant surgery. A total of 19 people benefited from this service. The newest photodynamic laser therapies were introduced. A total of 4 patients received surgery. And a total of 411 patients completed corneal injection surgery.

(2) Oncology Center

On March, 2012, the Oncology Center was officially opened. The Center introduced new radiation therapeutic instruments: 3D volumetric modulated therapy, inverse treatment planning system, computer tomography simulated system, and radiation of tumor therapeutic facilities that can provide IGRT. This can upgrade the speed and precision of checkups, and also provided therapies that combined Chinese and Western medicines, in which internal and external oncology, hematology and oncology, radiation oncology, Chinese medicine, acupuncture, rehabilitation, and palliative medicine department staff were involved. The Center provides comprehensive medical care for every patient. In 2013, 273 new individuals had been diagnosed, 5,461 people served.

(3) Medical treatments for vagrants

Based on the concepts of preventative medicine and turning a passive attitude into an active attitude, the Department has continued to collaborate with public and private social work bodies to penetrate homeless shelters and ensure that vagrants have access to medical treatment. Individuals that test positive for infectious diseases, the Department advised them on seeking treatment and conduct follow-up checks. With this infectious diseases prevention and treatment program, the Department hopes to upgrade community diseases prevention and lower overall medical costs. The Department held a total of 8 free diagnosis clinics, and 404 person-times served in 2013.

(4) Post-partum Nursing Care Center

The center established in 2001, a total of 70 beds. Nursing personnel are on-duty 24 hours to provide counseling on child care and post-partum care of women. Full-time obstetrics and pediatrics physicians give daily visits and counseling. Professional dietitians and Chinese medicine physicians plan

務21,185人日（母親10,734人日，嬰兒10,451人日），媽媽團體衛教課程共187場，護理指導人數576人，母乳總哺餵乳100%，純母乳率56.1%。102年通過臺北市政府衛生局產後護理之家評鑑優等獎。

（二）仁愛院區（Renai Branch）

1. 癌症防治研究中心（Research Center for Cancer Treatment and Prevention）

結合醫療資源，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，並通過癌症診療品質認證。102年篩檢乳癌3,660人次、子宮頸癌7,572人次、大腸直腸癌9,550人次、口腔癌4,085人次。另外癌症資源中心提供服務給癌症病友及家屬，從診斷、治療、康復、復發及末期照護的情緒支持、心理輔導、病房探訪等完整資訊，102年共服務902人次。另以客制化的中醫辨證方式及利用量表對西醫住院癌症病人，提供中醫會診之服務以期降低病人接受治療所引發之副作用或作為癌症緩和的輔助醫療，藉由中西醫整合門診持續對有需求之患者服務，102年共服務228人次。

2. 肝病中心（Liver Diseases Center）

由超音波診斷、肝癌內科、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，開設寶肝門診（每星期11診），就診、超音波檢查及處置一次完成，減少肝病病人就醫次數與等候時間，102年寶肝門診共7,707人次，發現並確診肝癌共34例。提供腹部超音波2萬5,520人次，並提供肝癌住院治療病人無線電頻燒灼術24人次，肝癌酒精注射治療325人次。另配合衛生福利部中央健康保險署B、C肝照護及治療計畫，102年新收案照護共342人、追蹤管理個案計2,480人；提供完整B、C肝藥物治療部份，共收案159人（B肝抗病毒治療109人次、C肝抗病毒治療50人次）。

the cycle menu. Mothers and children are provided with a well-facilitated and safe living environment that is under 24-hour monitoring. In 2013, the Center serviced 21,185 person-days (mother 10,734 person days, and children 10,451 person-days), 187 sessions of group education for mothers; 576 mothers received guidance in nursing; and the total breastfeeding rate was 100% with breast-only feeding rate 56.1%. In 2013, the center gained the excellent award on Department of Health, Taipei City Government Post-partum Nursing Care Center accreditation prize.

2) Renai Branch

(1) Research Center for Cancer Treatment and Prevention

To consolidate the resources to provide cancer screenings of all kind, cancer prevention education and promotion, precise examination by CT scanning, MRI, blood tumor markers, all kinds of cancer treatment and cancer patients meetings are held, and passed the certification of Cancer Care Quality. In 2013, 3,660 women were screened for breast cancer, 7,572 for cervical cancer, 9,550 for colon cancer, and 4,085 for oral cancer. The Cancer Resources Center provides services for cancer patients and families with complete information on emotional support, counseling, ward visits regarding diagnosis, treatment, recovery, recurrence and terminal care. In 2013, 902 person-times had been served. In addition, the center also provides traditional Chinese medicine consultation services, through customized Chinese medical investigations and largely as complementary medicine to alleviate patients' side-effects. The center thus continues to serve patients as they need, with an integrated Western and Chinese medical approach; 228 people were thus treated in 2013.

(2) Liver Diseases Center

To collaborate closely with the ultrasound diagnosis, liver cancer internal medicine, radiology, pathology, digestive surgery, blood tumor, and radiology tumor departments. A Care for Liver clinic is operated 11 times a week. Treatment and an ultrasound can be completed together in each visit, decreasing the number of visits and waiting times of patients with liver disease. 7,707 patients visited in 2013 and 34 were found to have liver cancer. And provided 25,520 people with stomach ultrasounds, also provided radio-frequency ablation for 24 patients with liver cancer, and 325 people with percutaneous ethanol intra-tumor injection therapy. National Health Insurance Administration, Ministry of Health and Welfare came up with Hepatitis B and C treatment program; in 2013 cared for 342 people, tracked and managed 2,480 people, and supplied 159 Hepatitis patients (109 of whom received Hepatitis B treatments and 50 of whom received Hepatitis C) with comprehensive drug treatments.

3. 整合性神經系統中心（Integrated Nervous Center）及失智症整合照護

推動完成神經外科全方面服務及多重專家失智症醫療照護團隊服務，設置記憶特別門診102年服務761人次、動作障礙特別門診服務1,073人次、頭痛特別門診服務1,798人次。提供失智症長者適當的行為治療及日間照護的失智症日間照護病房（仁鶴軒），藉由專業療程改善其生活品質，解決家中照護問題，並減輕病人家屬照顧壓力，102年服務3,277人次。

102年推動失智症社區網絡管理模式，共舉辦3場次專家座談會；並辦理6場「失智症家屬技巧訓練班」，課程包括失智症簡介、福利資源連結與運用、營養照護技巧等；辦理失智症支持團體課程及失智症瑞智學堂。

4. 正子斷層造影中心（PET-CT Center）

為提供臺北市民更快速且更舒適的醫療服務，臺北市立聯合醫院購置該院第一部正子電腦斷層掃描儀（PET/CT scanner），並於101年12月7日正式開幕啟用，期能透過高端之醫療儀器達到早期正確判斷惡性腫瘤發生位置並治療的目的，102年1月正式對外提供檢查服務，共服務200人次。

5. 專業化心血管中心

為全國市立醫院等級唯一可以獨立施行心臟及大血管手術的區域教學醫院，且為心臟內科次專科合格訓練醫院，執行24小時緊急心導管、緊急心臟大血管手術及葉克膜置放醫院。102年服務心導管529人次，開心手術40例，胸腹主動脈血管支架置放手術10例，緊急體外膜肺維生系統置放24例。此外，並以「慇懃心」的心有力全人照護團隊-心臟手術一條龍服務，榮獲2012國家品質標章醫療院所類／醫院特色專科組認證。

6. 運動選手健康管理中心（Center for Athletic Health Managment）

配合臺北市政府辦理2017年世界大學運動會，培育臺北市優秀運動選手並提升賽事競技表現，院區承接衛生局委任計畫，成

(3) Integrated Nervous Center and Integrated Care of Dementia

All-dimensional services in neurosurgery and medical care services by teams of specialists in various disciplines for dementia have been promoted. A special clinic on memory has been set up to serve 761 person-times in 2013. Another special clinic on movement impairment had served 1,073 person-times; and a headache special clinic to serve 1,798 person-times. The center provides appropriate behavioral therapy and Dementia Day Care Center (Renhe House) for dementia patients. Through professional treatment, the center improved the dementia patients' life quality, solved care need in family, and reduced patients and family stress. A total of 3,277 person-times served in 2013.

In 2013, the center promoted the "Community Network Management Model for Dementia Patients", which involved holding three expert symposia and six "Skills Training Classes for Relatives of Dementia Patients". These classes included elements such as a brief introduction to dementia, connecting and utilizing welfare resources, and nutritional care skills. The center also held dementia support group course and Dementia School of Wisdom.

(4) PET/CT Center

In order to provide citizens of Taipei with quicker and more comfortable medical services, the first PET/CT scanner purchased by the Taipei City Hospital was officially put to use on December 7th, 2012. The Center hopes to achieve the goals of correctly diagnosing the locations of malignant tumors and providing treatment early through the use of high end medical instruments. The services formerly provided on January, 2013, a total of 200 people served.

(5) Professional Cardiovascular Center

Renai Branch is the only municipal and district educational hospital in Taiwan that can independently perform heart surgeries. Patient who are hospitalized, come for checkups, surgeries, and intensive care are all taken care of by the professional staff who received complete training. It is also a hospital that is certified to perform 24-hour emergency cardiac catheterization and heart surgery. In 2013, the Center conducted cardiac catheterization of 529 people, and open heart surgery for 40 people, stent-graft treatment of thoracic and abdominal aortic for 10 people, extra-corporeal membrane oxygenation for 24 people. Additionally, the heart-felt and comprehensive service was provided, and in 2012, it garnered the Certification of Symbol of National Quality (Safety and Quality)-Hospital Labeling/Unique and Specialized Hospital.

(6) Center for Athletic Health Management

We are working with the Taipei City Government to hold the 2017 World Universidad, involving training Taipei's best athletes and improving their performance in competition Branches have supported the Department of

立「臺北市運動選手健康管理中心」，以推動市民「規律運動及防護並重」觀念，合作單位包含衛生局、體育局、教育局、聯合醫院院本部與仁愛院區，自102年4月23日起針對101及102年全中運有獲得名次的運動選手，提供健康檢查與運動醫學特約門診等服務，未來可能朝社區外展服務轉介規劃發展。102年執行健康檢查人數282人、特約門診280人。

(三) 和平婦幼院區 (Heping Fuyou Branch)

1. 傳染病防治中心 (Center for Infectious Disease Control and Prevention)

為衛生福利部疾病管制署規劃之傳染病防治醫療網臺北區應變醫院，設置77間119床之負壓隔離病房（床），提供專業之傳染病隔離照護與優質之肺結核病人照護。配合臺北市政府建構感染症整合業務，統一聯醫感染控制手冊作業流程，並以發展為多面向全方位之社區感染醫學的中心為目標。102年住院收治60人次、門診收治850人次。7月16日辦理傳染病防治醫療網應變醫院疫情啟動正式演習及防護設備技術演練。

2. 推動社區眼科保健

102年由眼科醫師團隊對鄰近的龍山國中全校師生與家長進行共2場視力保健與護眼相關知識演講，並進行為期5天之義診篩檢活動，全體學童參與篩檢共797人，接受散瞳檢查為740人，其中近視超過600度共153人，針對第一階段視神經檢查結果疑似異常者實行第二階段義診，實際檢查人數共180人，回診率約22.6%。其中異常無需治療者，定期追蹤即可，結果異常需治療者，則需持續追蹤治療。連續5年（98-102年）榮獲國家品質標章（SNQ）認證肯定。

3. 乳癌篩檢全方位

自95年成立，整合乳房外科與放射科資源，提供婦女快速便捷、友善溫馨及隱密的乳癌篩檢服務，102年乳房門診1萬5,838人次、乳房超音波8,418人次、乳房攝影6,262人次、乳癌確診人數共147人。

Health's plans by establishing the "Center for Athletic Health Management". In order to spread the concept of "regular exercise and prevention as equally important", collaborating units including the Department of Health, Department of Sports, Department of Education, Taipei City Hospital and Renai Hospital have since April 23rd, 2013 provided health checks and dedicated sports medicine consultation services to all athletes with ranking in 2012 and 2013. In the future, the plan may be developed to include community outreach services. In 2013, 282 people attended Sports Medicine Clinic, and 280 people received health checks.

3) Heping Fuyou Branch

(1) Center for Infectious Disease Control and Prevention

The center is the Taipei infectious disease prevention network strain hospital which planned by the center of disease control. 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. With the construction of integrated services regarding infectious diseases by Taipei City Government, the process for infection control has been unified with the goal of developing a comprehensive community oriented medical center. AIDS victims have been treated for a number of years, and with each year the number grows; in 2013 the center admitted 60 person times and treated outpatients 850 person times. On July 16th, 2013, the center conducted an official disease prevention medical net and activation of reactive hospital epidemics drill and technical excises of protective equipment.

(2) Promote Community Ophthalmology Care

In 2013, an ophthalmology team conducted two eye health and eye protection lectures at the neighboring Longshan Middle School for all of the school's students, staff and parents. They also held a 5-day long free screening event, in which a total of 797 children participated. 740 people had their eyes examined, of whom 153 were found to be near-sighted to an extent over 600 degrees. Those who were suspected of showing abnormalities following initial optic nerve examinations underwent a second examination; 180 people had a second scan, a rate of 22.6% having a second examination. Of these people, those found to have an abnormality but not need treatment can simply return for regular check-ups; some will require follow-up treatment. The Center has garnered the SNQ for 5 consecutive years. (From 2009~2013)

(3) Comprehensive Breast Cancer Screening

Since their establishment in 2006, integrated breast surgery and radiology resources have provided women with a quick, friendly, comfortable and private breast cancer screening service. In 2013, 15,838 visited breast outpatient services; breast ultrasounds were provided 8,418 times, and photography was provided to 6,262 people. 147 of them were confirmed to have breast cancer.

4. 婦幼衛生及遺傳諮詢中心 (Women & Children Health Hereditary Disease Consultation 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等。102年共41人進行遺傳諮詢並完成遺傳基因檢驗，並於11月16日辦理「102年度遺傳性疾病諮詢研習會」，共52人參加。

5. 兒童發展評估療育中心 (Taipei Child Development Assessment & 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，更包括特教及社工領域。102年度辦理評估與鑑定服務，醫師初診1,221人、複診4,584人次，治療師評估4,932人次、療育13,419人次。提供發展遲緩兒童優質之評估療育服務，連續5年（98-102年）榮獲國家品質標章（SNQ）肯定。

6. 母乳庫 (Breast Milk Bank)

由小兒科、護理科、營養科、檢驗科、感染科、醫療事務室之跨團隊合作所成立，為早產兒提供營養的母乳庫，並通過英國母乳庫協會認證，102年捐乳人數為493人、受乳為1,160人次，捐乳總乳量420萬cc。11月18日舉辦母乳庫專家諮詢會議，並連續4年（99-102年）榮獲國家品質標章（SNQ）肯定。

（四）陽明院區 (Yangming Branch)

1. 社區醫學中心 (Community Medicine Center)

以預防醫學的「三段五級」為架構，建構健全的社區醫療照護體系。102年共成立4個社區醫療群（含22家診所及25位醫師），由基層醫師至合作醫院輪診，每天3小時，每週5天，另發行陽明報報雙月刊，102年共發行6期，內容涵蓋健康焦點、預防保健知識等，讓民眾獲得正確的健康資訊。

(4) Women & Children Health Hereditary Disease Consultation Center

The Branch has continued to promote health care services such as the management of pregnant women, reproductive healthcare and management for women of special groups, pre-natal genetic diagnosis, the management of infants and children, diagnosis and care of patients of genetic and rare diseases. In 2013, 41 persons received genetics counseling and testing. On November 16th, the 2013 workshop on congenital genetic diseases and disorders was held for 52 participants.

(5) Taipei Child Development Assessment & Early Intervention Center

It is the first one in the country; the Center is the most comprehensive, cross discipline professional group for early intervention. It covers children's mental and neurological health, genetic endocrinology, physical therapy, occupational therapy, language, psychology, vision, hearing, nursing, and even includes social workers for special education. In 2013 the center started assessment and evaluation services; physicians had given initial diagnose 1,221 people and re-diagnosis for 4,584 person-times, therapists evaluated 4,932 person-times, and therapy to 13,419 person-times. For providing excellent assessment and treatment care to retardation children the Center was awarded the Symbol of National Quality (Safety and Quality) Mark (SNQ) for five consecutive years. (2009~2013)

(6) Breast Milk Bank

A Breast milk bank was jointly set up by the pediatrics, nursing, nutrition, laboratory testing, infection control, and medical affairs departments for the nutrition care of the pre-mature infants and is certified by the British Human Milk Bank Association. In 2013, 493 women had donated breast milk and 1,160 people had received breast milk. The total amount of breast milk donated was 4,200,000cc. On November 18th, a breast milk banks expert advisory meeting was conducted, and awarded the Symbol of National Quality (Safety and Quality) Mark (SNQ) for four consecutive years. (2010~2013)

4) Yangming Branch

(1) Community Medicine Center

By the "three-level five-stage" framework, a comprehensive community medicine care system has been established. In 2013, 4 community medical care groups had been established (including 22 clinics and 25 physicians). Primary care physicians visit the Branch 3 hours a day, 5 days a week. The Center also publishes the Yangming Bimonthly. 6 issues were released in 2013. Contents of the Bimonthly include health issues, knowledge on preventive health, and etc., to give the public access to correct health information.

2. 復健中心（Rehabilitation Center）

提供復健醫療服務及輔具，服務各種輕、中、重度殘障病人，並結合物理治療（各類電療、徒手治療、運動治療、行走訓練等）、職能治療（日常生活訓練、手功能訓練、副木製作等）及語言治療（聽理解訓練、口語訓練、吞嚥評估與治療等），102年度設置42床復健床，共進行復健診療8萬9,164人次（含早療）。

3. 老人醫學整合門診（Integrated Medicine Clinic for Elderly）

自98年5月起由老年醫學科、家庭醫學科、神經內科、復健科醫師、臨床藥師、社工師及護理師等組成跨領域的老年醫學專業團隊，提供以老人為中心之整合性臨床服務，門診時間為每週二下午，102年共服務208人次。

4. 失智症日間照護中心－得憶齋

自102年4月起成立失智失能日照中心「得憶齋」，定位於復健型失智失能日照中心，擁有醫療團隊，包括醫師、社工員、護理師、營養師、復建師等提供專業服務，最多可收托40名患者。102年4月至12月底共收案16名，服務1,009人次。



陽明院區得憶齋-失智失能日間照顧中心開幕
Yang Ming Branch of Der Yi Zhai - The opening of
Dementia and Energy Day Care Center

5. 急性後期照護病房

配合執行「急性後期復健照護計畫」，設立臺灣第1個專屬的「急性後期復健照護病房」，102年9月13日舉行揭牌儀式，提供優質的病房與專業的復健團隊，包含醫師、物理治療師、職能治療師、護理師、管理師等，針對髖關節骨折、脊椎骨折等病人提供出院病人獲得連續性照護復健服務，目的是病人能在手術出院後立即進入急性後期復健照護病房，使其獲得適時的照護與復健服務，及維持在較佳的身體功能狀態，降低患者因相關併發症再次回到急性醫療系統之機會。102年度住院接受急性後期照護的患者共125人次。

(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, manual therapy, movement therapy, walking training), occupational therapy (daily living skills training, hand function training, sling fabrication), and language therapy (hearing and comprehension, speech training, assessment and treatment of swallowing). In 2013, 42 rehabilitation beds had been set up to serve 89,164 person-times of patients (including early intervention).

(3) Integrated Medicine Clinic for Elderly

Since May 2009, the elderly-centered integrated clinical services have been provided by a cross-discipline team of professionals in geriatrics medicine, family medicine, medical neurology, rehabilitation medicine, clinical pharmacists, social worker, and registered nurse. The clinic opens every Tuesday afternoon. In 2013, 208 person times of patients had been served.

(4) Dementia Day Care Center: Der Yi Zhai

Since its establishment in April 2013, Der Yi Zhai, a dementia and disability daycare center, has provided dedicated services, including a healthcare team consisting of doctors, social workers, nurses, nutritionists and rehabilitation specialists, to a maximum of 40 patients. Between April and December 2013, the center had treated 16 individuals. A total of 1,009 people were served.

(5) Care Wards for the Late Stages of Acute Illnesses

The hospital has cooperated in implementing the “Rehabilitation Care Scheme for the Late Stages of Acute Illnesses”, and established Taiwan's first dedicated “Rehabilitation Care Ward for the Late Stages of Acute Illnesses”. An unveiling ceremony was held for the ward on September 13th, 2013, and it now provides excellent quality care and dedicated rehabilitation teams (including Physicians, physical therapists, occupational therapists, nurse, and coordinator) for patients who have suffered broken pelvises or vertebrae and require continuous rehabilitation treatment after leaving hospital. This ensures that they receive the care and rehabilitation services at the right time, and maintain relatively good body function, reducing instances of complications and return to acute medical treatment. 125 patients received these treatments following the release from hospital in 2013.



陽明院區急性後期復健照護病房揭牌。

Unveiling of the Post Acute Care Ward at the Yangming Branch

(五) 忠孝院區 (Zhongxiao Branch)

1. 泌尿中心 (Urological Center)

落實「以病人為中心」之理念，為全國首創結合門診、檢查、治療、手術及醫療諮詢，提供民眾「全方位即時」之服務，並於96年榮獲國家品質標章，後連續5年通過續審；持續發展特色醫療服務，如腹腔鏡及微創手術、排尿障礙治療、結石治療、泌尿健檢、男性不孕及性功能障礙、婦女及兒童泌尿、腫瘤治療等；102年泌尿中心「全方位即時」之服務共服務3萬22人次。

2. 運動神經元退化症照護－祈翔病房 (Motor Neuron Disease/ Amyotrophic Lateral Sclerosis Care, MND/ALS Care)

提供漸凍人患者特殊醫療照護需求，囊括了神經科專科醫師、胸腔專科醫師、復健專科醫師、牙醫師及經過特殊訓練的專屬護理人員、呼吸治療師、復健治療師、心理師、社工師等各科專業人才。目前設有20床，102年度共服務59人次，住院人日共4,134人日。另通過102年度國家品質標章認證，並榮獲國家生技醫療品質獎「銅獎」。

3. 身心障礙者口腔健康照護 (Oral Health Care for the Disabled)

首創牙科全身麻醉特別門診，102年度身心障礙門診共服務734人次，全身麻醉者21人次，另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（文山特殊教育學校共95人次參加），落實「預防重於治療」。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學術討論會，以追求醫學新知，提高牙科醫療品質。

4. 職業醫學中心

提供職場勞工健康促進、巡迴健檢、職業傷病診治、職業傷病鑑定等三段五級全方位職業醫學服務。102年辦理勞工預防職業病健康檢查512人次，辦理職業工會巡迴健康檢查共服務264人次。與中華民國環境職業學會聯合辦理3梯次之「醫師職

5) Zhongxiao Branch

(1) Urological Center

In order to implement the principle of being patient-oriented, the Center integrated clinics, checkups, therapy, surgery, and medical consultation, providing people with comprehensive and immediate services. In 2007, the Center garnered the Symbol of National Quality Label, and in the 5 years since, the Center has passed the re-evaluations, and continued to develop unique medical services, for example, laparoscopic operation, microscopic surgeries, urination disability therapies, kidney stone therapies, urinary checkups, and male sexual dysfunctions, women and children urinary and tumor therapies. In 2013, the Urological Center provided comprehensive and immediate services for 30,022 people.

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

To meet the special medical care needs of MND/ALS patients, a cross discipline team of specialists in neurology, thoracic medicine, rehabilitation medicine, dentistry, specialty nurses, respiratory therapists, rehabilitation therapists, psychologists, and social workers was formed. There are currently 20 beds; in 2013, 59 person-times of patients had been served for 4,134 person-days of hospital stay. Additionally, the center received 2013 Symbol of National Quality, and won a bronze award in 2013 National Biotechnology & Medical Care Award.

(3) Oral Health Care for the Disabled

The first dental clinic administering general anesthesia in the country was set up. In 2013, 734 person-times of the disabled had been served at outpatient clinics. 21 person-times of patients had been given general anesthesia. Additionally, community dentists are encouraged to join the program to offer oral cavity health education to residents of special care institutions and nursing care institutions, and to carry out the concept of “to prevent is better than to cure”, 95 person-times of Wenshan School of Special Education. Weekly journal-review and clinical pathology conferences are held, and various learning symposiums are attended to pursuit new knowledge and to upgrade the quality and standards of dental care.

(4) Center Of Occupational Disease

The Center provided workers comprehensive occupational medicine services, including health promotion, occupational checkups and therapies, occupation disease and injury evaluation. In 2013, the Center conducted occupational disease prevention checkups, a total of 512 people served. The Center also conducted occupational union health checkups, and served 264 people. In addition, the Center also cooperated with the Taiwan Environmental and Occupational Medicine Association to conduct 3 medical seminars for doctors, and assisted in designating medical institutes for worker physical and health

業醫學研習會」，協助勞工體格及健康檢查指定醫療機構，培訓勞工體格及健康檢查醫事人員。102年結合臺北市政府勞動局、衛生局辦理「高風險職場健康照護之服務」，服務範圍涵蓋公務機構、大眾運輸業、學術機構、飯店餐旅業、百貨倉儲業、網路業、生技業、科技業、金融業等共38個高風險職業場所，辦理236場次健康服務與訪視，服務2,800人次。

(六) 松德院區 (Songde Branch)

1. 精神醫學中心 (Psychiatric Center)

承接衛生福利部精神醫療網臺北區域核心醫院業務、臺北市政府衛生局社區心理諮商服務計畫，其草山職能工作坊榮獲2012醫療院所類醫院社區服務組國家品質標章，並通過2013國家品質標章續審。並持續鼓勵院區的學術研究風氣，爭取國家科學委員會、衛生福利部及其他機構各項研究計畫，102年共發表SCI論文21篇。

2. 自殺防治業務 (Suicide Prevention)

執行學術研究，建立多元化宣傳管道，推動自殺防治守門人訓練與相關教育訓練活動及建置多面向之社區網絡，並建立與彙整臺北市自殺防治資料庫，以作為防治策略建言與學術研究發表之依據。102年出版期刊論文8篇，國際會議口頭報告1篇，國內會議口頭報告1篇、海報展示3篇。

3. 成癮防治研究發展中心 (Addiction Prevention and Research Center)

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。接受少年法庭、衛生局等機關轉介使用三、四級毒品之青少年個案，提供醫療評估與治療服務，執行「一、二級毒品緩起訴戒癮治療試辦計畫」、「臺北市青少年毒品使用之治療計畫」、「愛滋防治替代治療補助計畫」、「新北市非海洛因醫療戒治服務試辦計畫」。

checkups, and trained worker physical and health checkup medical staff. In 2013, the Taipei Department of Health worked with the Department of Labor in holding the “High-Risk Work Place Health Care Service”, covering workplaces in 38 high-risk areas including public agencies, mass transport, academic institutions, transport and hospitality, goods storage, online services, biotechnology, science, and finance. A total of 236 services and visits were provided, 2,800 people served.

6) Songde Branch

(1) Psychiatric Center

The Branch undertook the role of core clinical psychiatric hospital for Taipei in the Ministry of Health and Welfare, clinical psychiatry network and the community psychological counseling plan of the Department of Health of Taipei City Government. Paradise Occupational Workshop of the Branch has garnered the 2012 SNQ label for community service, and has passed the re-evaluations in 2013. The Center also continued to encourage scholarly research at the Branch, and was awarded research plans from National Science Council, the Ministry of Health and Welfare, and other organizations. In 2013, 21 SCI papers were published.

(2) Suicide Prevention

The Branch has carried out academic research, established diverse propagation channels, promoted suicide prevention gatekeeper training and related education and training activities and built a multi-faceted community network. It also established a Taipei City suicide prevention database to serve as reference for control strategies and suggestions and publication of academic research. In 2013, 8 papers were published in journals, 1 oral report was presented at international conference, 1 oral report at domestic conference, and 3 posters was presented.

(3) Addiction Prevention and Research Center

The Center provides addicts with clinical medical care, trains medical personnel on addiction prevention, and conducts relevant seminars, all to gradually improve the quality of drug addiction medical care. It accepted the referral of individuals who used third and fourth grade drugs from the youth court and Department of Health, and provided medical evaluation and therapeutic services. The Center executed the “First and second grade drug deferred prosecution rehab therapy testing plan,” “Taipei City adolescent drug use therapeutic plan,” “AIDS prevention replacement therapy subsidy plan,” and “New Taipei City non-heroin medical rehab service testing plan.”

4. 思想起心理治療中心 (Taipei Psychotherapy Center)

思想起心理治療中心提供各種心理治療的教學、研究與服務的軟硬體介面。精神分析取向的心理治療為發展重點之一，開辦理論閱讀、特定主題工作坊及小團體督導等課程，以心理治療師的養成過程做為核心基礎，並培養成人、青少年、家庭與兒童心理治療相關專業訓練，102年共接受諮商心理系所全時實習學生48名及非全時實習學生9名。

5. 建置臺北市毒品危害中心

成癮防治醫療團隊協助臺北市政府毒品危害防制中心組織重整與規劃，包含建立毒品問題現況資料庫、強化現行宣導與醫療資源、建立各小組成效指標、增加個案管理人力、主導特色性與發展性之計畫方案。藉由提高組織層級提供跨局處合作平臺，並定期召開協調與工作會議。

(七) 林森中醫院區 (Linsen (TCM) Branch) 及中醫門診中心 (Traditional Chinese Medicine Clinic Center)

1. 中西醫聯合照護住院服務

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

2. 推動中醫國際化

鼓勵國外醫師來院短期進修學習中醫，建置專屬部落格並成立中醫藥國際交流訓練中心。林森中醫院區為宣揚正統中醫藥觀念，推動中醫藥國際化及提升能見度，辦理中醫藥教育訓練及研討課程，102年香港、巴西、印尼、澳洲等外籍學生及醫療專業學員到院觀摩實習，並接受中國、瑞典、美國、香港、新加坡、韓國、印尼等貴賓參訪共計8場次近95人次。

3. 癌症病人整合關懷照護

舉辦每梯次為期4週的寬心營隊，包括中醫體質檢定、營養與中藥講座、寬心療程、體質解說等營隊方式進行減壓治療，

(4) Taipei Psychotherapy Center

The Taipei Psychotherapy Center provides various facilities for teaching and research into mental health treatment, as well as related services. Mental health treatment focused on psychoanalysis is the main focus, and organized theoretical studies, special dedicated workshops and small group training. The Center also takes process of becoming psychological therapists as the core and base, offers professional training on for adult, adolescent and family and child psychotherapy. In 2013, the Center accepted 48 full-time and 9 part-time interning students of counseling psychology.

(5) Establish Taipei City Drug Abuse Prevention Center

The Addiction Prevention Treatment Team assisted the Taipei City Government Drugs Hazards Prevention Center in reorganization and planning. This has included setting up a Drugs Status Quo Database, strengthening current publicity and treatment resources, setting up various small team results targets, increasing case management manpower, and managing specialized and developed plan proposals. The Center will improve organizational hierarchy and provide a platform for cross-departmental cooperation, and regularly convene coordination and work meetings.

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

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

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

(2) Promotion of the Internationalization of Chinese Medicine

The Branch has encouraged foreign physicians to visit the Branch for short-term study tours and has dedicated a blog and set up the international exchange and training center for traditional Chinese medicine. In order to promote genuine Chinese medical concepts, and promote internationalization and visibility of Chinese medicine, the Branch conducted Chinese medicine educational training and research courses. In 2013, the Branch accepted foreign students and medical professional trainees from Hong Kong, Brazil, Indonesia, and Austria, etc. In addition, the Branch also accepted visits of guests from China, Sweden, America, Hong Kong, Singapore, Korea and Indonesia. A total of 8 courses were conducted, and nearly 95 guests visited the hospital.

(3) Integrated Care for Cancer Patients

The Center hold various 4-week relief camps, including stress-relief treatment courses such as traditional Chinese physique tests, nutrition and Chinese

102年寬心營隊參與人數計45人。辦理社區中醫藥健康養生課程及養生活動，由醫師、護理師、藥劑師共同提供鄰近社區銀髮族正確的中醫藥養生及防癌觀念，並與福建省同鄉會合作進行中醫養生衛教講座，102年共辦理23梯次，共1萬2,113人次參加。中醫癌症關懷病友會及部落格提供癌症病人互相交流及心理鼓勵扶持，在相同病友的團體中，藉由課程的安排與活動的進行，同時提供照護者家屬對於照顧癌症患者學習的管道。102年共計有481位病友及家屬參與。中醫癌症關懷病友會部落格102年共有6萬128人次瀏覽，相關癌症文章共55篇，留言35則，Q&A共16題，病友文章共51篇，成效良好。

（八）昆明院區（Kunming Branch）

1. 性病及愛滋病防治（Sexually Transmitted Diseases and Acquired Immune Deficiency Syndrome）

建立愛滋病及性傳染病防治醫療諮詢的權責機構，102年愛滋病毒及梅毒抗體檢驗共完成14萬9,656案；性病及愛滋病個案管理數計3,817人次；辦理社區及校園衛生教育宣導共119場次；八大行業愛滋病宣導394場次；酒吧及公園衛教341場次。另提供愛滋病牙科特別門診，共治療236人次。

2. 肺結核防治（Tuberculosis Prevention and Control）

102年辦理結核病防治衛教宣導95場，共6,054人次；辦理結核病篩檢827場，共篩檢2萬6,411人次；結核病個案管理，共收案管理結核病個案1,411人，含開放性肺結核809人、非開放性肺結核490人、肺外結核112人，結核病管理中個案726人中符合都治計畫有454人，加入都治416人，都治執行率達91.6%。

二、推展社區醫療及公共衛生業務

（一）落實社區民眾預防保健之公共衛生業務及推動健康促進

1. 社區健康促進及社區衛教宣導

102年舉辦各項公共衛生服務，包括「醫院型複合式預防保健

medicine lectures, relief courses, and physique explanations. 45 people participated in the 2013 relief camp. The center also provided community Chinese medicine and healthy eating courses and keep-fit activities. Doctors, nurses and pharmacists provide guidance on Chinese medicine, nutrition and cancer prevention to the elderly in nearby communities. The Center also held joint Chinese medicine and nutrition lectures with our friends from Fujian Province. The Center organized a total of 23 in 2013, with a total of 12,113 people participating. The Chinese Medicine Cancer Patients Association and Blog provides cancer patients with opportunity for mutual exchange and psychological support and encouragement, ensuring that patients can gain support from a group in a similar situation; these courses and their activities also provides caregivers and relatives with a tool for learning about caring for cancer patients. In 2013, 481 patients and their families participated in these events. The Chinese Medicine Cancer Patients Association Blog was visited a total of 60,128 times in 2013, and included 55 articles relating to cancer, 35 comments, 16 Q&A sessions, and 51 articles from cancer patients; the site has seen considerable success.

8) Kunming Branch

(1) Sexually Transmitted Diseases and Acquired Immune Deficiency Syndrome

The Center is set up to be fully responsible for the control. In 2013, testing of 149,656 people for HIV and syphilis had been made, and 3,817 person-times of AIDS and STD cases had been placed under management. 119 sessions of educational activities had been held in communities and schools; 394 lectures had been organized focusing on the eight special businesses, and 341 educational meetings had been held at pubs and parks. In addition, dental care for AIDS patients has been given 236 person-times.

(2) Tuberculosis Prevention and Control

In 2013, 95 sessions of tuberculosis educational activities had been organized for 6,054 person-times. 827 sessions of screening had been held to screen 26,411 person-times. 1,411 tuberculosis patients had been placed under management, including 809 open cases, 490 non-open cases, and 112 cases of extrapulmonary tuberculosis, 726 individual cases of TB were under management and 454 newly registered cases met the conditions of DOTS, and 416 cases were put under DOTS care, with a DOTS implementation rate of 91.6%

2. Promotion of Community Medical Care and Public Health

1) Implementation of Public Preventive Health Programs and Health Promotion

(1) Community Health Promotion and Health Education

In 2013, various public health services had been offered, including 12 sessions of hospital-based compound screening activities for integrated health

服務篩檢活動」12場，服務2,321人次；「社區型整合性預防保健服務」46場，服務7,282人次；「偏遠地區整合性篩檢」6場，服務590人次；公費流感疫苗社區設站共辦理303場，服務近2萬4,824人次；臺北市學生健康檢查服務10萬5,709人次；原住民健康促進講座12場及老人健檢服務8場。

2. 愛心醫療到宅服務

針對來院民眾或其他轉介來源，具有就醫交通問題與家庭經濟困難之身心障礙者與需要相關醫療協助者，給予醫療到宅服務。此外到宅提供失能者聘僱外籍看護工的巴氏量表評估服務，陸續有其他縣市政府跟進並獲衛生福利部響應，102年愛心醫療到宅服務共服務27人次，開立巴氏量表服務168人次。

3. 癌症防治及照護

為發揮早期發現早期治療的預防保健功能，賡續參加衛生福利部國民健康署之醫院癌症醫療品質提升計畫，積極提供民眾優質癌症篩檢服務，102年四癌篩檢數：乳癌篩檢2萬49人次、口腔癌篩檢1萬8,555人次、大腸癌篩檢3萬4,667人次，子宮頸癌篩檢4萬8,115人次。

102年新增行動乳房X光攝影車服務，職場或社區若有20人以上，可向12區健康服務中心或聯醫提出申請，即可到點安排癌症篩檢服務，102年率先與榮獲臺北市政府勞動局「幸福企業獎」的資誠聯合會計師事務所合作進入職場服務，自102年1月31日啟用，至12月底共服務190場、3,600人次。



行動乳房X光攝影車企業首站記者會
Press Conference for the First Corporate Mobile Mammogram X-ray Van

4. 市民健康生活照護服務計畫

自98年4月起配合臺北市政府啟動「市民健康生活照護服務試辦計畫」，將醫療諮詢、健康關懷與公共衛生服務互相結合，迄

care screening services for 2,321 person-times; 46 sessions of community-based integrated preventive health services for 7,282 person-times; 6 sessions of integrated screening in remote areas for 590 person-times; public-expense flu vaccine stations provided 303 services, and served 24,824 people; physical examinations for students in Taipei City for 105,709 person-times. The Hospital also conducted 12 aboriginal health promotion seminars and 8 elderly checkup services.

(2) Home-delivery of Medical Care

The mentally and physically disabled patients with transportation problems or of indigent families, when visiting the hospital or being referred to the hospital for care, are offered medical care at home. The caregivers who assist those with disabilities in their homes use a Barthel Index to assess the care-receivers' condition. Such measures have been continually followed by other counties and cities and were seconded by the Ministry of Health and Welfare. In 2013, 27 persons had been served by Home-delivery of Medical care, and 168 persons had served Barthel Index.

(3) Cancer Prevention and Care

In order to maximize then health care benefits of early detection and treatment, the Department of Health continues to participate in the Ministry of Health and Welfare Public Health Bureau's Hospital Cancer Treatment Quality Improvement Scheme, making efforts to provide the public with excellent quality cancer screening services. In 2013, the Hospital had performed breast cancer screening 20,049 times, oral cavity cancer screening 18,555 person-times, colon cancer screening 34,667 person-times, and Pap-smear 48,115 person-times.

In 2013, the Center added breast X-ray photography services. If a workplace or community consists of over 20 people, they can apply to any of Taipei's 12 District Health Care Centers or hospitals to arrange cancer screening services. In 2013, the center collaborated with the Department of Labor's "Happy Company Award"-winning company PwC to provide the service in the workplace; from the program's launch on January 31st, 2013 to the end of December, the center visited 190 workplaces, with a total participation of 3,600 people.

(4) Public Tele-health Service Program for Citizens

In collaboration with the Taipei City Government, a pilot project for the Public Tele-health Service program was initiated in April 2009, integrating medical

至102年底止，共設置627個「遠距照護站」（含居家模式511站，社區模式66站，機構模式24站，職場模式26站），服務人數1萬2,119人（含居家601人、社區4,198人、機構1,068人、職場1,608人、網路記名1,118人及不記名4,526人），生理量測服務達140萬8,497人次；客服中心話務服務量達4萬4,811通。

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，102年昆明院區共提供18萬156人次服藥；陽明院區共提供3萬2,958人次服藥；松德院區共提供1萬40人次服藥；戒毒成功專業服務，共服務368人次。

6. 臺北市兒童照護服務

從篩檢、確認診斷及療育三方面，於聯醫出生的新生兒，均能接受免費聽力篩檢服務，利於先天性聽損兒早期發現、早期評估療育。102年接受篩檢新生兒數2,811人，確認異常者7人，先天性聽損比例約為千分之一；此千分之一的新生兒於黃金療育期將獲得最完善的評估與治療訓練，以利其語言溝通能力發展至最好的程度。先天性心臟病一直是新生兒的主要重大疾病之一，藉由早期診斷早期治療可提高存活率與減少心臟病相關之傷害及併發症，透過新生兒脈衝血氧監測篩檢瞭解此項檢查在臺灣兒童的診斷率及必要性，可以做為未來是否可以納入政府常規檢查的參考。102年10月起進行臺北市新生兒脈衝血氧監測篩檢，10至12月共篩檢694位新生兒，篩檢率為100%。

（二）賡續提供院外門診部服務

由中興、仁愛、和平婦幼、陽明、忠孝等5家院區，賡續提供15個院外門診部服務。包括：營養諮詢、藥事服務、護理衛教、心理諮商、復健治療、疫苗預注等項目，並配合院區推動各項公共衛生政策，102年共計服務38萬8,193人次。

（三）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，

care counseling, health care, and public health services. 627 telecare stations (including 511 for home, 66 for community, 24 for institution, 26 for workplace) had been set up in 2013 and served as many as 12,119 person-times (including 601 for home, 4,198 for community, 1,068 for institution, 1,608 for workplace, 1,118 for internet, and 4,526 for internet anonymous). Physiological measurements services accumulated to 1,408,497 person times, and the Public Tele-Health Serves Center served 44,811 person-times.

(5) The Methadone Project

The Taipei City AIDS care center for drug addicts has been set up to operate a methadone outpatient clinic and conduct case management. In 2013, the Kunming Branch had provided medicines 180,156 person-times, the Yangming Branch 32,958 person-times, and the Songde Branch 10,040 person-times. A line for treatment success had served 368 person-times.

(6) Taipei City Children's Care

Children's care includes screening, confirmation of diagnosis, and intervention. Infants born at the Taipei City Hospital can receive free hearing screening to help the early detection of children with congenital hearing loss, early assessment and intervention. In 2013, 2,811 infants received screening and 7 were found abnormal. The congenital hearing loss ratio is 1/1000. They are given the most comprehensive assessment and treatment and training during the critical intervention period to facilitate the development of their communication skills to the best extent. Congenital heart disease is one of the main causes of death among newborn babies. However, early detection and early treatment can improve survival rates and minimize harm and complications caused by heart defects. Newborn pulse and blood oxygen monitoring screening has helped up to understand the efficacy and necessity of such monitoring in Taiwan, and the results of this will act as a reference material in determining whether or not to incorporate this screening the government's standard health checks in the future. The Center has held pulse and blood oxygen screenings for Taipei newborns from October to December, 2013 had screened 694 babies, a screening rate of 100%.

2) Continued to provide Out-of-Hospital Outpatient Clinics

The Zhongxing, Renai, Heping Fuyou, Yangming, and Zhongxiao Branches continue to operate 15 outpatient clinics out of hospitals. Service items include nutrition counseling, pharmaceutical services, nursing and health education, psychological counseling, rehabilitation care and vaccinations. The clinics also cooperate with the Branches to promote public health policies; in 2013, 388,193 person-times were served.

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

A 2-way referral system is set up with local nursing care institutions to provide

病人不動」式之「行動醫療」服務，並搭配社區藥局之「送藥到府」服務，為機構住民直接提供實質的醫療診治照護，102年完成2,427看診人次。

三、國內外醫療支援計畫

（一）照顧離島居民之政策

賡續照顧離島居民政策，每月派遣包括外科、內科、婦兒科及復健科等專科醫師組成醫療團隊支援馬祖地區醫療業務，102年有257人次醫師至當地提供服務，門診服務共1,936診次。

辦理「2013讓EYE亮起來—白內障手術復明活動」，102年主要由中興院區、和平婦幼院區與仁愛院區組成專業醫療團隊，前往馬祖為13位患者進行白內障超音波乳化與水晶體植入手術，過程相當順利，病人及家屬相當滿意。



2013讓EYE亮起來—白內障手術復明活動
2013 'Let Your Eyes Brighten' - Cataract Surgery and Eyesight Restoration Event

（二）國際醫療交流

1. 102年3月9日至18日聯醫派出醫療團隊，協同寰宇國際文化教育基金會、長庚體系醫護、國立臺北護理健康大學健康事業管理系蔡維河教授與紅十字會，深入尼泊爾首都加德滿都山區與西南奇旺叢林地帶義診與衛教服務。共診治近2,000人，為臺北市的城市外交帶來正面肯定和效應。
2. 為促進海峽兩岸醫療管理發展，自98年起，參加蒙藏委員會之「臺灣與蒙族聚居地區衛生醫療交流平臺」小組，協助醫療交流事務。102年5月20至24日期間舉辦「內蒙古社區衛生管理研習班」，培訓14名來自內蒙古各旗縣衛生管理人員。5月至7月，協助培訓7名外蒙古醫護人員參加聯醫國際醫療訓練課程。8月31日至9月7日參與「2013年臺灣醫療團赴大陸內蒙古自治區考察交流」活動，前往內蒙古自治區烏蘭察布市的四子

mobile medical care services by which physicians go to patients rather than patients coming to them. Direct and substantial medical care services are provided to residents of care institutions. In 2013, 2,427 person-times of patients had been cared for.

3. Domestic and International Medical Support Plan

1) Policies for the Care of Offshore Island Residents

To continue the policy of caring for offshore island residents, every month a team of specialists in surgery, internal medicinal, obstetrics, pediatrics, rehabilitation, and other specialists are dispatched to the Matsu region to provide medical care services. In 2013, physicians provided 257 people with local health care service in 1,936 clinical sessions.

The Department of Health, Taipei City Government held the “Let Your Eyes Light Up 2013 - Cataract Surgery Event”. This year's medical team was made up mostly of staff from the Zhong Hsin, Ho Ping Women's and Children's and Ren Aai Branches who went to the Matsu to perform cataract ultrasound emulsification and crystal planting surgery on 13 patients. The procedures went smoothly, and left the patients and their families very satisfied.

2) International Medical Interaction

- (1) From March 9th to 18th, a team from Taipei City Hospital collaborated with the International Cultural Educational Foundation, staff from the Chang Gung Medical Foundation, Professor Tsai Wei-he from the National Taipei University of Nursing and Health Sciences Department of Health Science, and the Red Cross on a trip to the mountainous areas around Nepal's capital Kathmandu and the tropical forest area of the Chitwan National Park, providing free examinations and health education. The project treated almost 2,000 people, ensuring a positive image and positive diplomatic results for Taipei City.
- (2) In order to promote the development of cross-strait health management programs, the center has taken part in the Mongolian and Tibetan Affairs Commission's “Taiwan and Mongolian People's Regional Health Exchange Platform” since 2009, enabling professional exchange. From the May 20th to 24th, 2013, the center held the “Inner Mongolia Community Health Management Research Class”, training 14 health management professionals from various counties within Inner Mongolia. From May to June, the Department helped train 7 Mongolian medical staff to attend international medical training courses. And from August 31st to September 7th, the Department attended the “2013 Taiwan medical group observation and interaction visit to Inner Mongolia Autonomous Region”, and provided educational medical services for the Siziwangqi people's hospital and Chayouhouqi hospital in Wulanchabu City, Inner Mongolia Autonomous Region. Not only did effectively promoted the medical and hygiene skills and

王旗人民與察右後旗醫院提供教學式診療服務，除有效的推廣臺灣衛生醫療技術與管理品質，並透過醫師教學診療服務，與內蒙古當地醫師分享疾病診斷與治療新知，並同時提供內蒙古偏遠地區的人民之醫療服務。

四、全責照護制度

持續辦理「照顧服務員訓練」，住院期間生活照護工作由病房助理負責，護理照護工作由護理專業人員執行，92年7月（推動全責照護制度前）陪病率平均約70.6%，102年平均陪病率下降至11.76%，家屬滿意度97.8%，平均每月服務4,502位病人。

五、落實醫藥分業，推展處方箋釋出，結合社區發展醫療資源

配合國家醫藥分業政策，廣續推動慢性病門診處方箋釋出，讓民眾持處方箋至鄰近社區藥局調劑，節省民眾就醫費用、往返醫院時間、避免院內感染及就近請教健保藥局藥師用藥諮詢，102年慢性病連續處方箋開立案件數為50萬7,362件，開立張數135萬6,418張，民眾持慢箋至社區調劑的張數（即慢箋釋出量）為58萬6,697張，占有慢箋調劑張數的43%。另結合社區藥局提供獨居老人、行動不便、身心障礙者送藥到府服務，102年服務1萬1,791人次；社區藥局轉介民眾至聯醫就診，102年社區藥局協助民眾網路掛號共274人次。

六、便民服務策略

（一）客服中心

提供24小時全天候服務話務中心，臺北市民眾僅需撥打1999轉888（免費，公共電話及預付卡除外）即可接受聯醫24小時全天候客服中心服務，內容包含掛號服務、門診時間或掛號手續等查詢服務、就醫意見反映等，102年計服務61萬8,814人次。

（二）免費接駁車服務

為便利民眾看診之需，於鄰近捷運車站設置接駁站，提供民眾免費接駁車搭乘服務，現有9線免費接駁車，分別為中興院區2線、陽明院區2線、松德院區1線為20人座車；和平婦幼院區2線、忠

managerial quality of Taiwan, through the educational medical services of city hospital doctors, the Department shared new diagnostic and therapeutic knowledge, and, also provided medical services for Inner Mongolian citizens.

4. Total Care System

Continual training of caregivers is given. During the period of the patients' hospitalization, their daily life activities are attended to be ward assistants; nursing care is executed by professional nursing personnel. In July of 2003 (before the total care system was implemented), the average rate of family members attending to patients was about 70.6%. After implementation, in 2013, the average fell to 11.76% and the approval rate by families was 97.8%. Average served 4,502 persons a month.

5. Implementation of Medical Division, Promotion of the Release of Subscriptions, and Integration of Community Development of Medical Resources

In coordination with the governmental policies of the separation of prescribing and dispensing practices and to promote the dispensing of prescriptions to chronically ill patients, people can hold prescription pharmacy to the neighboring pharmacy, which can save medical costs and the time from hospital, avoid nosocomial infections, and consult the NHI pharmacist medication problems in the neighborhood. In 2013, 507,362 refillable prescriptions cases, and 1,356,418 refillable prescriptions for chronic diseases were written to patients. 586,697, or 43%, of such prescriptions were filled at community pharmacies. In addition, the Department has also collaborated with community pharmacists to provide medicine delivery services to elderly people who live alone, those who have difficulty moving and those with physical or mental disabilities. This scheme served 11,791 people in 2013. Community pharmacists can refer members of the public to hospitals for treatment, and 274 people were helped in this way in 2013.

6. Service Tactics for the Convenience of the Public

1) Customer Service Center

24-hour telephone services are provided. Residents of Taipei need only dial 1999 extension 888 (free, except public telephone and prepaid card) to access the services of the Taipei City Hospital telephone center, including registration service, Query Service of clinic hours, registration, or feedback, etc. In 2013, 618,814 people had done this.

2) Free Shuttle Bus Services

For the convenience of the public in visiting a clinic, set feeder stations, and provided free shuttle bus services at neighboring MRT stations. The service now runs 9 bus routes: two shuttle bus lines at Zhong Hsin Branch, two lines at Yang Ming Branch and one line at Song Ren Branch. They can hold a maximum of 20 people. Two lines at Heping Fuyou Branch, and two lines at Zhongxiao Branch. In

孝院區2線9人座車，102年20人座接駁車服務84萬5,651人次，9人座接駁車服務6萬1,801人次，共服務90萬7,452人次。

（三）1家就診，聯合服務

提供市民「1家就診，聯合服務」的跨院區服務，服務項目包括行政業務可跨院區掛號、批價、退（補）費、申請醫療費用證明、病歷資料影印，以及醫療服務可跨院區治療、檢查、檢驗、領藥、轉床、當日門診跨院區住院。102年各項跨院服務累計達4萬323人次。

（四）通譯員服務

於忠孝、仁愛、和平婦幼、中興及陽明院區服務臺或診間提供越南語、印尼語、緬甸語等外語服務，102年共服務4萬6,525人次。

（五）利用新資訊系統，提供民眾便利服務

102年9月建置臺北市立聯合醫院行動掛號APP，讓民眾在手機平台上可進行掛號、看診進度查詢、掛號查詢等便民服務，102年共服務580人次。

七、加強急重症照護及提升醫療品質

（一）強化急重症醫療照護能力

鑒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；102年中興院區呼吸照護中心設置病床數10床，住院人日數為1,700人日，呼吸照護病房39床，住院人日數為1萬3,717人日；仁愛院區病床數40床；和平婦幼院區病床數30床，住院人日數為1萬491人日；忠孝院區病床數25床，住院人日數為8,042人日；陽明院區「呼吸照護病房」病床數40床，住院人日數為9,315人日。

中興、仁愛、和平婦幼、陽明及忠孝院區賡續與臺北市八大醫學中心配合，實施到院前急診分流，遇有病人或家屬指定的醫學中心滿床，則建議轉至聯醫之合作院區，減少輕度、中度病症之病人在醫學中心急診室等候住院時間，102年共有279名病人轉至聯

2013, 20 seater bus served 845,651 people, 9 seater bus served 61,801 people. A total of 907,452 people served.

3) Cross-Branch Services

When a person visits a branch for medical care, he/she is at the same time served by multiple branches of the Hospital. The cross-branch services provided include registration, billing, refunds (or compensations), refills application for proof of medical expenses, medical records, and cross-branch medical services (medical treatment, examination, drug collar, bed transfer, and cross-branch-hospitalized). In 2013, various cross-branch services reached 40,323 person-times.

4) Interpretation Services

In 2013, services in Vietnamese, Indonesian, and Cambodian, etc. were provided 46,525 times at the Zhongxing, Renai, Heping Fuyou, Zhongxing, and Yangming, Branch.

5) Utilizing new information systems to provide the public with a convenient service APP

On September 2013, the Department established the Taipei City Hospital mobile registration APP. People can register, check doctor progress, registered queries and other convenience services on mobile platforms. A total of 580 person-times served in 2013.

7. Improving the Quality of Care for Critical Patients

1) Improving Capability of Care for Critical Patients

The number of respiratory care centers in Taipei was insufficient, so respiratory care beds were set up specifically for use by patients who have respiratory failure and depend their lives on respirators. In 2013, the Zhongxing Branch had 10 beds and 1,700 patients in Respiratory Care Center; 39 beds and 13,717 patients in Respiratory Care Ward. the Renai Branch had 40 beds, the Heping Fuyou Branch 30 beds and 10,491 patients, the Zhongxiao Branch 25 beds and 8,042 patients, and the Yangming Branch had 40 beds in special respiratory care rooms and 9,315 patients.

Zhongxing, Renai, Heping Fuyou, Yangming, and Zhongxing Branch have continued to work with eight major medical centers in Taipei to implement pre-hospital emergency streaming; under this system, if the medical center preferred by the patient or their relatives is full, a cooperating hospital will be recommended. This can help to reduce waiting time for those with mild or middling symptoms. In 2013, a total of 279 patients transfer to cooperating hospital. When implementing this hospital transfer trial scheme, members of the Taipei City Hospital staff have

醫；另配合急診待床轉院試辦計畫，聯醫醫療人員親赴醫學中心急診室向病人解說，102年有13名病人轉院至聯醫接受治療。

另為加強長期使用呼吸器兒童之照護與其身心發展，期藉由提供良好的醫療及生活學習空間，提升病童生活品質，陽明院區成立「兒童呼吸照護病房」，共設置12床，迄今累計收治31人次，另分別於102年3月及9月進行滿意度調查，滿意度分別為95.61%、100%。

（二）發展整合醫療服務

為減少病人往返醫院舟車勞頓及重複用藥的問題，廣續於6家院區開設整合門診，102年共服務3,005人次，相關門診說明如下：

1. 中興院區：「糖尿病心臟整合門診」、「心內神內整合門診」、「糖尿病神內整合門診」。
2. 仁愛院區：「失智症神內精神整合門診」、「胸內心內整合門診」、「內分泌心內整合門診」、「運動障礙神經復健整合門診」及「腦中風神經復健整合門診」。
3. 和平婦幼院區：「糖尿病足暨高壓氧整合門診」、「糖尿病心臟整合門診」、「心內神內整合門診」、「糖尿病腎臟整合門診」、「主責照護整合門診」。
4. 陽明院區：「老人醫學整合門診」、「糖尿病眼病變整合門診」、「糖尿病心臟整合門診」、「糖尿病腎科整合門診」。
5. 忠孝院區：「糖尿病心臟保健整合門診」、「糖尿病腎臟保健整合門診」及「糖尿病眼科整合門診」。
6. 林森中醫院區：「內分泌科、眼科整合門診」、「脂肪肝整合門診」。

（三）設置婦女健康中心

為使婦女獲得隱密且優質的醫療服務，仁愛、和平婦幼、中興、陽明及忠孝院區，陸續設置婦女健康中心，提供女性專屬之診療空間，102年共計服務7萬1,081人次。

visited patients in waiting rooms to explain. In 2013, a total of 13 patients transfer to cooperating hospital.

In order to improve the long-term respiratory care for children and those with disabilities, the Yangming Branch established a children's respiratory care ward (PRCW) with total of 12 beds, hoping to improve the quality of patients' lives through providing excellent care and living and learning space. So far 31 patients were received and treated, and satisfaction surveys were conducted on March and September, 2013, with each being 95.61% and 100%.

2) Integrated Medical Care Services

In order to reduce repetitive drug use and tiring travel in the treatment of chronic disease sufferers, the Hospital has opened integrated care clinics in 6 Branches. In 2013, 3,005 person-times served. The related clinic informations are as follows:

- (1) Zhongxing Branch established "Diabetes and heart care integrated clinics", "Cardiology and Neurology integrated clinics", "Diabetes and Neurology integrated clinics".
- (2) Renai Branch established "Dementia and Neurology integrated clinics", "Chest Medicine and Cardiology integrated clinics", "Endocrinology and Cardiology integrated clinics", "Dyskinesia and Neurological Rehabilitation integrated clinics", "Stroke and Neurological rehabilitation".
- (3) Heping Fuyou Branch established "Diabetic Foot and Hyperbaric oxygen integrated clinics", "Diabetic and heart care integrated clinics", "Cardiology and Neurology integrated clinics", "Diabetic and kidney care integrated clinics", "Primary Caring Responsibilities integrated clinics".
- (4) Yangming Branch established "Integrated Medicine Clinic for Elderly", "Diabetic Retinopathy integrated clinics", "Diabetic and heart care integrated clinics", "Diabetic and kidney care integrated clinics".
- (5) Zhongxiao Branch established "Diabetics and heart care integrated clinics", "Diabetic and kidney care integrated clinics", and "Diabetics and Ophthalmology integrated clinics".
- (6) Linsen Chinese Medicine Branch established "Endocrinology and Ophthalmology integrated clinics", and "Fatty Liver integrated clinics".

3) Establishment of women's health center

In order to provide woman a private and quality health care service, Renai, Heping Fuyou, Zhongxing, Yangming, and Zhongxiao Branch established a woman-only health center. In 2013, a total of 71,081 people served.

（四）提升臨床醫療品質，102年各院區參與醫療品質相關競賽之成果：

榮獲國家品質標章：忠孝院區「泌尿科全方位即時服務」及「運動神經元疾病全人醫療照顧」、仁愛院區「微創及數位化手術室」、「社區化健康管理－智慧型雲端服務模式」及「重返美麗人生－幽谷伴行，癌（愛）不孤單－癌症資源中心」、陽明院區－「運用（社區夥伴關係）推動獨居長者送餐服務計畫」、中興院區「您一生的好朋友－處處用心的優質營養科團隊」，忠孝院區更以「運動神經元疾病全人醫療照顧」獲得銅獎之殊榮。醫策會「第十四屆醫療品質獎主題類－主題改善進階組」：忠孝院區「降低門診藥品調劑錯誤率」獲得潛力獎及年度「人因特別獎」；和平婦幼院區「提升加護病房留置導尿管照護完整率」、仁愛院區「降低門診處方調劑錯誤率」獲得「主題類－主題改善組」潛力獎。臺北市政府舉辦「醫療安全品質提案提升獎勵計畫」：忠孝院區「降低血液透析病人之高血磷專案」榮獲銅牌獎、和平婦幼院區「提升加護病房留置導尿管照護完整率」獲得佳作。

（五）加強醫療品質指標管理

為與外界接軌及順應潮流趨勢，建置「醫療品質暨病人安全指標資訊系統」，針對臨床品質、病安及相關院內管理指標及異常事件通報系統（TPR）做整合規範，減少院內同仁耗費時間人工鍵入資料、統計分析，系統已於102年5月上線，另異常事件線上陳核流程已於102年7月正式運作，該流程運作後可增加通報時效性，並進而提升院內於各項管理上的核心競爭能力。

（六）舉辦各種品管教育訓練活動

積極推行品管活動，102年辦理醫療機構品質改善專案輔導活動各2場，另舉辦台灣臨床成效指標（TCPI）與長期照護指標運用經驗討論活動1場。另為培養醫院內部品管專長人才，11-12月舉辦品質改善輔導員培訓課程共4場次，以使各院區同仁於院區內即有輔導員可提供諮詢。另為強化病人安全文化，進行全院醫療

- 4) Upgrade the Clinical and Medical Qualities. Throughout 2013, hospitals took part in medical care quality competitions. Some of the results of these events included:

The National Quality Badge awarded to Zhong Xiao Branch for “Comprehensive Timely Service in Urology” and “Treatment and Care for Motor Neuron Disease” to Ren Ai Branch for “Minimally Invasive and Digitalized Surgery”, “Community Health Management Smart Cloud App” and “Returning to the Beauty of Life - Companions Through Trouble, Cancer Doesn't Have to Be Lonely Cancer Resource Center”; Yang Ming Branch for “Utilizing Community Partner Relations to Promote Food Delivery Services to Elderly People Who Live Alone”; Zhong Hsin Branch for “Your Friend Throughout Life - the Top Quality Nourishment Everywhere Team”; the Bronze Medal Distinction awarded to Zhong Xiao Branch for “Comprehensive Treatment and Care for Motor Neuron Disease”. The Taiwan Joint Commission on Hospital Accreditation's “14th Annual Hospital Quality Awards Advance Improvement Group” awarded the following: Zhong Xiao Branch was given the Award for Potential for “Reduced Error Rates in Outpatient Drug Prescriptions” and the “Special Award”; awards for potential were given to the Ho Ping Women's and Children's Branch for “Improved Rates for Retention of Catheters in Intensive Care”; and to Ren Ai Branch for “Lowering Error Rates in Outpatient Prescriptions’ and Improvement”. “Medical safety and quality upgrade plan” conducted by the Taipei City Government. Zhong Xiao Branch was awarded the Bronze Medal Award for “Lowering Cases of Hyperphosphatemia in Hemodialysis Patients”, while the Ho Ping Women's and Children's Branch was given the Award for Excellence “Improved Catheter Retention Rates in Intensive Care Wards”.

- 5) Improving the Management of Quality Care Indicators

In order to connect with society and go with the trend, the Hospital established the “medical quality and patient safe index information system.” It integrated clinical quality, patient safety, and related hospital management indices, and the abnormality reporting system (TPR). On May, 2013, this system has on-lined, and reduced the time it takes for colleagues to key in information manually, analyze statistics. In addition, On July 2013, introduced evaluations of abnormal matters formally operated, to increase timeliness of bulletin, and upgrade all kinds of managerial core competitive abilities.

- 6) Organizing a Variety of Quality Control Educational Training Activities

The Hospital actively promoted quality management events. In 2013, 2 medical institute quality improvement project guidance events were conducted, 1 Taiwan Clinical Performance Index (TCPI) experience and Long-term Care Index experience discussion. In addition, the Hospital also nurtured internal quality management experts in the hospital. In November to December, the 4 training course- guidance counselor educational training was conducted, thus colleagues in all the city's hospitals can consult with counselors. In addition, in order to

團隊資源管理輔導推展計畫及邀請國內醫療機構績優團隊蒞院交流，辦理院際病人安全標竿研討會等，共完成22場次教育訓練活動及15例醫療團隊資源管理改善專案輔導。

第四章 委外經營醫院

第一節 臺北市立萬芳醫院（Taipei Municipal Wanfang Hospital）

市立萬芳醫院為臺北市政府第一家委託經營之公辦民營醫院，委託臺北醫學大學經營，擁有726床及護理之家103床，共829床，成立至今17年，除了提供市民優良醫療照護，亦致力執行公共衛生保健服務。近幾年來重要成果如下：

一、醫療與服務

（一）致力提供頂尖專業的醫療技術服務

1. 101年第三次通過美國國際醫院認證（Joint Commission International Accreditation, JCIA）。
2. 101年再次通過醫學中心醫院評鑑，持續提供社區民眾優質醫療服務。
3. 強化癌症篩檢與治療，整合癌症臨床與研究團隊，99年通過癌症診療品質A級認證。
4. 深化疾病處理流程，整合急性心肌梗塞照護團隊，於100年9月20、21日高分通過CCPC認證（Clinical Care Program Certification）。
5. 成立急診重症醫學部，積極發展急重症病人服務，並於102年12月通過緊急醫療能力分級評定。
6. 成立人體器官保存庫，提供需要器官移植之病人使用。
7. 通過美國病理學會醫學實驗室認證（College of American Pathologists - Laboratory Accreditation Program, CAP-LAP）、全國認證基金會（Taiwan Accreditation Foundation, TAF）評鑑認證，持續提供高品質專業檢驗服務。

reinforce patient safety culture, the Department implemented the “All Hospitals Treatment Team Resources Management Training Promotion Scheme”, inviting exceptional teams from across Taiwan to visit hospitals and conduct exchanges. The Department also conducted a total of 22 educational training seminars on topics such as inter-hospital patient safety benchmarks, as well as 15 treatment team’s resource management improvement training events.

Chapter 4 Outsourced Operation Hospitals

Section 1 Taipei Municipal Wanfang Hospital

The Taipei Municipal Wanfang Hospital is the first municipal hospital commissioned out for management. The Hospital, with 726 beds and 103 beds in the nursing home total 829 beds, is commissioned out to the Taipei Medical University. After 17 years, they have provided the public with high-quality medical care and excellent public health services. Recent important results are as follows:

1. Medical Care and Services

1) Effectively Providing Top-Class Professional Medical Technical Services

- (1) In 2012, passed the Joint Commission International Accreditation (JCIA) certification for the third time.
- (2) In 2012, passed the Medicine Center accreditation standards. The Hospital continues to provide high-quality medical services for community residents.
- (3) Enhanced cancer screening and treatment, integrated cancer clinical center and research teams, in 2010 passed the Department of Health’s quality cancer care inspection with a grade A certification.
- (4) Deepened the diseases treatment process and integrated the acute myocardial infarction care team; on September 20 and 21, 2011 received Clinical Care Program Certification (CCPC) with outstanding result.
- (5) Established emergency room medical department, actively developed emergency patient services, and Emergency Medical Capacity Qualifier Indicators was passed in December, 2013.
- (6) Established the organ preservation system to provide necessary organs to patients for transplant.
- (7) The Hospital passed again the accreditation of the College of American Pathologists-Laboratory Accreditation Program (CAP-LAP) and Taiwan Accreditation Foundation. The Hospital continues to provide high-quality professional laboratory services.

8. 建置重大的檢查室，提供專業、高品質之醫療服務，如VCT室、MRI室、98年5月啟用第二心導管室、99年3月啟用第二胃鏡室、101年啟用健康管理中心第三胃鏡室。
9. 為加強特色醫療服務，成立肝炎特別門診、骨質疏鬆特別門診、甲狀腺特別門診、脊椎特別門診、減痙攣特別門診與神經腫瘤及顱部電腦刀特別門診、中西整合疼痛治療中心、婦女整合門診、不孕症特別門診、失智症特別門診等。
10. 持續肩負北臺灣的結核病防治轉介及訓練中心，參與社區進階都治計畫（DOTS-Plus），為臺北區肺結核多重抗藥性（Multidrug-resistant Tuberculosis, MDR-TB）醫療照護團隊之核心醫院。
11. 為衛生福利部疾病管制署結核菌合約實驗室，負責臺北市、宜蘭縣、基隆市、新北市、金門及連江縣結核菌檢驗。
12. 設置用藥諮詢中心，提供就醫民眾完整的用藥安全資訊，並配合衛生局食品藥物管理處推動居家廢棄藥物檢收。

（二）具備高科技醫療儀器設備，如螺旋刀（Tomo Therapy）、電腦刀（Cyber Knife）、核磁共振（1.5 Tesla MRI）、立體電腦斷層掃描（VCT）等。

（三）進行門診體檢、急診負壓隔離室、雷射美容中心、部分病房之空間規劃與工程。

（四）通過ISO 22000及食品安全管制系統（Hazard Analysis Critical Control Point, HACCP）認證，持續提供符合國際標準之營養作業。

（五）積極舉辦社區居民健康促進活動，如多元化健康講座、四癌篩檢活動、獨居長者送餐服務、102年萬人健康齊步走活動。



端午節關懷活動-致贈弱勢團體生活物資
Care Event on Dragon Boat Festival - Providing materials for disadvantaged groups

- (8) Established a major examination room, to provide professional and high quality services, such as VCT room, MRI room, second Cardiac Catheterization Lab on May, 2009, second Endoscopy Room on March, 2010, and third Endoscopy Room, Health Manage Center in 2012.
 - (9) In order to enhance some features of medical care service, special outpatient clinics for hepatitis, osteoporosis, thyroid disorders, spinal disorders, spasm relief, nerve tumors and cranial cyber knife respectively, Chinese and Western Medicine for Pain Center, integrated woman clinic, infertility clinic had been set up as well as a dementia clinic.
 - (10) The Hospital continues to be responsible for referral and training center, participating Directly Observed Therapy Short-Course (DOTS-Plus), for tuberculosis control in northern Taiwan and is the core hospital of MDR-TB (multidrug-resistance tuberculosis) in the Taipei Area.
 - (11) Performed tuberculosis examinations for the Centers for Disease Control, R.O.C., and the Taipei City, Yilan County, Keelung City, New Taipei City, Kinmen County and Lienchiang County.
 - (12) Set up a drug counseling center to provide the public with comprehensive drug safety information, and cooperated with the Food and Drug Division in promoting a residential discarded medicine recycling program.
- 2) The Hospital is equipped with high tech medical equipment, such as the tomo therapy, cyber knife, 1.5 Tesla MRI, VCT, etc.
 - 3) Undergoing spatial planning and engineering of outpatient physical examination, negative pressure isolation room, cosmetic laser treatment center, and wards.
 - 4) Passed the certification of ISO 22000 and HACCP (Hazard Analysis Critical Control Point). Work continues to provide dietary services of international standards in the Hospital.
 - 5) Regularly organized health promotion activities for the community public, such as multi-health lectures, 4-cancer screening activities, home services to the elderly living alone, and 2013 healthy walking race.



社區熱情響應萬人健康齊步走活動

Community Enthusiasm-10,000 people participate in the healthy walk event

- (六) 為便利景美地區居民就醫，自102年10月起增設景華街至萬芳醫院接駁專車路線。
- (七) 設置自動繳費機，操作簡便，方便就醫民眾迅速完成繳費流程。
- (八) 設置檢驗報告自動查詢機，為國內首創看檢驗報告不需掛號，就醫民眾迅速掌握健康狀況。
- (九) 建置藥必達系統，採預約服務，方便民眾快速領取慢箋用藥。
- (十) 建置診間報到系統，診間外可直接插入健保卡報到，提升病人隱私並降低民眾等候報到時間。
- (十一) 建置APP行動健康管理及QR code服務，提升民眾健康健康促進可近性。

二、教學

- (一) 一般醫學內科示範中心：自95年起連續8年獲衛生署（現衛生福利部）委託臺灣醫學教育學會所主辦之「一般醫學內科訓練示範中心之計畫」，101年起獲「臨床技能評估模式建置及一般醫學臨床教學實務訓練計畫」補助，辦理一般醫學訓練師資培育計劃觀摩及實務；97-102年共培育151位臨床師資（院內61位、院外90位）。
- (二) 定期舉辦OSCE測驗：
 - 1. 萬芳醫院於100年向臺灣醫學教育學會遞出申請，並於100年11月26日接受臺灣醫學教育學會委員之實地訪視，已於101年1月份通過認證並成為全國二十家考場之一。
 - 2. 102年5月4-5日及10月12-13日配合臺灣醫學教育學會舉辦102年臨床技能測驗，共測驗應屆畢業生及國外醫學系畢業之實習醫師等64名；於3月23日對醫七實習醫學生進行OSCE模擬考；4月27日對醫六實習醫學生進行OSCE測驗；7月20日對PGY住院醫師進行OSCE測驗；102年度考試人數共182人。

- 6) To serve residents of the Jingmei area, the Department added a shuttle bus line between the King-Wah Street and Wanfang Hospital on October 2013.
- 7) Set up Automatic Pay Stations that are easy to use so the patients can complete payment process more quickly and conveniently.
- 8) Set up automated inspection report machines for domestic use so that patients can see the report without registering. It is convenient to operate and easy for the public to quickly grasp an understanding of their own health situations.
- 9) Established a drug delivery system where reservations can be made, allowing the public to quickly refill prescriptions.
- 10) Established a clinical check-in system, allowing the public to insert the NPI card to check in, improving patient security and decreasing the waiting time of the public.
- 11) Established APP Health Management Service and QR code services, enhancing public's incentive to improve their health.

2. Teaching

- 1) General Medicine Demonstration Center: Since 2006, Taiwan Association of Medical Education has been commissioned by the Department of Health of the Executive Yuan (now the Department of Health and Welfare) for eight years to carry out the Demonstration Center for Training in General Internal Medicine project. In 2012, they started receiving subsidies for the establishment of clinical skill evaluation mode and general medicine clinical teaching practical training plan to organize teacher training observations and practices. In 2008-2013, a total of 151 clinical faculties had been fostered (61 in hospital, 90 out of hospital).
- 2) Regularly conducted Objective Structured Clinical Examination (OSCE):
 - (1) In 2011, Wanfang Hospital sent out application to Taiwan Association of Medical Education, and accepted the Taiwan Association of Medical Education committee member field inspection on November 26, 2011. In January, 2012, the Hospital has passed certification and became one of the top 20 testing centers in Taiwan.
 - (2) On May 4th-5th and October 12th-13th, 2013, the Department cooperated with Taiwan Association of Medical Education to conduct 2013 clinical examination. A total of 64 graduating students and foreign interns had been tested. On March 23rd, 7th year medical student interns took OSCE practice exam. On April 27 and July 20, 6th year medical students and PGY (postgraduate year) took OSCE test, respectively. A total of 182 people tested in 2013.

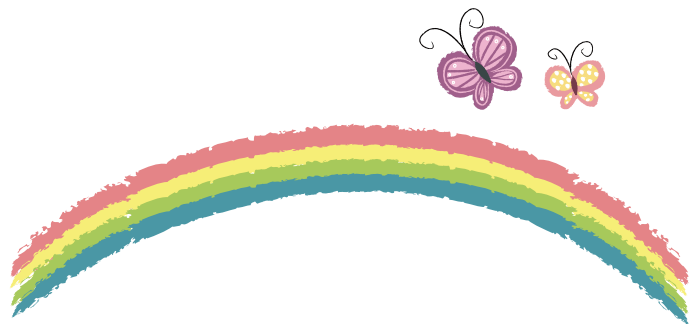
102年度OSCE舉辦場次表
2013 OSCE Screening List

考試日期 Test Date	考生身分 Candidates Categories	人數 No. of Candidates
102.03.23	醫七 7th year medical student	38
102.04.27	醫六 6th year medical student	52
102.05.04-05	醫七 7th year medical student	32
102.07.20	PGY	28
102.10.12-13	應屆畢業生+國外實習生 Graduating Students & Foreign Interns	32
102年度總應考人數 Total No. of Candidates in 2013		182

3. 舉辦OSCE相關培訓課程，培育萬芳醫院OSCE考官及教案撰寫師資；目前萬芳醫院已有符合臺灣醫學教育學會OSCE考官資格之醫師共50位，及標準化病人60位。

- (三) 畢業後一般醫學訓練：依衛生福利部規定執行西、中及牙醫職類畢業後一般醫學訓練，培訓一般醫學職業能力。
- (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。
- (五) 實證醫學中心：陳杰峰醫師及吳明順醫師協助輔導其他醫院並負責實證醫學工作坊、種子師資培育等相關課程，演講醫院除臺北醫學大學附設醫院及衛生福利部雙和醫院外，另有振興、亞東、耕莘、臺北慈濟、恩主公、部立臺東醫院及成大附醫，並受邀臺灣護理學會，協助實證健康照護與知識轉譯之推動，支援院外師資培育課程，兩人共達17次。
- (六) 配合臺北醫學大學國際合作交流，積極參與國內外醫學院及醫院建教合作，提供各項醫療支援。
- (七) 有關醫師及其他醫事人員教育訓練，具體推動成效如下：
1. 每年培訓近200名住院醫師訓練。各科均有教學訓練計畫，並

- (3) The hospital conducted related OSCE training courses and nurtured Wanfang OSCE proctors and qualified syllabus writing teachers. Currently, 50 doctors are certified as OSCE proctor by the Taiwan Association of Medical Education, and 60 standardized patients.
- 3) General medical training after graduation: According to the regulations of the Ministry of Health and Welfare, executed general medical training for Western, Chinese, and dentists one year after graduation; trainees' general medical occupational abilities are trained.
- 4) Established a teacher development center with comprehensive teacher education programs. Before the promotion to become attending physicians, resident physicians are required to complete the CFD training courses to improve their teaching abilities.
- 5) Evidence Based Medicine Center: Dr. Chieh-feng Chen and Dr. Ming-shun Wu assisted and guided other hospitals, and conducted evidence– based medicine workshops, seed teacher nurturing and other courses. Speeches were given at Taipei Medical University Hospital and Shuang Ho Hospital, Ministry of Health and Welfare, as well as Cheng Hsin, Far Eastern Memorial Hospital, Cardinal Tien, Taipei Tzu Chi, En Chu Kang, Taitung Hospital, and National Cheng Kung University Hospital. The Hospital was also invited by the Taiwan Nurses Association to assist with authentic health care and promotion of knowledge translation. The two doctors provided outside teacher nurturing courses 17 times.
- 6) In coordination with the international cooperation programs of the Taipei Medical University, cooperation is maintained with domestic and international medical schools and hospitals; various types of medical support are also given.
- 7) Specific Results of Educational Trainings of Relevant Physicians and Other Medical Personnel:
 - (1) Each year, almost 200 students are accepted for resident training. Each



有導師制、教學門診、觀摩診及住診教學。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500多人次，其他醫事實習學生約150多人次，各領域訂有教學訓練計畫，並有導師制，進行客觀評量方法等評量學習成果。
4. 推動受訓學員（住院醫師、實習醫學生、醫事實習學生、臨床老師）建立個人學習歷程檔案（Portfolio），除可以檢視各科的教學成效外，並鼓勵其記錄與回顧個人的學習經歷。舉辦Portfolio競賽，並擇優獎勵。
5. 獲得衛生福利部「教學醫院教學費用補助計畫」經費補助醫師及其他醫事教育訓練。

三、研究

- （一）萬芳醫院設有臨床醫學共同實驗室、癌症研究中心、幹細胞研究中心、肺結核研究中心、纖維化研究中心等，並實列各項研究計畫經費鼓勵醫師及醫事人員和臺北醫學大學基礎學科教師進行研究合作。完成國家醫學領域卓越專科臨床試驗中心與研究中心五年一億之計畫，為國家級重點發展基地。
- （二）截至102年12月萬芳醫院獲得院外研究計畫補助件數達41件、補助經費逾2億以上。
- （三）依萬芳醫院發展目標，對院內醫師及其他醫事人員參與研究訂有鼓勵辦法，且對研究成果訂有獎勵措施，其鼓勵或獎勵應兼顧研發重點與公平性，並落實執行。設有研究發展委員會，執行推動全院研究業務，為鼓勵院內同仁投入臨床研究，每年提供2,300萬元之研究經費，以提高學術研究之風氣。

department has their own training programs and mentoring, outpatient clinic teaching, demonstration, and inpatient trainings. The mini-CEX, DOPS, OSCE and other objective methods are used in the evaluation of teaching.

- (2) Each year, more than 300 medical students are accepted for practice. Each department has their own interning programs and mentoring, outpatient clinic, demonstration, and inpatient trainings. Objective methods are used in the evaluation of teaching.
- (3) Every year, close to 500 person-times of nursing students and more than 150 person-times of students in other disciplines are accepted for training. Each department has their own training programs and mentoring. Objective methods are used in the evaluation of teaching.
- (4) Promoted creation of individual learning Portfolios of trainees (residents, interns, medical students, and clinical teachers). In addition to being able to view each department's teaching results, trainees are encouraged to record and reflex their individual learning experiences. Portfolio held competitions and gave out awards based on merit.
- (5) Obtained the "Department of Health hospital teaching grant" to subsidize physicians and other medical education and training expenses.

3. Research

- 1) A joint laboratory for clinical medicine, cancer research center, stem cell research center, tuberculosis research center, and other such centers were set up. Funding for various kinds of research is given to encourage physicians and medical personnel to further cooperative research with the teaching faculty in basic medicine of the Taipei Medical University. The 5-year, 100-million project of the Center of Excellence for Clinical Trial in Selected Specialty and Research was completed for the national base for key developments.
- 2) By the end of 2013, there were 41 extracurricular research projects were subsidized, totaling in NT\$200 million in research grants.
- 3) According to the developmental goal of Wanfang Hospital, encouragement regulations for doctors and other medical staff who participate in research were set, and also set award measures for research achievements, and also encouraged and awarded the importance and fairness research of research and development. The Hospital implemented and executed the plan and also established and Research and Development Committee, to execute and promote research in the hospital. In order to encourage colleagues to be involved in clinical research, 23 million dollars of research funding was provided to encourage academic research.

- (四) 設立臨床醫學共同實驗室，實列研究經費鼓勵醫師及醫事人員和臺北醫學大學基礎學科教師進行研究合作。
- (五) 成立癌症中心實驗室，鼓勵院內醫師參與萬芳醫院癌症研究，並參與癌症與臨床試驗中心醫療研究計畫。
- (六) 萬芳醫院專任主治醫師自96年至102年以萬芳醫院名義發表之SCI期刊論文共1699篇，且發表SCI期刊論文之篇數逐年增加，由96年度SCI論文128篇，成長至100年216篇、101年已達234篇、102年已達313篇。

四、公共衛生服務

市立萬芳醫院秉持臺北市政府「公辦民營、節省公帑及回饋社會」的使命，每年投入大量經費、人力致力配合政府公共衛生政策，積極辦理各項健康促進服務，茲將各項服務分述如下：

- (一) 傳染病檢體採檢。
- (二) 辦理傳染病防治繼續教育。
- (三) 禽流感及新流感防治：感控室制定「因應新型流行性感冒防治動員各階段個人防護裝備」及「感染管制委員會隔離技術標準規範」，供全院人員參考及執行並辦理感控相關教育訓練課程及課後測驗。
- (四) 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。

- 4) Set up a joint laboratory for clinical medicine. Budget is allocated for research. Physicians and medical personnel are encouraged to conduct collaborative research with the teaching faculty of basic disciplines of the Taipei Medical University.
- 5) A cancer center laboratory is set up. Physicians of the Hospital are encouraged to participate in cancer research and participate in the medical research projects of the Cancer and Clinical Experiment Center.
- 6) From 2007 to 2013, Wanfang Hospital doctors published 1699 SCI papers in the name of the hospital, and the papers have increased in quantity each year. In 2007, there were 128 papers published, in 2011, there were 216, in 2012, there were 234, and in 2013, there were 313.

4. Public Health Services

The Wangfang Hospital upholds the Taipei City Government's mission statement of "privately run institution to save public funds and give back to society," and invests a large amount of money and manpower each year to cooperate with the government's public health policies, and actively conducts various health promotion services. The services are listed in the following:

- 1) Collection and test of specimens of communicable diseases.
- 2) Continuing education in the control of communicable diseases is conducted.
- 3) Prevention of avian flu and novel influenza: the Infection Control Room formulated a set of regulations requiring personal protection equipment for mobilized personnel in response to the novel influenza and Infection Control Commission standards of quarantine techniques for the reference and execution of personnel concerned. Infection control-related trainings and post-training tests were also administered.
- 4) Pap-smear was added to methods of cancer screening for women.
- 5) Pre-marital (pre-pregnancy) health examinations.
- 6) Prenatal health examinations.
- 7) Psychiatric care services.
- 8) Social work services for psychiatric care.
- 9) Clinical psychological services.
- 10) Occupational therapy.



（十一）辦理季節性流感疫苗接種服務，開放特別門診，每年服務超過4,000人次。

（十二）辦理四癌篩檢服務102年1月至12月篩檢人數1萬餘人。

五、社會責任

99年3月29日、30日由SGS臺灣檢驗科技股份有限公司至萬芳醫院進行2009年永續發展報告書外部查證，以目前廣為全球企業所採用的全球永續性報告第三代綱領（Global Reporting Initiative, GRI 3）作為依據，於4月通過符合GRIG3等級及AA1000保證標準，使萬芳醫院成為具有企業社會責任（Corporate Social Responsibility, CSR）的標竿醫院，SGS稽查委員對萬芳醫院2009年永續發展報告書內容，除了就經營者的話與院長訪談外，另外包括和諧職場、社會參與、萬芳治理、環安管理、研究成果、永續經營等項目，進行詳盡的查證，稽查委員對結果表示滿意，並通過萬芳企業社會責任（CSR）的認證，全體同仁以通過CSR認證為榮，並持續努力不懈，具體貫徹CSR的理念與精神，使萬芳醫院成為CSR最佳的典範醫院。

六、緊急災難救護中心

（一）醫院鄰近北二高萬芳交流道，且與捷運木柵線共構，位處交通要道擔任大臺北南區緊急救護的守護神。

（二）成立外傷急症外科：主治醫師24小時院內值班，全天候介入放射治療團隊。

（三）急診實施急重症分流，並設立「24小時救命專線」：0809-009-110，提供急性腦中風、急性心肌梗塞、急症及多重創傷、重症加護治療、高危險妊娠、新生兒含早產兒醫療諮詢。

（四）貓空纜車系統與捷運木柵線重大事故支援：配合貓空纜車系統營運，且與捷運木柵線共構，建置緊急醫療救護現場支援醫護人員規劃。

（五）跨縣市大量傷患緊急醫療合作：萬芳醫院提供新北市東區及東南區、宜蘭縣北區及南區之緊急醫療救護支援。

- 11) Special clinics were open to provide immunization against seasonal influenza vaccination, servicing over 4,000 person times each year.
- 12) Conducted screening services for the four cancers, screening over 10,000 persons between January and December, 2013.

5. Corporate Social Responsibility

On March 29 and 30, 2010, the SGS in Taiwan performed an external auditing for the 2009 Sustainable Development Report at the Wanfang Hospital. With the widely used third generation of Global Reporting Initiative (GRIG3) as the basis, the Hospital met the requirements of the GRIG3 level and the AA1000 assurance standard and became a benchmark hospital with Corporate Social Responsibility (CSR) in April. SGS inspectors performed extensive auditing on the 2009 Sustainable Development Report. In addition to the words of the operator and interviews with the president, they also covered items such as a harmonious workplace, community involvement, Wanfang administration, environmental safety and management, research, and sustainable operation. The inspectors expressed satisfaction with the results and passed the certification of CSR of Wanfang. All staff of Wanfang took honor in the certification and continued to strive to fully implement the philosophy and spirit of CSR and to make Wanfang the best model exemplifying CSR.

6. Emergency Disaster Rescue Center

- 1) The Hospital, being close to the Wanfang Interchange of the North Expressway No. 2, and also a stop of the MRT Muzha line, is adequately located in terms of traffic and geographic conditions for emergency rescue for the Southern regions of Taipei.
- 2) Establishing a Trauma Center: There are physicians on-duty 24 hours a day and a radiology teams always ready to intervene.
- 3) Emergency Department implemented diversion for critical emergency and set up a 24-hour life-saving helpline: 0809-009-110 to provide medical counseling for acute stroke, acute myocardial infarction, acute and multiple trauma, intensive care and treatment, high-risk pregnancy, and newborn including premature children.
- 4) Support for Maokong Gondola Cable Car System and Major Accidents on the MRT Muzha Line: Cooperated with the Maokong Gondola cable car administration and the MRT Muzha line to establish an on-site medical personnel support project for emergency medical rescue.
- 5) Cross city/county cooperation on emergency medical care for large number of injured: Provided the Eastern and Southeastern areas of New Taipei City and the Northern and Southern areas of Yilan County with emergency medical support.

(六) 急救處置能力受外界肯定，肩負多項急救重責，如重度級急救責任醫院、毒化災責任醫院等。

(七) 提供到院前醫療指導服務，提升到院前醫療品質。

(八) 每年辦理急診大量傷患演習，健全醫院緊急醫療體系運作。

七、多語化服務

外籍人士在臺就醫時會因為言語障礙之問題，而影響就醫之安全性及便利性，將外語服務從英語服務擴大至多語化服務，使醫療機構能提供適切的、安全的醫療服務。

(一) 服務時段：週一～週六。

(二) 服務語言：英語、日語、客語、印尼語……等語言。

(三) 製作多語化照顧服務員手冊、衛教單張。

(四) 多語化志工服務。

八、國際醫療交流

(一) 援外醫療任務

1. 聖多美普林西比常駐醫療團：

(1) 常駐醫療服務：共派遣急診科張裕泰醫師、家醫科馬兆強醫師、內科鄭勝偉醫師、牙科詹啟宏醫師及胡楠英護理師赴聖國常駐執行援外醫療計畫，除例行門診看診外，亦定期舉辦教育訓練，為提升聖國醫護人員及護校學生之能力。



聖多美醫療團人員與聖多美大使賢伉儷合照
Photograph of Sao Tome Medical Group Staff and Ambassadors



護理學校教育訓練
Nursing School Training

- 6) Our emergency response handling ability has received external acclaim. We are responsible for various different duties relating to emergencies, including issues such as mass-casualty disasters and poisonings.
- 7) We provide guidance for those on the scene before victims can be hospitalized, thus improving the quality of their pre-hospital care.
- 8) Each year drills were conducted to practice on handling a large number of injured to improve the operation of the hospital's emergency medical care system.

7. Multi-lingual Services

Foreigners seeking medical care in Taiwan often feel uncomfortable and inconvenient due to language barriers. Services are now provided in several other languages in addition to English to allow medical institutions to provide safe and appropriate medical services.

- 1) Service times: Monday through Saturday.
- 2) Languages: English, Japanese, Hakka, Indonesian, etc.
- 3) Health care pamphlets and health education leaflets in different languages are available.
- 4) Multi-lingual volunteers.

8. International Exchanges in Medical Care

1) Overseas Aid Medical Mission

(1) República Democrática de São Tomé e Príncipe medical team

A. Long time stay in a place for medical services: Wanfang Hospital sent emergency Dr. Yu-tai Chang, general Dr. Jhai-chiang Ma, physician Dr., Sheng-Wei Jheng, dentist, Ci-Hong Jhan, and RN Nan-Ying Hu to execute a foreign aid medical plan in the country. Other than holding regular clinics, training was provided to upgrade República Democrática de São Tomé e Príncipe medical personnel and nursing students' abilities.



詹啟宏醫師看診並指導牙科助技術員
Dr. Zhan Chi-Hung on duty, instructing dental technicians

(2) 短期主題醫療服務：共派遣醫師支援三梯次主題式醫療：

① 4月10日至5月5日眼科

許祺鑫醫師

② 7月2日至9月1日針灸

科倪健航醫師

③ 9月25日至10月13日耳

鼻喉科李飛鵬院長、

謝忠佑醫師



耳鼻喉科主題醫療

Medical Treatment in Otolaryngology

(3) 遠距醫療：為提升聖國當

地診斷及判讀能力，102年度共進行11次遠距醫療諮詢。

(4) 中央醫院急診室改善

計畫：中央醫院像迷

宮般的急診室，經過

內部結構體的改裝與

動線的設計，已完成

建置動線流暢、設備

先進的急診室，待當

地政府電力啟動。除硬體改善外，亦持續建立急診室醫療儀器設備及耗材等物品管理標準作業流程，並安排急重症臨床技術教育訓練，以促進新急診室之妥善管理，並提升當地醫事人員之臨床能力。



中央醫院急診室及標準作業流程

Central Hospital Emergency Room and Standard Operational Procedure

(5) 門診中心醫療資訊系統建置計畫：鑒於聖國醫療機構，醫

療（看診、處方、檢驗）與醫事作業（掛號、批價、疾病

分類等）仍停留在手寫登錄，尚未導入資訊化作業，造成

資料保存與統計分析不易。102年度開始建置初步的醫療資

訊系統，並提供人員教育訓練，以提升門診中心之醫務管

理能力。

(6) 102年12月13日參與衛生福利部主辦之國際醫衛暨人道援

助分享會，與其他醫療同業分享援外經驗。

- B. Short time stay in a place for medical service: the Hospital sent doctors to provide themed medical care on three occasions:
 - a. April 10th ~ May 5th , Ophthalmology Division, Dr. Chi-Hsin Hsu
 - b. July 2nd~September 1st, Acupuncture Division, Dr. Chien-Hang Ni
 - c. September 25th-October 13rd, Otolaryngology Division, Superintendent Fei-peng Li, and Dr. Chung-Yu Hsieh
- C. Telemedicine: In order to enhance the diagnosis and interpretation of República Democrática de São Tomé e Príncipe. In 2013, a total of 11 telemedicine advices conducted.
- D. Central hospital emergency room improvement plan: the maze-like emergency rooms of Taipei's central hospitals have become smoothly-flowing machines following internal structure improvements and work-flow redesigns. Now, they are filled with advanced technology and are powered by the force of local government. As well as improvements to permanent facilities, the Hospital has continually established management standards and work flow plans for emergency medical equipment and disposable medical items, as well as arranging clinical skills training for acute illnesses. All of these efforts contribute to the proper management of these new emergency rooms and improve the clinical skills of local medical staff.
- E. Outpatient Center Health Information System Establishment Plan: As most of Taiwan's health institutions and treatment services (such as examinations and prescriptions) as well as staff tasks (registering, settling accounts, disease classification) are still hampered by relying on hand-written registering and have yet to be brought into the information age, saving information and statistical analysis is very difficult. In 2013, the Hospital started to establish preliminary medical information systems, also providing staff with relevant training in order to improvement the management capabilities of Taiwan's outpatient centers.
- F. On December 13, 2013, the Hospital participated in the international medical and humanitarian assistance sharing meeting held by the Ministry of Health and Welfare, and shared external support experiences with others in the medical field.



HIS系統設備捐贈典禮

HIS Systems and Facilities Donation Ceremony

九、國際醫療服務

(一) 參與國際醫療服務事項

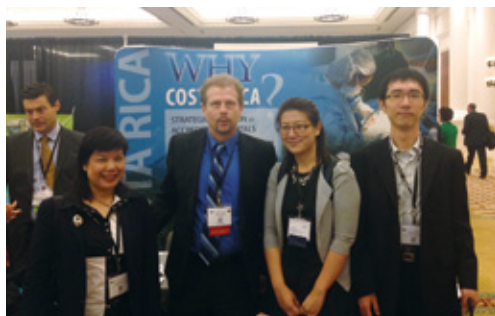
1. 與其它30家醫院共同參與衛生福利部之「醫療服務國際化推動計畫」，致力於推動國際醫療事務並配合其相關活動。
2. 積極參與衛生福利部、外貿協會及觀光協會所舉辦的國際醫療推廣活動及國際會議：

(1) 102年6月24日至26日參與外貿協會舉辦臺灣醫療服務業赴印尼訪問團。



印尼訪問團
Delegation from Indonesia

(2) 102年11月1日至8日參與於美國拉斯維加斯舉辦之第6屆全球醫療觀光年會（World Medical Tourism and Health Congress）。



第6屆全球醫療觀光年會
The 6th Global Medical Tourism Annual Conference

3. 102年11月19日聖多美普林西比總理賈布列賢伉儷一行人蒞院參訪，總理夫人蒞院健檢。
4. 國際參訪交流：今年度共有21個來自世界各地的醫療產業相關機構蒞臨萬芳醫院參訪，總計接待137人次。

(二) 萬芳醫院國際醫療配套措施：

1. 建構萬芳醫院國際醫療網站：與全球接軌，包含英文、日文、簡體中文、繁體中文等4種語言版本，提供更多元的網站內容，包含醫療服務項目及套餐介紹、病人就醫須知、醫療團隊介紹、衛教資訊、互動溝通管道、臺灣介紹等，並定期更新資訊。
2. 持續建構萬芳醫院國際醫療就醫及住院流程及服務項目之推廣。

9. International Medical Care Services

1) Participation in International Medical Care Services

- (1) Together with 30 other hospitals, the Hospital also takes part in the plan for the promotion of international medical care services and related activities organized by the Ministry of Health and Welfare.
- (2) Actively participated in international medical care promotion activities and international conferences promoted and organized by the Ministry of Health and Welfare, the Taiwan External Trade Development Council, the Taiwan Visitors Association, and the Taiwan Nongovernmental Hospitals and Clinics Association.
 - A. Participated in the Taiwan Medical Service Observation Group's visit to Indonesia held by TAITRA from June 24 to 26, 2013.
 - B. Participated in the Sixth World Medical Tourism and Health Congress held by Las Vegas, America, from November 1st to 8th, 2013.
- (3) On November 19th, 2013, Gabriel Costa, Prime Minister of São Tomé and Príncipe and his wife paid a visit to the hospital, and the Prime Minister's wife conducted an inspection.
- (4) International exchange visits: Throughout 2013, 21 delegations involving a total of 137 people from various medical institutions around the world paid visits to Wanfang Hospital.



聖多美普林西比總理參訪
The Prime Minister of Sao Tome visited Taipei

2) International Medical Care Complementary Measures of Wanfang Hospital

- (1) Setting up an International Medical Care Website: English, Japanese, and simplified and traditional Chinese versions are available to connect the Hospital to the world community. Contents include items and sets of medical care services, notes to patients, introduction to medical teams, health information, channels for communication, and an introduction to Taiwan, etc. The website is updated regularly.
- (2) Promotion of continued development of international medical and hospital procedures and medical services.

3. 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。
4. 辦理服務人員英語及服務禮儀教育訓練，以醫院第一線服務人員為主要對象。

十、績效與榮譽

- (一) 102年1月ISO22000、HACCP食品安全管制系統換證稽核、OHSAS18001外部稽核、TOSHMS改CNS15506稽核。
- (二) 102年3月榮獲臺北市政府兵役局101年度績優醫院獎、驗退率最低績優醫院獎。
- (三) 102年5月林富美主任榮獲102年傑出護理人員服務奉獻獎。
- (四) 102年5月獲101年度臺北市勞動安全獎。
- (五) 102年5月二次通過JCI國際臨床照護計畫（CCPC）認證。
- (六) 102年5月ISO 9001:2008品質管理系統外部稽核、ISO 14001:2004 環境管理系統外部稽核。
- (七) 102年6月馬英九總統至萬芳醫院進行年度健康檢查。
- (八) 102年10月榮獲健康促進創意計畫-飲食運動與體重控制類優等獎。
- (九) 102年10月高分通過102年度優良哺乳室認證。
- (十) 102年11月榮獲第22屆中華民國企業環保獎。
- (十一) 102年11月榮獲102年度臺北市糖尿病共同照護網醫療照護品質績優醫療院所。



馬總統至萬芳醫院進行年度健康檢查
President Ma came to Wanfang Municipal Hospital for annual health check-up

- (3) Provided multilingual services such as screening and surgical consent and health education leaflets in English for foreigners and continued to construct an international patient reception center and clinics, and special international medical care areas.
- (4) Organized service personnel English language and service etiquette trainings, focusing on the front line service personnel.

10. Achievements and Honors

- 1) In January, 2013, ISO22000, HACCP Food safety and Control System recertification audit, OHSAS18001 External Audit, and change TOSHMS to CNS15506 audit.
- 2) In March, 2013, garnered 2012 Hospital Merit Award, and merit award for the lowest withdrawal rate from the Department of Compulsory Military Service, Taipei City Government.
- 3) In May, 2013, Supervisor FU-MEI LIN garnered the 2013 Pediatrics Outstanding Service Award.
- 4) In May, 2013, garnered the 2012 Outstanding Occupational Safety Award.
- 5) In May, 2013, passed the JCI International-Clinical Care Program Certification.
- 6) In May, 2013, ISO 9001:2008 external audit of quality management systems, and ISO 14001:2004 external audit of environmental management systems.
- 7) In June, 2013, president Ying-jeou Ma conducted an annual health check in Wangfang Hospital.
- 8) In October, 2013, garnered an award from creative program of health promotion-diet, exercise, and weight control.
- 9) In October, 2013, passed 2013 Excellent Breast-Feeding Room Certification.
- 10) In November, 2013, garnered 22nd ROC Enterprise Environmental Protection Award.
- 11) In November, 2013, garnered 2013 Taipei City diabetes shared care network quality medical care service institutions award.

(十二) 102年11月ISO 50001:2011能源管理系統驗證、ISO 27001:2005 資訊安全管理系統換證稽核。

(十三) 102年11月謝茂志主任獲頒杏林獎、急診醫學科黃文成醫師榮獲青年杏林獎。

(十四) 102年11月榮獲民間企業綠色採購標竿單位。

(十五) 102年12月通過102年度緊急醫療能力分級評定，維持重度級急救責任醫院資格。

(十六) 102年12月再次通過世界衛生組織健康促進醫院網絡（臺灣健康醫院學會）團體會員資格。

(十七) 102年12月通過HIMSS EMRAM國際認證6.0。

(十八) 102年12月榮獲第十四屆醫療品質獎。

十一、結語

市立萬芳醫院秉持「社區為重，病人為尊」，將病人安全深植於全體員工的信念，以「卓越領導、全員參與、顧客導向、持續改善」具體實踐，提供高品質的醫療照護服務，進而成為大臺北南區社區健康的守護者。在此理念之下，經過17年來的努力，醫院已成為全國最重視病人安全、醫療品質、社區醫療、人文醫學及醫療資訊醫院之一。未來將更致力於塑造優質組織文化，重視醫療品質、績效、創新、發展新科技及整合臨床基礎，與國際醫療衛生界接軌，繼續培育優秀醫學專業人才，並以提供臺北市民眾最優質的醫學中心級醫療照護服務為永續經營使命。

第二節 臺北市立關渡醫院

臺北市立關渡醫院創立於89年，由臺北市政府興建委託臺北榮民總醫院經營，以發展社區醫療、慢性診療及長期照顧為主。

目前設置有急性一般病床45床、慢性一般病床91床、呼吸器依賴病床54床、加護病房8床、洗腎病床19床、急診觀察床3床，另附設精神科日間留院病房50床和附設護理之家92床，總計362床。

- 12) In November, 2013, ISO 50001:2011 Energy Management System Verification, ISO 27001:2005 Information Security Management System recertification audit.
- 13) In November, 2013, Supervisor Mao-Chih Hsieh garnered Xing Lin award, emergency Dr. Wen-Chen Huang garnered Youth Xing Lin award.
- 14) In November, 2013, won private sector green purchasing benchmarking unit.
- 15) In December, 2013, passed the 2013 Emergency Medical Capacity Qualifier Indicators, and kept the qualification of Advanced Emergency Responsibility Hospitals.
- 16) In December, 2013, passed the International Network of Health Promoting Hospitals and Health Services Group Membership. (Taiwan Society of Health Promoting Hospitals)
- 17) In December, 2013, passed HIMSS EMRAM 6.0.
- 18) In December, 2013, garnered the 14th Medical Quality Award.

11. Conclusion

Based on the belief of “community first, patient-oriented”, the patients’ safety are deeply rooted in the minds of the employees of the Wanfang Hospital. By the practice of “excellent leadership, participation by all, customers directed, and constant improvement”, the quality of medical care is upgraded and the Hospital has become the protector of health of communities of south Taipei. Through hard work in the past 17 years, the Hospital has been among those that are highly concerned with the safety of patients, of medical care quality, of community medical care, humanitarian medicine, and medical information. In the future, more will be done to structure a high quality organization, to emphasize medical care quality, performances, innovation, and development of new technologies and integration of clinical and basic medicine to link to the international medical community, to continue to develop outstanding professional medical manpower, and to make it a sustainable mission to provide the public with the best medical-center-level medical care services.

Section 2 Taipei Municipal Gan-Dau Hospital

Gan-Dau Hospital established in 2000, owned and operated hospital commissioned to Taipei Veterans General Hospital by Taipei City Government and has prioritized in community medical care, chronic care and long-term care.

There are currently 45 acute general beds, 91 chronic general beds, 54 respirator-dependent beds, 8 intensive care unit beds, 19 dialysis beds, 3 emergency room observation beds, 50 beds for the day care of psychiatric patients, and 92 beds in the affiliated nursing home, totaling 362 beds.

一、優良社區醫院卓越幸福企業

該院依關渡地區民眾的健康需求，提供包含醫療、保健、預防醫學等多層面的醫療服務，讓社區居民獲得可近性、持續性、整體性、整合性、有效率、符合醫療成本的高品質醫療服務。包



優良社區醫院卓越幸福企業

Excellent Community Hospitals and Happy Corporations

括急診及加護中心、血液透析治療中心、復健治療中心、呼吸治療中心、兒童早期療育中心、老人身心醫學、中老年日間照護中心、護理之家、居家護理、健檢及臨床檢驗中心、轉診及轉檢、長期追蹤等相關服務。其日間照護、居家照護、護理之家，已成為老人及慢性病治療、教學、研究之示範中心。

為啟發員工健康意識，同時營造安全、友善、健康的職場，創造有利健康的支持環境，並藉由員工個人對健康的注重，將健康觀念帶回家庭與社區，進而落實健康臺北城的願景，該院亦提供員工組織學習與成長環境、提倡健康促進強健體魄及關懷員工心理健康，建構優質的職場環境，多次榮獲國民健康署評選「健康職場」、臺北市政府勞動局評選為「幸福企業」及臺北市政府衛生局頒發健康卓越獎。

二、建構幸福健康社區樂活安養老吾老

（一）積極推動在地健康老化（Healthy Aging in Place）

為落實政府「社區健康老化（Community Healthy Aging）」政策，讓老人成為社區重要的資產而非家庭的負擔，該院於95年5月成立社區老人關懷據點－關渡關懷站。持續7年提供65歲中老年人包括醫療、護理、生活照料與身心健康等支持系統，並組織專屬團隊辦理長者健康管理、健康諮詢、健康講座、關懷訪視、健康問題轉介、日常運動及飲食健康促進活動，同時整合衛生機構、學校、社福團體跨機構、跨專業領域合作，串聯資源達最有效之分工，進一步培養社區志工建立「今日我服務人，他日人服務我」互助互惠的觀念，關渡關懷站於97年轉型為「樂齡學習資

1. Provide Both Community Medical Care and Employee Healthy Workplace

Gan-Dau Hospital fulfills the health need of people in the district, and provides medical, healthcare, and medical prevention services. The Hospital provides high quality medical services that are intimate, continuous, comprehensive, integrated, and efficient, at the reasonable medical cost. The services including Emergency and Care Center, Hemodialysis Treatment Center, Rehabilitation Center, Respiratory Therapy Center, Child Development Early Intervention Center, Elderly physical and mental medicine, Elderly day care center, Nursing home, Home care, Health examination and Clinical examination centers, referral and long-term follow-up. In addition, the service of day care, home care and nursing home have become mode center for elderly people to receive chronic disease treatment, and for education, and research.

In order to improve staff awareness of health issues while also helping to create a safe, friendly and healthy workplace, the hospital have worked to establish a health-oriented supportive environment. The hospital also looks for staff to take the concept of personal health home with them to their families and communities, thus helping to realize our vision of a healthy Taipei City. In addition, Gan-Dau Hospital provide an employee organizational learning and growth environment, emphasizing health promotion and caring for the mental health of employees, creating an excellent work environment. The Hospital has garnered the Healthy Workplace Award from the Bureau of Health Promotion, Executive Yuan. And also garnered award for “Best Companies to work for” by the city government’s Department of Labor and garnered the health achievement award from the city government’s Department of Health.

2. Constructing happy and healthy communities, with a safe and happy old age for all

1) Healthy Aging in Place

To implement the goal of “Community Healthy Aging”, and to create the elderly value to become community assets rather than burden the family, Gan-Dau Hospital established Gan-Dau Care Station, a community elderly care spot, on May 2006, providing elderly people aged 65 or above with Medical, Nursing, Daily Care, Physical and mental health and other support systems. The hospital organized dedicated team to conduct health management, health counseling, health lectures, health visits, health questions transfer, daily exercises and promotional activities for healthy diets. The Hospital also conducted interagency, multi-disciplinary integration of resources with health institutions, schools, and social welfare organizations to Connect resources enable the most efficient division of labor; the hospital have thus worked to further nurture community concepts of reciprocity: “today I help you, one day you’ll help me”. On 2008, Gan-Dau Care Station



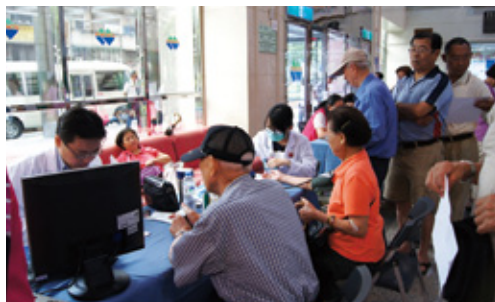
建構幸福健康社區樂活安養老吾老

Establishing happy and healthy communities for seniors

源中心」後，已經成為全國推動高齡友善社區之學習標竿。102年度榮獲臺北市政府社會局「社區照顧關懷據點評鑑優等獎」。

（二）友善高齡親老尊老安心就醫

102年持續積極投入老人健康促進活動之推展工作，結合公家機構及私立企業團體，共同推動老人健康促進業務。推動老人健康促進活動，包括健康講座、三合一篩檢、流感



友善高齡親老尊老安心就醫
Providing friendly health care for elders

疫苗接種、下肢肌力訓練課程等。此外，為減少長者就醫障礙，縮短長者失能期間及減輕家庭的負擔，於100年成立「高齡友善醫院認證推動小組」，建立符合高齡長者需要的友善醫療環境，讓長者有受尊重與被關懷的感受。102年持續辦理各項品質改善提案活動及給予獎勵，鼓勵員工全面參與，體驗高齡者的不便，激發員工以同理心設計各種便於高齡者使用的創意。例如輪椅專用抽血櫃台、高齡友善LOGO及標語甄選、心電圖保暖衣……等。此外，利用社區活動積極協助長者建立「在地老化及活躍老化」人助自助的觀念，提高個人的生命價值感。

（三）推動人生不跌停運動護照

協助於社區中建立銀髮族專屬運動教室，如耆福老人運動教室、浩然運動教室、關渡國中銀髮族專屬運動教室等，並由專業教練設計舒緩安全有效之健康項目，提供長者進行適切之運動。另推動「人生不跌停運動護照」，舉辦高齡友善體驗、PGY居家安全講座、治療師教導社區民眾下肢肌力訓練、協助老人關懷站廁所設置安全扶手、志工到宅居家安全檢視及提供保命防跌手冊及影帶、老人關懷站檢視運動護照給予集點獎勵等。

（四）建置友善環境提供長者居家安全

102年持續「高齡社區健康照護策略以環境改變帶動行為改變」

transformed to “Senior Learning Resource Center”, becoming national role model for senior community promotion. In 2013, the hospital honored with the Taipei City Government Department of Social Work’s “Award for an Outstanding Example of a Community Care Point.”

2) Age-friendly health care which treats seniors with respect

In 2013, continuing to push forward elderly health promotion activities, which worked to bring together public institutions and private enterprise groups to jointly push for health promotion programs for the elderly. These activities have included health lectures, three-in-one health screenings, flu vaccinations, limb muscle trainings and so on. Moreover, in order to minimize barriers to health care for the elderly, curtail the amount of time they spend with limited faculties and alleviate the burden on families. In 2011, Gan-Dau Hospital established the “Age-friendly hospital certificated promotional group”, built age-friendly health care environments which meet the specific needs of society’s seniors. This ensures that the elderly feel respected and cared for. Throughout 2013, we continued to organize various quality improvement proposals and reward schemes, encouraging staff to get fully involved and experience for themselves the difficulties faced by the elderly on a daily basis, thus inspiring their empathy in designing various age-friendly policies. Examples include dedicated blood-taking counters for wheelchair users, age-friendly logos and slogans, warm clothing for those undergoing electrocardiogram, and so on. In addition, the hospital has also utilized community events to actively help older people get to grips with the concepts of “local aging and active aging”, thus increasing the extent to which they feel valued.

3) Promoting the “Life Doesn’t Stop” Sports Passport

The hospital has helped to establish dedicated sports rooms for the elderly in communities, such as the “Elderly Men’s Sports Classroom”, the “Haoran Sports Classroom”, and the “Gan-Dau Junior High Elderly Sports Classroom”. The hospital provides specially designed safe and comfortable sports programs, providing appropriate sports activities for the elderly. The hospital has also been promoting the “Life Doesn’t Stop” Sports Passport, which involved age-friendly experiences, PGY Safety at Home Lectures, doctor-led courses for members of the community on limb muscle training, fitting age-friendly handrails in toilets at care centers, volunteers visiting people who live alone to conduct safety checks, provision of life-saving fall prevention handbooks and videos, and rewards points for sports passport inspections at elderly care points.

4) Creating safe age-friendly environments for those who live at home

In 2013, the hospital continued with the “Elderly Community Health Passport Policy and Environmental Improvement Driving Behavior Improvement” plan, helping communities to establish sports classrooms which provide accessible,

之理念，協助社區建置運動教室，提供可近、高齡友善運動環境，以及居家安全環境評估，改善環境空間，落實老人安全環境；所協助之社區安養或樂活中心，如耆福老人運動教室、浩然運動教室、關渡國中銀髮族專屬運動教室等，經專業教練設計舒緩安全有效之健康項目，提供長者進行適切之運動，社區老人規律運動明顯上升。

（五）推動天天做運動健康不漏洞

102年該院結合社區共同推動「天天做運動，健康不漏洞」活動，鼓勵社區居民養成天天運動習慣。

如辦理大型健走活動及癌症預防、戒菸、居家安全等活動；於社區藥房、診



推動天天做運動健康不漏洞
Promoting daily healthy exercise

所及商家發放「關渡社區健走地圖」及「享受健康，大家動起來」衛教單張；建置包括活力有氧運動及有氧教室、太極拳、讚美操、元極舞等運動團體，提高上班族、銀髮族運動可近性。

三、持續推展自我健康管理全民均健

（一）建構無菸醫院健康社區

該院於101年10月起全球無菸醫院網絡（Global Network for Tobacco Free Healthcare Services），遵循「全球無菸健康照護服務網絡認證」10項標準42個項目，推動無菸醫院政策，營造安全舒適的就醫環境。菸害防制服務包括提供「門診戒菸」、設立戒菸諮詢專線、辦理「戒菸班」、於院區、社區、職場、學校推動菸害宣導等多項服務，並直接進入各企業團體協助員工戒菸。102年經過專業評審委員實地訪評，榮獲無菸醫院認證金質獎，將無菸健康照護服務理念與世界接軌。協助病人、員工及社區民眾免於菸害，實踐無菸健康生活。經調查顯示，推動員工戒

age-friendly sports environments. The plan also includes safety checks for those living at home, environmental improvement projects, and a general commitment to improving safe environments for the elderly. Community care centers and activity centers that have been helped by the program, including the “Elderly Men's Sports Classroom”, the “Haoran Sports Classroom”, and the “Gan-Dau Middle School Elderly Sports Classroom”, have received specialist guidance in designing safe and appropriate health programs, providing the elderly with appropriate sports activities. The number of elderly people engaging in regular exercise in these communities has notably increased.

5) Promoting sport every day – no exceptions for health

In 2013, the hospital worked with communities to jointly promote the “Exercise Every Day - No Exceptions for Health” program, which encouraged members of the community to cultivate a habit of exercising every day. As part of the program, we held a large-scale walking activities and programs of cancer prevention, smoking cessation, and safety checks for those who live alone. The hospital provided the “Gan-Dau Community Healthy Walks Map” to pharmacists, clinics and shops in the Gan-Dau area, as well as the “Get Up! Enjoy Health” education leaflet. The hospital has also established eight sports groups, including aerobics, t'aichi, praise dance, and yuan ji dance, providing both working people and the elderly with accessible sports opportunities.

3. Continuing to promote self-health management across the country

1) Construct smoke-free hospital and health community

In October 2012, Gan-Dau Hospital joined the “Global Network for Tobacco Free Healthcare Services.” The Hospital followed the 10 standards of “global smoke-free health care service network certification,” promoted smoke-free hospital policies, and created a safe and comfortable environment for medical treatment. The smoke hazard prevention service includes: Smoking Cessation Clinics, a quit-smoking consultation hot line, smoking cessation courses, and smoke hazard guidance in the hospital, community, workplaces, and schools, etc. In addition, the hospital entered enterprises directly to assist employees quit smoking. In 2013, the hospital was awarded the Gold-Standard Smoke-Free Hospital accreditation, following an on-site inspection by a specialized appraisal committee, bringing us into line with global concepts of smoke-free health care services. This helps patients, staff and members of the community to escape the hazards of tobacco and puts into practice the concept of a smoke-free healthy life. Surveys have revealed that our



建構無菸醫院健康社區

Establishing smoke-free hospitals and healthy communities

菸及獎勵制度使吸菸率由5%下降到1%，遠低於國人社區吸菸率14%。

（二）推動社區健康飲食管理

該院102年持續辦理臺北市政府所推動之體重控制班計畫，由醫師、護理師、運動教練、減重達人等帶動各項體重控制活動，包括健康飲食、規律運動、體重控制及心理保健等知識傳播，並充分運用在地多元化運動團體及宣導健走步道，引導學員從關注、促進身體健康層面進而成為參與、落實健康生活的實踐者，傳遞健康觀念、知識與技能，並持續由社區護理人員培訓種子師資，應用於家庭生活習慣的養成，帶動健康飲食行為。

（三）推廣「天天五蔬果」飲食新觀念

連續多年與社區餐飲業者共同訂立健康飲食契約「天天五蔬果」概念。由營養師至社區關懷站、餐飲店、水果店共同訂立「健康飲食契約」，輔導及追蹤關渡地區餐飲業者，於過年、元宵、



推廣「天天五蔬果」飲食新觀念
Promoting the new concept of eating five portions of fruit and vegetables a day

中秋等節慶教導各項應景食品之健康作法；辦理銀髮族健康飲食種子師資課程，培訓健康飲食志工，義務協助社區團體辦理低熱量飲食示範。

（四）辦理健康小學堂衛生保健巡迴列車

102年該院接受臺北市政府衛生局委託辦理「健康小學堂衛生保健巡迴列車課程計畫」，藉由醫療專業團隊之合作，結合在地校園、社區資源，透過多元運作方式深入臺北市國小校園，推動各項衛生教育訓練工作，喚起師生關心自身健康，將健康概念導入日常生活中，實踐健康的生活，改變不良之健康行為，提升整體生活品質。

programs of promoting quitting and rewards for doing so have reduced smoking rates from 5% to 1%, much lower than the national smoking rate of 14%.

2) Promote the Community Health Food Management

The hospital continue to conduct the plans of Taipei City Weight Control Class. The plans are implemented by doctors, registered nurses, exercise coaches, and weight loss experts. The weight control activities include healthy eating, regular exercise, weight control, and psychological care, fully used local and diverse exercise group and promote healthy walkways. The hospital led the students to focus and boost physical health by participating and implementing healthy lifestyle, and passed on health concepts, knowledge, and skills. The hospital continuous in nurturing of seed instructors is carried out and these instructors help nurture healthy living habits of the people in the community.

3) Promoting the “Five Fruit and Veg a Day” dietary concept

With years of cooperation with the food and catering institutions in the community, we established a healthy eating agreement, that is base on the concept of “five fruits and veg a day”. From the nutritionist's office to community care points, restaurants and fruit stalls, the “healthy eating agreement” gives advice to the public and those in the food and drink industry in the Gan-Dau district on how to incorporate healthy eating habits at various festival times, including New Year, Lantern Festival and Mid-Autumn Festival. The hospital has established seed courses in healthy eating for the elderly, whereby attendees can go on to teach similar courses, as well as training healthy eating volunteers who helps community groups to hold healthy-eating and low-calorie diet demonstrations.

4) The “Healthy Classroom” health promotion tour bus

In 2013, the hospital was commissioned by the Department of Health, Taipei City Government to arrange the “Healthy Classroom health promotion tour bus scheme”, which with the help of specialized medical teams, brings together local schools and community resources to go into Taipei's elementary schools and, in a variety of ways, promote four concepts of health education. The activity calls on students and teachers to pay attention to their own health, and incorporate health concepts into their daily lives, live healthy lives overall, improve bad health habits and thus improve their overall quality of life.



健康小學堂衛生保健巡迴列車
Healthy Schools Health Care Tour Bus

四、落實社區四大癌症篩檢及安全就醫

（一）積極推動四癌篩檢預防保健

門診主動提示與推廣四癌（子宮頸癌、乳癌、大腸癌及口腔癌）篩檢，將癌篩列為醫院門診常規服務，建置癌篩便捷提示及開單資訊系統，提供患者醫療或陽性個案轉介服務，以及下次檢查之預約與追蹤，獲得社區居民之共識與支持。經成效追蹤，發現社區居民實施健康生活之意識與行動力增強，逐漸養成規律運動、健康飲食、癌症防治之習慣。

（二）提升醫療照護品質預防不良醫療

該院病人以長者與慢性病人居多，為預防因醫護差錯造成不良事件的發生及提升安全醫療環境與品質，102年持續推動「病人安全活動」及宣導「提升中心導管照護品質計畫」，藉以宣導全院同仁落實「提升用藥安全、落實感染控制、預防病人跌倒及降低傷害程度、異常事件通報、提升醫療照護人員間溝通的有效性、鼓勵病人及其家屬參與病人安全工作、提升管路安全及加強醫院火災預防與應變」等八大目標，更加強進行各項維持品質指標之活動，例如：在院內辦理「高齡友善暨病人醫療品質海報發表」，探討提升醫療照護品質之方案；院外則積極參與各項研討會或成果發表會活動，藉參與相關交流與學習活動，促進「提升病人安全、減少不良醫療」成效。

五、專業團隊推動校園身心靈照護

（一）持續開辦青少年保健門診

該院多年持續開辦「青少年保健門診」，每週共有六診。生理方面著重於對青少年生理健康方面的疾病給予檢查與治療，心理方面則著重在「心理健康」方面的疾病給予檢查、治療，包括兩性交往、人際關係、行為障礙、學習障礙、心理發展與壓力調適、因壓力引發的憂鬱症狀及厭食、暴食等症狀給予評估、診斷與治療，必要時轉介至身心科心理師會談和護理師追蹤管理，落實

4. Implementing 4 major cancers screening and treatment in community

1) Promote 4 cancer screenings and preventive medical care

Outpatient clinics have been actively drawing attention to and promoting screenings for four major cancers (Cervical cancer, Breast cancer, Colorectal cancer and Oral cancer), ensuring that cancer screenings become a conventional service. They have established more convenient reminders and billing information systems, providing sufferers or those who are tested positive with case-by-case referral services, as well as easy reservations for their next screenings, and follow-up reminders. These efforts have been met with the support of communities. After follow-up, discovered community citizens are more aware of the importance of healthy living and active with respect to implementation of healthy habits. They have begun to acquire the habits of regular exercise, healthy eating, and cancer prevention.

2) Upgrading medical care quality and prevention of harmful medical treatment

Gan-Dau Hospital mainly focused on chronic disease therapies. In order to prevent the mishap caused by medical mistakes happening, and upgrade safe medical environment and quality, the hospital continues to promote patient safety activities and advocate the plan of promoting Central Line-Associated care quality. For the purpose of guiding all colleagues to implement the eight objectives of “drug use safety upgrade, implementation of infectious control, prevention of patient falling and lowering the severity of injury, abnormality reporting, providing effective communication between medical care staff, encouraging patients and family members to participate in patient safety work, and upgrading pipe safety and reinforcing fire hazard prevention in the hospitals,” and also reinforced various kinds of quality maintenance activities, for example, in the hospital, presented age-friendly and patient medical quality posters to discuss how to upgrade medical care quality. Outside the hospital, actively participated in all kinds of seminars and achievement presentation events. Through participation in related interaction and learning activities, “upgrading of patient safety, and reduction of bad treatment” were promoted.

5. Physical and Mental Care on Campus Promoted by A Professional Group

1) Continue to provide adolescent care clinics

Over the years, Gan-Dau Hospital has continued to conduct “adolescent health clinics”. There are 6 clinics every week. In terms of physical health, the focuses were disease checkup and treatment. As for the psychological health aspect, the Hospital focused on psychological disorder checkup and treatment. This includes gender interactions, interpersonal relationships, behavioral disability, learning disability, psychological development, pressure mediation, depression, anorexia, and bulimia caused by pressure for adolescents. The hospital provides evaluation, diagnosis, and treatment. After seeing the adolescent health clinic

個案追蹤管理流程。另提供專人專線電話與電子郵件提供諮商（詢）服務，及建置青少年性問題的「青春好漾部落格」，提供青少年與家長相關資訊與諮商。

（二）進入校園協助教師諮商輔導

102年該院身心科團隊持續進入校園及社區內提供諮商服務，協助教師對學生問題行為的處理技巧。該團隊結合家醫科、社工組、社區衛生組、護理及臨床心理師等專業人員，進入校園進行諮商輔導，協助輔導青少年學生身心問題。另辦理親職教育及青少年性教育工作坊研習會，藉此充實教師性教育知能與素養，有效協助青少年重視自我的價值，尋求自我潛能的發展，建立正確的性觀念，主動尋求避孕諮詢服務等。

六、打造臺北地區社區醫療最佳醫院

該院創院後第二年2002年首屆健康醫院評鑑即成為臺灣第一批健康醫院，2008年加入WHO HPH網絡會員，2010年通過SNQ認證，所推動之HPH理念獲得各部門高度支持和認同。102年該院以「優良社區醫院卓越幸福企業」為理念，除積極提供社區最優質的健康照



臺北地區社區醫療最佳醫院
Best Community Hospital in Taipei Area

護，更打造健康職場（Workplace Health Promotion）環境幸福企業形象，以提高員工工作意願，創造雙效贏面。102年各項推動成果均榮獲國家獎項及殊榮，包括：

- （一）榮獲國民健康署102年度健康促進醫院優良獎及典範組織再造獎。
- （二）榮獲國民健康署102年度無菸醫院認證暨高齡友善醫院認證。
- （三）榮獲國民健康署「102年全球無菸健康照護網絡認證金獎」及二代戒菸「戒菸績優王」第四名、「戒菸服務王」第五名。
- （四）榮獲國民健康署102年度健康促進創意計畫老人健康類優等獎。

doctors, patients are referred to psychologists and registered nurses for follow-up management, thus implementing the individual follow-up management procedure. Besides, hotline and e-mail consultation services were provided, and the “It is good being young” blog was also established, which provides sexual related problems and information and counseling for adolescents and parents.

2) Entering the campus to assist teacher counseling

In 2013, Gan-Dau Hospital Physical and Mental Health Team has provided continuous campus and community counseling services to enhance teachers' coping techniques for students. This team brought together family medicine doctors, social workers, community health workers, RN, and clinical psychologists. The medical team enters the campus to help teachers with counseling adolescent's physical and mental problems. They also conduct Parenting Education and sexual education workshop and seminars, to equip teachers with the knowledge of sexual education, and assist adolescents appreciate their self-value, seek to develop self-potential, establish correct sexual concepts, and actively search for birth control consultation service.

6. Creating the Best Community Medical Hospital in the Taipei

Second Year after the hospital established, Gan-Dau Hospital passed the 2002 1st Health Hospital Accreditation and became the first healthy hospital. The hospital joined the WHO HPH network members in 2008, passed SNQ certification in 2010. In addition, the HPH concept which Gan-Dau Hospital promoted had gain highly support of various departments. In 2013, based on the concept of “Excellent community hospital, outstanding and happy business”, other than the best health care for community, health workplace and happy corporate image also created to enhance the employee's willing to work, and create a win-win situation. In 2013, the Hospital's promotion garnered the following awards:

- 1) Garnered the excellence award for 2013 Health Promoting Hospitals and model organization reengineering award from the Ministry of Health and Welfare, Health promotion Administration.
- 2) Garnered the tobacco-free hospitals and age-friendly hospital certification from the Ministry of Health and Welfare, Health promotion Administration.
- 3) Garnered the “2013 Certification Award of ENSH-global network for tobacco free healthcare services”, won fourth place in “king of cessation” for second-generation cessation, and five place in “king of cessation service” held by the Ministry of Health and Welfare, Health promotion Administration.
- 4) Garnered the excellence award for 2013 creative program of elderly health promotion from the Ministry of Health and Welfare, Health Promotion Administration.

- (五) 榮獲臺北市政府衛生局102年度門診戒菸機構績優獎。
- (六) 榮獲臺北市政府勞動局102年度第三屆幸福企業二顆星。
- (七) 榮獲臺北市政府衛生局頒發101年度常規疫苗接種醫療院所「地區醫院組績優獎」。
- (八) 獲臺北市政府勞動局頒發101年度足超額進用身心障礙者認證甲等獎。
- (九) 護理部高麗雀主任榮獲衛生福利部國民健康署「102年健康促進貢獻表揚計畫」之個人健康促進貢獻獎。
- (十) 獲臺北市政府社會局頒發101年度社區照顧關懷據點評鑑優等獎。



- 5) Garnered the excellence award for 2013 cessation clinic institute from the Department of Health, Taipei City Government.
- 6) Won 2-Star for 2013 3rd annual Happy Company from the Department of Labor, Taipei City Government.
- 7) Received the 2012 annual regular vaccination medical institute “District Hospital Award of Excellence” from the Department of Health, Taipei City Government.
- 8) Received a Grade A Certification Label for 2012 Corporate Full-quota Employment of Physically and Mentally Disabled people from the Department of Labor, Taipei City Government.
- 9) The Director of Nursing Department, Li-chiao Kao, garnered contribution award of health promotion for “2013 contribution to health promotion and praise project” held by the Ministry of Health and Welfare, Health promotion Administration.
- 10) Garnered the 2012 annual community care service point evaluation excellence award from the Department of Social Welfare, Taipei City Government.

第六篇

健全傳染病 防治網絡

Part 6 Strengthening the
Communicable Disease
Control Network



第六篇 健全傳染病防治網絡

國民所得提高、國際交通便捷，使得交流、旅遊頻繁，而全球暖化及引進外勞等因素，使得境外移入傳染病機會大幅增加，衛生局積極推行具體、有效之防疫工作，建立現代化防疫體系，維護市民健康。

第一章 預防接種

第一節 嬰幼兒常規預防接種

預防接種是預防傳染病的有效途徑，各項疫苗接種自民國39年開始即陸續進行至今，目前持續辦理嬰幼兒卡介苗、B型肝炎疫苗、白喉破傷風非細胞性百日咳、b型嗜血桿菌及不活化小兒麻痺五合一疫苗、水痘疫苗、麻疹腮腺炎德國麻疹混合疫苗及日本腦炎疫苗等常規預防接種，接種率平均達9成5以上，符合群體免疫效果並能保障嬰幼兒的健康。

接種疫苗都可能有一些輕微的副作用發生，發燒、注射的部位會有腫脹、發紅、結硬塊等些微反應是常見的症狀。有鑑於此，除了提供市民接種後照護相關衛教，並針對接受預防接種不良反應，協助辦理預防接種受害救濟審議。

第二節 肺炎鏈球菌疫苗接種

肺炎鏈球菌可存在於正常人的呼吸道內，是經由飛沫傳染的疾病，兒童或人多的處所（如托兒所、安親班、幼稚園）也會增加感染的危險性，當免疫功能有缺陷或是像幼兒免疫系統尚未完全者被感染，容易引起中耳炎、肺炎、敗血症及腦膜炎等嚴重疾病。

鑑於5歲以下之幼兒是感染肺炎鏈球菌高危險族群，衛生局依專家學者建議及參考流行病學統計資料，自101年1月2日起提供設籍臺北市

Part 6 Strengthening the Communicable Disease Control Network

Following an increase in international trade, tourism frequency, global warming, and importation of alien labor, the chance of people carrying communicable diseases in has been increased significantly. The Department has taken concrete and effective disease control measures and constructed a modern disease control system to maintain and protect the health of the people.

Chapter 1 Immunization

Section 1 Immunization for Infants and Children

Immunization is an effective way to prevent communicable diseases. Various types of vaccinations have been used from 1950 until now. Routine immunization of BCG, hepatitis B, combined DPT (diphtheria, pertussis and tetanus), polio oral vaccine, chickenpox, combined MMR (measles, mumps and rubella), and Japanese encephalitis is given to infants and young children at an immunization coverage rate of more than 95%, thus attaining the effect of herd immunity and protecting the health of infants and young children.

Vaccinations may have some minor side effects including fever, swelling where injected, redness, lumps, and other similar commonly seen reactions. For this reason, in addition to health education related to care after immunization, relief measures have been adopted against adverse effects are given to assist and relieve those who were hurt.

Section 2 Streptococcus Pneumoniae Vaccination

Streptococcus pneumoniae can exist in the respiratory tract of a normal person. It is a disease that is caused by droplet infection. Places with children or crowded places for example, child care, day care, and kindergarten also have an increased risk of infection. When the immune system is defective or a child's immune system has not been completely infected, it can easily cause severe diseases such as ear infection, pneumonia, septicaemia, and meningitis.

Children who are under age 5 are a high-risk group for streptococcus pneumonia infection. According to the recommendation of and with reference to epidemiology statistical data, continuing from January 2nd, 2012, the Department has provided children who are permanent residents of Taipei City, and are at least 1 year old and

年滿1歲至未滿5歲且領有臺北市兒童醫療補助證之幼兒公費13價結合型肺炎鏈球菌疫苗接種服務。配合衛生福利部疾病管制署自102年3月1日起提供年滿2歲至5歲幼兒13價結合型肺炎鏈球菌公費疫苗接種服務，臺北市則自同日起持續提供設籍臺北市領有兒童醫療補助證，滿1歲未滿2歲幼兒公費13價結合型肺炎鏈球菌疫苗接種服務，為提供家長本項公費接種之便利性，臺北市148家合約醫療院所提供接種服務，截至102年11月30日共提供2萬4,901人次幼兒接種服務。

第三節 流感疫苗接種

流感可透過飛沫傳染，散播力強，全球曾發生幾次爆發流感大流行且造成眾多死亡，對人類健康具相當大威脅。流行性感疫苗僅對流行性感冒病毒引起的病症有效，接種疫苗後可降低住院率5至6成，降低死亡率8成，因此萬一感染時，其病狀的嚴重度、併發症會大大降低。

98年因應H1N1新型流感大流行，臺北市共完成57萬2,689人次之疫苗接種。為照護市民健康、防範季節性流感發生造成之嚴重合併症，廣續辦理季節性流感疫苗接種計畫，免費施打對象為65歲以上老人、醫療機構之醫護等工作人員、罕見疾病患者、6個月以上至國小入學前幼兒、養禽業、禽畜屠宰、禽畜運輸、禽畜活體屠宰兼販賣從業人員、國小1至



10月1日公費流感疫苗開打記者會
October 1st Publicly Funded Flu Vaccination Press Conference



免費流感疫苗接種服務登記處
Free flu vaccination service registration

less than 5 years of age, and have Taipei City Child Medical Subsidy Certificate, with a publicly funded vaccination service for PCV-13. To coordinate with the Centers for Disease Control, Ministry of Health and Welfare which provided children who are at least 2 year old and less than 5 years of age Medical Subsidy Certificate since March 1st, 2013, on the same day, Taipei City Continuously provided children who are permanent residents of Taipei City, and are at least 1 year old and less than 2 years of age, and have Taipei City Child Medical Subsidy Certificate, with a publicly funded vaccination service for PCV-13. In order to provide this publicly funded vaccination to parents, 148 commissioned medical institutes in Taipei City provide the vaccination services. Up to November 30th, 2013, 24,901 children had received the vaccination.

Section 3 Immunization Against Influenza

Influenza is a respiratory tract infectious disease transmitted by droplets. Global flu pandemics have occurred several times and have caused many deaths, remaining a significant threat to human health. Influenza vaccines are effective in stopping the spread of influenza; vaccination can reduce hospitalization rates by 50-60%, the mortality rate by 80%, and in case of infection the severity of influenza's symptoms will be greatly reduced.

In 2009, in response to the H1N1 pandemic of novel influenza, Taipei City helped 572,689 people complete vaccinations. For the care of the residents of Taipei City and to prevent serious illness resulting from seasonal influenza vaccination, free immunization against influenza vaccination is given to the elderly 65 years and above, medical and nursing personnel of medical care institutions, patients of rare diseases, young children above 6 months but under the pre-school enrollment age, employees of poultry industries, slaughtering houses, poultry transportation, slaughtering and sales of live poultry, grades 1 through 6 school children, and patients



免費流感疫苗接種宣導活動
Free flu vaccination promotional event



免費流感疫苗接種服務
Free flu vaccination services

6年級學童及重大傷病患者等高風險族群。102年特籌措經費，共購置1萬7,996劑公費流感疫苗，擴大提供設籍臺北市60至64歲熟齡市民公費流感疫苗，至疫苗用罄止。

截至102年11月30日，臺北市共計27萬2,893人完成接種（幼兒1萬4,371人、成人25萬8,522人、代購施打6,821人）。

第二章 社區及新興傳染病防治

第一節 腸病毒防治

為避免腸病毒輕症透過各級學校、幼托機構等人口密集場所傳播，增加發生腸病毒感染併發重症之風險，102年6月19日公告臺北市進入腸病毒流行警訊期；並透過發布新聞稿、刊登捷運燈箱、辦理衛教宣導活動及落實各級學校、醫療院所、公共場所腸病毒防治查核工作，加強民眾腸病毒防治及重症前兆之辨識知能。



幼兒園宣導腸病毒防治記者會
Promotional Press Conference on Prevention of
Enterovirus in Kindergartens



學校社區傳染病防治教育訓練
School Communities Communicable Disease
Prevention Educational Training

第二節 登革熱防治

民國102年臺北市登革熱確診個案共計53例（含本土個案8例、境外移入個案45例），分別於3月28日及10月8日，由臺北市副市長陳雄文擔任主席召開「臺北市政府登革熱防治中心」工作會報，結合跨局處力量，全面性防治登革熱。

of critical illnesses, and other such high risk groups. In 2013, the Department of Health continued to provide funds for inoculations, and provided 17,996 public expensed doses of flu vaccination. We also expanded provision of the vaccine to registered senior residents aged between 60 and 64, until all available vaccines have been used.

Up to November 30th 2013, Taipei City altogether immunized 272,893 people. (There were 14,371 children, 258,522 adults, and 6,821 persons of purchasing vaccination.)

Chapter 2 Control of Communicable Diseases in Community

Section 1 Control of Communicable Diseases in Enterovirus

In order to avoid mild cases of enterovirus disease spreading through all level schools, child and nursing institutes, and densely populated places, which will increase the risk of enterovirus infection with severe complications. On June 19th, 2013, the Department announced enterovirus warning in Taipei City. Through news announcement and MRT light boxes, health educational events and implementation of enterovirus prevention evaluation work at all level of schools, in medical institutes, and public workplaces, the Department raised people's awareness with regards enterovirus prevention and knowledge of severe disease symptoms.

Section 2 Control of Communicable Diseases in Dengue Fever

In 2013, there were 53 confirmed cases of dengue fever in Taipei City. (Including 8 local case, and 45 cases that have entered from other countries) On March 28th and October 8th, Deputy Mayor, Hsiungwen Chen chaired the Taipei City Government Dengue Fever Prevention Center work report meeting, integrating cross-department power to carry out dengue fever prevention work across the board.



登革熱病媒蚊密度調查及宣導改善
Surveillance of Dengue Vector Density and Guidance



登革熱病媒蚊密度調查
Surveillance of Dengue Vector Density

第三節 狂犬病防治

民國102年7月中旬，國內發生國內野生動物狂犬病疫情，臺北市政府立即於7月30日成立「臺北市狂犬病疫情應變中心」，整合16個局處及區公所之量能投入疫情防治工作，並動員臺北市與疾病管制署簽有合約可施打狂犬病疫苗之4家醫院，執行狂犬病防治工作。



暑期親子活動狂犬病防治資訊宣導
Information Advocacy of Parent-child Rabies Prevention in the Summer

第四節 流感及新興傳染病防治

因應流感及新興傳染病流行，建立臺北醫療區域防疫網絡，培育防疫人力資源，確保各區之疫情快速通報、偵測、防治。建立跨縣市聯防啟動機制，提升疫災防治處置及應變能力，使疫情危害降到最低。



聯合稽查小組活禽禁宰市場查緝
United Inspection Group and Live Poultry Market Investigation

第三章 傳染病監測網絡平台

針對傳染病進行長期、系統性觀察，以瞭解其發生、發展的情形，調查影響因素，確認變動趨勢和分布動態，以採取對應策略、措施與評價分析，期達到防治疫病之目的。

第一節 學校暨機關傳染病通報

為掌握學校、幼托機構等人口密集處所之疫情通報時效，同時採取及時之處置，由臺北市政府衛生局、教育局及社會局共同建置「臺北市學校暨機關傳染病通報系統」之資訊平臺，自99年1月1日啟用，藉此進

Section 3 Control of Communicable Diseases in Rabies

In mid-July of 2013, Taiwan suffered from an epidemic of rabies among its wild animals. The Taipei City Government responded immediately by establishing the Taipei City Rabies Epidemic Response Center on July 30th. The center integrated the strength of 16 government bureaus and district offices, and threw itself into the task of rabies prevention, as well as mobilizing 4 hospitals in the city, which were authorized by a treaty signed by the city government and the Center for Disease Control to provide rabies vaccinations.

Section 4 Control of Influenza and Emerging Infectious Diseases

To allow an effective response to flu and new infectious disease epidemics Taipei regional health care and epidemic prevention network has been established and inrush-type human resources cultivated to ensure that epidemics in every region can be quickly reported, detected and prevented. A city and county joint epidemic prevention mechanism has been built and to improve epidemic prevention, handling and response capability, reducing the threat of epidemics to a minimum.



H7N9「六不三要」防疫記者會
“Six No’s and Three Yes’s” H7N9 Influenza Prevention Press Conference

Chapter 3 Communicable Diseases Monitoring Network

Long-term and systematic observations have been conducted against communicable diseases in order to understand their genesis and development, investigate influencing factors, confirm the trends and changes in distribution, and to take the corresponding strategies, measures and evaluation and analysis in hopes of achieving the goal of controlling the diseases.

Section 1 Notification of Communicable Diseases of Schools and Organizations

To enhance the effectiveness of the outbreak communications at schools, preschools and other densely populated premises while taking immediate measures, the Department of Health, Taipei City Government, Department of Education and Department of Social Welfare collaboratively established an information platform for

行臺北市各公私立幼托機構及國小至大專院校等之傳染病通報、監測，學校可於該系統獲得即時公告及疫情相關資訊，系統情資可做為流行病學分析與防疫策略參考之重要依據。102年截至11月30日止，通報機構數共4,424家次、班級數共8,401班次、個案數共1萬2,014人次。

第二節 法定傳染病通報

醫療院所依傳染病防治法規定進行法定傳染病個案通報，針對居住於臺北市之個案進行疫情調查與防疫處置，以監控臺北市傳染病流行趨勢，並據以辦理相關防治措施，截至102年11月30日止以發病日計算共5,029個通報病例數，其中2,327個為確定病例。

第三節 國際傳染病監測與情報交換

定期蒐集國際傳染病疫情資料，參與國際交流，並與亞洲主要都市網會員國家交換防疫對策，除了電子郵件之訊息傳遞外，並參與亞洲主要都市網各會員城市新型流感聯合研究及監測計畫。原訂於民國102年6月6日至8日由臺北市政府衛生局代表參加日本東京都亞洲主要都市網防疫對策會議（ANMC21 Conference on Combating Infectious Diseases），但因國內H7N9疫情及市議會開議，取消行程。

第四章 慢性傳染病防治

第一節 結核病防治

臺灣的結核病防治工作受到開放觀光、外勞引進、國際往來頻繁、愛滋病併同結核病感染、多重抗藥性結核病等因素影響，成為公共衛生的重要問題。衛生局配合衛生福利部疾病管制署「結核病十年減半」之目標，



「送藥到手服藥入口吞了再走」

“Medicine in hand – medicine in mouth – go after the medicine is swallowed”

the reporting of communicable diseases for schools in Taipei City. The platform started operating on January 1, 2010, through which all schools in Taipei City, from preschool to colleges, public and private, receive notifications and monitoring on communicable diseases. System intelligence serves as important reference for epidemiological analysis and disease prevention strategy. Up to November 30th, 2013, there were 4,424 institution-times, 8,401 class-times and 12,014 person-times cases that had been reported.

Section 2 Statutory Notification of Infectious Diseases

In accordance with the Communicable Disease Control Act, hospitals are mandated to notify cases of communicable diseases and conduct investigation and prevention of the outbreak against cases residing in Taipei City to monitor the trends of communicable diseases in Taipei City, and to perform relevant disease control measures. Until November 30th, 2013, with onset date, cases had been reported 5,029 person-times and 2,327 person-times were confirmed to have contracted the diseases.

Section 3 International Diseases Monitoring and Information Exchange

Collected information of outbreaks internationally, participated in international exchanges, and exchanged disease control strategies with member countries of the Asian Network of Major Cities (ANMC21). Besides communication via emails, the Department also participate a new type flu united research and monitoring plan which members from Asian Network of Major Cities. From June 6th to June 8th, 2013, the Department of Health representative was going to attend the Tokyo, Japan ANMC21 Conference on Combating Infectious Diseases, but canceled the schedule because of domestic H7N9 epidemic and city council meetings.

Chapter 4 Control of Chronic Communicable Diseases

Section 1 Control of Tuberculosis

Due to opening up to tourism, the introduction of foreign labor, frequent international exchanges, and the flow of AIDS-related tuberculosis and multi-drug resistant tuberculosis, the control of tuberculosis in Taipei has become an important issue of public health. The Department has worked in accordance with the goal of Centers for Disease Control, Ministry of Health and Welfare to reduce tuberculosis infection by half in 10 years and to reduce the risk of drug-resistant tuberculosis. The

及降低「抗藥性結核病」風險，辦理「結核病直接觀察治療（Directly Observed Treatment Short-course, DOTS，中文簡稱都治）執行計畫」，運用公衛、醫療、檢驗三大網絡，以「送藥到手、服藥到口、吃完再走」之策略，積極促進院際合作，提高結核病個案完成治療率，有效控制社區中傳染源。

自95年4月都治計畫試辦以來，臺北市管理中之結核病個案已由1,264人，大幅降至820人，減少35.1%，顯見全力推動結核病直接觀察治療執行計畫對於加強改善結核病完治頗具成效。

第二節 性病及愛滋病防治

依據統計資料顯示，自73年至102年10月臺北市HIV累積通報人數為3,756人，管理中人數為3,176人，年齡層主要為20至29歲，其中9成係藉由性行為傳染，尤其同性間傳染為主要危險因子，占性行為傳染近7成。102年為了配合世界愛滋日傳達愛滋防治觀念，由衛生局與臺北市立聯合醫院委託如果兒童劇團舉辦「世界愛滋日兒童戲劇－黃色小船」戲劇演出。參與同志大遊行，宣傳安全性行為及愛滋病防治觀念。



世界愛滋日兒童劇演出－黃色小船
Drama Performance for Children – “Yellow boats” on World AIDS Day

預防共用針具造成愛滋感染亦為愛滋防治宣導重點之一，為防治靜脈毒癮造成愛滋病的廣泛傳播，自94年起配合衛生福利部(前行政院衛生署)「毒癮愛滋減害試辦計畫」，進行「清潔針具交換」及「美沙冬替代療法」等措施，截至102年11月底已設置52個清潔針具交換點，含社區藥局、醫療院所。96年成立「臺北市政府毒品危害防制中心」並開辦「美沙冬替代療法」門診，102年「美沙冬替代療法」門診新收案人數計278人，其中愛滋感染者29人占9.71%，目前均獲有效控制。

Directly Observed Treatment Short-course (DOTS) has been promoted, using the 3 major networks of public health, medical, and testing, adopting the strategy of having patients receive and ingest medicine at the facilities and promoting cooperation between facilities, to improve the complete cure rate of tuberculosis patients and to effectively control the sources of infection in community.

Since the implementation of the pilot project of DOTS in April 2006, the number of cases managed by the Taipei City has dramatically declined from 1,264 persons to 820 persons—a 35.1% reduction; obviously efforts to promote the DOTS implementation plan had been rather effective in strengthening the improvements in tuberculosis treatment.

Section 2 Control of Sexually Transmitted Diseases and AIDS

Statistics shows that between 1984 and October 2013, the cumulative number of HIV reporting in Taipei was 3,756 cases and 3,176 cases were under management. The age group of the patients was mainly 20~29 years; of them, 90% were transmitted through sexual intercourses; same-sex intercourses were the major dangerous factor, leading to 70% of the cases. In 2013, in coordination with the AIDS prevention concept on World AIDS Day, the Department of Health and Taipei City Hospital entrusted If Kids Theatre to conduct the “Children's Drama in World AIDS Day: Yellow Boat” performance. The Department also participate 2013 Taiwan LGBT Parade, to promote the concept of safe-sex behavior and AIDS Prevention.



同志大遊行活動
Pride Parade

Another focus of AIDS control advocacy is HIV infection caused by needle sharing. To prevent the widespread of AIDS caused by intravenous drug use, the Department has promoted the pilot project of harm-reduction of AIDS in drug addicts in collaboration with the Ministry of Health and Welfare since 2005. Projects on the "exchange of clean needles and syringes" and "Methadone replacement therapy" have been implemented. By the end of November 2013, 52 needle exchange stations had been set up in community pharmacy and medical care institutions. In 2007, the Taipei City Drug Abuse Prevention Center was set up to offer the Methadone replacement therapy in 2013, 278 patients had been accepted for treatment; of them, 29, or 9.71% were HIV-infected and have been under effective control.

第五章 營業衛生管理

第一節 衛生自主管理輔導及違規查處

為加強管理營業衛生，維護市民健康，辦理旅館業、理髮美髮美容業、浴室業、娛樂業、游泳場所業、電影片映演業等營業場所及從業人員之衛生管理。定期稽查營業場所環境衛生、人員及水質管理（游泳池、三溫暖、溫泉浴池）等重要項目，針對不合格項目輔導改善，並依規定處以罰鍰，截至102年10月31日止共稽查5,782家次，輔導改善274家次，處罰152家次。浴池水抽驗（含溫泉）截至102年10月31日止，因總生菌數超量或大腸桿菌數陽性與規定不符之不合格率為3.17%；游泳池水抽驗截至102年10月31日止，因總生菌數超量或大腸桿菌數陽性與規定不符之不合格率為4.04%。

為提升營業場所從業人員衛生管理及傳染病防治知能，辦理從業人員衛生講習計25班次，計有1,128人次參加。為使營業場所負責人可指定專人為衛生管理人員，負責管理衛生事項，辦理營業衛生管理人員培訓，102年各業別總計辦理10班次，全程參與研習並經測驗合格計651人。



營業場所衛生管理人員培訓
Training for sanitation control personnel of public places



營業場所從業人員講習
Public Place Staff Seminar

Chapter 5 Health Management of Businesses

Section 1 Sanitation Self-management Counseling and Investigation of Violations

To reinforce health management of businesses and protect the health of the people, the Department conducted health management of business premises and practitioners of the hotel industry, hair and beauty industry, bathrooms, entertainment, swimming places, movie houses, etc. Items like the environmental health, staff, and management of water quality (of swimming pools, sauna, and spa bath) of business premises are inspected periodically. Failing items were given counseling on improvement and penalized according to the regulations. By the end of October 31st, 2013, 5,782 businesses were inspected, 274 were counseled to improve and 152 were penalized. Pool water testing (including spa) found 3.17% failure due to excess total plate counts or positive of *E. coli* while swimming pool water testing found 4.04% failure.

To improve the health management of business premises practitioners and increase their knowledge and capability in communicable disease control, 25 workshops for practitioners were held for 1,128 person-times. To help business premises designate a health management person to be responsible for managing health-related matters, health management personnel training for business premises had been conducted. A total of 10 sessions were held in 2013 for different industries; 651 attendants and passed the tests.

第二節 營業場所衛生優良自主管理OK分級認證

輔導業者建立衛生全責理念，以主動管理方式，做好每日衛生檢查工作，輔以不定期稽查，養成從業人員良好衛生習慣，提升營業衛生水準。合格者頒給衛生優良自主管理OK分級認證標章，提供消費者衛生安全之服務，保障市民健康及權益。102年通過「美容美髮業、旅館業衛生優良自主管理OK分級認證」共235家，優級221家、良級14家。

第三節 受聘僱外國人健康檢查核備

為保障雇主及市民健康，依據「受聘僱外國人健康檢查管理辦法」受理外籍勞工健康檢查備查。不合格者，屬腸內寄生蟲檢查（痢疾阿米巴除外）通知於45日內複檢合格同意備查，痢疾阿米巴陽性需於75日內完成治療，並經3次複查均陰性時視為合格，其餘不合格者均不予備查並通知雇主辦理遣返事宜。截至102年10月31日止，辦理受聘僱外國人健康檢查核備共計2萬7,518件，合格2萬7,372件；不合格146件，其中以腸內寄生蟲檢查之不合格率最高，占67.35%。



商號：_____

核發日期：____年____月____日 稽查單位：臺北市衛生局

臺北市衛生局 關心您

如有發現相關衛生缺失，請撥市民熱線1999

衛生優良自主管理OK分級認證標章
Excellent Self-Management of Sanitation Certification
Label

Section 2 The OK Classification and Certification for Excellent Sanitation Self-management of Business Premises

The Department provides guidance to operators to implement the concept of full responsibility for health, with irregular inspections to nurture practitioner good hygiene habits, to increase the level of business operating hygiene. Those who met requirements are awarded the OK Classification and Certification for Excellent Sanitation Self-management, providing hygienic services and protecting the health and rights of citizens. In 2013, 235 businesses of hair and beauty industries, Hotel Industries were awarded the OK Classification and Certification for Sanitation Self-management. There were 221 businesses for excellent grade, 14 businesses for good grade.

Section 3 Health Examination of Foreign Employees

In order to protect the health of the employers and the public, the Department processes health examinations of foreign workers for future reference in conformation to the Regulations Governing Management of the Health Examination of Employed Aliens. Those that failed the intestinal parasite examination (except amoebic dysentery) would be notified to pass a second examination in 45 days and to give consent for future reference. Those with amoebic dysentery are given 75 days to heal; if three reviews are negative and do not meet qualifications, they – along with all others that failed – would not be giving future reference and their employers would be notified to process their deportation. Up to October 31st, 2013, health examinations of employed aliens totaled 27,518 cases; 27,372 cases passed the examination while 146 cases failed, with failure rate of internal parasite examination being the highest – above 67.35%.



第七篇 衛生統計

Part 7 Health Statistics



第七篇 衛生統計

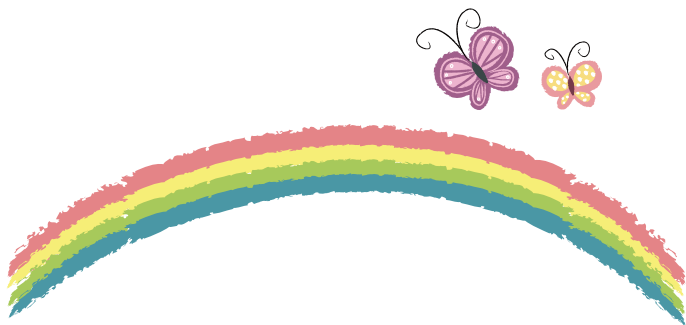
第一章 人口概觀

第一節 人口數及零歲平均餘命

根據戶籍登記，102年底臺北市人口為268萬6,516人，占全國總人口2,337萬3,517人的11.49%。

臺北市於56年改制為直轄市，57年7月1日將近郊內湖、南港、木柵、景美、士林、北投等鄉鎮劃入市域，致該年底人口數驟增為160萬4,543人。其後逐年增加，至79年底人口為271萬9,659人，達臺北市登記人口數之高峰，22年增加69.50%；自80年起人口逐年略減，直至87年始略有成長，惟90年後跌多漲少，至99年起人口又漸回升，係因人口自然增加率（粗出生率減粗死亡率）及社會增加率（遷入率減遷出率）均呈正成長所致。

臺北市人口102年較101年增加0.50%，粗出生率為9.97%、粗死亡率6.11%、自然增加率為3.86%。99~101年臺北市民平均壽命為82.66歲，男性為80.00歲，女性為85.33歲，較101年全國國民平均79.51歲，男性76.43歲，女性82.82歲為高。



Part 7 Health Statistics

Chapter 1 The Population

Section 1 Population and Life Expectancy at Birth

By household registration, the population of Taipei City at the end of 2013 was 2,686,516, accounting for 11.49% of the total national population of 23,373,517 people.

Taipei City was elevated to a national municipality in 1967. A year later, Neihu, Nangang, Muzha, Jingmei, Shilin and Beitou townships were included in the City. The year-end population then was 1,604,543. The population had increased year by year to a peak of 2,719,659 people in 1990, an increase of 69.50% in 22 years. The population began to decline slightly in 1991; increased again in 1998; and declined again since 2001; and increased again till 2010. This is due primarily to the yearly decline of the natural increase rate of population (crude birth rate minus crude death rate) and a positive social growth rate (move-in rate less move-out rate).

In 2013, the population of Taipei City increased by 0.50% over 2012. The crude birth rate was 9.97‰, and the crude death rate was 6.11‰, giving a natural increase rate of 3.86‰. From 2010 to 2012, the life expectancy of the residents of Taipei City was 82.66 years; 80.00 years for males and 85.33 years for females. They were both higher than the national average of 79.51 years; 76.43 years for males and 82.82 years for females in 2012.



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) ¹ (零歲平均餘命) Life Expectancy at Birth (years) ¹	
					男Male	女Female
92年(2003)	2,627,138	8.85	5.23	3.62	77.79	82.39
93年(2004)	2,622,472	8.44	5.34	3.10	79.03	83.85
94年(2005)	2,616,375	8.00	5.54	2.46	78.77	83.86
95年(2006)	2,632,242	8.06	5.34	2.72	79.4	84.32
96年(2007)	2,629,269	8.22	5.65	2.57	79.69	84.42
97年(2008)	2,622,923	7.88	5.94	1.94	79.66	84.11
98年(2009)	2,607,428	7.42	5.84	1.58	79.86	84.53
99年(2010)	2,618,772	7.09	5.89	1.20	80.06	84.81
100年 (2011)	2,650,968	9.54	6.07	3.47	80.18	85.25
101年 (2012)	2,673,226	11.08	6.23	4.85	80.00	85.33
102年 (2013)	2,686,516	9.97	6.11	3.86

資料來源：臺北市統計年報、內政部統計處

Source: Taipei City Annual Statistics Report, Office of Statistics of the Ministry of the Interior

附註：¹ 配合內政部縣市資料發布以3年合併人口資料編算，例如本市99年資料係以97~99年人口數計算Note: ¹ The Ministry of the Interior publishes the last three years of population data; for example, the 2010 data on Taiwan is compiled from 2008-2010.

第二節 人口結構

102年底臺北市男性人口128萬9,945人，占全市人口48.02%，女性人口139萬6,571人，占全市人口51.98%，男女性比例（指男性人口對百位女性人口的比例，即男/百女）為92.37，性比例呈逐年下降走勢，係女性人口增加率較男性為高所致。

若以年齡結構觀之，幼年人口（14歲以下）38萬3,601人，占臺北市總人口數的14.28%；具生產能力人口（15-64歲）為194萬310人，占72.22%，老年人口（65歲以上）為36萬2,605人，占13.50%。

臺北市65歲以上老年人口占全市人口比率，自81年以後即超過7%，進入聯合國定義之高齡化社會，後續呈逐年增加，至97年底老年人

Section 2 Population Structure

At the end of 2013, the male population in Taipei City was 1,289,945 males, accounting for 48.02% of the city's population; and the female population was 1,396,571 females, accounting for 51.98% of the population. The male and female sex ratio (or the proportion of the male population per 100 of the female population) is 92.37. The sex ratio has been following a declining trend because the rate of female population growth is relatively higher than that of male population growth.

In terms of age structure, the young population (14 years and under) was 383,601, accounting for 14.28% of the total population of Taipei City. The productive-age population (15-64 years) was 1,940,310, accounting for 72.22% of all. The elderly population (65 years and above) was 362,605, accounting for 13.50% of all.

In 1992, the proportion of the elderly population 65 years and above to the total population of Taipei City exceeded 7%, and Taipei City became an aging society as defined by the United Nations. This proportion increased year by year and reached 12% at the end of 2008. When the proportions of the elderly population to the total population in the 22 counties and cities in the Taiwan Area are arranged by high-to-low order, Taipei City comes at the 9th in 2012. The ratio of young population in Taipei City has declined year by year from 35.40% at the end of 1971 and, in recent years, has fallen to lower than 20%, due to the fewer number of children born in recent years.



口已超過12%，如將臺灣地區22縣市老年人口比率由高至低排序，101年底臺北市排名第9位。臺北市幼年人口所占比率則有逐年下降之趨勢，60年底幼年人口占全市人口比率為35.40%，後逐年減少，近幾年更因少子化之關係，幼年人口比率更下降至20%以下。

表4 臺北市人口指標
Table 4 Population Indexes of Taipei City

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 Under15	15-64歲 15-64	65歲以上 Above65	扶養比 Dependency Ratio	扶幼比 Youth Population Dependency Ratio	扶老比 Elderly Population Dependency Ratio	老化指數 Aging Index
92年底 End of 2003	2,627	18.19	71.23	10.58	40.38	25.53	14.85	58.15
93年底 End of 2004	2,622	17.71	71.37	10.92	40.11	24.81	15.31	61.70
94年底 End of 2005	2,616	17.11	71.60	11.29	39.67	23.90	15.76	65.95
95年底 End of 2006	2,632	16.50	71.86	11.64	39.17	22.96	16.20	70.55
96年底 End of 2007	2,629	16.07	71.97	11.96	38.95	22.33	16.62	74.43
97年底 End of 2008	2,623	15.56	72.13	12.31	38.65	21.58	17.07	79.13
98年底 End of 2009	2,607	15.10	72.31	12.60	38.30	20.88	17.42	83.43
99年底 End of 2010	2,619	14.65	72.67	12.67	37.61	20.17	17.44	86.48
100年底 End of 2011	2,651	14.45	72.80	12.76	37.37	19.84	17.53	88.31
101年底 End of 2012	2,673	14.33	72.63	13.04	37.69	19.73	17.96	91.00
102年底 End of 2013	2,687	14.28	72.22	13.50	38.46	19.77	18.69	94.53

資料來源：內政部統計處
Source: Ministry of the Interior

表5 臺北市兩性人口及性比例

Table 5 Gender Population and Sex Ratio in Taipei

年底別 End of Year	人口數（千人）Population (1,000 persons)				性比例 （男／百女） Sex Ratio (Male/100 Female)
	男性 Male	年增率 Annual Growth Rate	女性 Female		
				年增率 Annual Growth Rate	
92年底 End of 2003	1,292	-0.75	1,335	-0.37	96.73
93年底 End of 2004	1,286	-0.42	1,336	0.06	96.27
94年底 End of 2005	1,280	-0.53	1,337	0.05	95.71
95年底 End of 2006	1,283	0.25	1,350	0.95	95.05
96年底 End of 2007	1,278	-0.40	1,352	0.16	94.51
97年底 End of 2008	1,271	-0.52	1,352	0.02	94.01
98年底 End of 2009	1,260	-0.83	1,347	-0.37	93.58
99年底 End of 2010	1,263	0.17	1,356	0.69	93.09
100年底 End of 2011	1,276	1.09	1,375	1.36	92.85
101年底 End of 2012	1,285	0.71	1,388	0.96	92.61
102年底 End of 2013	1,290	0.36	1,397	0.63	92.37

資料來源：臺北市政府民政局

附註：人口數為戶籍登記資料，且不包括外僑人口

Source: Bureau of Civil Affairs, Taipei City Government

Note: The registered population data does not include the alien population.

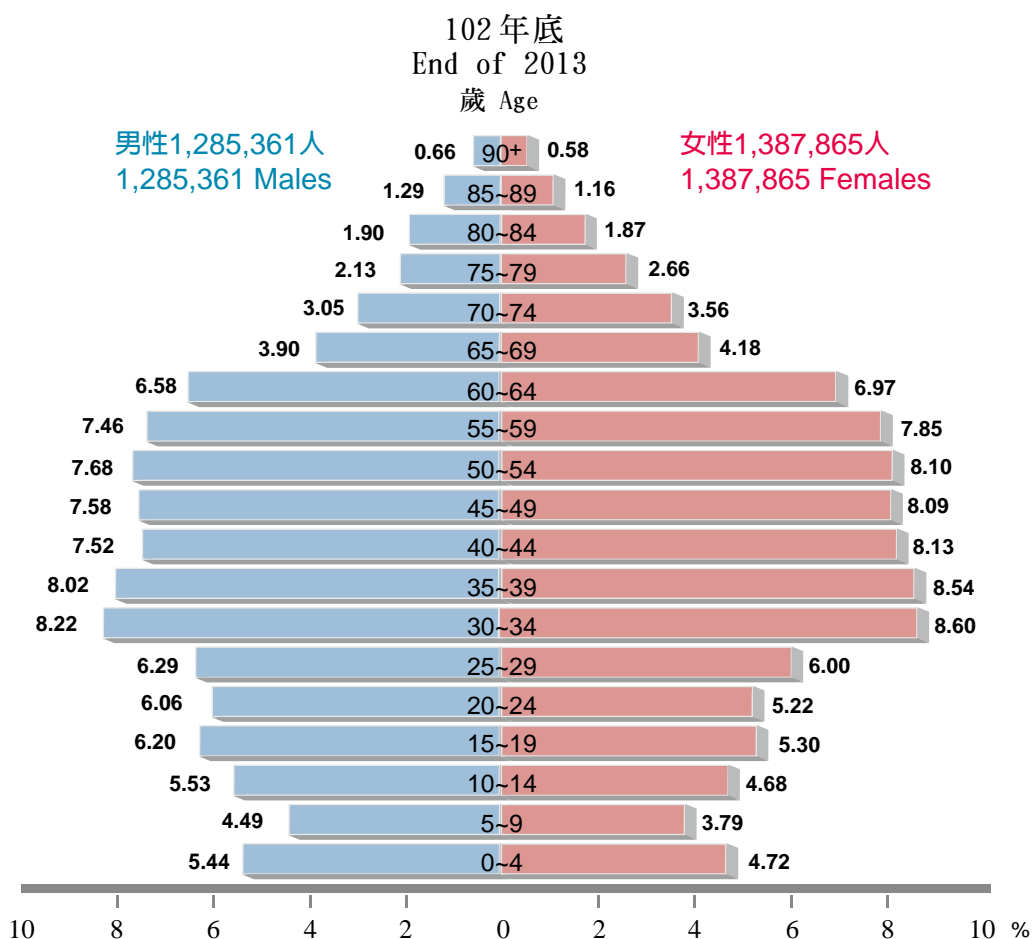


圖2 臺北市人口年齡結構圖
Fig.2 The population structure of Taipei

第二章 醫政統計

第一節 醫療院所數

臺北市醫療院所自62年底以來持續增加，85年底家數為2,701家，並開始逐年略減，90年底家數為2,633家，又呈增加趨勢，101年底計有3,321家，其中醫院39家，診所3,282家。101年底臺北市平均每一醫療院所服務人口數為805人，低於全國的1,099人；每萬人口所擁有的院所家數為12.42家，高於全國的9.10家。

Chapter 2 Medical Affairs Statistics

Section 1 The 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 3,321 by the end of 2012. Of them, 39 are hospitals and 3,282 are clinics. At the end of 2012, one medical care institution on average served 805 people, lower than the national average of 1,099 people. The number of medical care institutions per 10,000 population was 12.42, higher than the national average of 9.10.

表6 臺北市醫療院所數

Table 6 No. of Public and Private Medical Care Institutions by Year, Taipei City

單位：家 Units: firm

年底別 End of Year	合計 Total	醫院 Hospitals				診所 Clinics			
		小計 Subtotal	市立 Municipal	其他 公立 Other Public	非公立 Private Clinics	小計 Subtotal	市立 Municipal	其他 公立 Other Public	非公立 Private Clinics
91年底 End of 2002	2,645	53	11	7	35	2,592	13	20	2,559
92年底 End of 2003	2,748	52	11	7	34	2,696	15	21	2,660
93年底 End of 2004	2,814	52	11	7	34	2,762	15	20	2,727
94年底 End of 2005	2,835	41	3	7	31	2,794	14	16	2,764
95年底 End of 2006	2,892	40	3	7	30	2,852	14	16	2,822
96年底 End of 2007	2,946	40	3	7	30	2,906	14	14	2,878
97年底 End of 2008	3,010	40	3	7	30	2,970	14	15	2,941
98年底 End of 2009	3,045	39	3	7	29	3,006	14	15	2,977
99年底 End of 2010	3,147	39	3	7	29	3,108	14	15	3,079
100年底 End of 2011	3,253	39	3	7	29	3,214	14	14	3,186
101年底 End of 2012	3,321	39	3	7	29	3,282	14	13	3,255

資料來源：衛生福利部統計處

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: Ministry of Health and Welfare

Note: In January 2005, the 10 municipal hospitals were integrated into 1 Taipei City Hospital.

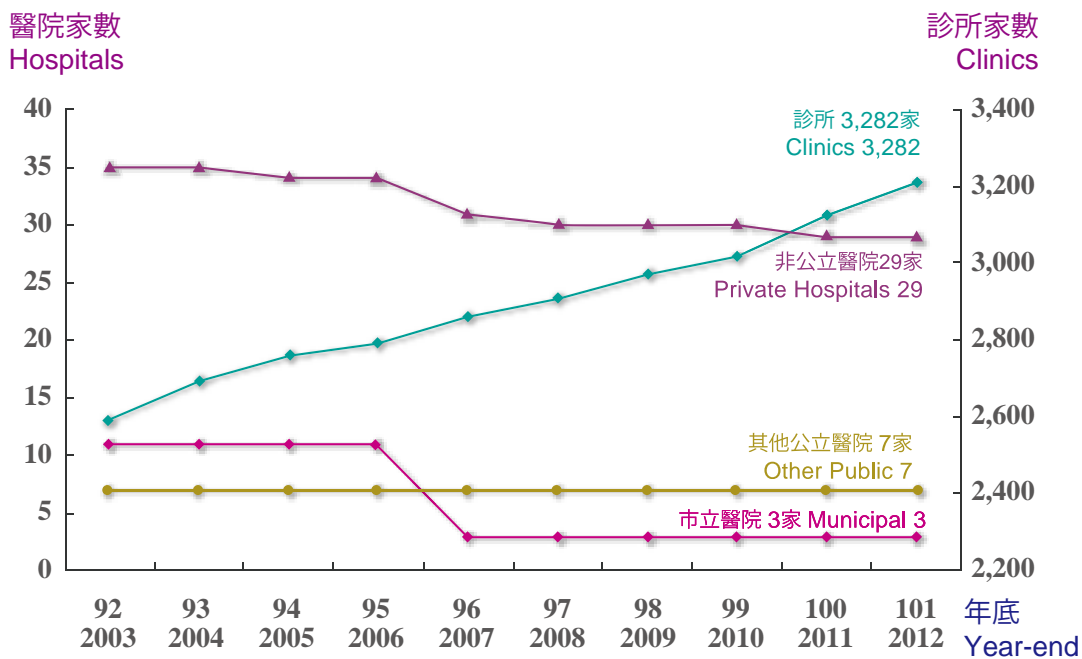


圖3 臺北市醫療院所數
Fig.3 The number of clinics and hospitals in Taipei



第二節 病床數

101年底臺北市醫療院所病床數共2萬4,817床，其中公立院所病床數1萬2,850床，占總病床數51.78%，非公立院所病床數1萬1,967床占總病床數48.22%；依病床性質別區分為，一般病床數1萬5,533床（占62.59%），特殊病床數9,284床（占37.41%）。平均每萬人口病床數92.84床，高於全國的69.01床，每一病床服務107.72人，低於全國的144.91人。

表7 臺北市醫療院所病床數

Table 7 No. of Beds in Medical Care Institutions, Taipei City

單位：家、床、人 Units: firm, beds, persons

年底別 End of Year	家數 No.			病床數 No. of Beds			平均每萬人口 病床數 No. of Beds per 10,000	每一病床服務人口數 No. of Persons Served by One Bed
	合計 Total	公立 Public	非公立 Private	合計 Total	公立 Public	非公立 Private		
92年底 End of 2003	2,748	54	2,694	22,328	13,030	9,298	84.99	117.66
93年底 End of 2004	2,814	53	2,761	22,663	13,154	9,509	86.42	115.72
94年底 End of 2005	2,835	40	2,795	21,841	12,845	8,996	83.48	119.79
95年底 End of 2006	2,892	40	2,852	21,791	12,688	9,103	82.78	120.79
96年底 End of 2007	2,946	38	2,908	22,478	12,888	9,590	85.49	116.97
97年底 End of 2008	3,010	39	2,971	23,262	13,293	9,969	88.69	112.76
98年底 End of 2009	3,045	39	3,006	23,781	13,263	10,518	91.20	109.64
99年底 End of 2010	3,147	39	3,108	24,220	13,244	10,976	92.49	108.12
100年底 End of 2011	3,253	38	3,215	24,666	13,054	11,612	93.05	107.47
101年底 End of 2012	3,321	37	3,284	24,817	12,850	11,967	92.84	107.72

資料來源：衛生福利部統計處

Source: Department of statistics, Ministry of Health and Welfare

Section 2 The Number of Hospital Beds

At the end of 2012, the total number of hospital beds in all public and private medical care institutions in Taipei City was 24,817. Of them, 12,850 beds were in public medical care institutions, accounting for 51.78% of all. The number of hospital beds in private medical care institutions was 11,967, accounting for 48.22% of all. By the nature of beds, 15,533 beds are general acute beds (62.59%), and 9,284 beds are special beds (37.41%). On average, the number of hospital beds per 10,000 population was 92.84 beds; higher than the national average of 69.01 beds. 1 bed on average served 107.72 patients, lower than the national average of 144.91 patients.

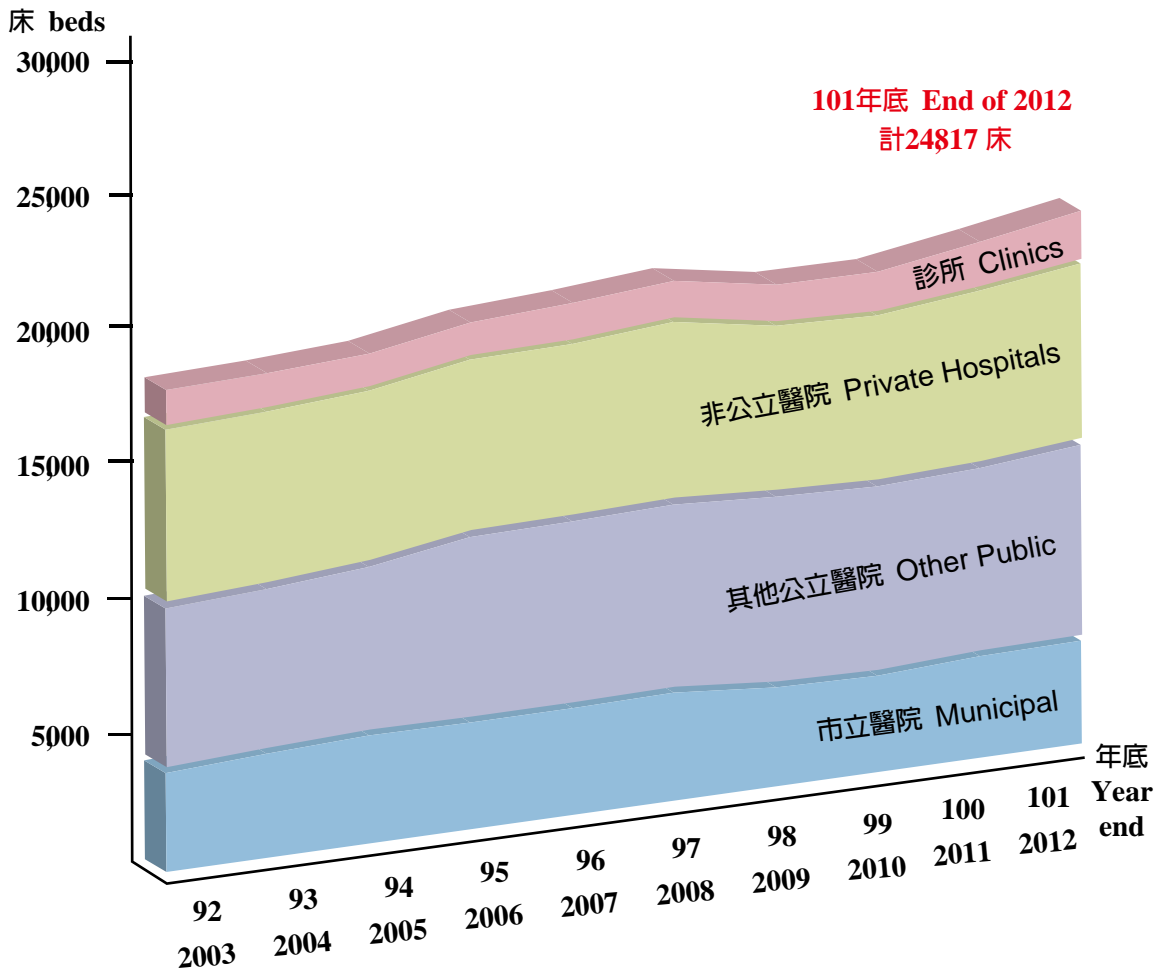


圖4 臺北市醫療院所病床數
Fig.4 The Number of Beds in Medical Care Institutions in Taipei City

第三節 醫院服務量

臺北市醫院平均每日門診、急診人次等醫療服務量均逐年增加，惟自91年起有下降趨勢，92年受SARS影響下降更鉅；101年門、急診平均每日就診人次分別為8萬4,650人次、3,152人次，平均住院日數7.89日，病床佔床率為74.28%。

表8 臺北市醫院醫療服務量

Table 8 No. of Patients Served by Medical Care Institutions, Taipei City

年別 Year	平均每日人次 Average Person-Times per Day					平均住院日數 Average Days of Hospital Stay	剖腹產率% Rate of Cesarean Section (%)	佔床率% Bed Occupancy Rate (%)
	門診 Outpatient Clinic	急診 Emergency Room	血液透析 Hemodialysis	門診手術 Operation at Outpatient	住院手術 Operation under Hospital Care			
91年 2002	81,789	3,242	1,556	616	561	8.63	33.37	73.39
92年 2003	72,027	2,771	1,576	539	495	9.16	33.61	67.18
93年 2004	81,157	3,106	1,650	658	547	9.10	33.31	73.83
94年 2005	74,580	2,892	1,671	579	539	8.90	33.06	73.59
95年 2006	71,642	2,818	1,674	603	587	8.68	33.37	72.98
96年 2007	75,684	2,911	1,781	571	580	8.42	34.45	72.23
97年 2008	75,008	2,838	1,755	531	587	8.33	33.37	70.29
98年 2009	79,060	3,157	1,756	521	634	8.04	33.83	69.92
99年 2010	80,139	3,099	1,779	639	578	8.08	34.89	71.66
100年 2011	80,471	3,206	1,889	662	594	8.06	34.14	74.10
101年 2012	84,650	3,152	1,956	709	617	7.89	33.89	74.28

資料來源：衛生福利部統計處

Source: Department of statistics, Ministry of Health and Welfare

Section 3 Hospital Service Volume

The number of patients served each day on average at clinics and emergency rooms in Taipei City has increased year by year; though declined since 2002, and particularly so during the SARS outbreak in 2003. In 2012, the number of patients served each day at clinics and emergency rooms was on average 84,650 and 3,152 respectively; the average day of hospital stay was 7.89 days, and bed occupancy was 74.28%.



第四節 醫事人員

101年底臺北市醫療機構及醫事機構各類執業醫事人員計4萬7,344人，依各類人員統計，護產人員（含護理師、護士、助產師、士）占50.38%最多，醫師（含中、西、牙醫師）占26.16%次之，藥事人員（含藥師、藥劑生）占11.38%，醫檢人員（含醫事檢驗師、生、士、醫事放射師、士）占6.62%，其他醫事人員（含鑲牙生、營養師、物理治療師、生、職能治療師、生、臨床心理師、諮商心理師、呼吸治療師、語言治療師、聽力師）占5.46%。平均每萬人擁有執業醫事人員數計有177.10人，其中醫師46.33人（含中、西、牙醫師），護產人員89.22人。

表9 臺北市醫療機構及醫事機構各類執業醫事人員數

Table 9 No. of Practicing Medical Personnel in Medical Care Institutions and Medical Institutions in Taipei City

單位：人 Units: persons

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	
91年底 End of 2002	36,008	7,085	582	2,122	3,657	
92年底 End of 2003	37,116	7,260	619	2,233	3,668	
93年底 End of 2004	38,306	7,262	645	2,252	3,790	
94年底 End of 2005	38,814	7,260	647	2,305	3,878	
95年底 End of 2006	39,695	7,409	660	2,362	3,938	
96年底 End of 2007	40,769	7,682	706	2,401	4,006	
97年底 End of 2008	42,447	7,877	730	2,452	4,163	
98年底 End of 2009	43,883	7,993	773	2,518	4,313	
99年底 End of 2010	44,869	8,245	771	2,604	4,370	
100年底 End of 2011	46,324	8,553	793	2,687	4,587	
101年底 End of 2012	47,344	8,811	818	2,755	4,681	

資料來源：衛生福利部統計處

Source: Department of statistics, Ministry of Health and Welfare

Section 4 Medical Personnel

At the end of 2012, the total number of various medical personnel practicing in public and private medical care institutions and medical institutions in Taipei City was 47,344. By category, 50.38% of them are nursing personnel (professional registered nurses, registered nurses, and midwives); 26.16% are physicians (Western medicine physicians, Chinese medicine physicians, and dentists); 11.38% are pharmaceutical personnel (pharmacists and assistant pharmacists); 6.62% are medical technicians (medical technologists, assistant medical technologists, technicians, medical radiological technologists and technicians); and 5.46% are other medical personnel (dental assistants, dietitians, physical therapists and technicians, occupational therapists and technicians, clinical psychologists, counseling psychologists, respiratory therapists, speech therapists, audiologists). On average, the number of practicing medical personnel per 10,000 populations is 177.10 people; of them, 46.33 are physicians (Western medicine physicians, Chinese medicine physicians, and dentists), and 89.22 are nursing personnel.

	藥劑生 Pharmacist Assistants	醫事檢驗師、生 Medical Technologists and Assistants	醫事放射師、士 Radiologists and Assistants	護理師及護士 Registered Nurses and Licensed Practical Nurses	助產師、士 Midwives and Assistants	其他 Others
	994	1,615	820	18,279	19	835
	925	1,669	858	18,949	15	920
	897	1,633	869	19,972	16	970
	870	1,693	898	19,899	15	1,349
	834	1,720	924	20,367	14	1,467
	796	1,731	940	20,919	13	1,575
	781	1,759	1,002	21,904	11	1,768
	765	1,839	1,039	22,721	4	1,918
	751	1,891	1,078	22,964	5	2,190
	717	1,933	1,125	23,517	4	2,408
	709	1,951	1,185	23,846	5	2,583

表10 臺北市平均每萬人擁有執業醫事人員數

Table 10 No. of Practicing Medical Personnel per 10,000 Population, Taipei City

單位：人 Units: persons

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	
91年底 End of 2002	136.30	26.82	2.20	8.03	13.84	
92年底 End of 2003	141.28	27.63	2.36	8.50	13.96	
93年底 End of 2004	146.07	27.69	2.46	8.59	14.45	
94年底 End of 2005	148.35	27.75	2.47	8.81	14.82	
95年底 End of 2006	150.80	28.15	2.51	8.97	14.96	
96年底 End of 2007	155.06	29.22	2.69	9.13	15.24	
97年底 End of 2008	161.83	30.03	2.78	9.35	15.87	
98年底 End of 2009	168.30	30.65	2.96	9.66	16.54	
99年底 End of 2010	171.34	31.48	2.94	9.94	16.69	
100年底 End of 2011	174.74	32.26	2.99	10.14	17.30	
101年底 End of 2012	177.10	32.96	3.06	10.31	17.51	

資料來源：衛生福利部統計處

Source: Department of statistics, Ministry of Health and Welfare

	藥劑生 Pharmacist Assistants	醫事檢驗師、生 Medical Technologists and Assistants	醫事放射師、士 Radiologists and Assistants	護理師及護士 Registered Nurses and Licensed Practical Nurses	助產師、士 Midwives and Assistants	其他 Others
	3.76	6.11	3.10	69.19	0.07	3.16
	3.52	6.35	3.27	72.13	0.06	3.50
	3.42	6.23	3.31	76.16	0.06	3.70
	3.33	6.28	3.62	76.06	0.06	5.14
	3.17	6.53	3.51	77.38	0.05	5.57
	3.03	6.58	3.58	79.56	0.05	5.99
	2.98	6.71	3.82	83.51	0.04	6.74
	2.93	7.05	3.98	87.14	0.02	7.36
	2.87	7.22	4.12	87.69	0.02	8.36
	2.70	7.29	4.24	88.71	0.02	9.08
	2.65	7.30	4.43	89.20	0.02	9.66

第三章 死因統計

第一節 十大死因及變化

臺北市101年惡性腫瘤仍位居臺北市民主要死亡原因之冠，而心臟疾病（高血壓性疾病除外）、腦血管疾病在80年以後分別位居市民主要死因之第二或第三順位，事故傷害死亡則大幅減少。101年臺北市死亡人數1萬6,397人，死亡率為每十萬人口615.94人，較全國死亡率661.03人低，其中惡性腫瘤死亡率為每十萬人口187.11人，死亡者占有所有死亡人數30.38%，心臟疾病（高血壓性疾病除外）死亡率76.18人，占12.37%，腦血管疾病死亡率44.55人，占7.23%；其餘死因依序為肺炎、糖尿病、慢性下呼吸道疾病、敗血症、高血壓性疾病、腎炎、腎病症候群及腎病變、事故傷害。

兩性十大主要死因第一至第三順位皆為惡性腫瘤、心臟疾病及腦血管疾病，其餘部分兩性與全體主要死因大致相同，僅順序有異。



Chapter 3 Causes of Death

Section 1 Ten Leading Causes of Death and Their Changes

In 2012, malignant neoplasm was the leading cause of death of the residents of Taipei City. Disease of heart (except hypertensive diseases) and cerebrovascular disease have been the second or the third leading causes of death since 1991. Deaths from accidents (Unintentional Injuries) and adverse effects have declined sharply. In 2012, there were 16,397 deaths in Taipei City, giving a death rate of 615.94 per 100,000 people, lower than the national average of 661.03 people. Death rate of malignant neoplasm was 187.11 per 100,000 people, and the number of death from this cause accounted for 30.38% of all deaths. Death rate of disease of heart (except hypertensive diseases) was 76.18 mans, per 100,000 people accounting for 12.37% of all deaths. Death rate of cerebrovascular disease was 44.55 mans per 100,000 people, accounting for 7.23% of all deaths. Other leading causes of death by order, are pneumonia, diabetes mellitus, chronic lower respiratory diseases, septicemia, hypertensive diseases, nephritis, nephrotic syndrome and nephrosis, and accident (Unintentional injuries).

The top three of the ten leading causes of death for both sexes are malignant neoplasm, heart diseases, and cerebrovascular diseases, respectively. The rest of the leading causes are roughly the same for both sexes and overall population, the only difference is in the order.



表11 ICD-10臺北市主要死亡原因

Table 11 Leading Causes of Death in Taipei City by ICD-10 Classification

民國101年 單位：人、%、人／每十萬人口 2012 Unit: persons、%、persons/100,000

順位 Order	死亡原因 Causes of Death	死亡人數 No. of Death	死亡百分比 Death%	每十萬人口死亡率 Mortality per 100,000		
				計 Total	男 Male	女 Female
	所有死亡原因 All causes of death	16,397	100.00	615.94	751.69	490.07
1	惡性腫瘤 Malignant Neoplasms	4,981	30.38	187.11	229.30	147.98
2	心臟疾病（高血壓性疾病除外） Disease of Heart (Except Hypertensive Diseases)	2,028	12.37	76.18	97.28	56.62
3	腦血管疾病 Cerebrovascular Diseases	1,186	7.23	44.55	53.01	36.71
4	肺炎 Pneumonia	905	5.52	34.00	43.96	24.76
5	糖尿病 Diabetes Mellitus	817	4.98	30.69	32.32	29.18
6	慢性下呼吸道疾病 Chronic Lower Respiratory Diseases	591	3.60	22.20	33.57	11.66
7	敗血症 Septicemia	559	3.41	21.00	24.05	18.17
8	高血壓性疾病 Hypertensive Diseases	536	3.27	20.13	21.39	18.97
9	腎炎、腎病症候群及腎病變 Nephritis, Nephrotic Syndrome and Nephrosis	531	3.24	19.95	19.91	19.98
10	事故傷害 Accident (unintentional injuries).	430	2.62	16.15	22.25	10.50
	其他 Others	3,833	23.38	143.98	174.65	115.55

- 附註：1. 97年起死因統計資料配合衛生署改採國際疾病分類第十版（ICD-10）。
2. 臺北市101年年中人口數，計2,662,097人，男性1,280,852人，女性1,381,245人。
3. 本表順位以兩性合計死亡率排序。

Notes: 1. In coordination with the policy of the Department of Health, Executive Yuan, the 10th International Classification of Diseases (ICD-10) was adopted in 2008.
2. The mid-year population of Taipei City in 2012 was 2,662,097 people; 1,280,852 males and 1,381,245 females.
3. Orders of the causes of death are arranged by the combined male-female death rates.



第二節 十大癌症

臺北市101年癌症死亡人數4,981人，死亡率為每十萬人口187.11人，較全國死亡率187.64人略低；其中男性死亡人數2,937人，死亡率為每十萬男性人口229.30人，女性死亡人數2,044人，死亡率為每十萬女性人口147.98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、前列腺（攝護腺）癌、胃癌、胰臟癌、卵巢癌、口腔癌、非何杰金氏淋巴瘤。另兩性與全體十大癌症死因不同之處，男性有食道癌及白血病進入十大，女性則多出子宮頸及部位未明示子宮癌及白血病（口腔癌未入十大）。



Section 2 Ten Leading Cancers

In 2012, there were 4,981 cancer deaths in Taipei City, giving a death rate of 187.11 per 100,000 mans, slightly lower than the national average of 187.64 mans. Of all cancer deaths, 2,937 were males, giving a death rate of 229.30 per 100,000 male population; and 2,044 were females, giving a death rate of 147.98 per 100,000 female populations.

The 10 leading causes of cancer death are, by order, cancer of trachea, bronchus and lung, cancer of liver and intrahepatic bile ducts, cancer of colon, rectum and anus, cancer of female breast, cancer of prostate, cancer of stomach, cancer of pancreas, ovarian cancer, oral cancer, and non-Hodgkin's lymphoma. Two types of cancer in the leading ten that differ by gender are, for the males, esophageal cancer and leukemia, and for the females cancers of cervix uteri and uterus, part unspecified, and Leukemia (for women, oral cancer is not in the top ten).

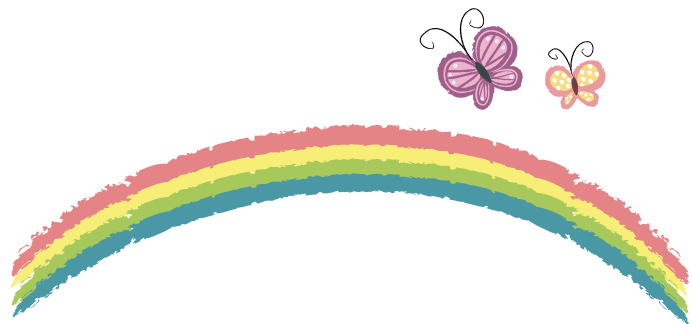


表12 ICD-10臺北市主要癌症死亡原因

Table 12 Leading Causes of Cancer Death in Taipei City by ICD-10 Classification

民國101年 單位：人、%、人／每十萬人口 2012 Unit: persons、%、persons/100,000

順位 Order	死亡原因 Causes of Death	死亡人數 No. of Death	死亡百分比 Death%	每十萬人口死亡率 Mortality per 100,000		
				計 Total	男 Male	女 Female
	所有癌症死亡原因 All causes of cancer death	4,981	100.00	187.11	229.30	147.98
1	氣管、支氣管和肺癌 Cancer of Trachea, Bronchus, and Lung	1,018	20.44	38.24	49.42	27.87
2	肝和肝內膽管癌 Cancer of Liver and Intrahepatic Bile Ducts	697	13.99	26.18	37.08	16.07
3	結腸、直腸和肛門癌 Cancer of Colon, Rectum and Anus	648	13.01	24.34	28.97	20.05
4	女性乳房癌(1) Cancer of Female Breast (2)	243	4.88	17.59	-	17.59
5	前列腺(攝護腺)癌(2) Cancer of Prostate (1)	176	3.53	13.74	13.74	-
6	胃癌 Cancer of Stomach	329	6.61	12.36	15.85	9.12
7	胰臟癌 Cancer of Pancreas	232	4.66	8.71	9.60	7.89
8	卵巢癌(1) Ovarian Cancer (2)	88	1.77	6.37	-	6.37
8	口腔癌 Oral Cancer	169	3.39	6.35	11.40	1.67
9	非何杰氏淋巴瘤 Non-Hodgkin's Lymphoma (NHL)	147	2.95	5.52	6.71	4.42
	其他 Others	1,234	24.77	46.35	56.52	36.92

- 附註：1. 97年起死因統計資料配合衛生署改採國際疾病分類第十版（ICD-10）。
2. 臺北市101年年中人口數，計2,662,097人，男性1,280,852人，女性1,381,245人。
3. 本表順位以兩性合計死亡率排序。
4. (1) 為女性死亡率（每十萬女性人口死亡數）。
- (2) 為男性死亡率（每十萬男性人口死亡數）。

- Notes: 1. In coordination with the policy of the Department of Health, Executive Yuan, the 10th International Classification of Diseases (ICD-10) was adopted in 2008.
2. The mid-year population of Taipei City in 2012 was 2,662,097 people; 1,280,852 males and 1,381,245 females.
3. Orders of the causes of death are arranged by the combined male-female death rates.
4. (1) Death Rate per 100,000 female population.
- (2) Death Rate per 100,000 male population.

附錄. 大事紀要

一月 January

大事紀要 Major Events

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臺北市政府衛生局提供設籍臺北市年滿1歲至未滿5歲且領有兒童醫療補助證之幼兒接種公費13價肺炎鏈球菌疫苗服務。配合衛生福利部疾病管制署自3月1日起提供年滿2歲至5歲幼兒13價結合型肺炎鏈球菌公費疫苗接種服務；臺北市則自同日起持續提供臺北市滿1歲未滿2歲幼兒公費疫苗接種服務。

4

行政院農業委員會安排大陸上海市食品安全辦公室副主任顧振華等10人至臺北市政府衛生局參訪，就「食品安全管理（特別是風險監測、評估和風險交流方面）之措施」議題進行交流。

4

臺北市運動選手健康管理中心由郝龍斌市長親臨揭牌成立，自4月23日起提供選手健康檢查服務，5月6日起提供運動醫學特約門診服務。

15

臺北市政府衛生局網站成立約聘僱人員徵才公告專區」（1/15）、預防輻射傷害專區」（4/1）、禽流感防治專區」（4/2）、台北卡—二代健康卡專區」（4/30）、化製澱粉專區」（5/28）、CPR+AED專區」（7/2）、狂犬病專區」（7/25）、聯醫事求人」（8/13）、安全針具推廣專區」（8/26）、新聞稿推文功能—FB、Plurk」（8/27）、登革熱專區」（9/3）、臺北市政府衛生局YouTube影片專區」（9/16）、公益彩券回饋金專區」（9/25）、食用油品專區」（10/25）、「不法藥品—威力纖專區」（10/27）、「食品藥物化粧品專區」（11/20）。

16

台灣脊椎微創醫學會安排大陸醫院與醫療器械專業人士至臺北市政府衛生局參訪，就「衛生局組織、功能及業務簡介」議題進行交流。

Appendix: Chronicle of Major Events

一月 January 大事紀要 Major Events

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| 1 | 2 | <p>Department of Health, and *Taipei City Government provides children between the ages of 1 and 5, and free <i>Stepococcus pneumoniae</i> vaccinations with the child medical subsidy card. This is in conjunction with the Department of Health and Welfare's provision since March 1st of <i>Streptococcus pneumoniae</i> vaccine services for children between 2 and 5. Taipei City continues to provide free vaccinations for children aged between 1 and 2.</p> |
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| 4 | | <p>The Executive Yuan Council of Agriculture arranged Deputy Chief Gu Chen Hua and ten other visitors from Shanghai City Food Safety Office (China) to visit Department of Health, Taipei City Government. They engaged in discussions regarding food safety management (especially on risk monitoring, evaluation, and risk exchange).</p> |
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| 4 | | <p>Mayor Hao attended the unveiling ceremony of the Taipei City Athletes Health Management Center. Since April 23rd, it has provided athletes with health check-up services. As of May 6th, it also provides sports medicine clinical services.</p> |
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| 15 | | <p>The Department of Health, Taipei City Government website established the "contracted staff recruiting zone" (January 15th); the "radiation hazard, prevention zone" (April 1st); the "bird flu prevention zone" (April 2nd); the "Taipei Card second generation health card zone" (April 30th); the "chemically modified starch zone" (May 28th); the "CPR+AED zone" (July 2nd); the "rabies zone" (July 25th); the "City Hospital assistance zone" (August 13th); the "safety needle promotion zone" (August 26th); the news posting functions, FB and Plurk (August 27th); the "dengue fever zone" (September 3rd); the "Department of Health, Taipei City Government YouTube video zone" (September 16th); the public welfare lottery reward zone. (September 25th); the "edible oil product zone" (October 25th); the "illegal drug Cetilistat zone" (October 27th); and the "food, drug and cosmetic zone" (November 20th).</p> |
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| 16 | | <p>TSMISS welcomed health professionals and medical equipment professionals from Chinese hospitals on their visit to the Department of Health, Taipei City Government. They engaged in discussions on the topic of "health bureau organization, functions, and introductions to operations".</p> |
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一月 January 大事紀要 Major Events

- 1 18 召開102年度健康臺北季刊主題及單元討論會議，102年度季刊1四季主題為：「兒童保健議題」、「抗癌議題」、「心理健康議題」及「心血管疾病議題」，於3、6、9及12月出刊。

- 18 臺北市府衛生局與荷蘭恩荷芬市共同合作「個人化服務、活躍老化和獨立生活科技計畫」，申請歐盟第七期科研架構計畫（EU FP7），並簽定保密協議書。

- 21 國立陽明大學國際衛生碩士學位學程8位學生至臺北市府衛生局進行「臺北市公共衛生系統實習」及參訪。

- 21 臺北市府衛生局召開「臺北市市立醫療院所醫療基金監督管理委員會101年度第2次會議」，報告臺北市立聯合醫院之監督管理情形、營運成效、服務品質。

- 21 為解決民眾食的安全，著手進行金針二氧化硫的去除實驗。結果發現，金針以20倍水量，45℃溫水，浸泡20分鐘，並於10分鐘更換一次水，可去除92%的二氧化硫殘留量；另加入少許白醋，亦可使二氧化硫殘留量去除達90%。

- 22 臺北市府衛生局結合12區健康服務中心及轄區內醫院辦理防止愷他命濫用宣導計畫。透過張貼「拉K一時、尿布一世」「不要K掉你的膀胱」宣導海報、懸掛「拉K一時、尿布一世」濫用愷他命危害防制標語布條、利用跑馬燈登載「拉K一時、尿布一世」「不要K掉你的膀胱」等濫用愷他命危害防制標語、運用所屬電視設備播放愷他命危害之「膀胱水球篇」「廁所人生篇」短片、及網站連結反毒資源館等方式宣導至少6個月，積極向民眾宣導吸食愷他命的危害，深化民眾對於濫用愷他命危害的認知（自1月22日起至8月31日止）。

一月 January 大事紀要 Major Events

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| 1 | 18 | We held the 2013 Healthy Taipei Magazine's Theme Discussion Meetings. The four quarterly themes were "children's health issues," "fighting cancer," "psychological health issues" and "cardiovascular disease." The magazines were published in March, June, September, and December. |
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| | 18 | The Department of Health, Taipei City Government worked together with Eindhoven City, Holland to come up with the "personalized service, active aging, and independent life technological plan". We have applied for the EU FP7, and signed a confidential agreement. |
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| | 21 | 8 students from the National Yang Ming University International Health Masters Course visited the Department of Health, Taipei City Government to participate in the Taipei City Public Health Systems Seminar. |
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| | 21 | The Department of Health, Taipei City Government held the "2012 Taipei City Medical Institute Monitoring and Management Committee Second Meeting" to report on the monitoring and management statuses, operational achievements, and service quality the Taipei City Hospital. |
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| | 21 | In order to address the issues of food safety, we conducted the "golden needle and sulfur dioxide experiment". The results showed that using the golden needle with 20 times the amount of water, at 45 degree Celsius, soaking for 20 minutes, and changing the water every 10 minutes can get rid of 92% of sulfur dioxide. Adding a small amount of white vinegar can get rid of 90% of sulfur dioxide. |
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| | 22 | The Department of Health, Taipei City Government cooperated with health service centers from 12 districts and hospitals to come up with an advocacy plan for preventing the abuse of ketamine. We utilized posting of posters such as "taking ketamine means a diaper forever," and "do not KO your bladder", the label "taking ketamine means a diaper forever", and a marquee emblazoned with the warning of "taking ketamine means a diaper forever". We broadcast short documentaries on television about "bladders' and 'toilet life". We also used internet links to direct viewers to anti-drug resources, which goes for at least 6 months. We actively educated people about the risks of taking ketamine, and improved their understanding of ketamine abuse. (From January 22nd to August 31st). |
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一月 January 大事紀要 Major Events

- 1 31 臺北市政府衛生局積極打造高品質的精密儀器室及生物安全實驗室，該修繕工程於1月31日正式開工，並於7月17日上午舉辦揭牌啟用典禮，積極為市民的飲食衛生安全把關。
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二月 February 大事紀要 Major Events

- 2 4 臺北市政府衛生局假財團法人張榮發基金會國際會議中心辦理「101年度臺北市長照志工暨優良照護機構頒獎典禮」。
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- 6 鑑於近年大陸團體來臺參訪頻率激增，為利接待參訪執行有所依據，臺北市政府衛生局企劃處訂定「臺北市政府衛生局受理外賓參訪原則」，業於2月7日主管會報通過後施行。
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- 7 臺北市政府衛生局為明瞭臺北市死因型態的轉變，以供政府施政及學術研究之參用，編製「101年臺北市死因統計年報」，並將資料上載於臺北市政府衛生局網站，俾利各界查詢運用。
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- 25 臺北市政府衛生局自2月25日至3月22日配合產業發展局執行102年上半年度八大行業營業場所聯合檢查共150家業者，符合規定107家、不符合規定19家、未營業（停、歇業）24家。
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一月 January 大事紀要 Major Events

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| 1 | 31 | The Department of Health, Taipei City Government actively established a high quality precision instrument room and biological safety experiment lab. The renovation started officially on January 31st, and the unveiling ceremony was held on July 17th. This represents an proactive effort to safeguard citizens' food safety. |
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二月 February 大事紀要 Major Events

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| 2 | 4 | The Department of Health, Taipei City Government held the “2012 Taipei City Long-Term Care Volunteers and Outstanding Care Institutes Awards Ceremony” at the Chang Yung-Fa Foundation International Meeting Center. |
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| 6 | | In response to frequent visits by the Chinese groups of visiting recent years, and in order to provide a reference for receptions , the Department of Health, Taipei City Government Planning and Research Division stipulated the “Department of Health, Taipei City Government Foreign Guest Reception Principles.” It came into effect on February 7th after the manager's approval. |
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| 7 | | In order to understand changes in causes of death in Taipei City, and to provide references for government policies and academic research, the 2012 Taipei City Cause of Death Statistics Report was edited. The information was uploaded onto the Department of Health, Taipei City Government website for everyone to access and use. |
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| 25 | | From February 25th to March 22nd, the Department of Health, Taipei City Government cooperated with the Department of Economic Development to collectively inspect 150 business owners in Taiwan's top eight industries in the first half of 2013. 107 owners met standards, 19 did not meet the standards, and 24 closed down. |
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三月 March

大事紀要 Major Events

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- 3 1 臺北市衛生局公告實踐大學3個校門口周邊人行道為全面禁止吸菸場所，為全國大專院校首例無菸人行道。
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- 7 102年度性別平等專案小組會議於3月7日、6月6日、10月25日及12月6日辦理，並於3月22日、29日辦理2場CEDAW簡介及法規填報教育訓練，2月22日、4月12日、4月26日、5月3日辦理自治規則行政措施審查會議，102年度計審查5條自治條例、10條自治法規、97條行政措施。
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- 11 臺北市衛生局自3月11日至6月5日配合臺北市體育局辦理游泳池安全管理聯合檢查，共查核89家，符合規定82家、不符合規定2家、未營業（停、歇業）5家。
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- 12 臺北市北投區健康服務中心主任林惠萍宣誓就職。
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- 16 臺北市萬華區健康服務中心主任吳俊良宣誓就職。
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- 22 臺北市為提供長者更好的健康與社會福利，率先全國首創打造一座屬於老人休閒與照護的銀髮樂園－「臺北悠活村」。臺北悠活村委託設計規劃強調「以人為本」，提供長者和輕微失能者輕鬆自在利用園區展示與服務，提升生活品質，同時亦可作為教育市民尊敬長者之園地。該項工程於3月22日決標，預計103年3月完成建置。
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三月 March

大事紀要 Major Events

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| 3 | 1 | The Department of Health, Taipei City Government announced that the surrounding sidewalks of the 3 gates in front of Shih Chien University are to be totally smoke-free. This is the first smoke-free university sidewalk in the country. |
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| 7 | | The 2013 Gender Equality Project Team Meetings was held on March 7th, June 6th, October 25th, and December 6th. On March 22nd and 29th, 2 CEDAW introduction and reporting regulation educational training sessions were held. On February 22nd, April 12th, April 26th and May 3rd, meetings on autonomous regulations and administrative measures evaluation, with evaluations of 5 autonomous regulations, 10 autonomous laws & regulations, and 97 administrative measures were held. |
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| 11 | | From March 11th to June 5th, the Department of Health, Taipei City Government cooperated with Department of Sports, Taipei City Government to engage in swimming pool safety management inspections. A total of 89 swimming pools were inspected, 82 of which met the standards, 2 of which did not meet standards, and 5 closed down. |
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| 12 | | The Taipei City Government Beitou District Health Service Center Chief, Lin Hui Ping, was sworn into office. |
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| 16 | | The Taipei City Government Wanhua District Health Service Center Chief, Wu Jun Liang, was sworn into office. |
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| 22 | | In order to provide elders with better health and social benefits, the Taipei City Government created the first seniors' leisure park for recreation and care: the "Taipei U Life Village". Its design emphasized on "people as the foundation," and provides elders and mildly disabled individuals with a space to relax, as well as use of the park exhibition spaces and services. This helps to improve their quality of life, and can also be used as a platform to teach citizens to respect elders. The construction won its bid on March 22nd, and will be completed by March 2014. |
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四月 April 大事紀要 Major Events

- 4 1 臺北市府衛生局自行配製之「食品DIY篩檢試劑」，自4月1日至3日及6月10日至11日免費發送，該篩檢劑包括：過氧化氫與皂黃試劑，民眾可以自行在家篩檢熟麵、丸類、火鍋料、豆製品等殘留過氧化氫的情形，而色澤較鮮黃之鹹魚及豆干，則可檢驗皂黃。過氧化氫試劑滴在食品上，呈現黃褐色；皂黃試劑滴在食品上，呈現紫紅色，則表示陽性反應，有過氧化氫及皂黃殘留的問題。
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- 2 「102年度建置健康雲之可行性研究案」於北、中、南、東召開10場專家座談會（分別於4/2、4/26上午及下午、5/17上午及下午、6/10、7/16上午及下午、7/26、8/6），邀請專家分享各界在醫療雲端服務建置及與健康資料交換相關議題的經驗及建議。
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- 3 台北市文經發展對外交流協會安排大陸北京醫藥行業協會至臺北市立聯合醫院院本部參訪，就「藥品安全管理經驗」議題進行交流。
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- 3 成立「臺北市府因應H7N9流感跨局處應變小組」，由臺北市府副市長陳雄文召開跨局處專案小組會議，除積極配合中央各項檢疫與疫情防堵政策外，並指示相關局處應以「禦疫從嚴、料疫從寬」態度，嚴陣以待，積極應變。
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- 8 臺北市議員王欣儀研究室安排大陸廣東清新縣人民醫院參訪團至臺北市立聯合醫院參訪，就「醫療衛生管理現狀」議題進行交流。
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- 15 臺北市立聯合醫院仁愛院區舉辦「仁愛守護您・健康一甲子」60週年院慶活動。
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四月 April

大事紀要 Major Events

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| 4 | 1 | <p>The Department of Health, Taipei City Government the “DIY Food Screening Reagent”, which from April 1st to 3rd and June 10th to 11th was given out for free. The reagent includes peroxide and metanil yellow testing reagents, with which people can test for peroxide in cooked noodles, rice balls, hot pot ingredients, and soy products. Metanil yellow can also be detected in test anchovies and tofu that seems unnaturally yellow. When the peroxide reagent is dropped onto the food, a yellowish brown. Indicates positive for peroxide when metanil yellow reagent is dropped onto the food, a violet red, represents a positive reaction, confirming the existence of peroxide and metanil yellow residues.</p> |
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| 2 | <p>The “2013 Healthy Cloud Feasibility Research Project” was established. 10 seminars in Northern, Central, Southern, and Eastern Taiwan were held on April 2nd, 26th, May 17th, June 10th, July 16th, July 26th, and August 6th. We invited experts to share their experiences and recommendations regarding the development of medical cloud service and health information exchange.</p> |
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| 3 | <p>The Taipei City Cultural and Economic Development and Exchange Association welcomed the Medical Industry Association of Beijing, China to the headquarters of Taipei City Hospital, and engaged in the discussion regarding safe management of drug.</p> |
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| 3 | <p>The Taipei City Government formed a “H7N9 Cross-Bureau Flu Response Group.” With the Deputy Mayor of the Taipei City Government, Chen Hsiung Wen, holding cross-bureau project team meetings. As well as actively cooperating with the central government regarding various quarantine policies, we also instruct relevant bureaus and departments to cultivate an attitude of “taking epidemic prevention seriously, preparing to meet future challenges, and having the ability to adapt.”</p> |
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| 8 | <p>Taipei City alderman Wang Hsin Yi welcomed a delegation from the Chin Hsin County Hospital of Guangdong, China on a visit to Taipei City Hospital. They engaged in conversation regarding the current state of medical health management.</p> |
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| 15 | <p>The Taipei City Hospital Renai Branch held the “Renai Protects You, Healthy for 60 Years” 60 year anniversary ceremony.</p> |
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四月 April 大事紀要 Major Events

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- 4 17 「臺北市營業衛生管理自治條例」修正案，經臺北市議會第11屆第5次定期大會第3次會議二讀通過。
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- 17 臺北市政府毒品危害防制中心配合法務部辦理毒品危害防制中心聯合視導。
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- 19 台灣醫事聯盟協會安排大陸南京市衛生局至臺北市政府衛生局參訪，就「醫護管理、食品藥物管理」議題進行交流。
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- 20 臺北市政府衛生局、社團法人台灣失智症協會與國際失智症協會假臺北市市民廣場辦理「全球為記憶而走－憶家動起來健走活動」，包括馬英九總統、臺北市市長郝龍斌、臺北市政府衛生局局長林奇宏及市民朋友，共計4,000人參加。
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- 24 「臺北市營業衛生管理自治條例」修正案，經臺北市議會第11屆第5次定期大會第4次會議三讀審議通過。
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- 24 確認首例境外移入H7N9流感病例，於4月24日下午6時提高臺北市政府應變等級，成立H7N9流感疫情應變中心，並於4月25日上午11時緊急召開「因應H7N9流感疫情臺北市政府擴大應變會議」，由臺北市市長親自督導臺北市政府各局處加強整備與應變。
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- 25 臺北市政府衛生局於臺北市南港展覽館站舉辦「捷運好行攜手讓心動起來」捷運設置AED啟動記者會，並邀請安心亞擔任宣導大使，以期號召更多市民學習緊急急救技能，勇敢救人安心壓。
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- 26 臺北市議員潘懷宗安排大陸華熙及京泰集團參訪團至臺北市立聯合醫院中興產後護理之家參訪，就「護理之家業務」議題進行交流。
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四月 April

大事紀要 Major Events

4	17	The Taipei City Operational Health Management Autonomy Amendment passed the second reading at the 3 rd Meeting of 5 th Regular session of 11 th Taipei City Council.
	17	The Taipei City Government Drug Hazards Prevention Center cooperated with Ministry of Justice in conducting joint inspections & guidance.
	19	The Taiwan Medical Alliance Association welcomed the Health Bureau of Nanking city, China on a visit to the Department of Health, Taipei City Government. They engaged in discussion regarding medical management and food/drug management.
	20	The Department of Health, Taipei City Government associated with the Taiwan Alzheimer's Disease Association and Alzheimer's Disease International held the "Global Walk for Memory Family Health Walk Event" at the Taipei City Square. A total of 4,000 people participated, including President Ma, Taipei City Mayor Hao, Department of Health, Taipei City Government Director Lin Chi Hung.
	24	The Taipei City Operational Health Management Autonomy Amendment passed the third reading at the 3 rd Meeting of 5 th Regular session of 11 th Taipei City Council.
	24	The first case of H7N9 was reported. At 18:00pm on April 24th, the Taipei City Government raised the level of alert, and established the H7N9 alert center. At 11:00am on April 25th, the Taipei City Government held an H7N9 response meeting. The Taipei City Mayor instructed each bureau and department on getting ready and adapting to the challenge.
	25	The Department of Health, Taipei City Government held the "Holding Hands on the MRT, and Stirring the Heart" AED Activation Press Conference at Nangang Exhibition Hall. Amber An was invited to be the goodwill ambassador, in the hope of getting more people to learn emergency rescue techniques, and be able to save more lives.
	26	Taipei City alderman Pan Huai Zhong welcomed the Hua Xi and Jing Tai Groups on visits to the Taipei City Hospital Zhong Hsin Branch Postpartum Care Center. They engaged in discussion regarding the work done at the center.

四月 April 大事紀要 Major Events

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- 4 26 上海市衛生局副局長黃峰平等一行15人，至臺北市立聯合醫院仁愛院區參訪，就「專科醫師、住院醫師及全科醫師規範及訓練」議題進行交流。
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- 27 促進各國醫藥政策交流，臺北市政府與臺北市藥師公會於4月27日、28日共同辦理「2013城際藥事論壇」，共計約400人參加。
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- 28 為倡導學童健康飲食、規律運動等健康生活概念，臺北市政府衛生局假臺北市中正運動中心辦理「健康我做主，活力親子體驗營」活動，總計165位學生及家長參加。
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- 30 台北文化經濟交流協會安排大陸上海崇明縣醫學會至臺北市大同區健康服務中心參訪，就「健康中心業務簡介」議題進行交流。
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- 30 臺北市市長郝龍斌召開記者會，宣布「台北卡」二代健康卡集點兌換服務正式啟動。
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- 30 「台北卡」—二代健康卡系統建置完成，正式啟用。
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五月 May 大事紀要 Major Events

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- 5 1 臺北市政府衛生局5月1日至8月31日止配合「暑期保護青少年—青春專案」辦理社區藥物濫用防制宣導計772場次（娛樂場所121場次、青少年208場次、社區民眾443場次）。
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- 6 臺北市立聯合醫院陽明院區舉辦「得憶齋—失智失能日間照顧中心」正式開幕併28週年院慶及母親節系列活動
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四月 April

大事紀要 Major Events

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| 4 | 26 | Shanghai City Health Bureau Deputy Chief Huang Feng Ping and 15 others visited the Taipei City Hospital Renai Branch. They engaged in discussion regarding regulations and trainings of specialists, resident physicians, and general physicians. |
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| | 27 | For the purpose of promoting medical policy exchange. On April 27th and 28th, the Taipei City Government and Taipei City Pharmacists Association collectively held the “2013 Citywide Medical Seminar.” Approximately 400 people attended. |
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| | 28 | In order to advocate concepts of healthy eating, drinking and regular exercise for children, the Department of Health, Taipei City Government held the “Health is Mine, Parent-Child Health Camp” at the Taipei City Zhong Zheng Recreational Center. A total of 165 students and parents attended. |
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| | 30 | The Taipei Cultural and Economic Exchange Association welcomed a delegation from the Chung Ming County of Shanghai on a visit to Taipei City Datong District Health Service Center. They engaged in discussion regarding introductions to health center operations. |
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| | 30 | Taipei City Mayor Hao Long Bing held a press conference. He declared that Taipei Card - the second generation health card point collecting and exchanging service has officially started. |
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| | 30 | The “Taipei Card- second generation card system” has been established, and officially launched. |
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五月 May

大事紀要 Major Events

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| 5 | 1 | From May 1st to August 31st, the Department of Health, Taipei City Government held the Summertime Adolescent Protection Project. 772 community drug abuse prevention seminars were held (121 in entertainment venues, 208 for adolescents, and 443 for members of the community). |
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| | 6 | The Taipei City Hospital Yangming Branch held a series of events regarding the “Der Yi Zhai - Dementia and Anergy Day Care Center” official opening, the branch’s 28th anniversary and Mother’s Day. |
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五月 May

大事紀要 Major Events

5 7 臺北市府衛生局為慶祝一年一度的國際護師節，於市政大樓「親子劇場」舉辦「國際護師節慶祝大會暨績優護理人員授獎典禮」，102年度評選出133位績優護理人員，由郝龍斌市長親自頒發獎座予以肯定，同時設置績優護理人員海報及台北市護理師護士公會101年度護理創作競賽得獎作品海報展，與會貴賓、各機構出席代表及媒體等約計400人。

10 臺北市議員潘懷宗辦公室安排大陸懷安市衛生管理協會會長古文橋等10人至臺北市立聯合醫院仁愛院區參訪交流。

10 臺北市府衛生局自5月10日至6月3日配合臺北市府觀光傳播局執行102年電影片映演業聯合檢查共35家業者，符合規定31家、不符合規定4家。

13 102年度「一般餐飲業衛生優良自主管理OK標章暨品質宣言認證計畫」。

13 針對澱粉製品檢出順丁烯二酸事件，臺北市府衛生局因應作為「主動稽查抽驗、流向管理、資訊透明、黃金72小時專案、配合衛生署之順丁烯二酸酐澱粉食品安全事件0527專案、安心選購」，共計稽查臺北市13家澱粉工廠，抽驗420件市售食品，下架回收8,120件、3萬1,174.2公斤涉案產品，並與環保局合作銷毀1萬,231.2公斤粉圓類產品。

五月 May

大事紀要 Major Events

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| 5 | 7 | <p>The Department of Health, Taipei City Government celebrated the annual International Nurses' Day at the City Hall's "parent-child theater". The International Nurses' Day Ceremony and Outstanding Medical Staff Awards Ceremony were held. In 2013, 133 excellent medical staffs were selected, and Mayor Hao Long Bing presented the awards personally. Meanwhile, we exhibited the 2012 poster of excellent medical staff, and the winning posters from Taipei City Nurse Association Creative Poster competition. A total of 400 guests, representatives of each institute, and media attended.</p> |
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| 10 | <p>Taipei City alderman Pan Huai Zhong welcomed the director Gi Wen Chao of Huai An Health Management Association and 10 other people on a visit to the Taipei City Hospital Ren'ai Branch.</p> |
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| 10 | <p>From May 10th to June 3rd, the Department of Health, Taipei City Government cooperated with the Taipei City Government Department of Information and Tourism to engage in inspection of 35 movie theaters. 31 met the standards, and 4 did not meet standards.</p> |
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| 13 | <p>The 2013 Catering Industry Exemplary Autonomous Health Management OK Label and Quality Declaration Certification Scheme.</p> |
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| 13 | <p>Regarding incidents of discovery of butenedioic acid in starch products, the Department of Health, Taipei City Government responded with active inspection and sampling, flow management, information transparency projects, and a "Golden 72-hour" project. We cooperated with the Department of Health in dealing with 527 food safety incidents relating to butenedioic acid. A total of 13 starch factories in Taipei City were inspected, 420 food products sold on the market were sampled, 8,120 products were recalled, and 31,174.2 kilograms of product were found to be in violation of safety codes. We worked together with the Environmental Protection Bureau to destroy 10,231.2 kilograms of tapioca products.</p> |
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五月 May

大事紀要 Major Events

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- 5 14 成立「H7N9流感聯合稽查小組」：由臺北市政府市場處、衛生局、動物保護處、環境保護局、警察局及秘書處媒體事務組等6個市府相關局處組成；由應變小組發言人臺北市政府衛生局局長林奇宏領軍，於5月17日起加強傳統市場聯合稽查工作，如有發現屠宰、陳列、展示及買賣活禽等行為攤販者，依法開罰。
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- 15 因應媒體報導毒醬油事件，稽查臺北市1,006家次餐飲店、小吃店、雜貨行及6大知名夜市攤商，抽驗15件「醬油」產品，其中5件檢出3-單氯丙二醇大於0.4 ppm不符衛生標準，產品來源廠商均為新北市業者，已令臺北市業者下架退回不符規定產品，另於臺北市62家下游廠商退貨1,010件醬油相關產品。
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- 20 蒙藏委員會安排內蒙古衛生廳尹赤林副廳長等5人至衛生局參訪，就「臺灣醫衛發展現況及未來合作事宜」議題進行交流。
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- 21 臺北市政府委託經營市立萬芳醫院實施要點修正案經臺北市議會備查。【議警字第10208001230】
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- 22 中國兩岸經貿促進發展協會安排內蒙古自治區預防醫學會會長許宏智等8人至臺北市政府衛生局參訪，就「兩岸疾病預防控制、社區預防醫學、中老年疾病預防」議題進行交流。
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- 24 5月24日～27日邀請醫療機構與旅行業者共同參展「2013臺北國際觀光博覽會」臺北館展示，行銷臺北市觀光醫療及專案商品。
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五月 May

大事紀要 Major Events

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| 5 | 14 | <p>We established the H7N9 Flu Inspection Team. The team consisted of representatives from six city government bureaus and departments: the Taipei City Market Administration Office, Department of Health, Taipei City Animal Protection Office, Department of Environmental Protection, Police Station, Secretariat Media Office. Taipei City Government Chief Lin Chi Hung acted as group spokesperson. On May 17th, they reinforced collective inspections of traditional markets, and fined people who killed, exhibited, or sold live birds.</p> |
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| 15 | | <p>Due to news reports of toxic soy sauce, we inspected 1,006 restaurants, grocery stores, and 6 famous night market stands. 15 soy sauce products were inspected, 5 of whose 3-monochloropropane-1, 2-diol (= 3-MCPD) content was greater than 0.4 ppm, which did not meet the set standard. The products all came from manufacturers in New Taipei City. We have told those in Taipei City to remove products that did not meet the standard from sale, and thus 1,010 soy sauce related products were returned to 62 down-stream vendors in Taipei City.</p> |
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| 20 | | <p>The Mongolian and Tibetan Affairs Commission arranged for Deputy Director of the Mongolian Health Department Yin Chi Lin and five other guests to visit Department of Health. They engaged in discussion regarding the Taiwan Medical and Health Development Status and Future Work Scheme.</p> |
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| 21 | | <p>The Taipei City Government entrusted the Taipei Municipal Wanfang Hospital to implement key point revision, for the future reference of the Taipei City Council. [Reference No 10208001230]</p> |
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| 22 | | <p>The Cross-Strait Economic and Trade Promotion Developmental Association welcomed Inner Mongolia Autonomous Region Preventive Medical Association Chief Hsu Hung Chi and 8 other guests on a visit to the Department of Health, Taipei City Government. They engaged in discussion regarding disease preventive control, community preventive medicine, and middle and old age illness prevention.</p> |
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| 24 | | <p>From May 24th~27th, we invited medical institutes and business owners in the tourism industry to attend the “2013 Taipei International Tourism Exhibition”, to market Taipei City tourism and medical products.</p> |
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五月 May

大事紀要 Major Events

5 27 臺北市議員潘懷宗服務處安排大陸上海市虹口區醫學會管維鏞等12人至臺北市立聯合醫院陽明院區參訪，就「醫院設施」議題進行交流。

27 臺北市府衛生局為落實及提升醫療機構服務品質，依據醫療法第28條規定辦理臺北市轄內基層醫療機構督導考核，另依據護理人員法第23條之1規定，辦理臺北市62家產後護理機構督導考核作業，至12月13日止。

29 為建立臺北市專屬性教育宣導教材，臺北市府衛生局與教育局假臺北市龍門國中辦理「青少年性教育研習營暨性教育宣導微電影首映會」，營造友善的青少年性健康諮詢支持環境，計57位教師及學生參加。

30 臺北市議員王欣儀研究室安排浙江省台州市人口計畫生育協會至臺北市士林區健康服務中心參訪，就「健康服務中心業務簡介」議題進行交流。

31 「食品衛生管理法修正草案」經立法院於5月31日三讀通過，總統於6月19日正式公布，由原先7章擴增至10章，40條擴增至60條。賦予衛生機關更多權力和任務、加重食品業者之責任及加重違規行為罰鍰與刑責。

31 臺北市府衛生局公告臺北市16所高中職以下學校（含10所國小、3所國中、3所高中職）周邊人行道，為全面禁止吸菸場所。

五月 May

大事紀要 Major Events

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- 5 27 Taipei City alderman Pan Huai Zhong welcomed China Shanghai City Hung Ko District Medical Association Director Gwan Wei Yong and 12 other guests on a visit to the Taipei City Hospital Yangming Branch. They engaged in discussion of hospital facilities.
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- 27 In order to implement and improve service quality in medical institutes, the Department of Health, Taipei City Government accords to Medical Act Article 28 in evaluating basic level medical institutes within jurisdiction of Taipei City. We also abided by the stipulations of Article 23-1 of the Medical Staff Act in evaluating 62 postpartum healthcare institutes. This continued until December 13th.
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- 29 In order to provide educational advocacy materials, the Department of Health, Taipei City Government held the Adolescent Sex Education Seminar and Sex Education Advocacy Short Film Premiere at Long Men Middle School. This created a friendly and supportive environment for adolescent sex health counseling. A total of 57 teachers and students attended.
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- 30 Taipei City alderman Wang Hsin Yi welcomed the Zhejiang Province Taizhou City Population and Birth Planning Association on a visit to the Taipei City Shilin District Health Service Center. They engaged in discussion regarding introductions to health center operations.
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- 31 The Food Health Management Law Revision Act was passed by the Legislative Yuan on May 31st. On June 19th, the President officially made an announcement that it has increased from 7 chapters to 10 chapters, and 40 articles to 60 articles. The revisions give more power and obligations to health agencies, more responsibility to business owners in the food industry, and more fines and punishments for violations.
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- 31 The Department of Health, Taipei City Government has announced that surrounding sidewalks will be completely smoke-free at 16 schools in Taipei City (including 10 elementary schools, 3 middle schools, and 3 high schools and vocational schools).
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六月 June

大事紀要 Major Events

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大陸北京博奧醫學檢驗所有限公司至臺北市政府衛生局健康管理處參訪，就「新生兒聽力篩檢」議題進行交流。

6

台灣醫事聯盟協會安排大陸江蘇省衛生廳全科醫師考察團至臺北市北投區健康服務中心參訪，就「社區健康營造急救技能訓練及社區健康照護網」議題進行交流。

7

臺北市政府衛生局召開102年度第1次「臺北市高齡友善城市推動小組」跨局處專家學者共識會議，計7位專家學者及18局處等單位參加，共計44人。

11

國立臺灣大學生醫電子與資訊學研究所所長賴飛鵬安排愛沙尼亞 Alar Kuusik教授至臺北市政府衛生局健康管理處參訪，就「生理資訊處理及遠距」議題進行交流。

11

臺北市政府衛生局參加憲兵202指揮部102年衛戍聯防區災害防救兵棋推演。

19

臺北市政府衛生局以府衛疾字第10233584400號公告臺北市進入腸病毒疫情進入流行警訊期，適用期限至10月31日；臺北市公私立高級中等以下學校、幼兒園、托育機構及收置學齡前兒童補習班如發現其學生有疑似手足口病、疱疹性咽峽炎或腸病毒感染之案例時，應於發現時起48小時內完成校園傳染病通報系統之通報，並依據「臺北市公私立高級中等以下學校及幼兒園腸病毒通報及停課作業規定」、「臺北市托育機構腸病毒隔離措施規定」辦理停班停課措施。

六月 June

大事紀要 Major Events

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The Beijing Bios Medical Inspection Corporation visited the Department of Health, Taipei City Government Health Management Department. They engaged in discussion regarding newborn hearing screenings.

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The Taiwan Medical Alliance Association welcomed the mainland Zhejiang Province Health Department General Physicians Group on a visit to the Taipei City Beitou Health Service Center. They engaged in conversation regarding “community health rescue techniques training and community healthcare networks”.

7

The Department of Health, Taipei City Government held the 1st Taipei City Age-Friendly City Promotional Group cross-department expert and scholars’ agreement meeting. 7 expert scholars and 18 bureaus and departments attended. A total of 44 people participated.

11

Lai Fei Pi, Head of the Graduate School Biomedical Electronics and Information at National Taiwan University welcomed Estonian Professor Alar Kuusik on a visit to the Department of Health, Taipei City Government of Health Promotion Division. They engaged in discussion regarding physical information processing and long distance sharing.

11

The Department of Health, Taipei City Government attended the Military Police 202 Commanding Center Wei Wu Hazards Rescue Drill event.

19

The Department of Health, Taipei City Government with reference no 10233584400 has announced that Taipei City has entered the warning period of an enterovirus epidemic. The announcement was in effect until October 31st. In Taipei City public and private high schools, kindergartens, nursing institutes, and cram schools for pre-school children, if cases of hand-foot-mouth diseases, herpetic angina or enterovirus infections are discovered, it should be reported through the schools communicable disease system within 48 hours. According to the Taipei City Enterovirus Reporting and Class Suspension Stipulations for Taipei City Public and Private High Schools and Kindergartens and the Taipei City Nursing Institute Enterovirus Isolation Measures, class and work should be suspended.

六月 June

大事紀要 Major Events

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- 6 20 臺北市政府衛生局召開「臺北市立關渡醫院、萬芳醫院監督小組102年度第1次會議」，報告1月至6月監督管理情形、營運成效、服務品質（含關渡醫院擴院計畫規劃情形）。
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- 22 「102年臺灣醫療團赴大陸雲南省藏區考察交流計畫」於6月22日至29日辦理，由蒙藏委員會藏事處副處長娥舟文茂率隊，臺北市政府衛生局由姜郁美主任秘書代表前往，採專題座談及教學式診療服務等方式執行，此行充分瞭解當地醫衛發展現況，促進良性互動並增進藏區醫衛人員對臺認識，建立兩地交流平臺及合作機會。
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- 26 臺北市政府衛生局假臺北市立體育館舉行「2013高齡友善臺北－銀髮活力show」，由12區推派隊伍參加，與會長者共計753人。
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- 27 臺北市健康統計看板（臺北市衛生局統計資料查詢系統）建置完成，正式啟用。
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- 28 臺北市政府衛生局假臺北市政府市政大樓11樓吳三連廳會議室辦理「臺北市府心理健康委員會第四屆第3次會議」，由主任委員陳雄文副市長主持，共有府內外委員17人出席與會，共同討論臺北市心理健康與精神衛生等相關議題。
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- 28 臺北市政府衛生局召開「臺北市市立醫療院所醫療基金監督管理委員會102年度第1次會議」，報告臺北市立聯合醫院之監督管理情形、營運成效、服務品質。
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六月 June

大事紀要 Major Events

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| 6 | 20 | The Department of Health, Taipei City Government held the first 2013 Taipei City Guandu Hospital and Wanfang Hospital Supervising Team Meeting. We reported supervising managerial statuses from January to June, as well as operational achievements, and service quality (including the Guandu Hospital Expansion Plan). |
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| 22 | | The 2013 Taiwan Medical Group Visit to Yunnan Province, Shen Zhang District Exchange Scheme was implemented from June 22nd to June 29th. Deputy Chief Er Cho Wen from the Mongolian and Tibetan Affairs Commission led the delegation, with Department of Health, Taipei City Government Chief Secretary Chiang Yu Mei, and they held special topic seminars and treatment service training. The trip fulfilled the understanding of state local medical and health developments and promote good interaction, also allowed Tibetan medical staff to get to know more about Taiwan and establish an exchange platform and further opportunities to work together. |
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| 26 | | The Department of Health, Taipei City Government held the 2013 Age-Friendly Senior Vitality Show. 12 districts sent teams to attend, and a total of 753 people participated. |
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| 27 | | Department of Health, Taipei City Government Statistics Information Searching System has been installed, and officially put into use. |
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| 28 | | The Department of Health, Taipei City Government held the 4th Annual and 3rd Psychological Health Committee Meeting at the Taipei City Government Administrative Building 11th Floor Wu San Lian Meeting Room. Deputy Mayor Chen Hsiung Wen hosted the meeting. A total of 17 committee members attended the meeting, and together they discussed topics related to Taipei City psychological health. |
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| 28 | | The Department of Health, Taipei City Government held the first 2013 Taipei City Medical Institute Foundation and Management Committee Meeting. They reported monitoring on management statuses, operational achievements, and service quality. |
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七月 July

大事紀要 Major Events

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| 7 | 1 | 102年度「觀光飯店業衛生優良自主管理OK標章暨品質宣言認證」。 |
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| | 1 | 臺北市政府衛生局自7月1日至22日配合產業發展局執行101年下半年度八大行業營業場所聯合檢查共145家業者，符合規定112家、不符合規定4家、未營業（停、歇業）29家。 |
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| | 1 | 臺北市政府衛生局與臺北市政府教育局啟動「健康起步走計畫－高度近視防治專案」，提供國小2年級學童每半年1次免費專業視力檢查。郝龍斌市長於「學童護眼門診」開辦首日，至臺北市立聯合醫院中興院區視察學童專業視力檢查服務情形。 |
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| | 1 | 臺北市政府衛生局網站公告「『台北卡』二代健康卡專區」提供市民線上查詢集點數，並發布新聞稿。 |
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| | 2 | 臺北市政府衛生局為明瞭臺北市一般概況及重要衛生施政成果，編製「101年臺北市衛生統計年報」，並將資料上載於臺北市政府衛生局網站，俾利各界查詢運用。 |
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| | 3 | 臺北市立聯合醫院忠孝院區舉辦「26週年院慶暨健康促進活動」。 |
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| | 5 | 丹麥哥本哈根生活實驗室創辦人Thomas Hammer-Jakobsen及丹麥辦事處代表至臺北市政府衛生局參訪，就「應用設計改善老人健康生活經驗分享」議題進行交流。 |
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七月 July

大事紀要 Major Events

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| 7 | 1 | The 2013 Tourism and Hotel Industry Health and Good Autonomous Management OK Label and Quality Declaration Certification. |
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| | 1 | From July 1st to 22nd, the Department of Health, Taipei City Government cooperated with the Department of Economic Development in inspecting 145 business owners in Taiwan's top 8 industries. 112 met standards, 4 non-compliance and 29 were terminated or out of business. |
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| | 1 | The Taipei City Government and Taipei City Government Ministry of Education has implemented the "Healthy Walking Plan – High-Degree Myopia Prevention Plan". This provides free professional eye check-ups every 6 months for second-grade students. Mayor Hao Long Bing visited Taipei City Hospital, Zhong Hsin Branch to inspect the conditions of professional eye sight check-up services for students on the first day of the student eye clinic scheme. |
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| | 1 | The Taipei Card Second Generation Health Card Zone was posted on the Department of Health, Taipei City Government Website. It allows citizens to check the number of points collected. We also issued press releases. |
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| | 2 | In order for Department of Health, Taipei City Government to understand general conditions and the results of important health policies in Taipei City, the bureau compiled the 2012 Taipei City Annual Statistical Report on Health. The information was uploaded onto the Department of Health, Taipei City Government website, for everyone to search and use. |
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| | 3 | The Taipei City Hospital Zhong Xiao Branch held their 26 Anniversary and Health Promotion Event. |
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| | 5 | Thomas Hammer-Jakobsen, founder of the Copenhagen Living Lab in Denmark, and representatives from the Trade Council of Denmark, Taipei visited the Department of Health, Taipei City Government. They engaged in discussions regarding their experience of applied design and improving the health and lives of elderly people. |
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七月 July

大事紀要 Major Events

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- 7 9 台北文化經濟交流協會安排大陸湖北省武漢市食品藥物監督管理局考察團至臺北市政府衛生局食品藥物管理處參訪，就「食品藥物管理」議題進行交流。
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- 11 臺北市府衛生局依據護理人員法第23條之1規定，辦理臺北市62家產後護理機構督導考核作業，至11月20日止。
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- 15 「臺北市營業衛生管理自治條例」修正案經行政院核定，同年7月30日公布。
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- 16 臺北市府衛生局修正公布「臺北市醫療爭議調處自治條例」。
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- 18 召開102年度第2次「臺北市高齡友善城市推動小組」跨局處專家學者共識會議，計7位專家及8局處共計22人參與。
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- 24 臺北市府衛生局召開102年所屬市立醫療院所醫療收費基準審議委員會，並修正「臺北市立醫療院所醫療收費基準」部分規定（第二部西醫第二章特定診療第一節檢查第六項免疫學檢查、第八項病毒學檢查、第十三項超音波檢查、第十九項病理組織檢查、第二十四項其他檢查、第二節放射線診療第二項癌症（腫瘤）治療二、其他治療方式、第五節精神醫療治療費、第七節手術第十二項視器二、角膜、第十節麻醉費及第九部一般費用第二章證明書費、第五章其他費用項目規定），自9月16日生效。
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- 25 臺北市府衛生局成立「癌症篩檢管理中心」。
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七月 July

大事紀要 Major Events

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| 7 | 9 | The Taipei Cultural and Economic Exchange Association welcomed the Hubei Province Wuhan City Food and Drug Inspection Management Bureau on a visit to the Food and Drug Division of Department of Health, Taipei City Government. They engaged in discussions regarding food and drug management. |
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| 11 | | In accordance with the stipulations of Article 23-1 of the Medical Staff Act, the Department of Health, Taipei City Government conducted inspections of 62 postpartum health institutes, in effect until November 20th. |
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| 15 | | The Taipei City Operational Health and Autonomous Management Act was revised, approved by the Executive Yuan, and announced on July 30th. |
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| 16 | | The Department of Health, Taipei City Government revised and announced the Taipei City Medical Autonomous Dispute and Mediation Act. |
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| 18 | | We held the second 2013 Taipei City Age-Friendly City Promotional Group Cross-Bureau Experts and Scholars Agreement Meeting. A total of 7 experts and 8 bureaus participated, with a total of 22 participants. |
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| 24 | | The Department of Health, Taipei City Government held the 2013 Evaluation Committee for Medical Fee Standards at Affiliated Medical Institutes, and revised medical fee standards for medical institutes in Taipei City. It specifically revised the following sections: Part 2 Western medicine, Chapter 2 special treatment; Section 1 check-ups, and Item 6 immunology check-ups; Item 8 toxicology check-ups; Item 13 ultrasound check-ups; Item 19 pathology organizational check-ups; Item 24 other check-ups; Section 2 radiology treatment; Item 2 cancer (tumor) treatment 2; other treatment methods; Section 5 psychological and medical treatment fees; Section 7 surgeries; Item 12 ophthalmology, corneas; Section 10 anesthesia; Part 9 general fees; Chapter 2 certification fees; and Chapter 5 other fees and item stipulations. These measure are effective since September 16th. |
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| 25 | | The Department of Health, Taipei City Government established the Cancer Screening Management Center. |
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七月 July 大事紀要 Major Events

- 7 29 臺北市府衛生局率先制訂公告「臺北市到府坐月子服務機構定型化契約範本」，並函請到府坐月子服務機構應依契約範本，確實與消費者訂定契約，以保障消費者權益。
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- 30 因應動物狂犬病疫情，成立「臺北市狂犬病疫情應變中心」，共有臺北市府16個局處及12個區公所聯合應變。
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八月 August 大事紀要 Major Events

- 8 1 臺北市府衛生局推出「台北卡－兒童醫療補助證試辦計畫」的無卡化方案，由8家兒童醫療補助特約醫療院所率先使用，民眾至該8家醫療院所就診時，無須攜帶兒童醫療補助證，利用醫療院所原本的資訊系統連結衛生局系統，即可馬上得知該民眾是否具有兒童醫療補助證身分，提供更為便民的服務。
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- 1 臺北市府衛生局公告國立臺北科技大學2個校門口周邊人行道為全面禁止吸菸場所。
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- 5 配合「台北卡」－二代健康卡「癌篩特報員」計畫，完成臺北市府衛生局「自費癌症篩檢線上通報系統」建置。
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- 6 中國醫藥導報安排大陸泰州市台辦主任沈惠彪、泰州市衛生局局長徐洪濤等7人至臺北市府衛生局參訪，就「促進兩岸公共衛生推動服務交流及合作」議題進行交流。
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七月 July

大事紀要 Major Events

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| 7 | 29 | The Department of Health, Taipei City Government stipulated the Taipei City At-Home Postnatal Service Institute Standardized Contract. This stipulates that at-home postnatal service institutes should sign contracts with consumers, in order to protect their rights and interests. |
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| | 30 | In response to the animal rabies epidemic, we established the Taipei City Rabies Epidemic Response Center. A total of 16 bureaus and 12 district offices responded. |
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八月 August

大事紀要 Major Events

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| 8 | 1 | The Department of Health, Taipei City Government introduced a card-less scheme for the Taipei City Card - Children's Medical Subsidy Certification Trial Plan. Eight commissioned medical institutes that provide children's subsidies were involved in the first stage of the trial. When patients go to these eight medical institutes, they do not need to bring their children's medical subsidy cards. Using the original information at the medical institutes and connecting with the health bureau system, you can immediately find out if the patients have children's medical subsidy cards, which provides a more convenient service. |
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| | 1 | The Department of Health, Taipei City Government announced that the sidewalks surrounding the two front gates of NTUT are now completely smoke-free. |
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| | 5 | In conjunction with the Taipei Card - Second Generation Health Card Cancer Screening Scheme, we completed the establishment of the "self-expensed cancer screening on-line reporting system". |
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| | 6 | The Chinese Medical Report welcomed Taizhou City Chief Shen Hui Biao, Taizhou City Health Bureau Chief Hsu Hong Tao, and 7 other guests on a visit to the Department of Health, Taipei City Government. They engaged in discussion regarding cross-strait public health promotional exchange and cooperation. |
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八月 August 大事紀要 Major Events

- 8 6 臺北市政府衛生局8月6、7、13、15、20日與臺北市藥師公會及臺北市藥劑生公會共同辦理5場「社區藥局藥事服務政策推動座談會」，提供產、官、學界跨領域經驗交流機會，共計約310人參加。
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- 7 臺北市政府衛生局為明瞭臺北市死因型態的轉變，以供政府施政及學術研究之參用，編製「101年臺北市死因統計年報」，並將資料上載於臺北市政府衛生局網站，俾利各界查詢運用。
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- 8 臺北市立聯合醫院陽明院區成立首座臺北市社區健康市民學校「三芝蘭健康學苑」。
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- 11 臺北市政府衛生局結合臺北市藥師公會、臺北市立聯合醫院及臺北市立萬芳醫院假臺北醫學大學辦理「藥SAFE大冒險」闖關活動，計約200人次參與。
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- 13 辦理「臺北市政府衛生局暨所屬市立聯合醫院、12區健康服務中心公文不定期查考計畫」，截至8月21日止。
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- 14 中華文化交流服務中心安排香港專業教育學院師生33人至臺北市政府衛生局參訪，就「健康城市的建設及食品與藥物管理」議題進行交流。
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- 17 臺北市政府衛生局假臺北市藥師公會辦理藥事人員「102年社區戒菸諮詢站教育訓練課程」，計110人參訓。
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- 17 臺北市政府衛生局假馬偕紀念醫院台北院區與新北市政府衛生局共同辦理「102年度大臺北地區醫院及人口密集機構感染管制新思維—繼往開來感染管制論壇暨國際研討會」，邀集雙北臨床醫護、長期照護機構及衛生防疫單位人員與會，為國內醫療及長期照護機構感染管制措施提出政策建言。
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八月 August 大事紀要 Major Events

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| 8 | 6 | On August 6th, 7th, 13th, 15th, and 20th, the Department of Health, Taipei City Government, Taipei Pharmacist Association, and Pharmacist Association of ROC collectively held five community pharmacy service policy promotional seminars. These provided opportunities for experience exchange for industry, government and academic circles. Approximately 310 people participated. |
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| 7 | | In order to understand changes in causes of death in Taipei City, the 2012 Taipei City Annual Statistical Report on Causes of Death was compiled for the reference of government policy implementation and academic research. |
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| 8 | | The Taipei City Hospital Yangming Branch established the first Taipei City Community Health Citizens' School: the San Zhi Lan Health School. |
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| 11 | | The Department of Health, Taipei City Government, the Taipei City Pharmacist Association, Taipei City Hospital, and the Taipei City Wanfang Hospital collectively conducted the "Drug Use Safety Challenge Event" at Taipei Medical University. Approximately 200 people participated. |
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| 13 | | We held the Department of Health, Taipei City Government for Irregular Official Inspection Plan Affiliated City Hospitals and 12 District Health Service Centers, effective until August 21st. |
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| 14 | | The ROC Cultural Exchange Service Center welcomed 33 teachers and students from the Hong Kong Institute of Vocational Education on a visit to the Department of Health, Taipei City Government. They engaged in discussions regarding construction of healthy city policy and food and drug management. |
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| 17 | | The Department of Health, Taipei City Government held the 2013 Community Smoke Cessation Counseling Station Educational Training Course for pharmaceutical staff at the Taipei City Pharmacists' Union. Approximately 110 people participated. |
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| 17 | | The Taipei City Government held the 2013 Annual Taipei Area Hospitals, Population Density, Infection Control, and New Ideas International Seminar at Taipei Mackay Memorial Hospital. We invited clinical health care professionals from Taipei City and New Taipei City, of long term healthcare institutes, and health disease prevention units, and they made recommendations regarding policies for domestic medicine, long term care institutes, and infection control measures. |
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八月 August 大事紀要 Major Events

8 20

臺北市府衛生局為推動性別主流化，強化性別資料與分析內容，編製「101年衛生局性別統計圖像」，將資料上載臺北市府衛生局網站，以廣周知。

22

臺北市府衛生局8月22、29日及9月3、10日辦理「食品、藥物、化粧品暨傳播媒體業者廣告講習班」4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，共有420家業者，640人與會，並提供102年8月出版之「藥物、化粧品及食品廣告相關法規暨案例彙編」作宣導。

22

8月22~23日稽查「胖達人手感烘焙麵包」敦南店、忠孝店，現場查獲人工香料，與該公司先前對外聲明使用天然食材製造香料不符，經查證屬實已依違反食品衛生管理法處分新臺幣18萬元，並要求立即撤除違規廣告。

23

台灣醫事聯盟協會安排大陸江蘇省衛生行政管理專家杜祥永等22人至臺北市松山區健康服務中心參訪，就「社區健康照護網」議題進行交流。

26

中華醫療科技協會安排大陸浙江省金華市衛生局宣安平等11人至臺北市南港健康服務中心參訪，就「健康服務中心業務介紹」議題進行交流。

26

臺北市府衛生局依據護理人員法第23條之1規定，辦理臺北市19家一般護理機構督導考核作業，至12月13日止。

八月 August 大事紀要 Major Events

8 20 In order to allow the Department of Health, Taipei City Government to promote gender mainstreaming, reinforce gender information, and improve analytical contents, we compiled the 2012 Health Bureau Gender Statistical Images, and upload the information onto the Department of Health, Taipei City Government website to enable public access and reference.

22 The Department of Health, Taipei City Government held four Food, Drugs, Cosmetics, and Communication Media and Advertisement Seminars on August 22nd, 29th, and September 3rd and 10th. These seminars explained violations of advertising law and related principles, in order to improve the business owners' capacity for self-evaluation and self-management, and reduce incidents of advertisements in violation of these principles. A total of 420 business owners, and 640 other people attended. The department also provided the Drugs, Cosmetics, and Food Advertisement Regulations and Case Studies, published in August 2013 for advocacy purposes.

22 On August 22nd to 23rd, we inspected the Dunnan and Zhongxiao branches of "Top Pot Bakery". Artificial flavor agents were found; the company had advertised that their products were completely natural. They violated food health management law, and were fined NT\$180,000, and were also required to immediately remove the advertisement.

23 The Taiwan Medical Alliance Association welcomed Health Administrative Management expert Du Hsian Yong from Jiangsu Province, China, along with 22 others, on a visit to the Taipei City Songshan District Health Service Center. They engaged in discussion regarding community healthcare networks.

26 The ROC Medical Technology Association welcomed Hsuan An Ping from the Zhejiang Province Jinhua City Health Bureau in China, along with 11 others on a visit to the Taipei City Nangang Health Service Center. They engaged in discussions regarding introductions to health service center operations.

26 In accordance with stipulations in Article 23-1 of the Medical Staff Act, the Department of Health, Taipei City Government held monitoring and inspection work at 19 general healthcare institutes, effective until December 13th.

八月 August 大事紀要 Major Events

8 27 召開102年度第3次「臺北市高齡友善城市推動小組」跨局處專家學者共識會議，計4位專家及18局處共計32人參與。

28 立法院孔文吉委員國會辦公室安排大陸雲南省昆明市食品藥物監督管理局考察團至臺北市政府衛生局食品藥物管理處參訪，就「食品藥物管理」議題進行交流。

30 臺北市政府自殺防治中心舉辦「多元臺北。幸福常駐－多元社會與自殺防治實務研討會」。

30 臺北市政府毒品危害防制中心於8月30日提請調整組織架構，修正組織名稱為委員會，專責臺北市政府毒品危害防制業務。

31 「2013年臺灣醫療團赴大陸內蒙古自治區考察交流」於8月31日至9月7日舉行，由蒙藏委員會蒙事處處長海中雄率隊，臺北市政府衛生局由林奇宏局長、陳青梅處長、李綉美股長共3人代表前往，除專題演講及座談外，9月6日與內蒙古衛生廳簽署「臺北市與內蒙古自治區醫療衛生交流合作備忘錄」；另外臺北市立聯合醫院由許衍道醫務長帶隊，與消化內科林志陵主任、心臟內科陳冠宇主任及骨科董福義主任前往旗縣醫院進行教學式診療服務，分享臺灣的醫療衛生成果，並協助當地醫師在診斷及及診療檢查之經驗。

八月 August 大事紀要 Major Events

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| 8 | 27 | We held the 2013 3rd Annual Taipei City Age-Friendly City Promotional Group Cross-Bureau and Department Experts and Scholars Agreement Meeting. Four experts and 18 bureaus and departments, and a total of 32 people, participated in the meeting. |
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| 28 | The Legislative Yuan Kong Wen Chi Committee Office welcomed the Yunnan Province Kunming City Food and Drug Inspection Commission on a visit to the Department of Health, Taipei City Government Food and Drug Management Department. They engaged in discussions regarding food and drug management. |
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| 30 | The Taipei City Government Suicide Prevention Center held the “Diverse Taipei- Happiness Forever- Diverse Society and Suicide Prevention Practice Seminar”. |
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| 30 | The Taipei City Government Drug Prevention Center applied for adjustments to organizational structures on August 30th. They changed the name of the organization to a “committee”, which will be hereafter be responsible for drug hazard prevention work in the Taipei City Government. |
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| 31 | The 2013 Taiwan Medical Group visited the Chinese Inner Mongolia Autonomous Region for inspection and exchange from August 21st to September 7th. Mongolian and Tibetan Affairs Commission Chief Hai Zhong Hsiung led the delegation. The Department of Health, Taipei City Government sent 3 representatives: Chief Lin Chi Hung, Director Chen Ching Mei, and subsection Chief Li Sho Mei. As well as special topic speeches and seminars, on September 6th, we signed the “Taipei City and Inner Mongolia Autonomous Region Medical Health Exchange Work Memorandum.” In addition, Taipei City Hospital was represented by Medical Chief Hsu Yen Dao, Head of Gastroenterology Lin Chi Ling, Cardiology Department Chief Chen Guan Yu, and Orthopedics Department Chief Dong Fu Yi. They visited Chi County Hospital to observe educational treatment services, share their achievements of Taiwanese health policy, and assist local doctors with their experiences of diagnosis and treatment. |
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九月 September

大事紀要 Major Events

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- 9 2 臺北醫學大學安排大陸上海市衛生和計畫生育委員會基層處副處長楊穎華等10人至臺北市政府衛生局參訪，就「長期照護業務推動、老年保健照護與健康促進」議題進行交流。
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- 2 臺北市議員汪志冰安排大陸廣州市政府考察團至臺北市立聯合醫院參訪，就「護理行政管理業務」議題進行參訪交流。
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- 2 因應本土性登革熱疫情，成立「臺北市登革熱疫情應變中心」，由市府各局處及12個區公所、健康服務中心聯合應變。
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- 3 臺北市政府研究發展考核委員會安排大陸上海市副市長趙雯及婦聯會等21人至臺北市立聯合醫院中興院區產後護理之家參訪，就「臺灣月子會所的監管情況以及相關法律政策、准入標準、工作規範、過程評估、員工資質及培訓、部門聯動機制」議題進行交流。
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- 3 臺北市政府衛生局依據醫事檢驗師法第25條及第31條規定，辦理臺北市40家醫事檢驗業務品質輔導訪查作業，至9月18日止。
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- 3 成立登革熱區級應變工作小組，由區公所主政，小組成員包含區公所、健康服務中心、警察局、清潔隊、戶政、地政、公園路燈管理處等7個機關。
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九月 September

大事紀要 Major Events

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| 9 | 2 | Taipei Medical University welcomed Yang Ying Hwa, Deputy Director of the Shanghai City Birth Planning Committee Basic Level Department and 10 others on a visit to the Department of Health, Taipei City Government. They engaged in discussions regarding long term healthcare implementation and elderly healthcare and health promotion. |
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| | 2 | Taipei City alderman Wang Chi Bing welcomed delegation team from the Guangzhou City Government on a visit to Taipei City Hospital. They engaged in discussion regarding medical administrative management operations. |
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| | 2 | In response to the local dengue fever epidemic, we established the Taipei City Dengue Fever Epidemic Response Center. All government bureaus and departments and all 12 district offices and health service centers responded. |
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| | 3 | The Taipei City Government Research and Development Inspection Committee welcomed Shanghai City Deputy Mayor Xiao Wen and 21 members of the Women's Association on a visit to the Taipei City Hospital Zhong Hsin Branch postnatal Home. They engaged in discussion of the standardization of Taiwan's postnatal status monitoring and related law and policies, as well as work procedures, process evaluations, employee quality and training. |
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| | 3 | In accordance with Articles 25 and 31 of the Medical Inspection Act, the Department of Health, Taipei City Government has conducted quality and guidance visits at 40 medical institutes. |
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| | 3 | We established Dengue Fever Response Work Groups, hosted by district offices. The members include representatives from seven agencies: health service centers, police stations, cleaning teams, household administration, land administration, and park lighting departments. |
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九月 September

大事紀要 Major Events

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- 9 9 9月9日舉辦「臺北市食材登錄平台」(FoodTracerTaipei.health.gov.tw)啟動記者會，第一階段推出「學校午餐專區」，包括臺北市19家團膳業者及194所國中、小學參與，於102年年底再納入公私立高中職及私立中小學等，10月20日推出「生鮮蔬果專區」，可查詢到50家店鋪資訊；11月25日「校園食品安全會議」決議將以「臺北市食材登錄平台」之公版模式，供各縣市使用。
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- 9 為照護臺北市弱勢族群長者之健康，臺北市政府衛生局自9月9日起提供設籍臺北市65歲以上低收入戶、獨居、原住民3類長者公費肺炎鏈球菌疫苗接種服務。
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- 10 辦理臺北市12區健康服務中心暨聯合醫院現場為民服務考評作業，至9月23日止，並於9月23日完成複檢及輔導作業。
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- 12 臺北市政府衛生局辦理「102年度優良哺集乳室認證」，共計182間公、民營機構通過優良哺集乳室認證，臺北市共有502間優良哺集乳室。
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- 12 臺北市政府衛生局召開「臺北市市立醫療院所醫療基金監督管理委員會102年度第2次會議」，報告臺北市立聯合醫院之監督管理情形、營運成效、服務品質。
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- 13 臺北醫學大學邀請大陸上海市衛生和計畫生育委員會副主任肖澤萍等16人至臺北市政府衛生局參訪，就「醫療資訊系統、公共衛生及慢性病防治」議題進行交流。
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- 13 臺北市立聯合醫院陽明院區舉辦「關渡宮捐贈超音波掃描儀暨急性後期復健照護病房揭牌」活動。
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九月 September

大事紀要 Major Events

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On 9th September, we held the Taipei City Food Registration Platform Activation Press Conference. In the first part, we introduced the “School Lunch Zone”. This incorporates 19 businesses in the food industry and 194 middle schools and elementary schools. At the end of 2013, we also included public and private high schools and vocational schools, and private middle and elementary schools. On October 20th, we introduced the “Fresh Fruit and Veg Zone”. Via this platform, members of the public can search for information on 50 stores. On November 25th, the Schools Food Safety Meeting decided to provide the Taipei City Food Registration model to all other counties and cities in Taiwan.

9

In order to care for the health of disadvantaged elders in Taipei City, the Department of Health, Taipei City Government has provided low income people, people who live alone, and aborigines over 65 with publically funded streptococcus pneumonia vaccine services since 9th September.

10

We held evaluations at all health service centers in Taipei, in effect until September 23rd. Re-evaluation and guidance work will be completed on September 23rd.

12

The Department of Health, Taipei City Government awarded the 2013 Annual Outstanding Breastfeeding Facilities Certification. A total of 182 government and private institutes passed the accreditation process, for a total of 502 certified facilities.

12

The Taipei City Government held the 2013 Second Taipei City Medical Institute Foundation and Supervision Management Committee Meeting. We reported on supervising management statuses, operational achievements, and service quality at Taipei City Hospital.

13

Taipei Medical University invited Hsiao Zhe Ping, Deputy Chief of the Shanghai City Health and Birth Planning Committee, and 16 others to visit the Department of Health, Taipei City Government. They engaged in discussions regarding medical information systems, public health, and chronic disease prevention.

13

The Taipei City University Yangming Branch held an unveiling ceremony for the Guandu Temple-donated ultrasound scanning device and emergency healthcare room.

九月 September

大事紀要 Major Events

9 16

童綜合醫療社團法人童綜合醫院安排大陸上海市楊浦區衛生工作者協會常務理事趙華強等15人至臺北市政府衛生局參訪，就「醫療保健服務醫療保健體系的投資及養老問題業務」議題進行交流。

16

臺北市政府衛生局與教育局正式啟動「健康起步走計畫－窩溝封填防齲專案」，提供國小1年級學童免費窩溝封填、定期評估檢查及新萌出大白齒窩溝封填檢查。當日辦理「臺北市1年級學童免費第一大白齒窩溝封填專案9月16日正式開辦」記者會。

17

臺北市市長郝龍斌召開「臺北市新生兒『聽力篩檢』3週年暨『危急型先天心臟病』」篩檢啟動記者會，自10月1日起特約醫院出生之新生兒可以接受免費危急型先天心臟病篩檢。

25

102年度臺北市政府研究發展考核委員會辦理102年「推動性別主流化訪評」實地訪評，邀請府外3位專家至臺北市政府衛生局辦理抽訪及座談會，會中就衛生局100年至102年執行效益及創新措施進行訪評審查。

25

臺北市政府衛生局全國首創24小時失智症關懷專線1999轉5880。

25

臺北市政府衛生局與馬偕醫院共同辦理102年度『緊急災害應變研討會』，進行院際間得相互交流、分享及持續學習，以提升就醫環境安全及照護品質。

九月 September

大事紀要 Major Events

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- 9 16 Tung's Taichung Metro Harbor Hospital welcomed Xiao Hwa Chiang, Director of the Shanghai City Yang Pu District Health Workers Association, and 15 others on a visit to the Department of Health, Taipei City Government. They engaged in discussion regarding medical healthcare services, medical health system investment and retirement issues.
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- 16 The Department of Health, Taipei City Government and Ministry of Education officially launched the "Healthy Walking Plan - Fissure Sealing to Prevent Tooth Decay Scheme". The scheme provides first grade students with free fissure sealing treatment. We regularly conducted evaluation check-ups, and new fissure sealing check-ups. We also conducted the first "Taipei City 1st Grade Students Free Fissure Sealing Project" press conference on September 16th.
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- 17 Taipei City Mayor Hao held a press conference for the 3rd anniversary of Taipei City newborn hearing screening and critical congenital heart disease screening. From October 1st, newborn babies from commissioned hospitals can receive free screening for critical congenital heart disease.
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- 25 The 2013 Taipei City Government Research and Development Inspection Committee conducted the 2013 field interview and inspection of promoting gender mainstreaming. We invited three experts to the Department of Health, Taipei City Government for various interviews and seminars. In the meeting, they conducted interview evaluation inspection regarding the effectiveness and innovative measures of the Health Bureau from 2011 to 2013.
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- 25 The Department of Health, Taipei City Government established the first 24-hour dementia care hotline: 1999 ext. 5880.
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- 25 The Department of Health, Taipei City Government and Mackay Memorial Hospital held the 2013 Emergency Hazard Response Seminar. They conducted cross-hospital exchange, experience sharing, and continuous learning, in order to improve safety and healthcare quality in medical environments.
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九月 September 大事紀要 Major Events

- 9 30 臺北市府衛生局完成「臺北市衛生統計查詢系統」建置，提供多維度網路查詢，增加民眾查詢資料便利度，有效地提升臺北市衛生統計資訊服務品質。

- 30 臺北市府信義區健康服務中心主任歐佳齡宣誓就職。

十月 October 大事紀要 Major Events

- 10 1 臺北市府衛生局舉辦衛生法規宣導研討會，計153人次參與。

- 1 臺北市府衛生局假臺北市府沈葆楨廳辦理「生命誠可貴Trainer價不高」百人CPR體驗會，號召市府員工及市民朋友利用經濟實惠且攜帶方便的教材學會緊急急救技能。

- 1 臺北市府衛生局今（102）年度特別籌措經費，提供設籍臺北市60～64歲熟齡族及50～64歲原住民族公費流感疫苗接種，共計採購1萬7,996劑，至疫苗用罄截止。

- 1 臺北市府衛生局於10月1～2日協助辦理102年度全國食品衛生檢驗科技研討會，獲得101年度行政院衛生福利部食品藥物管理署對地方衛生局績效綜合考評檢驗業務表現優異獎及獲頒102年度食品衛生檢驗科技研討會卓越貢獻獎。並於會中發表2篇口頭論文及4篇壁報論文。

- 1 臺北市府衛生局辦理「台北卡—二代健康卡」集點兌換悠遊卡加值金服務，至12月10日。

九月 September

大事紀要 Major Events

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- 9 30 The Department of Health, Taipei City Government established the “Taipei City Health Statistics Search System”. This provides multidimensional network search capabilities, making searching for information more convenient, and effectively improving service quality relating to Taipei City’s health statistics.
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- 30 Taipei City Government Xinyi District Health Office Center Chief Ou Jia Ling was sworn into office.
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十月 October

大事紀要 Major Events

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- 10 1 The Department of Health, Taipei City Government held the Health Regulation Advocacy Seminar. A total of 153 people participated.
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- 1 Taipei City Government held the “Life is Precious, and the Trainer is Not Expensive” CPR seminar at the Taipei City Government Shen Bao Zhen Hall. We called on city government employees and citizens to use affordable and accessible learning materials to learn emergency first aid skills.
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- 1 In 2013, the Department of Health, Taipei City Government increased the budget to provide people in Taipei City who are 60-64 years old (as well as 50-64 year old aborigines) with publicly funded flu vaccines. A total of 17,996 doses were purchased.
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- 1 On 1st and 2nd October, the Department of Health, Taipei City Government helped to conduct the 2013 Annual National Food Health Inspection and Technology Seminar. We received an award of excellence for the comprehensive evaluation by the Ministry of Health and Welfare Food and Drug Administration in local health bureaus in 2012, as well as achievement awards for food health inspection and technology in 2013. Two oral theses and four poster theses were presented.
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- 1 The Department of Health, Taipei City Government offered the “Taipei Card - Second Generation Card” points collecting and exchanging easy card service until December 10th.
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十月 October 大事紀要 Major Events

10 1 臺北市政府衛生局「新生兒危急型先天心臟病篩檢」正式開辦，臺北市共12家特約醫療院所提供篩檢服務。

3 臺北市議員秦慧珠安排大陸山東省參訪團至臺北市立聯合醫院和平婦幼院區參訪，就「婦女生育醫療及行政管理」議題進行交流。

3 臺北市政府衛生局舉辦衛生法規宣導研討會，計136人次參與。

4 臺北市政府自殺防治中心舉辦「微笑的100個理由徵文活動得獎文章展覽」，約5,000人次參加，至10月13日止。

5 臺北市政府衛生局於102年全國運動會於假臺北市33個場館，及8個外縣市13個場館共計46個場館舉辦。臺北市部分委請臺北醫學大學附設醫院及財團法人馬偕紀念醫院擔任主責醫院，臺北市17家責任醫院為協力醫院；外縣市部分則委請各縣市衛生主管單位遴派支援救護人員參與救護活動，共計動員醫師183人次、護理人員211人次、救護技術員113人次及救護車129輛次（含駕駛）。賽事期間兩家主責醫院執行長至各場館巡查，確認醫療工作執行無虞，同時遴聘緊急醫療專家至曲棍球、桌球、競技體操、水球、羽球、擊劍、武術、網球等賽事場館就醫療救護工作進行外部稽核，至10月24日，總計服務人次245人次，內科：13人次、外科：232人次及後送26人次。

6 臺北市政府衛生局結合長庚醫療財團法人辦理第12屆2013TDSD國際心理健康日宣導活動暨路跑活動，計10,000人次參與。

14 臺北市政府衛生局修正「臺北市政府衛生局所屬臺北市立聯合醫院購置醫療儀器及醫療儀器租賃案審核作業要點」部分規定。

十月 October 大事紀要 Major Events

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| 10 | 1 | The Department of Health, Taipei City Government officially launched its Newborn Critical Congenital Heart Disease Screening Scheme. A total of 12 commissioned medical institutions provide this screening service. |
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| | 3 | Taipei City alderman Chin Hui Chu welcomed an delegation team from China's Shandong Province on a visit to Taipei City Hospital's Ho Ping Women and Children's Branch. They engaged in discussions regarding birth and medical administrative management. |
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| | 3 | The Department of Health, Taipei City Government held the Health Regulation Advocacy Seminar. A total of 136 people participated. |
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| | 4 | The Taipei City Government Suicide Prevention Center held the "100 Reasons to Smile" Writing Competition and Award Exhibition. Approximately 5,000 people participated, effective until October 13th. |
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| | 5 | The 2013 National Sports Games were held in a total of 46 stadium: 33 in Taipei City, and 13 in other counties and cities. Taipei City entrusted Taipei Medical University Hospital and Mackay Memorial Hospital as the main hospitals, and 17 other hospitals as assistance hospitals. As for other counties and cities, we entrusted each county and city health and management unit to send supporting healthcare staff to participate in rescue incidents. A total of 183 physicians, 211 medical staff, 113 medical technicians, and 129 ambulances (including drivers) were sent. During the games, the two responsible hospital chief officers inspected each stadium to make sure that medical work was perfect. We also hired emergency medical experts in hockey, table tennis, gymnastics, water polo, badminton, fencing, martial arts, and tennis to provide medical care and external inspection. By October 24th, a total of 245 people had been treated. 13 were treated under general medicine, 232 under general surgery, and 26 were evacuated. |
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| | 6 | The Department of Health, Taipei City Government cooperated with the Chang Gung Medical Foundation to hold the 12th TDSD International Psychological Health Day advocacy and running event. A total of 10,000 people participated. |
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| | 14 | The Department of Health, Taipei City Government revised some sections of the "Key Points for Purchase of Medical Devices and Rental Evaluation at Department of Health, Taipei City Government Affiliated Taipei City Hospital". |
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十月 October 大事紀要 Major Events

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臺北市政府衛生局為有效強化醫療機構火災應變能力及建築安全，與消防局、建築管理工程處聯合針對大型機構22家（醫學中心、區域醫院、及市立聯合醫院8院區），進行公共安全查核。

16

2013「我是食物冠軍王」亮麗登場－臺北市食材登錄平台校園巡迴宣導活動記者會。

17

針對大統長基油品混充事件，臺北市政府立即成立重大食安事件應變小組，全面動員清查涉案產品，11月1日配合衛生福利部啟動「油安行動」，全面稽查市售油品。並於衛生局網站設置「食用油品專區」。

17

臺北市政府衛生局辦理「原住民重陽敬老健康促進講座暨健康篩檢活動」。

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臺北市政府衛生局修正「臺北市政府衛生局所屬臺北市立聯合醫院社會服務暨醫療救助金管理要點」部分規定。

18

10月18日至21日臺北市政府衛生局及醫療機構與旅行業者共同參加「2013臺北國際旅展」臺北館展示，行銷臺北市觀光醫療及專案商品。

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臺北市政府衛生局首辦早期療育工作坊。

十月 October 大事紀要 Major Events

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| 10 | 15 | In order for the Department of Health, Taipei City Government to effectively reinforce medical institutes' adaptive abilities in fire and construction safety, we cooperated with the Fire Department and Construction Management office to conduct public safety inspections at 22 medical centers, regional hospitals and 8 branches of Taipei City Hospital. |
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| 16 | 2013 "I am the Food Champion" is on – the Taipei City Food Registration Platform and Campus Tour Advocacy and Event Press Conference. |
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| 17 | In response to incidents regarding contamination of Da Tong Oil Products, the Taipei City Government immediately formed an Urgent Food Safety Issue Response Team, and inspected all products involved. On November 1st, we cooperated with Ministry of Health and Welfare to start the "oil safety mission". We inspected all oil products sold on the market, and established the "Edible Oil Zone" on the website of Department of Health. |
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| 17 | The Taipei City Government held the "Aboriginal Chung Yang Respect the Elder Promotional Seminar and Health Screening Event". |
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| 17 | The Department of Health, Taipei City Government revised parts of the "Key Points in Financial Management of Medical Subsidies in the Department of Health, Taipei City Government Affiliated Taipei City Hospital". |
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| 18 | From October 18th to 21st, the Department of Health, Taipei City Government, medical institutes and business owners in the tourism industry participated in the 2013 Taipei International Tourism Exhibition at the Taipei Pavilion, to market Taipei City tourism and medical products. |
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| 19 | The Department of Health, Taipei City Government held its first early treatment workshop. |
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十月 October 大事紀要 Major Events

- 10 20 臺北市政府衛生局鑑於民眾申訴及醫療爭議〈糾紛〉事件逐年增加，假三軍總醫院辦理「102年度輔導醫療機構成立醫療糾紛關懷小組標竿學習」研討會，以培育醫療糾紛處理成員於醫療糾紛相關知能及處理事件時之溝通調解與應用技巧，以增進醫病關係及降低醫療訴訟案件，進而提升醫療照護品質，共計122位醫療從業人員參加。
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- 21 臺北市政府衛生局與交通局共同推出「使用台北卡騎YouBike享好康活動」。
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- 25 臺北市政府衛生局食品藥物管理處邱秀儀處長於10月25日至27日赴香港出席「第8屆亞洲藥物流行病學會議」，展現臺北市推動居家廢棄藥物檢收成效並參與海報展示。
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- 25 臺北市政府衛生局於10月25日至11月22日辦理臺北市立醫院服務品質考核現場考核作業。
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- 26 臺北市政府衛生局疾病管制處配合同志大遊行活動於現場發放宣導單張及保險套，並請周邊商家配合進行宣導及發放保險套，商家共計44家。
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- 28 臺北市政府衛生局依據醫療法第28條規定辦理102年度醫院督導考核，至12月13日止。
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十月 October

大事紀要 Major Events

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| 10 | 20 | The Department of Health, Taipei City Government responded to the increase of complaints and medical disputes in recent years with the 2013 Annual Guidance of Medical Disputes Care Team and Benchmark Learning Seminar. They trained professionals in processing medical disputes with relevant knowledge and communication skills for mediation and other applied techniques. The aim of the seminar was to improve relationships between medical staff and patients, lower the number of medical lawsuits, and improve the quality of medical care. A total of 122 medical staff participated. |
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| 21 | | The Department of Health, Taipei City Government and Department of Transportation worked together to promote the “Using Taipei Cards to Ride U-Bikes” event. |
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| 25 | | From 25th to 27th October, Chu Sho Yi, head of the Department of Health, Taipei City Government Food and Drug Division, visited Hong Kong to attend the 8th Asian Drug and Epidemiology Meeting, in order to exhibit Taipei City’s promotion of household achievements and participation in poster exhibitions. |
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| 25 | | From October 25th to November 22nd, the Taipei City Health Bureau conducted the Taipei City Hospital service quality inspection and on-site evaluation. |
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| 26 | | The Division for Disease Control and Prevention, Department of Health, Taipei City Government cooperated with the Gay Walk Event, and gave out fliers and condoms. They also asked surrounding stores to advocate and give out condoms. A total of 44 stores participated. |
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| 28 | | In accordance with Article 28 of the Medical Act, the Department of Health, Taipei City Government held the 2013 Annual Hospital Supervision and Evaluation, for which ends December 13th. |
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十月 October 大事紀要 Major Events

- 10 31 臺北市衛生局於10月31日至11月1日假臺北市財團法人張榮發基金會國際會議中心辦理「2013臺北健康城市與安全社區研討會」，以「科技化的健康照護」為主軸，規劃「科技化的保健服務」、「科技化的醫療服務」、「科技化的防疫安全」及「科技化的食品安全」4個議題，邀請國內外23位專家學者，含荷蘭恩荷芬市Mary Ann Schreurs副市長（由Brainport Eindhoven Region Development Director Mr. Peter Porthreine代理）、上海市衛生和計畫生育委員會徐建光主任、上海市疾病預防控制中心吳凡主任、上海市食品藥品監督所李潔所長等與會演講，並邀請各縣市政府代表共襄盛舉，分享運用「設計」、「科技」改造城市的策略、經驗、成果及未來展望；另設有雲端設備體驗區及海報展示區，藉此展現臺灣雲端醫療領域之發展能量及分享臺北市積極推動健康城市與安全社區經驗。2天會議計300多位與會者參加。

- 31 臺北市衛生局整合各局處既有之銀髮族資訊網絡，透過雲端服務建立建置銀髮資源服務系統。

十一月 November 大事紀要 Major Events

- 11 1 臺北市衛生局辦理102年度臺北市校園「登革熱防治評比競賽活動」，提升學校師生登革熱防治知能，活動評比至12月5日止。

- 1 臺北市衛生局「遠端視訊都治關懷服務」系統正式運作。

- 1 臺北市立聯合醫院和平婦幼院區舉辦「前進職場・幸福啟航～行動乳房X光攝影車企業首站記者會」
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十月 October

大事紀要 Major Events

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- 10 31 From October 31st to November 1st, the Taipei City Government held the 2013 Taipei Conference on Healthy Cities and Safe Communities at the Chang Yung-Fa Foundation International Meeting Center. Healthcare Technology was the main focus, with four main topics including “technological healthcare services”, “technological medical services”, “technological disease prevention and safety”, and “technological food safety”. We invited 23 domestic and international experts and scholars, including Holland’s Eindhoven City Deputy Mayor Mary Ann Schreurs (represented by Mr. Peter Porthreine, Regional Development Director for Brainport Eindhoven); Hsu Chien Guan, Chief of the Shanghai City Health and Birth Planning Committee; Wu Fan, Chief of the Shanghai City Disease Prevention Control Center; and Shanghai City Food and Drug Inspection Institute Head Lee Jie, all of whom participated and gave speeches. We also invited representatives from all of Taiwan’s local governments to participate and share their experiences, strategies, achievements and future prospects of design and technologies used in changing their cities. In addition, we also provided a “cloud equipment experience zone” and “poster exhibition zone”, where we exhibited the developments in Taiwan’s cloud medical field and shared the experiences of Taipei City’s efforts to promote healthy cities and safe communities. More than 300 people participated in the 2-day meeting.
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- 31 All bureaus and departments within the Department of Health, Taipei City are part of an elderly people information network. Using cloud technology services, we established an elderly resources services system.
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十一月 November

大事紀要 Major Events

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- 11 1 The Taipei City Government held the 2013 Taipei City Schools Campus Dengue Fever Prevention and Evaluation Competition event in order to improve students’ understanding of dengue fever prevention. The event ended on December 5th.
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- 1 The Department of Health, Taipei City Government “Webcam Care” service system” was officially launched.
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- 1 The Taipei City Hospital Heping Women and Children’s Branch held a press conference on “Moving into the Workplace – A Happy Start” mobile mammography van at first corporate stop.
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十一月 November 大事紀要 Major Events

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- 11 2 臺北市中正安全社區通過「世界衛生組織社區安全推廣協進中心（WHOCCSP）」國際安全社區再認證之殊榮。
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- 2 臺北市府衛生局結合臺北區醫療網、臺北市萬華區健康服務中心等公私立部門假萬華區青年公園1號門廣場，共同舉辦「衛生嬉遊健康加油～菸害毒品GET OUT！」衛生教育宣導暨病人安全週及高齡友善健康城市博覽會等系列活動，現場民眾參與踴躍，計參與人數達1,000人次以上。
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- 3 臺北市府衛生局於11月3日、11月10日辦理2場「102 年度藥商藥局藥事人員暨管制藥品法規宣導講習會」，介紹藥事法、藥師法及管制藥品管理條例之相關規定，共計約260名人員參訓。
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- 4 臺北市府衛生局推動腦中風急性後期試辦計畫。
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- 5 臺北市府毒品危害防治委員會設置要點正式頒佈。
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- 8 台灣健康保險學會安排中國醫療保險研究會研習團至臺北市信義區健康服務中心參訪，就「衛生服務中心運作」議題進行交流。
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- 8 臺北市府衛生局舉辦102年糖尿病醫療照護品質醫療院所頒獎典禮。
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- 15 中國兩岸醫師交流協會安排大陸杭州市醫院學會至臺北市信義區健康服務中心參訪，就「健康服務中心業務內容」議題進行交流。
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- 19 中國兩岸經貿關係發展促進會安排大陸上海崇明縣赴台考察團王為群等10人至臺北市大安區健康服務中心參訪，就「基層衛生醫療措施、制度、機構」議題進行交流。
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十一月 November

大事紀要 Major Events

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| 11 | 2 | The Taipei City Zhong Zhen Safety Community passed the WHOCCCSP International Safety Community Re-certification. |
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| 2 | The Department of Health, Taipei City Government worked with the Taipei Regional Medical Network, Wanhua District Health Service Center and other government and private sectors held the “Healthy Playing~ Hazardous Drugs GET OUT!” health education advocacy event at Wanhua District Youth Park First Gate Square, as well as “Patient Safety Week” and “Age-Friendly Cities” exposition events. A total of 1,000 enthusiastic people participated. |
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| 3 | On November 3rd and 10th, the Department of Health, Taipei City Government held two “2013 Drug Business, Drug Store, and Pharmaceutical Staff and Controlled Drug Regulations Advocacy Seminars”. They introduced pharmaceutical laws, pharmacists’ laws, and controlled drugs management regulations. A total of 260 attended. |
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| 4 | The Department of Health, Taipei City Government promoted their Acute Cerebral Stroke Trial Scheme. |
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| 5 | Establishment Directions for The Taipei City Government Narcotics Hazard Prevention Committee was enacted. |
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| 8 | The Taiwan Health Insurance Association welcomed the Chinese Medical Insurance Research Association on a visit to the Taipei City Xinyi District Health Center. They engaged in discussion regarding health service center operations. |
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| 8 | The Department of Health conducted the 2013 Diabetes Medical Care Quality and Medical Institute Award Ceremony. |
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| 15 | The Chinese Cross-Strait Physician Exchange Association welcomed the Hangzhou City Hospital Association on a visit to the Taipei City Xinyi District Health Center. They engaged in discussion regarding health service center operations. |
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| 19 | The Chinese Cross-Strait Economic and Trade Relations Development Promotion Association welcomed Wang Wei Chun from Shanghai’s Chong Ming County and 10 other people on a visit to the Taipei City Daan District Health Center. They engaged in discussion regarding basic health and medical measures, systems, and institutes. |
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十一月 November

大事紀要 Major Events

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- 11 19 衛部心字第1021780438號公告增列臺北市立聯合醫院（仁愛、和平婦幼、中興、忠孝、陽明院區）臺北醫學大學附設醫院、臺北市立關渡醫院、國泰醫療財團法人國泰綜合醫院、長庚醫療財團法人台北長庚紀念醫院、國立臺灣大學醫學院附設醫院、中國醫藥大學附設醫院臺北分院為藥癮戒治機構。
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- 19 衛生福利部核定臺北市立聯合醫院建置研究用生物資料庫。
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- 20 臺北市政府公報102年第221期刊登：修正「臺北市檢舉違反衛生管理法規案件獎勵辦法」第四條條文。
-

- 20 102年度「健康飲食成果發表會」。
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- 20 臺北市政府衛生局公告國立臺北商業技術學院2個校門口周邊人行道為全面禁止吸菸場所。
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- 21 中國兩岸經貿關係發展促進會安排大陸湖南省湘西土家族苗族自治州衛生專業考察團艾可知等14人至臺北市大安區健康服務中心參訪，就「基層衛生醫療措施、制度、機構」議題進行交流。
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- 21 臺北市政府衛生局11月21日辦理「102年度臺北市中藥商暨從業人員法規宣導講習會」，講授「中藥販賣業現代化暨服務行銷」及「中藥管理相關法規宣導」等課題，提昇中藥商從業人員中藥業務管理及法規認知，共計約120名人員參訓。
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- 25 衛生福利部國民健康署安排2013臺灣全球健康論壇外賓至臺北市北投區健康服務中心，就「社區健康營造」議題進行交流。
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十一月 November

大事紀要 Major Events

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| 11 | 19 | The Ministry of Health and Welfare notice number 1021780438 was posted in Taipei City Hospital (Renai, Heping Fuyou, Zhongxing, Zhongxiao, and Yangming Branches), Taipei Medical University Hospital, Taipei Municipal Gan-Dau Hospital, Cathay General Hospital, Chang Gung Memorial Hospital, National Taiwan University Hospital, and China Medical University Hospital, Taipei Branch as drug addiction treatment institutes. |
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| | 19 | The Ministry of Health and Welfare approved Taipei City Hospital to establish a biological database for research purposes. |
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| | 20 | The Taipei City Government's 221st bulletin announcement of 2013 revised the 4th article of the Taipei City Regulations for Rewarding Reporting Violations of Health and Management Rules. |
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| | 20 | The 2013 Healthy Eating Achievement Seminar. |
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| | 20 | The Department of Health, Taipei City Government announced that the sidewalks in front of the two gates of National Taipei University of Business are now completely smoke-free. |
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| | 21 | The Chinese Cross-Strait Economic and Trade Relationship Development Promotion Association welcomed the Xi Tu Family from China's Hunan Province, the Miao Autonomous Region Health Professionals Delegation Team, Ai Ko Chi, and 14 others on a visit to the Taipei City Daan District Health Service Center. They engaged in discussion regarding basic health and medical measures, systems, and institutes. |
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| | 21 | From November 21st, the Department of Health, Taipei City Government held the 2013 Annual Taipei City Chinese Medicine Professionals Regulation Advocacy Seminar. The seminar included topics such as the modernization and marketing of Chinese medicine, and Chinese medicine management-related policy advocacy. To enhance knowledge of Chinese medicine management and regulations for people looking in related industries. Approximately 120 people participated. |
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| | 25 | The Ministry of Health and Welfare Health Promotion Administration welcomed guests at the 2013 Taiwan Global Health Seminar on visits to the Taipei City Beitou District Health Center. They engaged in discussion regarding community health building. |
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十一月 November

大事紀要 Major Events

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- 11 26 臺北市榮獲「第五屆台灣健康城市暨高齡友善城市獎項評選」13項創新成果獎，臺北市松山區榮獲鄉鎮市區組之「健康城市卓越獎」，獲獎數居各縣市之冠。
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- 26 臺北市府衛生局舉辦「102年度社區健康生活化方案成果發表會」約300人參加。
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- 27 臺北市府衛生局召開老健專家諮詢會議，共計16人參加。
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- 27 為響應世界愛滋日強化愛滋防治宣導，臺北市府衛生局委託臺北市立聯合醫院昆明院區於11月27、28日假臺北榮民總醫院介壽堂舉辦4場「102年度世界愛滋日兒童戲劇」，提供國民小學五、六年級生有關愛滋病衛教之相關訊息。
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- 27 臺北市立聯合醫院昆明院區配合世界愛滋病日活動，於臺北榮民總醫院介壽堂，舉辦「世界愛滋日兒童戲劇」。
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- 27 臺北市府衛生局主任秘書許朝程到任。
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- 28 臺北市府衛生局假臺北醫學大學醫學綜合大樓後棟16樓國際會議廳辦理「102年度臺北市公私立醫療院及護理院校護理管理研討會」，參加對象包括臺北市各護理院校、醫院、一般護理之家護理管理人員約200人，邀請專家學者講授病人為中心之臨床護理人力變革新議題、護理分級制度與專業分工、跨領域團隊照護概念、照護教育訓練、有效溝通篇等，提供多元化的在職教育，充實護理主管之管理知能，開創護理管理新思維並強化護理專業之競爭力，提升管理效能與服務品質。
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十一月 November

大事紀要 Major Events

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- 11 26 Taipei City won 13 achievements for innovation at the 5th Taiwan Healthy City and Age-Friendly City Awards Selection. Songshan District received the Healthy City Excellence Award, and was placed first among all counties and cities.
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- 26 The Department of Health, Taipei City Government held the 2013 Community Health Vitalization Project and Achievement Seminar. Approximately 300 people participated.
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- 27 The Department of Health, Taipei City Government held an elderly health experts counseling meeting. A total of 16 people attended.
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- 27 In response to World AIDS Day and to reinforce AIDS prevention advocacy, the Department of Health, Taipei City Government entrusted Taipei City Hospital's Kunming Branch to hold four "2013 World AIDS Day" children's plays at Taipei Veteran General Hospital's Jie Sho Hall on November 27th and 28th. It provided fifth and sixth graders with information related to AIDS health education.
-
- 27 In response to World AIDS Day events, Taipei City Hospital's Kunming Branch held the World AIDS Day children's play at Taipei Veteran General Hospital's Jie Sho Hall.
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- 27 Hsu Chao-Cheng, the new Chief Secretary of the Department of Health, Taipei City Government, was sworn into office.
-
- 28 The Department of Health, Taipei City Government held the "2013 Taipei City Public and Private Medical Institute and Nursing School Management Seminar" at the 16th floor international meeting room of Taipei Medical University. 200 participants included people from nursing schools, hospitals, and general nursing home staff around Taipei City. We invited experts and scholars to discuss contemporary topics relating to clinical healthcare, the nursing classification system, professional work distribution, cross-field team healthcare concepts, healthcare training, and effective communication, to provide diverse employment education, improving managers' management skills, creating new nursing management concepts, reinforcing the competitiveness of the nursing profession, and improving managerial effectiveness and service quality.
-

十一月 November 大事紀要 Major Events

- 11 29 臺北市府衛生局召開102年度第4次「臺北市高齡友善城市推動小組」跨局處專家學者共識會議，計4位專家及18局處共計40人參與。

- 30 臺北市府衛生局申請投件世界衛生組織（WHO）高齡友善城市網絡會員。
-

十二月 December 大事紀要 Major Events

- 12 1 臺北市府衛生局公告臺北市市政大樓戲沙區周邊區域自12月1日起為全面禁止吸菸場所。
-

- 3 「臺北市保健旅遊商品審核委員會設置要點」修正草案提市政會議討論通過，名稱修正為「臺北市觀光醫療推動委員會設置要點」。
-

- 3 召開102年度臺北市保健旅遊商品審核委員會，報告臺北市觀光醫療推動情形及專案商品備查案（5案），討論「臺北市保健旅遊專案商品申請及審查流程」修正。
-

- 4 「2013聖誕幸福快遞—有愛必達」健康烘焙暨衛生優良自主管理OK標章認證活動。
-

- 6 假臺北市府沈葆楨廳辦理「臺北市衛生保健績優志工暨團隊表揚大會」約250人參與。
-

- 6 臺北市府衛生局配合年度醫療機構督考作業，於12月6日至13日假臺北市立聯合醫院各院區，辦理102年度政府補助款「公共衛生政策任務執行成效」年終實地考評。
-

十一月 November

大事紀要 Major Events

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- 11 29 The Department of Health, Taipei City Government held the 2013 4th Taipei City Age-Friendly City Promotional Group meeting, with experts and scholars from cross-bureau and department. Four experts, 18 bureaus, and a total of 40 people participated.
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- 30 The Department of Health, Taipei City Government applied to become a member of the WHO Elderly Health City Network.
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十二月 December

大事紀要 Major Events

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- 12 1 The Department of Health, Taipei City Government announced that the sandy area at the Taipei City Administration Building is completely smoke-free as of December 1st 2013.
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- 3 Revision of the Taipei City Healthcare and Traveling Products Evaluation Committee Key Points was passed in the city administrative meeting. The name was changed to "Taipei City Tourism and Medical Promotion Committee Key Points".
-

- 3 We conducted the 2013 Taipei City Healthcare Tourism Product Evaluation Committee meeting. We reported on the statuses of Taipei City medical tourism and individual product case studies (5 cases). We also discussed revision of the Taipei City Healthcare Tourism Products Application and Evaluation Procedures.
-

- 4 The "2013 Christmas Joy Express" Healthy Bakery and Excellence in Autonomous Health Management certification event.
-

- 6 We held the Taipei City Outstanding Healthcare Volunteer and Team Awards Ceremony at the Taipei City Government Shen Bao Jen Hall. Approximately 250 people participated.
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- 6 The Taipei City Government cooperated with the annual medical institute supervision work. From December 6th to 13th, we held the annual on-site evaluation of government-subsidized public health policy and mission execution achievement at all branches of Taipei City Hospital.
-

十二月 December

大事紀要 Major Events

12 10 蒙藏委員會安排大陸四川省、雲南省醫療衛生人員等12人至衛生局參訪，就「臺北市衛生局業務執行概況」議題進行交流。

14 臺北市政府衛生局與財團法人台灣癌症基金會於集思交通部會議中心5樓集會堂共同舉辦「第7屆抗癌鬥士頒獎典禮」。

18 衛生福利部國民健康署假臺大醫院國際會議中心辦理「102年度社區健康生活型態暨社區健康營造成果發表會」，臺北市共獲金所獎、金所獎績優輔導團隊、減重縣市達標獎、縣市參與率卓越獎、縣市減重達成率卓越獎、縣市破百獎、減重卓越場域、社區健康營造績優單位暨志工，合計21個獎項，全國縣市最多。

20 臺北市政府衛生局於臺北市客家文化主題公園舉辦「102年十二區健康服務中心生態環境教育活動暨品質提升獎勵頒獎大會」。

23 臺北市政府衛生局首創推動戶外定點吸菸自主管理認證機制，計有30個行政機關及企業職場通過評核，並於102年12月23日辦理授證典禮。

23 臺北市政府衛生局召開「臺北市立關渡醫院、萬芳醫院監督小組102年度第2次會議」，報告臺北市立關渡醫院、台北市立萬芳醫院102年7月至12月下半年之監督管理情形、營運成效、服務品質。（含關渡醫院擴院計畫規劃情形）

十二月 December

大事紀要 Major Events

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| 12 | 10 | The Mongolian and Tibetan Affairs Commission welcomed 12 health professionals from China's Sichuan and Yunnan provinces, on visits to the Department of Health. They engaged in discussion regarding the Department's operations. |
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| 14 | | The Department of Health, Taipei City Government and Taiwan Cancer Foundation collectively held the 7th Cancer Fighting Warrior Awards Ceremony on the 5th floors meeting center at the Ministry of Transportation and Communications. |
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| 18 | | The Ministry of Health and Welfare Health Promotion Administration held the "2013 Community Health and Community Health Development Achievement Seminar" at the National Taiwan University Hospital International Meeting Center. Taipei City won the Golden Institute Award, Excellent Team Guidance Award, Weight Loss Award, Excellent Participation Award, Community Health Building Award, Excellent Unit Award and Volunteer Award. A total of 21 awards were garnered, which was the most of all Taiwan's local governments. |
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| 20 | | The Department of Health, Taipei City Government held the 2013 "12 Districts Health Service Center Ecological Environment Educational Event and Quality Improvement Award Ceremony" at the Taipei City Hakka Cultural Theme Park. |
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| 23 | | Department of Health, Taipei City Government introduced the first Outdoor Smoking Point and Independent Management Certification. A total of 30 administrative agencies and corporate workplaces passed the evaluation. On December 23rd 2013, we conducted the certification ceremony. |
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| 23 | | The Department of Health, Taipei City Government held the 2013 Second Taipei Municipal Gan-Dau Hospital and Wanfang Hospital Supervision Group meeting. We reported on supervision management, operational achievements, and service quality at the Taipei Municipal Gan-Dau Hospital and Taipei Municipal Wanfang Hospital from July to December 2013 (including plans for expansion of Gan-Dau Hospital). |
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十二月 December

大事紀要 Major Events

25

臺北市議會議員於100年提案，訂定12月25日為臺北市病童關懷日，臺北市政府衛生局及相關單位與醫療院所，配合於12月辦理相關活動，藉由宣導關懷病童理念，喚起民眾的愛心，鼓勵民眾關懷弱勢兒童。

十二月 December

大事紀要 Major Events

12 25

Councilors of Taipei City have suggested that December 25th be designated as Taipei City Sick-child Care Day. The Department of Health, Taipei City Government and related units and medical institutes held related events in December. We thus awakened compassion through advocating for patient care, and encouraged the public to care for disadvantaged children.

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2013 Annual Report

Public Health of Taipei City



編 者：臺北市政府衛生局

發行人：林奇宏

內容大要：102年度臺北市衛生醫療年鑑，記載衛生局暨所屬單位102年度推動各項公共衛生及醫療預防保健各項業務執行之成果，以及推動健康城市的努力；內容含括行政組織之重整，三段五級預防保健以及衛生統計資料。

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Summary of contents: "Public Health of Taipei City Annual Report 2013" documents the achievements of the Department of Health of the Taipei City Government and its subordinate organizations in public health, medical care and health promotion, as well as efforts made in promoting the Healthy City campaign. Contents include the restructuring of the administrative organization, the primary, secondary, tertiary prevention in healthcare, and health statistics.

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