

Hong Kong Health Care Federation

Social Impact Review 2008-11



www.healthcare.org.hk



香港醫護學會

HONG KONG HEALTH CARE FEDERATION



The rainbow with 5 lines with different colours representing 5 objectives of Hong Kong Health Care Federation:

- Caring the community
- Life-long learning
- Progress with time
- Public health
- Life Enrichment

The 4 leaves arranged in a book-shape signify the carriage of the knowledge and experience from the previous generation (dark green) to the new era (light green).

五條彩色線條所組成的彩虹分別代表學會五個宗旨：

- 關懷社區
- 終身學習
- 與時並進
- 公眾健康
- 豐盛人生

根據書本形狀而設計的四片綠葉代表知識和經驗的傳承：由長輩（深綠的葉子）培育及支持新一代（青翠的葉子）。

為社區提昇專業質素，以專業服務健康社區
For a healthier community, we advance!

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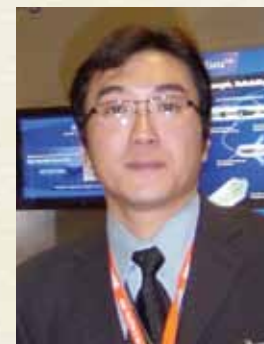
Message of Directors 董事的話

Towards a healthier future for the people and the community

At Hong Kong Health Care Federation, our team devotes ourselves to making a difference. We do substantial work on health care training and publication with the aim to drive higher quality of medical and nursing service. As a platform for medical and nursing professionals, we work together for a healthier and more energetic community.

This report shows our commitment and milestones in the past few years. The Hong Kong Health Care Federation is making substantial progress in supporting the health care industry, increasing our capacity and broadening health education in spite of the many challenges confronting the industry. This would not be possible without the dedication of committed individuals throughout the organization like our committee members, advisors, trainers and volunteers. Your support, suggestions and comments will help us move on to the next level. Together we can make great things happen!

Directors 董事



Mr. Ku Kwok Wai, William
古國威先生

為社區建立更健康的將來

香港醫護學會的團隊一直以來致力推動醫護界進步，參與惠及社會的改變。我們舉辦不同的醫護培訓課程、講座及出版醫護刊物，以鼓勵業界和醫護人員持續進修，為市民提供更優質的醫護服務。我們亦樂意成為醫護界別中不同醫療、護理專家及前線工作者的交流平台，務求建立更健康、更具活力的社區。

於報告內，你會看到香港醫護學會於這數年間的工作及變化。縱然香港這幾年來面對不同的挑戰，香港醫護學會仍勇於承擔，積極地支持醫護行業的發展，同時廣泛地培訓醫護人才。

我們的工作，全賴學會成員的支持，包括委員會、顧問、導師及義工所付出的專業意見和寶貴時間。你的支持和意見，能助我們再邁進多一步，請支持香港醫護學會！



Ms. Hui May Lin, May
許美蓮女士



Mr. Kwan Chi Hong, Jacky
關志康先生



Ms. Hai Hiu Chu, Winsome
奚曉珠女士

Executive Committee

執行委員會



Ms. Linda Wills 韋蓮黛女士
(Chairperson 主席)
General Manager
OT&P
HKHCF understands the concerns of the public and makes caring for the Hong Kong elderly population a priority. I fully support HKHCF and their activities, and congratulate them on continuing to commit to improving care in the community.



Ms. Ho Kit Hung, Josephine 何潔紅女士
Legal Counsel 法律顧問
AXA China Region Insurance Company Limited
安盛金融有限公司
近年醫護事故不斷，醫護人員質素水平備受關注。香港醫護學會致力培訓高質素醫護人員，為香港醫護業界培育新一代。



Dr. Poon Wai Kwong 潘偉剛博士
Professional Consultant, Accident & Emergency, Medicine Academic Unit, Faculty of Medicine, Chinese University of Hong Kong
香港中文大學醫學院意外及急救醫學教研部專業顧問
健康教育就好像防疫工作一樣，「預防」總是勝於「治療」。香港醫護學會本著教育大眾的使命，不時舉辦免費健康教育講座及工作坊，希望「防範疾病於未然」，為大眾健康出一份力。



Mr. Chan Koon Yuen, Windaus 陳冠遠先生
Partner 合夥人
Keith Lam Lau & Chan 劉林陳律師行
擁有健康的體魄是每個人的希望。隨著市民對健康護理知識和要求的提高，各界必須攜手完善香港的醫療系統。香港醫護學會於提高醫護界服務水平及提升社區關注方面成績卓見，值得全力支持。



Ms. Leung Shuk Lan, Angie 梁淑蘭女士
Immediate Past Chairman 前任主席
Professional Insurance Brokers Association
香港專業保險經紀協會
香港醫護學會一直關注社區醫護工作，致力醫護人員培訓及安老服務，讓大眾的生活質素提升。



Ms. So Mun Yee, Tammy 蘇敏兒女士
Senior Nursing Officer 高級護士長
Hospital Authority 醫院管理局
「優質長者服務計劃」有助推動高效率、高效益的醫療護理服務，改善服務提供的水平之外，更提升長者的生活素質，希望透過各專業人士及團隊的參與，令長者相關服務更趨完善，讓長者安享晚年。



Dr. Chung Chun Pong 鍾鎮邦醫生
Specialist in Neurology 腦神經科專科醫生
醫護資訊日新月異，作為醫護界人員必須與時並進，時刻學習。香港醫護學會匯聚了各類的醫療專才，為業界提供交流平台，推動醫護界更進一步。



Ms. Mau Siu Kwan, Annita 繆少群女士
Director 總監
Professional Mediation Consultancy Centre
專業和解顧問中心
香港醫護學會實在開了「社企」的先河，以謹慎理財方法，本著服務社會良心，運用創新營運模式，團結一群與醫護相關專業的人才和機構，填滿了社區上專業與市民之中的空間。



Prof. Wong Lung, Jack 王龍教授
Director, Regulatory Affairs 法規事務部總監
Johnson & Johnson Medical
強生醫藥有限公司
醫療事務是需要豐富的知識、專業的態度及無窮的耐心去經營。香港醫護學會一直以來致力培育這方面的專才，為醫療界注入新力量。

Steering Committee Advisors

督導委員會顧問



Dr. Chai Ngai Chiu, Sunny 查毅超博士
Managing Director 董事總經理
Fook Tin Group Holdings Ltd 福田集團控股有限公司

「齊心參與，關注健康。」
香港醫護學會致力向市民提供專業的護理知識，提升公眾認識健康護理的重要。學會關注長者事務，透過課程提升同業的服務水平，提高服務質素。



Ms. Ko Yuet Wa, Dawn 高月華女士
Wound Care Nurse 傷口護理護士

醫護，結合了學術性的科技和人性化的服務，不單需要關顧愛人的心，同時必需有正確的、跟上時代的知識所支持。醫護技術和知識的更新一日千里，病人和家屬的期望亦也許有所不同。健康教育讓大眾不單被照顧，亦有一定照顧自己/ 家人的能力，預防疾病及保持健康，長遠也可減輕醫療系統的沉重負擔。作為專科護理的一員，我在此衷心支持香港醫護學會繼續推動業界的專業發展及社區的醫療教育，造福社會。



Mr. Look Ting Wah, Denys 陸庭華先生
Director 總監
Professional Mediation Consultancy Centre 專業和解顧問中心
醫護人員經常為維護市民的健康不為餘力，實在值得敬佩。香港醫護學會致力培育醫護人才，為這有意義的行業注入新力量，讓廣大市民受惠。



Mr. Mok Gar Lon, Francis 莫家麟先生
President 會長
Hong Kong Institute of Human Resource Management
香港人力資源管理學會
敬護吾老 福澤社群



Dr. Pong Tso Sing Yuk 龐曹聖玉博士
CEO 首席執行官
China Healthcare Corporation International Hospital Ltd, Ningbo, PRC
中國醫療有限公司慈林醫院
香港醫護學會致力提升香港護理水平，讓病人能夠接受最優質的護理服務，惠及社會。



Ms. Chan Fong Tei 陳芳蒂女士
Chairman and President 董事長兼院長
Tin Tin Home For The Aged Ltd 天天護老中心

醫護學會近年成功建立了「優質長者服務計劃」機構評審標準，為推動及提升安老服務行業的服務水平作出了重大貢獻。在龍年伊始，本人僅祝醫護學會一班朝氣蓬勃的年青團隊，龍馬精神，會務蒸蒸日上，繼續為香港醫護界、為長者，發光發熱。



Dr. Kwong Wai Ping 鄺衛平博士
Vice-Chairman 副主席
Hong Kong Private Nursing Home Owners Association
全港私營安老院同業會
老人家得不到需要的照顧，是社會的政策出了問題！資源錯配及政策出錯，便變成一個社會問題。



Dr. Lui Sun Wing 呂新榮博士
Former Vice President 原副校長
The Hong Kong Polytechnic University 香港理工大學
提升醫護專業 服務大眾社群



Mr. Ngai Wah Sing, Francis 魏華星先生
CEO 行政總裁
Social Ventures Hong Kong 香港社會創投基金
長者是社會的瑰寶。香港醫護學會致力於培育專業護理人才，為提升長者服務質素不遺餘力，其精神值得大眾學習。



Mr. Tai Wai Hung, David 戴偉雄先生
Physiotherapist 註冊物理治療師
Hong Kong Spinal and Sports Therapy Centre
香港脊椎及運動創傷治療中心
香港醫護學會致力推動全民關注身心健康、培育專業的護理人才，為香港的持續發展，負起重大使命。



Mrs. Ip Lau Suk Yee, Regina 葉劉淑儀女士
Legislative Council Member 立法會議員

香港醫護學會匯聚本地醫護人員的力量，奉獻專業知識，建設健康社區，令市民生活更美好豐盛，值得推崇！



Dr. Lee Kan Hing, Edwin 李根興博士
Founder and CEO 創始人兼行政總裁
BridgeWay Business Builder and Broker Co., Ltd 盛匯商機

本人很榮幸能擔任香港醫護學會顧問，與貴會齊心推動本港醫療發展及長者護理發展，尤感高興！祝身體健康，生活愉快！



Ms. Man Kam Lai 文錦麗女士
Director 董事
Lok Sin Kui (Caring Foundation) 樂善居(愛心基金)護老院
香港醫護學會培育醫護人才，為本地醫護界注入新力量，令市民受惠。



Mr. Pang Yat Bond, Derrick 彭一邦先生
Deputy Chairman 副主席
Chun Wo Development Holding Ltd 俊和發展集團
推動優質醫療服務 提供社區保健意識
卓越貼心護理計劃 惠澤全港長者健康



Mr. Tik Chi Yuen 狄志遠先生
Chairman 主席
The Hong Kong Institute of Family Education 香港家庭教育學院
我常說，「做父母是天職，但不是天生就識。」所以做父母是要學習的。培育醫護人員與教育子女一樣，需要學習，亦著重愛心的實踐。香港醫護學會為本地醫護界培育出有質素及愛心的醫護人員，值得大眾支持。



Ms. Tung Woi Chuen, Rose 童回春女士
Registered Pharmacist 註冊藥劑師
World Expert International Ltd 智濠保健國際有限公司

香港醫護學會熱心關注長者的福祉，更積極地把「護老敬老」的訊息發揚光大。願社會各界都能本著和學會一樣的精神，關懷長者事務。



Ms. Wan Lai Yau, Deborah 溫麗友女士
President 會長
World Federation of Mental Health 世界心理衛生聯盟

香港醫護學會明白到心靈健康與身體上的健康同樣重要，學會所舉辦的課程和講座除了針對身體上的疾病護理外，亦有照顧心靈健康的課題。本人希望學會能繼續向公眾宣揚身心靈健康的訊息，讓更多人受惠。



Mr. Wong Kam Pui, Wilfred 黃錦沛先生
Immediate Past President 前任會長
Hong Kong Institute of Human Resource Management
香港人力資源管理學會

願大家同心協力，助健康教育提升。



Dr. Wong Sin Ying, Lillian 黃倩瑛博士
Head, Higher and Professional Education Division
高等及專業教育科主管
Vocational Training Council
職業訓練局

香港醫護學會成立至今，不遺餘力地為本港醫療及長者事務作出重大貢獻。本人在此希望社會各界頂力支持香港醫護學會，使我們的社區更健康、更有質素。



Mr. Yim Kai Ming 嚴啟明先生
Chairman 主席
Hong Kong Institute of Marketing 香港市務學會
醫澤社羣 護老佑民

About Hong Kong Health Care Federation 有關香港醫護學會

The Hong Kong Health Care Federation is a charitable organization in Hong Kong. Our mission since the very beginning is to raise the health care industry's service quality for the community.

Health related seminars and career talks are held every month, with professionals from different fields and expertise providing health related information to the public.

The demand for health care talents in hospitals, elderly homes and rehabilitation centres has always been far greater than the supply. Therefore, we have launched over a hundred Continuing Nursing Education (CNE) courses and Continuing Professional Development (CPD) courses, which are approved by the Nursing Council of Hong Kong and the Social Workers Registration Board respectively, in order to cope with the surging demand.

Aging problem is getting more and more serious in Hong Kong. In order to help the elderly choose a suitable nursing home, we have joined force with the Hong Kong Productivity Council to launch the "Quality Elderly Service Scheme (QESS)".

The Hong Kong Health Care Federation set up the Health Care Mediation Centre (HCMC) in 2011. HCMC aims to provide assistance to parties seeking to settle disputes through mediation.

In 2010, the Asia Regulatory Professional Association (ARPA) was established, with a group of medical regulatory professionals aiming at raising the standard of personnel in the specific field of expertise.

The first "Asia Health Care Journal" was published at the end of 2011, aiming to introduce more and better sharing of knowledge and experience among Asian health care professionals.

香港醫護學會為政府註冊的非牟利慈善團體，肩負提高業界服務水平的使命。一直以來，我們致力推廣健康及護理知識，及提升社區對健康生活的關注。學會透過講座、培訓課程、工作坊、展覽、期刊及小冊子等，宣傳不同範疇的健康訊息。

學會每月均會舉辦免費健康講座，並邀請醫護界的專家、醫生、護士、營養師等，向參加人士提供醫護健康資訊，如不同疾病的成因及治療方法、防疫、個人保健、醫療事務管理等，務求向大眾推廣健康訊息。

香港不少醫院、安老院舍、醫療機構都需要大量護理人才，但同時各方面的護理人員都供不應求，人手短缺增加了在職護理人員的工作負擔。為改善健康護理人員的服務質素，我們致力提升同業的專業知識和服務水平。成立至今我們開辦了多個受香港護士管理局認可的持

續護理教育 (CNE) 培訓課程，培訓了過千名專業護理人員。我們同時亦是社會工作者註冊局認可主辦持續專業發展活動機構，學員可以透過我們的課程及講座，獲發持續專業發展學分 (CPD)。

香港人口老化問題嚴重，我們對此問題亦非常關注，並與香港生產力促進局合作展開「優質長者服務計劃」，目的是認證長者服務機構，鼓勵安老業界提升服務質素。計劃邀得醫護及各界專業人士組成督導委員會，專責監督計劃的推行及管理。我們的義工隊亦會不時舉辦公益活動，如探訪院舍、贈送水果和物資予長者服務機構等。

香港政府自2007年開始積極推動調解，建議針對醫療失當和醫護事務服務等範疇出現的爭議推行調解試驗計劃。有見及此，香港醫護學會設立醫護事務調解中心，組織了一群熱心及專業調解員，為有需要人士及機構提供服務，以調解解決醫護相關的糾紛。

學會在2010年成立了亞洲專業法規協會，並聚集了一群來自亞洲不同地區的醫療法規事務專家。協會成立的目的是讓作為醫療界一分子的法規事務專家之質素得以持續提升，並得到社會各界的進一步認同。

於2011年底，學會發行了《亞洲健康學術期刊》，促進本地及亞洲醫護相關的交流與分享，成為本地、國內及海外醫護機構之間的合作與交流平台。

香港醫護學會義工合照
Hong Kong Health Care Federation Volunteers



Reach out to the community and deliver our care



Strengthen the competence of health professionals
to enhance public health



Mission 使命

We are devoted to promoting health care education and enhancing the understanding of health care and its importance among the general public with our professional knowledge. By developing relevant professional training courses to enhance the service quality, we aim to raise the professional standard and quality of health care professionals.

香港醫護學會致力推動健康教育，提醒市民健康護理的重要性，並以專業態度提升社會上不同階層人士的健康護理知識；同時我們十分關注醫護服務水平，並開拓多元化的專業培訓課程以提升護理人員的服務質素。我們積極地與其他社區組織合作，宣揚健康護理對社區健康的重要性，並與香港市民共創健康社區，希望達到「為社區提昇專業質素，以專業服務健康社區」的宗旨。我們的使命是促進本地及亞洲的醫護工作，改進及優化地區之間的相關交流與分享，並成為本地、國內及海外醫護機構之間的合作與交流平台。

Road show of Quality Elderly Service Scheme
優質長者服務計劃於商場內展覽



Volunteer visit to an elderly home
義工隊到安老院探望長者



Our executive officers introduce the health care industry in secondary schools
學會幹事到中學介紹醫護行業





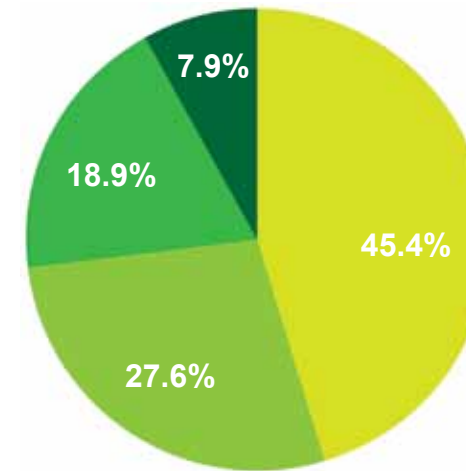
Professional Education 專業培訓

20 Physiotherapist Assistant Courses held yearly
物理治療助理課程每年舉辦20班



The Hong Kong Health Care Federation has launched a substantial number of training courses, giving opportunities to those who would like to join the health care workforce, at the same time relieving the tension of manpower shortage. The Federation has passed the initial evaluation conducted by the Hong Kong Council for Accreditation of Academic and Vocational Qualification.

香港醫護學會成立至今開辦了多個專業課程，透過不同形式的培訓，提供機會予有志投身於護理行業的人為社區作出貢獻，也為不同的團體及醫療機構提供護理人才及為在職的護理人員提供增值的機會，幫助解決醫護業界人手短缺的問題。我們已通過香港學術及職業資歷評審局資歷架構初步評審，進一步加強學會課程的認受性。



Training Courses 培訓項目

醫護前線人員培訓 Front-line Health Care Staff Training 45.4%
護理技巧課程 Nursing Skill Training 27.6%
管理課程 Management Courses 18.9%
工作坊 Workshops 7.9%

Practicum sessions at clinics and elderly homes
課程設職前實習訓練



Nursing skill training classes
學員細心聆聽導師講課



Nursing and Medical Training Programmes 醫護培訓

We have been training a large number of front-line nursing staff to relieve the manpower shortage and encouraging nursing staff to equip themselves with knowledge and techniques to tackle new challenges. Accredited by the Social Welfare Department, our Health Worker Training Course, up to now, has trained over 200 graduates who subsequently served at elderly homes or private hospitals. We have also organized more than 20 sessions of allied health courses, including Physiotherapist Assistant, Occupational Therapist Assistant and Rehabilitation Assistant Certificate Courses.

香港市民需要高質素的醫療服務，我們一方面積極培訓前線醫護人員，減輕醫護人手不足問題；另一方面鼓勵在職醫護人員不斷進修新知識、新技巧，提升服務質素。香港醫護學會獲社會福利署認可開辦保健員訓練課程，至今培育了超過200位註冊保健員，投身安老服務界及私家醫院工作。此外，我們開辦逾20屆物理治療助理、職業治療助理及復康助理員證書課程，畢業生超過1,200人，為輔助醫療行業增添新力軍。我們亦推動醫療輔助人員專業化，開辦中、西醫診所護士課程，讓有志入行和在職診所護士進修，提升診所醫護人員的整體質素。

Continuing Education 持續進修

We encourage health care and medical staff to continuously update their professional knowledge through training. Therefore, we have established the first Health Worker & Health Care Assistant Continuing Professional Development system for front-line health care staff. As a Continuing Nursing Education (CNE) course provider accredited by the Hong Kong Nursing Council, we offer various skill enhancement and management courses for nurses. We are also an accredited training provider of Continuing Professional Development (CPD) courses under the Social Workers Registration Board.

我們鼓勵在職醫護人員持續進修，並成立保健員及健康服務助理持續醫護進修學分制度。每年我們開辦不同種類，由香港護士管理局認可的持續護理教育培訓課程，如增進護理技巧課程：靜脈輸液、腹膜透析法等，及護理管理課程如投訴處理技巧、調解訓練等。我們亦是社會工作者註冊局認可的持續專業發展課程舉辦機構，為社福界同工增加進修機會。

Social Impact

Having over **70** training courses held and **1,800** students trained each year

Held **28** public career talks and **16** secondary school talks since 2008 with over **3,530** people participated

社會影響

每年舉辦超過**70**個訓練課程，培訓超過**1,800**名學員

2008年至今舉辦**28**場公開就業講座和**16**場中學講座，超過**3,530**名中學生及市民參與

Career Talk 就業講座

In order to relieve the nursing manpower shortage, we actively encourage people, especially the youth, to join the health care workforce. Since 2008, we have been holding career talks in various community and secondary schools, introducing the career path in the health care profession.

醫護人手短缺問題嚴重，香港醫護學會走入社區、學校，積極鼓勵有志服務社會人士投身醫護行業。從2008年起，我們在社區會堂及各區中學舉辦醫護進修及就業講座，藉此讓有意入行人士認識醫護界的工作、職級、入行途徑等，從而選擇適合自己的發展方向。

Graduation ceremony of Health Worker Training Course
保健員訓練課程畢業禮



Health Worker Training Course - Practicum in class
保健員訓練證書課程的學員進行護理實習



Health care career talk in a secondary school
到學校舉辦投身醫護行業講座



Executive officer introduces health care sector to students
學會幹事向中學生介紹醫護行業





Elderly Service Accreditation 安老服務認證

Quality Elderly Service Scheme 優質長者服務計劃

Due to the long life expectancy and aging population in Hong Kong, elderly service is always our priority. In order to assist the public in choosing high quality elderly services, we cooperate with the Hong Kong Productivity Council (HKPC) to launch the "Quality Elderly Service Scheme" (QESS).

QESS is the first campaign which recognizes excellent service providers in elderly related services in Hong Kong. We actively seek advice from scheme advisors from District Councils and scheme patrons. Through QESS, we encourage elderly service operators to provide quality services for the elderly, while continuing to improve service standards and enhance the overall competitiveness of the sector.

Scheme Objectives:

- Recognizing quality operators in the elderly service sector and providing them with a set of qualitying standards for independent appraisal in order to achieve higher service standards;
- Assisting consumers to identify quality elderly service operators;
- Enhancing the quality of the elderly service sector so as to benefit the elderly by improving their quality of life; and
- Arousing public attention to the care for elderly's rights.

鑑於香港人口持續老化，長者服務一直是香港醫護學會一項重要的工作。近年來，坊間各式各樣的安老服務不斷出現，長者及家屬在選擇時往往覺得無所適從。有見及此，我們與香港生產力促進局合作，推出「優質長者服務計劃」。香港生產力促進局是計劃中的獨立評核機構，為有需要人士在選擇安老服務時，提供一個具公信力和可靠的指標，幫助他們選擇優質而讓人安心的安老服務。

計劃獲得社會廣泛認同，為廣納社會意見讓計劃更臻完善，我們邀得梁振英先生和梁智鴻醫生為計劃榮譽贊助人，亦獲十八區區議會議員參與計劃顧問團。我們期望透過「優質長者服務計劃」，鼓勵安老業界為長者提供優質的服務，持續提升服務質素，以及增強業界的整體競爭水平。

成立計劃的目的如下：

- 嘉許提供優質長者服務計劃的營運機構，並讓營運機構透過獨立評核，持續改善服務質素；
- 協助消費者識別及選擇優質的長者服務營運機構；
- 提升長者服務行業的整體水平，令長者得到裨益；及
- 宣揚關注長者服務的訊息。

Presentation of the QESS certificate to elderly homes
向「優質長者服務計劃」合資格院舍頒發證書



九龍塘永健護老院 - 院長的話：
獲得計劃的認證，對院舍的醫護人員無疑是一種認同。此計劃能鼓勵他們為長者繼續付出愛心，提供最專業、優質的服務。

德昌護老中心（葵興分院）有限公司 - 院長的話：
本院向來致力服務長者，盡力為他們提供良好舒適的居住環境。這次參與香港醫護學會「優質長者服務計劃」除獲得肯定外，也讓本院全體員工從中學了不少，無論是在居住及醫療質素上，還是企業管理上都有所提升。今後，我們會繼續本著服務長者的精神，精益求精，繼續改善本院的服務素質。

寶欣護老之家 - 院長的話：
能夠獲得優質長者服務計劃的認證，感到十分高興。非常感謝全院員工上下齊心。透過這次評審，使我們了解現時安老服務的要求，與時並進，邁向新紀元。

Quality Elderly Service Pledge 《優質長者服務約章》聯署運動

In 2010, the “Quality Elderly Service Pledge” campaign was initiated. We encourage elderly service centres, nursing staff and individuals to sign the Pledge. 我們於2010年開始發起《優質長者服務

約章》簽署運動，廣泛邀請長者服務機構、醫護人員、各界人士簽署《優質長者服務約章》，承諾為長者提供優質而貼心的服務，藉此呼籲社會各界發揮關愛長者、扶老樂助的精神，為長者締造一個安心愉快的晚年。

約章內容：
我們承諾為長者提供高質素、妥善徹底而且安全無誤的服務。我們會緊守崗位，細心聆聽長者需要，並以長者利益為先，盡心照顧長者。

Social Impact

Through continuous assessment, QESS raised the quality standard of elderly services and created a platform for the sector

Over **118** elderly home operators learnt quality standards through volunteers

Received about **100** applications of QESS accreditation

Organized over **15** elderly care related seminars, with more than **2,000** care workers participating

社會影響

通過持續評核，獲優質長者服務計劃嘉許認證的機構增強前線醫護人員的士氣，讓安老業界服務整體服務水平提升，更為安老業界創造了一個交流平台

超過**118**間院舍營辦者透過義工介紹，認識優質服務標準

接到約**100**個「優質長者服務計劃」認證申請

舉辦超過**15**場安老護理相關教育講座，超過**2,000**名前線服務人員參與



獲「優質長者服務計劃」認證的院舍及醫護人員，肩負神聖使命，每天默默工作，用愛心和專業知識去關懷和照料長者，讓長者得以舒適安祥地度過晚年。

安老護老院和各前線醫護人員的工作，值得大家表揚和支持。

優質長者服務計劃榮譽贊助人
梁振英先生



Social Impact

Our volunteers actively visit elderly services centres, promoting the significance of high quality service and care for the elderly. The Pledge has brought over **200** elderly service centres, **150** nursing staff and individuals together to work for a better life for the elderly

社會影響

義工身體力行走訪全港長者服務機構，向長者服務同工宣揚關愛長者、提供優質服務的訊息，同時為前線工作人員打氣，團結長者服務機構。運動至今取得超過**200**間安老服務機構、**150**名醫護人員及社會人士簽署約章

Alex Fong, ambassador of QESS, at the opening ceremony with a group of elderly
優質長者服務計劃大使方力申與一班長者一同參與計劃揭幕禮



Energetic elders performing African Drum at the opening ceremony
長者於揭幕禮表演非洲鼓



Elderly service operators and guests reading out the Quality Elderly Service Pledge in opening ceremony
長者服務機構與揭幕禮嘉賓一同宣讀《優質長者服務約章》



Elderly service centre signing the Quality Elderly Service Pledge
安老機構簽署《優質長者服務約章》



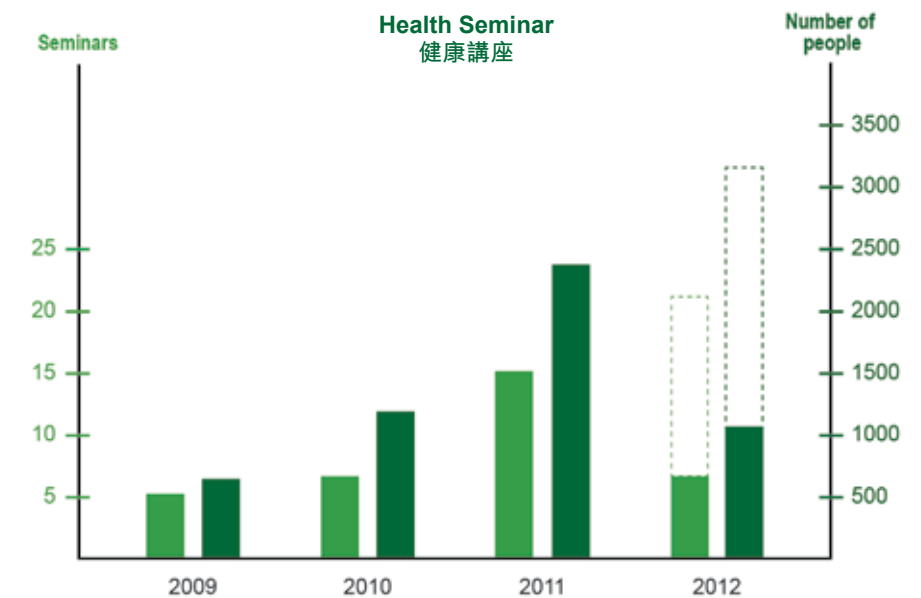


Public Health Education 公眾健康教育

Free Seminars 免費大型講座

One of the missions of the Hong Kong Health Care Federation is to raise the public awareness of physical and mental health. In the past years, we have organized over 60 public health care-related talks with over 4,000 participants in total.

香港醫護學會其中一個使命是教育公眾認識健康護理的重要性，並以專業態度提升社會上不同階層人士的健康護理知識，增加對疾病的了解。我們希望透過免費公開講座，與公眾分享各種最新的健康資訊，例如不同疾病的成因及治療方法、醫護管理秘訣等。學會成立至今舉辦了超過60個免費健康講座，向超過4,000名公眾人士發放免費健康訊息。我們希望繼續舉行更多不同主題的講座，為大眾帶來免費的專業醫護知識。



Our director presents souvenir to the seminar guest speaker
學會董事頒贈感謝狀予講座嘉賓講者



Free seminars are regularly held
免費講座反應熱烈





Health Campaigns 健康推廣活動

Expo and Events 博覽會及大型活動

We fully support health campaigns in the community and encourage health and elderly caring activities. For 3 consecutive years, we have been closely collaborating with the “Hong Kong Senior Fair”. In 2011, as the supporting organization of Golden Era Planning Expo, our volunteers actively participated in the “Love Hugs with Elders” campaign, passing on the message of love and care for the elderly.

為推動市民關注健康和推廣護老愛老精神，香港醫護學會積極參與和支持健康博覽活動。我們連續3年與香港長者博覽合作，更於場內為參加者提供中醫義診、安老服務諮詢和派發敬老禮物。2010年，優質長者服務計劃參與「樂Teen一拍耆趣錄」學界廣告大獎，是大賽拍攝主題之一，推動年青一代主動關懷和了解長者。2011年我們亦支持退休策劃展，參與「關懷長者抱抱大會」申破健力士世界紀錄活動，義工一個接一個與長者擁抱，傳遞關懷長者的訊息。

Social Impact

Support over **5** health campaigns each year

Over **500** secondary school students joined the “Teenage TVC Production Award”, and created **10** online TVC promoting elderly care

18 volunteers passed on love and care at the “Love Hugs with Elders” campaign

社會影響

每年支持和參與逾**5**個健康博覽活動

超過**500**名中學生參與「樂Teen一拍耆趣錄」，拍攝**10**個關愛長者廣告

18名義工參與「關懷長者抱抱大會」，與**300**名長者擁抱

The Love Hugs with Elders Campaign
關懷長者抱抱大會



Executive Committee Chairperson presents awards to winners
執行委員會主席頒獎予樂Teen一拍耆趣錄得獎者



Senior Fair
長者博覽





Research Projects 研究項目

Health Care Research and Release 健康研究與發佈

The Hong Kong Health Care Federation conducts research on different health care aspects from time to time. We analyze statistical data and organize press conferences to announce the research outcomes.

香港醫護學會就不同的醫護相關議題以問卷形式向市民進行調查，學會把收集所得的數據加以研究及分析。學會亦同時舉辦新聞發佈會，希望藉不同媒體把研究結果向社會各階層人士闡釋。

- Female health survey press conference: over 700 questionnaires on vaginitis were received from female in different age groups.
- Diet and colon health survey press conference: over 500 questionnaires on the diet and defaecation habit were received.
- Relationship between residents in elderly homes and their family survey press conference: interviews have been conducted with officers in charge of over 70 elderly homes. The survey looked into elderly home residents and their bonding with their family.

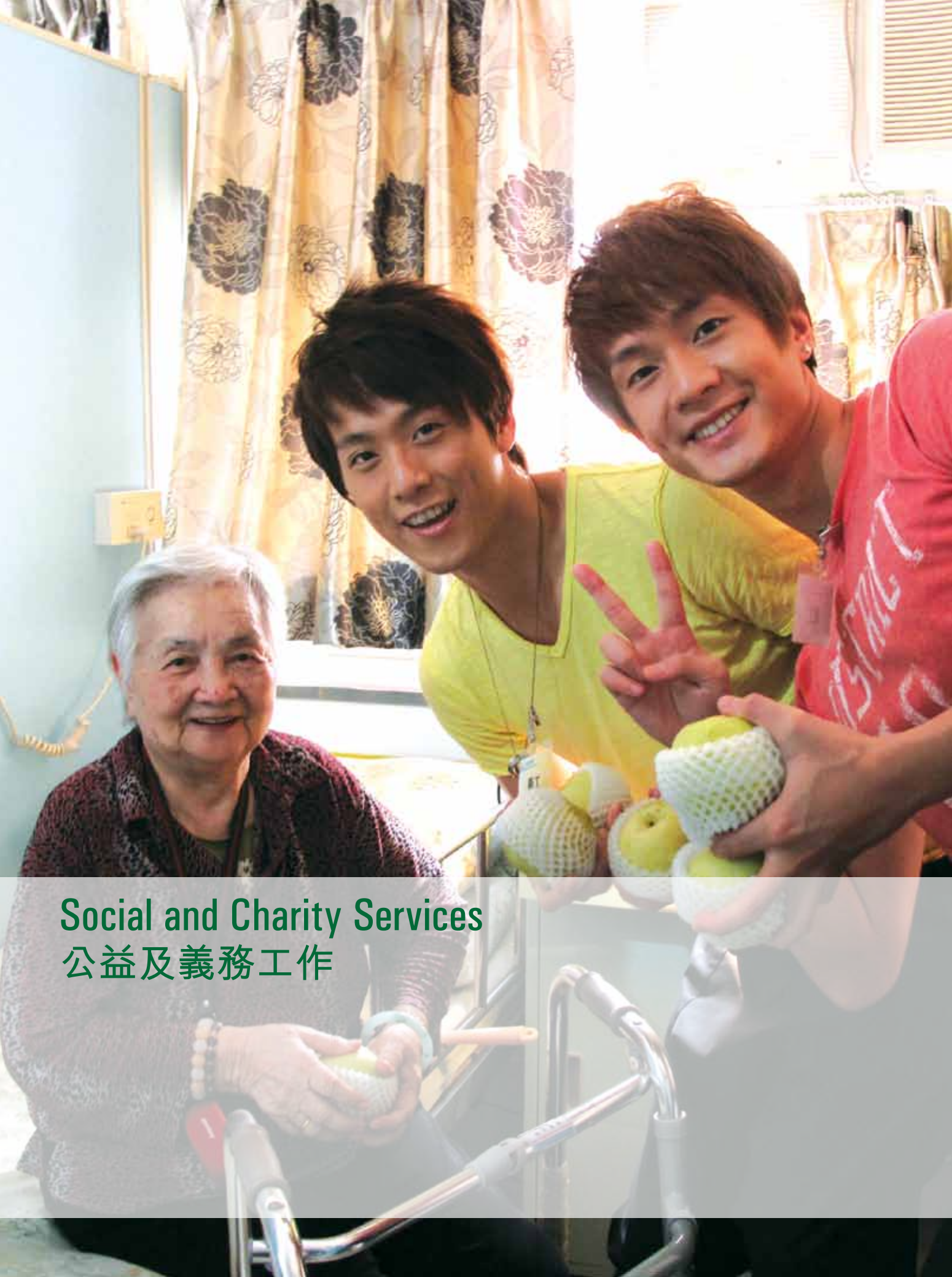
- 女性健康問卷調查結果新聞發佈會：問卷訪問超過七百名不同年齡女性，了解陰道炎於本港的情況及日常生活習慣與此疾病的關係。
- 腸道問卷調查結果新聞發佈會：以問卷形式，成功訪問超過五百名不同年齡人士，了解都市人排便習慣及腸道疾病兩者的關係。
- 「安老院舍長者與家人連繫指數」問卷調查結果新聞發佈會：以訪問形式收集了七十間安老院舍負責人的意見，探討長者與家人連繫的情況。

“Relationship between residents in elderly homes and their family” press conference
「安老院舍長者與家人連繫指數」新聞發佈會



Guest speakers interviewed by the media in press conference
Interviewed by media in press conference
新聞發佈會上嘉賓講者接受傳媒訪問





Social and Charity Services 公益及義務工作

Volunteer Services 義務工作

As part of the health care industry, the Hong Kong Health Care Federation seeks and shoulders social responsibilities. Apart from frequently holding health related seminars and publishing free leaflets, we visit numerous homes for the elderly, with fresh fruits and mooncakes during the Chinese New Year and Mid-Autumn Festival. For 4 consecutive years, we are nominated to be "Caring Organization" in recognition of our effort in helping the community.

Miracle Day for Elderly

In 2011, our volunteer team toured a group of elderly around Hong Kong Disneyland, sharing with them a warm and joyful day.

Nursing Home Visits during Festivals

For every year's Spring Festival and Mid-Autumn Festival, our volunteers visit elderly homes with singers and artists.

We not only share the delicious fresh fruits and mooncakes with the elderly, but also sing along the best old songs with them.

作為醫護界的一份子，香港醫護學會主動爭取履行社會責任。我們除了不時舉行免費健康講座及派發健康資訊刊物外，亦會主動走進社區，服務有需要的人士。成立至今，我們的義工團曾探訪過多間長者服務機構，並於新春期間為過百間安老院舍送上逾三萬個水果，亦於中秋期間為長者送上月餅。我們更連續四年榮獲「同心展關懷」大獎，我們對大眾所作的貢獻得到了認同。

奇蹟創造妙樂日

香港醫護學會在2011年舉行「奇蹟創造妙樂日」活動，由義工隊帶領近百位長者免費遊覽香港迪士尼樂園，一起拾回童真。

新春愛心歌聲獻松柏及中秋探訪

每逢農曆新年及中秋節，我們的義工隊都會聯同不同藝人、歌星，走訪各區安老院舍探訪長者，為他們送上時令水果外，更與長者一起唱遊懷舊金曲，共度佳節。

Miracle Day for Elderly
奇蹟創造妙樂日



4anda at the Mid-Autumn Festival elderly home visit
4anda與愛心義工隊－中秋愛心探訪



Volunteer shares delicious fruit with the elderly
義工為長者送上時令水果



Volunteers visit the elderly homes in the Spring Festival
「新春愛心歌聲獻松柏」義工探訪院舍活動





Promotion of Mediation 推動調解

Health Care Mediation Scheme 醫護事務調解計劃

In response to the HKSAR government's support in mediation, we set up the Health Care Mediation Centre in 2011. The centre aims to offer assistance to those who wish to settle health care disputes via mediation. Since 2010, we have been holding Mediation Courses. Up till now, there have been more than 200 mediators graduated. Besides, we have organized seminars and mediation skill training workshops for health care institutions and elderly homes. A "Free Mediation Enquiry Hotline" is also available to aid individuals who need to inquire about mediation.

香港政府2010年建議針對醫療失當和醫護事務等範疇推行調解試驗計劃。2010至今，我們培訓了超過200位調解員，並於2011年設立香港首個醫療事務調解中心，推動以調解解決醫護服務及相關的糾紛。此外，我們不時為醫護及安老服務機構舉辦調解講座，為前線員工提供調解技巧訓練。學會亦設立了「醫護事務調解免費熱線」，方便市民查詢調解服務。

Social Impact

The scheme initiated the first mediation training on medical related disputes, creating a new option for dispute settlement. It drives us towards a more harmonious society through promoting mediation among the medical service sectors

46 panel members joined the scheme

Trained over 200 mediators

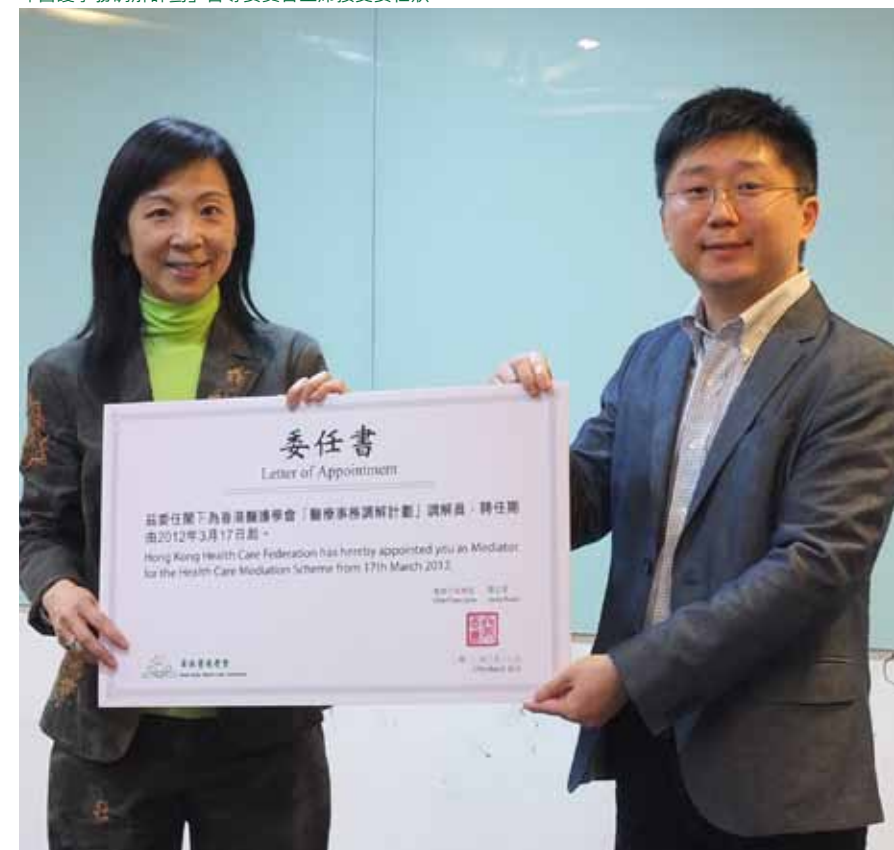
社會影響

計劃開創針對醫護紛爭的調解培訓，開創解決醫療糾紛的渠道及平台。成立以來向醫院、安老院舍、診所等機構推動以調解化解紛爭，建立和諧社會

46位醫護事務調解員參與計劃

培訓超過200位調解員

Chairlady of the Health Care Mediation Scheme steering committee receives the letter of appointment
「醫護事務調解計劃」督導委員會主席接受委任狀



Mediation training
調解培訓課程





Affiliations 屬會組織

Asia Regulatory Professional Association 亞洲專業法規協會

Since 2010, the Asia Regulatory Professional Association (ARPA) has been gathering medical regulatory professionals from the Asia region. ARPA aims at enhancing the professionalism of the medical regulatory personnels. Currently there are 4 ARPA Academies in Asia that are based in Hong Kong, Singapore, Taiwan and Vietnam. ARPA has held a number of medical regulatory courses since its establishment and has gathered countless experts both locally and from overseas via regular meetings, luncheons and dinners.

我們在2010年成立了亞洲專業法規協會，並聚集了一群來自亞洲不同地區的醫療法規事務專家。協會成立的目的是讓作為醫療界一份子的法規事務專家之質素得以進一步提升，並得到社會各界更大的認同。現時已經在香港、新加坡、台灣及越南成立學院，舉辦地區會議及培訓活動。協會成立以來舉行了數次有關醫療法規的課程，吸引來自新加坡、內地及港澳的專家參加。此外，協會亦會定期舉辦論壇與交流晚宴，讓行內的專家互相分享及討論最新的法規資訊，建立交流平台。

R

ARPA

Asia Regulatory Professional Association

ARPA Training Courses:

- Product Recall Certificate Course
- Certificate Course of State Food and Drug Administration (SFDA) Medical Device Regulation in China
- Traditional Chinese Medicine (TCM) Regulatory Affairs Course
- Asia Regional Regulatory Affairs Development Seminar

ARPA課程：

- 產品回收證書課程
- 國家食品藥品監管局－醫療儀器法規證書課程
- 中醫藥法規課程
- 亞洲醫療法規講座

Leadership

Hong Kong Regulatory Affairs Academy
Prof. Raymond Tong
Department of Health Technology and Informatics
Hong Kong Polytechnic University

Singapore Regulatory Affairs Academy
Prof. Teoh Swee-Hin
Department of Mechanical Engineering
National University of Singapore

Taiwan Regulatory Affairs Academy
Ms. Liu Li Ling
Director
Division of Medical Devices and Cosmetics
Taiwan Food and Drug Administration
Dr. Chi-Ming Chiou
Medical and Pharmaceutical Industry
Technology and Development Center

Vietnam Regulatory Affairs Academy
Mr. Nguyen Minh Tuan
Director General
Department of Medical Equipment and Construction
Ministry of Health

Prof. Jack Wong, founder of ARPA, and guests at the ARPA dinner
亞洲專業法規協會創辦人王龍教授在宴會上與嘉賓合照



Social Impact

Through frequent conferences, training and banquets, ARPA brings regulatory affairs co-workers together for more collaboration opportunities

Operating **4** local academies in Asia

Organized over **15** medical regulatory affairs training sessions and conferences

1,299 members participated in regulatory affairs

社會影響

透過頻密的會議、培訓、晚餐會建立醫療法規同業的緊密交流和合作關係，開創發展合作機遇

於亞洲成立**4**所地區醫療法規學院

舉辦**15**場醫療法規培訓及會議

1,299會員參與法規研討

ARPA forum held at Hong Kong Productivity Council
嘉賓講者於協會論壇發言



ARPA dinner with experts in regulatory affairs
協會晚宴上法規專家互相交流



Health Worker and Health Care Assistant Association 保健員及健康服務助理協會

In order to enhance health care practitioners' professional standard, we established the Health Worker & Health Care Assistant Association in 2010. It is the first Continuing Education Programme for frontline health supporting staff, providing a clear roadmap of professional career development for them.

為了提高前線醫護人員的專業水平，我們於2010年成立保健員及健康服務助理協會，鼓勵同業持續進修醫護相關的知識。協會首創醫護前線助理人員「持續醫護進修計劃」，設立進修學分(CPD)及晉升制度，幫助會員具體規劃醫護事業上的進修及發展路向。

Continuing Professional Development System
「持續醫護進修計劃」晉升制度

* CPD 1 point represents about 40-hour participation in medical and nursing related activities.

* CPD 1分代表最少已參與40小時的醫護相關活動



Social Impact

The Association united a group of frontline medical and nursing staff, through participating in various skill enhancement programmes, workshops and seminars, sharing the latest news in the sector, advocating life-long learning and high quality nursing service

261 HWs and **476** HCAs joined the scheme

Held over **70** CPD activities each year, with over **2,912** people participating

社會影響

協會團結一群前線醫護工作人員，促進相互交流，透過護理技巧培訓、不同議題的講座，促進醫護前線分享最新行業動向，推動業界學習新知，持續提升護理水平

261保健員，**476**位健康服務助理參與計劃

每年舉辦超過**70**個「持續醫護進修計劃」進修活動，參與學員超過**2,912**人

Over 100 health care staff participated in a CPD seminar
逾百醫護人員參與持續進修講座



Nursing skill enhancing programme
護理技巧提升課程



Publications 出版刊物



Asia Health Care Journal 《亞洲健康學術期刊》

The Hong Kong Health Care Federation launched the Asia Health Care Journal in 2011. The Journal provides coverage and analysis of relevant issues in the health care and medical sectors. It features a diversity of topical issues which include market examination, traditional Chinese medicine, pharmaceutical regulatory affairs, medical breakthroughs, case studies, research and book reviews.

首本由香港醫護學會出版的《亞洲健康學術期刊》於2011年發行，期刊集結香港及其他地區資深醫護人員的學術文章。期刊包括理論、研究、經驗及病例分享，鼓勵學術研究人員及執業醫護人員向對醫護資訊感興趣的人士分享專業知識和經驗。創刊號刊登了多篇來自中外專業醫護人員的論文，內容包括疾病治療、醫療法規、電擊療法、疫症管理等。

Social Impact

The Journal created an academic sharing platform on regulatory affairs for medical and nursing professionals, driving the Asia region, especially the mainland China to meet the global standard

Issued over **5,000** copies, e-version being delivered to over **100,000** health care professionals and subscribers

Received **12** health care academic articles

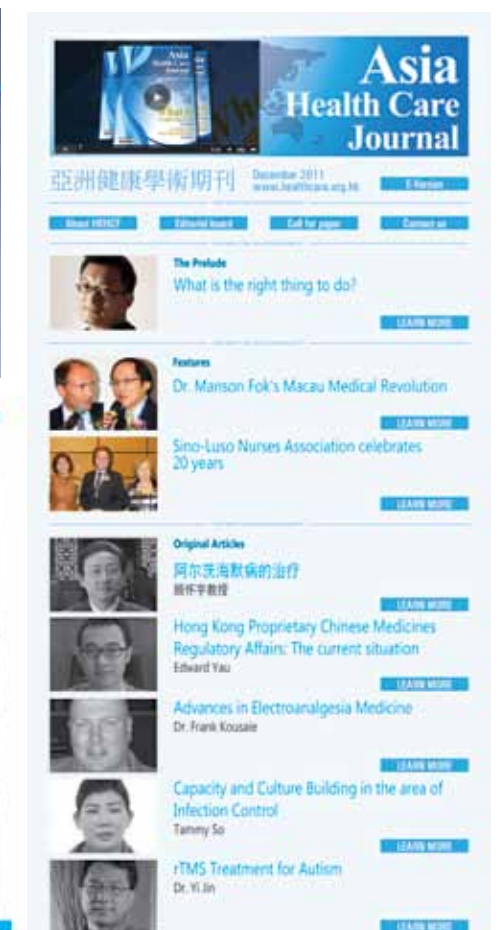
社會影響

期刊為亞洲醫學及護理專家創造學術交流平台，促進亞洲各地，尤其是內地的醫療及護理業與國際接軌

發行超過**5,000**份，網上版電郵發送至超過**100,000**名醫療人員訂戶

收到**12**份醫護學術論文

First issue of Asia Health Care Journal
首本《亞洲健康學術期刊》



Quality Elderly Service Guide

《全港優質長者服務指南》

Quality Elderly Service Guide was first published in 2010. We have a circulation of 60,000 free copies to elderly homes, shopping malls of The Link and Hong Kong Housing Society offices each year. It provides the public with local elderly services information and latest government policy for reference. Also it introduces quality elderly services and offers guidance to help the public choose good service providers.

- Social Impact
- Promoting quality services and enhancing the elderly sector's transparency, helping the public to choose quality operators
- Distributing the guide to over 560 shops, malls, medical and elderly service centres
- Circulation of over 60,000 copies

《全港優質長者服務指南》自2010年創刊，每年發行60,000份，免費於全港安老服務機構、領匯商場、房協辦事處派發。指南提供全港長者服務的概覽、安老政策新知、關顧長者健康的議題介紹等；同時提供選擇優質服務的方法，介紹獲嘉許認證的優質長者服務機構，羅列長者服務機構通訊錄，為長者及其家人提供指引。

- 社會影響
- 指南推廣優質服務，宣揚敬老護老精神；提升安老服務業透明度，助市民選擇服務
- 於超過560家商戶、商場、醫護及長者服務機構免費分發
- 每年發行60,000份

Content of Quality Elderly Service Guide 2012
全港優質長者服務指南2012精彩內容



Global Affiliation

國際聯繫



- Centre for Public Integrity
Cosmetic Executive Women
United States-China Policy Foundation
Michael & Susan Dell Foundation
The Chapel
Concordia University
Society of St. Vincent de Paul Atlanta
Public Radio International
Family Paths Inc.
Reading Partners
Bobby Dodd Institute
- Unity Health System
Weill Cornell Medical College
Habitat for Humanity International
Paloma Foundation, Canada
Mission Mujer IAP
British Red Cross
University of Plymouth
IEC
Junior Achievement Nepal
National Chengchi University
- ARPA Hong Kong Regulatory Affairs Academy
ARPA Singapore Regulatory Affairs Academy
ARPA Taiwan Regulatory Affairs Academy
ARPA Vietnam Regulatory Affairs Academy

Support Us

Donation for a Healthier Community

We welcome various kinds of support and donation. Together we can build a healthier community. Please feel free to contact us at 2575 5891 for details.

Sponsoring for Better Elderly Services

Your sponsorship can encourage more elderly service centres to participate in the accreditation so as to enhance their service quality. For details, please contact us at 2575 5617.

*The Hong Kong Health Care Federation is a registered charitable organization; approved donations are tax-exempt under section 88 of the Inland Revenue Ordinance.

支持我們

捐助社會醫護事務發展

我們歡迎不同形式的行動支持和捐助，共同建構更有活力、更健康的社區，歡迎致電2575 5891與我們聯絡。

支持長者機構提升質素

我們鼓勵機構或個人贊助安老服務機構參與優質長者服務評審，詳情請致電2575 5617與我們聯絡。

*香港醫護學會為政府註冊之慈善團體，認可捐款可根據《稅務條例》第88條的規定申請扣稅。

香港醫護學會 Hong Kong Health Care Federation

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