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出國報告（出國類別：參加國際會議）

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2018 IHF BRISBANE 42nd World Hospital Congress



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服務機關：臺中榮民總醫院
姓名職稱：黃蜀雯 醫務企管部醫療事務組組長
派赴國家：澳大利亞
出國期間：107.10.08-107.10.13
報告日期：107.12.22

摘要

世界醫院大會是 IHF 的活動，是一個獨特的全球論壇，匯集了國內外的醫院和醫療保健組織領導者以及關鍵行業推動者，在醫療保健管理和服務提供領域的最佳實踐方面進行多學科交流知識，專業知識和經驗分享，第 42 屆世界醫院大會在澳大利亞舉辦，有來自全球的 150 多位專家，藉由 10 個演講主題、5 個小組討論、20 多個會議、100 多個海報展示及 40 多個國家的參與，本院此次有榮獲 3 篇海報 1 篇口報發表，期藉由此次參與國際會議增進國際視野、拓展醫療技術，開拓醫療專業等，以提昇本院醫療照護服務品質，並建立品牌形象，增加國際能見度。

一、目的

這趟澳大利亞之行，職主要是去發表 Establish a Referral Platform to Integrate Hospital and Primary Care 海報，並藉由參加此國際會議累積國際經驗，增進國際視野，提升本院品牌形象國際能見度為此行目的。

二、過程

本次研討會行程有三天，主要分三大主題進行 From volume to value、From four walls to the neighborhood、From information to intelligence。

(一)2018.10.09

搭乘 23:50 飛機飛了將近 9 小時的行程來到澳洲布里斯本，未加休息即立刻趕至會場進行海報張貼，此次國際會議看到台灣前去的醫院有臺北榮總、臺中榮總、長庚醫院、奇美醫院、台南市立醫院..等，以本院榮獲發表數為最多。



(二)2018.10.10

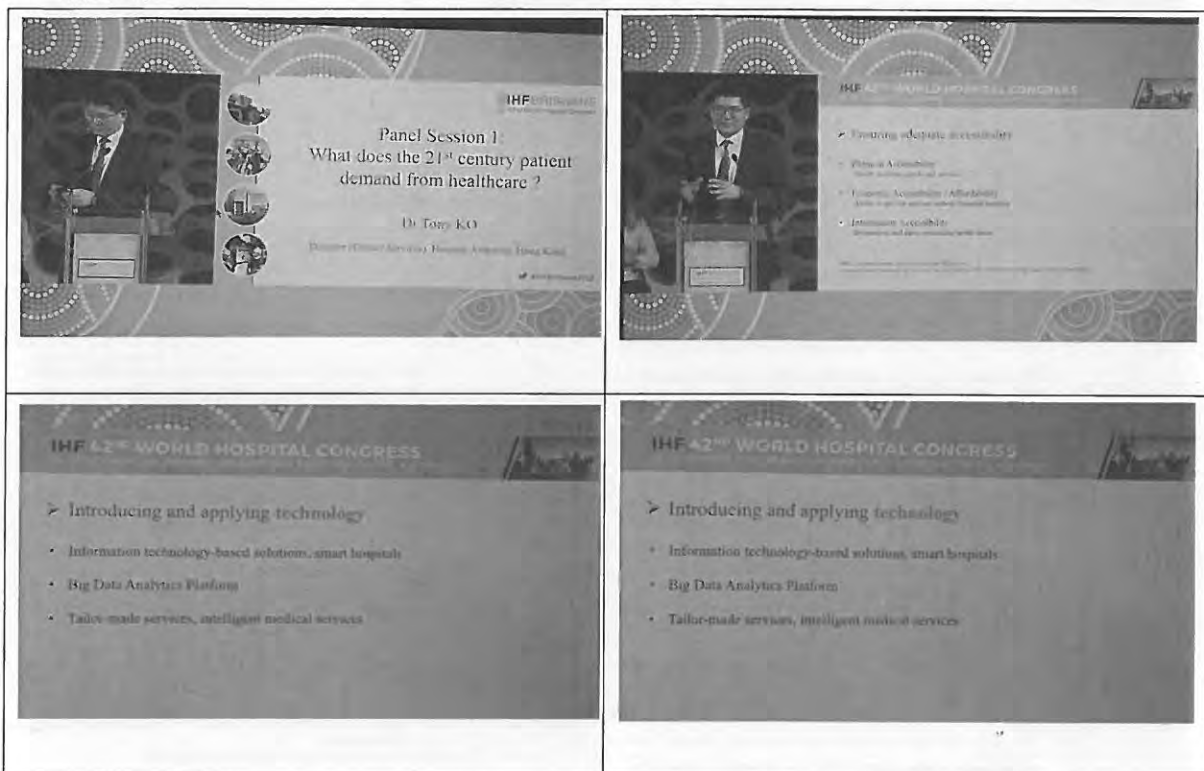
DAY 1: WEDNESDAY 10 OCTOBER
FROM VOLUME TO VALUE

Time	Session	Location	Dr Depina Khoo, Deputy Director Medical Services (Healthcare Performance Group) Ministry of Health, Singapore Dr Tony Ko, Director, Hospital Authority, Hong Kong Chris Pointon, Co-founder & Global Campaign Ambassador, #Theonymyname, United Kingdom Professor Elizabeth Telesberg, Executive Director, Value Institute for Health and Care, Dell Medical School in Austin, Texas, United States of America
7:00 AM to 8:30 PM	Registration desk open	Great Hall	
8:30 AM to 9:30 AM	Joint Plenary Session with the 25th Congress of the International Federation of Hospital Engineering (IFHE) Disease, disaster and destruction: providing health services in times of catastrophe, epidemic and conflict Bronie Martin, Nursing Director, Trauma & Disaster, National Critical Care Trauma Response Centre (NCCCTR), Australia Glenn Keys AO, Executive Co-Chairman and Co-Founder, Aspin Medical, Australia Bernie Marcelino, Provincial Director, Standardization, BC Clinical and Support Services, Canada	Great Hall	
9:30 AM to 10:00 AM	Morning tea, exhibition and poster displays		
10:00 AM to 11:00 AM	Opening Ceremony Welcome to Country Sergiyomen Marozchyk, Australia Welcome to the World Hospital Congress Dr Francisco Balastin, President, International Hospital Federation, Brazil Healthcare in Queensland The Hon Steven Miles MP, Minister for Health and Minister for Ambulance Services, Queensland, Australia G'day - Welcome to Australia Dr Deborah Cole, Chair, Australian Healthcare and Hospitals Association, Australia Australian Minister for Health The Hon Greg Hunt MP, Minister for Health, Australia From volume to value: an international perspective Francisella Cosentino, Head of Health Division, OECD, France Value Based Health Care: returning health care to its purpose Professor Elizabeth Telesberg, Executive Director, Value Institute for Health and Care, Dell Medical School, United States of America	Great Hall	
12:00 PM	Lunch, exhibition and poster displays		
12:15 PM to 1:15 PM	Focus Session: Clinical excellence in China's maternity and infant specialty hospitals: scaling for growth and translating research into practice FB1 Meeting the challenges of China's new family planning policy: scaling hospitals for increased demand Professor Tao Dian, Founder/CEO, Shanghai Spring Field Hospital Management Group, China FB2 Best practice in research translation utilizing new technologies to improve outcomes in maternity and infant specialty hospitals Professor Paul Collett, Deputy Director, University of Queensland Centre for Clinical Research, Group Head, Clinical Neurosciences Laboratory, University of Queensland, Australia	M1	
12:45 PM to 1:15 PM	Plenary Session 1.1: Moving beyond Quality to Value Dr Depina Khoo, Deputy Director Medical Services (Healthcare Performance Group) Ministry of Health, Singapore Plenary Session 1.2: The #Theonymyname story - 'through adversity comes legacy' Chris Pointon, Co-founder & Global Campaign Ambassador, #Theonymyname, United Kingdom	Great Hall	
1:45 PM	Panel Session 1: What does the 21st century patient demand from healthcare? Mercedes Jabara, Head of Quality, Hospital Sant Joan de Deu, Spain		
2:45 PM	Afternoon tea, exhibition and poster displays		
3:15 PM to 3:45 PM	IHF Awards Ceremony The 2018 International Hospital Federation (IHF) Awards recognise and honour hospitals and healthcare organisations for innovation, excellence, outstanding achievements and best practices in areas that are worthy of international recognition.	Great Hall	
4:00 PM	Delegates move to concurrent sessions		
4:15 PM to 5:45 PM	Concurrent Session 1.1: International Hospital Federation award winners Session chair: Dr Lawrence Lai, Chair, IHF Awards Judging Panel, International Hospital Federation, Hong Kong Hear from the 4 winners of the International Hospital Federation Awards on their projects and why they stood out as the best of the best from around the globe in health system innovation and excellence.	Great Hall	
4:15 PM to 5:45 PM	Concurrent Session 1.2: Platforms for value: data and analytics Session chair: Derek Lamb, Director, Health My Button, New Zealand 1.2A Danish super hospital project: a government lead transformational change of the Danish hospital and health system Hans Erik Henriksen, CEO, Healthcare DENMARK, Denmark 1.2B Moving the measurement of performance in healthcare from a volume-based to a value-based perspective: a conceptual framework Dr Jean-Frédéric Levesque, Chief Executive, NSW Agency for Clinical Innovation, Australia Kim Sutherland, Specialist Advisor, NSW Agency for Clinical Innovation, Australia 1.2C Data driven approach to choosing pathology tests wisely at Gold Coast Health Theresa Kelly, Project Manager, Gold Coast Health, Australia 1.2D Co-designing transparency and public reporting with consumers and clinicians: reporting data patients want and clinicians can use Carl Shaker, Principal Advisor, Publications, Health Quality & Safety Commission, New Zealand 1.2E Implementation of the ICHOM Heart Failure Standard Set in Brazil in a community setting Luz Felipe Guimarães, CEO, CEOs - Brazilian College of Healthcare Executives, Brazil 1.2F Value-Based Health Care (VBHC) ripple effect: implementing quality programs Kelly Whittle, CEO, Whittle Advisors, United States of America	M1	
4:15 PM to 5:45 PM	Concurrent session 1.3: Paying for value, achieving outcomes Session chair: Dr Gasem Al Salmi, Director General, Royal Hospital, Oman 1.3A Evaluation of unnecessary admission and hospitalization and its direct burden assessment: Rasool - Alorain Hospital, Irbid University of Medical Sciences Professor Ad Maher, Ministry of Health & Medical Education, Islamic Republic of Iran 1.3B Cluster Hospital: an innovative approach to optimise resources and enhance capacity through integrated network of hospitals Dr Norah Batin, Senior Principal Assistant Director, Institute for Health Management, Kuala Lumpur, Malaysia Dr Selaswati Ghazali, Director, Rink Perempunan Zainab II Hospital, Kota Bharu, Malaysia 1.3C Quality care everyday Robyn Scanlan, Director Clinical Governance, Wide Bay Hospital and Health Service, Australia 1.3D Withdrawal	M2	
4:15 PM to 5:45 PM	Concurrent Session 1.4: Lightning Talks Session chair: Lisa Davies Jones, Health Services Chief Executive, North West Hospital and Health Service, Australia 1.4A Predictors of non-beneficial treatment in end of life hospital admissions: a quantitative analysis Dr Hannah Clarke, Health Economist, Australian Centre for Health Service Innovation (QUT), Australia 1.4B EPS model for enhancing invasive mechanical ventilation (IMV) in general wards Ming Wai Cheng, Advanced Practice Nurse, Ruttonjee and Tang Shiu Kon Hospitals, Hong Kong 1.4C Strategies to ease the economic burden and prevent patient harm from multidrug resistant infection in hospitals Dr Sheila Connelly, VP Research, Synthetic Biologies, Inc., United States of America 1.4D Lean Healthcare: Industrialization and dehumanization in operating theaters in France and Australia Zaid Al-Mutawid, PhD Candidate, Australian Institute of Health Innovation, Australia 1.4E Disinvestment in low-value care: Australian policy responses to improve patient outcomes and reduce waste Victoria Macrae, PhD Candidate/Research Associate, QUT - Institute of Health and Biomedical Innovation, Australia 1.4F Data and analytics: a bulging block on the journey from 'Volume to Value' Ray Morrison, Executive Director, System Information and Analytics Branch, NSW Ministry of Health, Australia 1.4G Knowing the score in real time: are you still looking in the rear view mirror? Peter Walker, Director, Quality Consortium, Australia 1.4H Better nutritional care for hospital inpatients: from volume to value through The SWiPLE Approach Dr Adrienne Young, Research Coordinator, Nutrition and Dietetics, Royal Brisbane and Women's Hospital, Australia	M2	
4:15 PM to 5:45 PM	Concurrent Session 1.5: Patients, process and tools: looking for the right combination to move from volume to value Session chair: Professor Johanna Westbroek, Director, Centre for Health Systems and Safety Research, Australian Institute of Health Innovation, Macquarie University, Australia 1.5A To disrupt or not to disrupt: that is NOT the question Professor Marc Noppen, CEO, University Hospital UZ Brussel, Belgium 1.5B BECOQUEL Lab (Patient as a partner) Dr Michel Bouchard, Hospital Pharmacist, Cancer Centre Henri Becquerel, France 1.5C When doing the right thing hurts your financials: Hospital management in between the patient and regulation Helmut Kern, CEO, Hospital of the Brothers of St. John of God Vienna, Austria 1.5D Leadership and management competencies to advance value-based healthcare Dr Bonarito Ramirez, Director Global Initiatives, University of Central Florida (UCF), United States of America	M2	
4:15 PM to 5:45 PM	Concurrent session 1.6: Welcome to our backyard: a look at research and innovation in Queensland Session chair: Dr Rebecca Haddock, Director, Dnobe Institute for Health Policy Research, Australian Health Services and Hospitals Association, Australia 1.6A Applying digital technology to surgery Dr Michael Wagels, Staff Specialist Plastic and Reconstructive Surgeon, Princess Alexandra Hospital, Australia 1.6B Bringing frontier technology back together with medicine Professor Cameron Brown, Queensland University of Technology, Australia 1.6C Research reorganizing acute care of older patients Professor Wendy Maile, Program Director, Menzies Health Institute Queensland, Griffith University, Australia 1.6D Digital health research powering healthcare delivery innovation Dr David Hansen, CEO, Australian e Health Research Centre, CSIRO, Australia	PS & P4	
4:15 PM to 5:45 PM	Concurrent Session 1.7: IHF Special Interest Group - Investor Owned Healthcare Organizations: aligning planets to foster investment in private healthcare 1.7A Fostering investment in private healthcare, a multi-stakeholders' vision Mireia Gil Lapiedra, Knowledge Strategies Manager, International Hospital Federation, Switzerland (session chair) 1.7B Investment strategy: Dubai healthcare sector 2017-20 Dr Ibrahim AlBastaki, Director, Investment and Partnership Department, Dubai Health Authority, United Arab Emirates 1.7C Private equity case study of raising capital for health entrepreneurs Salm Hasham, Executive Chairman, Medival Group, Kenya 1.7D Danny Sims, Chief Executive Officer, Ramsay Health Care, Australia 1.7E New hospital developments: understanding investors requirements Dany Heron, Executive, EOH Health Vertical, EOH, South Africa	P5	
6:30 PM to 11:00 PM	Congress Gala Dinner Join us for a spectacular evening celebrating Australian culture, food and wine in the Plaza Ballroom, Brisbane Convention & Exhibition Centre. If you have purchased a ticket to this function it will be located in the back of your name badge. If you have not purchased a ticket and would like to attend, please see Congress Organisers at the registration desk for ticket availability.	Plaza Ballroom	



第一天活動主題: From volume to value

- 1、將醫院和衛生組織從服務的數量轉變為成果價值，以病人價值為中心的護理及醫療活動，強調品質改善加值，在 Panel Session: What does the 21st century patient demand from Healthcare? 來自香港 Tony KO Dr. 分享在 Authority Hospital，有三大作為 Ensuring adequate accessibility、Enhancing patient empowerment、Introducing and applying technology(如下圖)，可提供我們參考，反思本院相關管理政策上皆已有此類作為。



- 2、醫院協會翁文能理事長、楊漢淦理事及長榮大學陳宏一教授亦至本院海報發表現場，嘉勉留影。



DAY 2: THURSDAY 11 OCTOBER
FROM FOUR WALLS TO THE NEIGHBOURHOOD

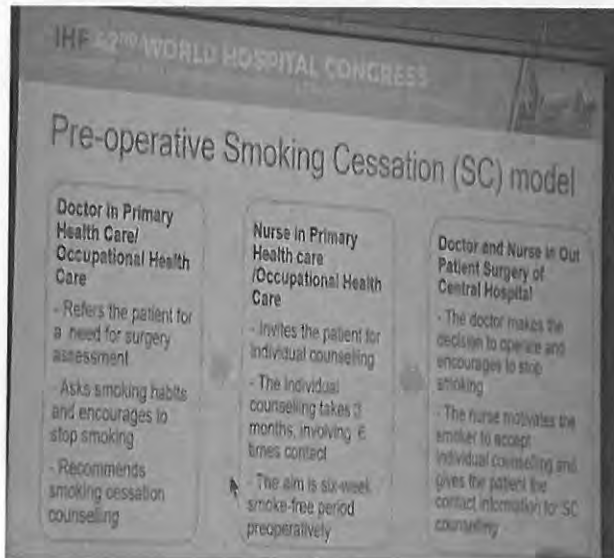
7:00 AM to 6:00 PM All day	Registration and open
8:30 AM to 10:00 AM PLENARY Location: Grand Hall	<p>Design Jam: Ideas on their own won't change outcomes for stakeholders of our health care systems. It is action driven by committed and creative multi-disciplinary teams that will make the difference. The Design Jam will bring together bright and curious thinkers from across the health sector to turn ideas into action. Participate during the day, or hear the results at the pitch session at 5:00pm.</p> <p>Shadow Minister for Health and Medicare: The Hon Catherine King MP, Shadow Minister for Health and Medicare, Australia</p> <p>Theresa Smeaton 2.1 From Care Integration: why & how need to deliver and sustain? Professor Claire Jackson, Professor in General Practice and Primary Care Research, Director, Centre for Health System Reform and Integration, University of Queensland, Australia</p> <p>Feeling Smaller 2.2: The value of patients: leveraging your connect points Melissa Thomson, Patient Advocate, United States of America</p> <p>Panel Session 2.3: How do we rethink the role of the hospital in the medical care landscape? Dr Ruben Flores, President Emeritus, Philippine Hospital Association and Advisor, Department of Health, Philippines</p> <p>Professor Claire Jackson, Professor in General Practice and Primary Care Research, Director, Centre for Health System Reform and Integration, University of Queensland, Australia Dr Simon Siddiqi, Chair, Department of Community Health Sciences, Aga Khan University, Karachi, Pakistan Melissa Thomson, Patient Advocate, United States of America</p>
9:30 AM to 10:30 AM PLENARY Location: Grand Hall	<p>Panel Session 2.4: The value of patients: leveraging your connect points Melissa Thomson, Patient Advocate, United States of America</p> <p>Panel Session 2.5: How do we rethink the role of the hospital in the medical care landscape? Dr Ruben Flores, President Emeritus, Philippine Hospital Association and Advisor, Department of Health, Philippines</p> <p>Professor Claire Jackson, Professor in General Practice and Primary Care Research, Director, Centre for Health System Reform and Integration, University of Queensland, Australia Dr Simon Siddiqi, Chair, Department of Community Health Sciences, Aga Khan University, Karachi, Pakistan Melissa Thomson, Patient Advocate, United States of America</p>
11:00 AM to 12:30 PM Location: Grand Hall	<p>Concurrent Session 2.6: E-Health: a work in progress - collaboration for better outcomes Session chair: Deborah Bowen, President & CEO, American College of Healthcare Executives, United States of America</p> <p>2.1A Pharmaceutical companies need a perspective and strategy on healthcare systems Geoffrey Chin, Market Account Director, Novartis AG, Switzerland</p> <p>2.1B From concept to consolidation: nurturing medical-social collaborative care for dementia in community Yiu Keung Chan, APN, Ruttonjee and Tang Shui Kn Hospitals, Hong Kong</p> <p>2.1C From Four Walls to the Neighborhood: bringing healthcare to the Philippine rural poor Professor Andrea Santiago, Asian Institute of Management, Philippines</p> <p>2.1D Continuity of care for Aged Care Facility residents with acute illness: lessons learned from the CEDRIC project Professor Marianne Wallis, Associate Dean (Health), University of the Sunshine Coast, Australia</p> <p>2.1E Integrated home medical care service bridging long term care in a regional hospital of Central Taiwan Yu-Chen Wu, Integrated Home Medical Care Case Manager, Puli Christian Hospital, Taiwan</p>
11:00 AM to 12:30 PM Location: M1	<p>Concurrent Session 2.7: E-Health: a work in progress - collaboration for better outcomes Session chair: Dr Erik Keyborg Normann, President, Norwegian Hospital and Health Service Association and Past President, International Hospital Federation, Norway</p> <p>2.2A Dr Aparna Somnath, Program Leader, World Bank, Australia</p> <p>2.2B Dr Shuo Zhong, Senior Health Specialist, World Bank, United States of America</p> <p>2.2C Dr Anoop Arun, Senior Health Specialist, World Bank, Australia</p>

11:00 AM to 12:30 PM Location: P1	<p>Concurrent Session 2.8: E-Health: a work in progress - collaboration for better outcomes Session chair: Dr Erik Keyborg Normann, President, Norwegian Hospital and Health Service Association and Past President, International Hospital Federation, Norway</p> <p>2.5A Incentives from the authorities on quality improvement in Belgium Dr Marc Geboels, Director General Hospitals, Zognot Louvo, Belgium (session chair)</p> <p>2.5B Strategic alliances between healthcare providers: an efficient model of collaboration promoting a change towards an integrated model, enhancing healthcare sector capabilities Dr Anna Rioux, Membership Director, Unió Catalana d'Hospitals, Spain</p> <p>2.5C Leading the transformation: from the hospital, to the network, to integrated care Bruno Sobral, Chief Economist, Brazilian Hospital Association (IBH), Brazil</p> <p>2.5D The use of WhatsApp application for consultation between healthcare provider and carers of sick children Dr Taawiq Al Lawati, Head of Pediatric Gastroenterology, Royal Hospital, Ministry of Health, Oman</p>
11:00 AM to 12:30 PM Location: P3 & P4	<p>Concurrent Session 2.9: Transforming the delivery of care: first 30, integrate and deliver at the right time and place Session chair: Krister Partof, Advocacy Director, Australian Healthcare and Hospitals Association, Australia</p> <p>2.6A ACT Health Territory-wide Health Services Framework 2018-2028 Joan Chamberlain, Executive Director, Territory-wide Services Redesign, ACT Health, Australia</p> <p>2.6B Our children and communities matter Fionnagh Dougan, Chief Executive, Children's Health Queensland, Australia</p> <p>2.6C Integrating governance through strategic alliances Linda Livingston, Director, Engagement and Coordination, COORDINARE - South Eastern NSW PHN, Australia</p> <p>2.6D Connected Consistent Care... what could patient centred care look like? Helen Mees, Healthcare Consumer, Health Consumers Queensland, Australia</p>
11:00 AM to 12:30 PM Location: P5	<p>Concurrent Session 2.7: E-Health: a work in progress - collaboration for better outcomes Session chair: Dr Erik Keyborg Normann, President, Norwegian Hospital and Health Service Association and Past President, International Hospital Federation, Norway</p> <p>2.7A Session Introduction Professor Heide Ping, National President, Australasian College of Health Service Management, Australia (session chair)</p> <p>2.7B Academic Involvement in Healthcare Management Competencies Professor S. Robert Hernandez, Executive Doctoral Program Director, University of Alabama at Birmingham, United States of America</p> <p>2.7C A competency-based approach to enhance healthcare management, how to make a best use of it? Dr Daniel West, Professor & Charman, University of Sorbonne, United States of America</p> <p>2.7D Management Core Competencies Self-Assessment of Hospital managers in Iran Mehdi Jafar, Department of Health Services Management, School of Health Management and Information Sciences, Iran University of Medical Sciences, Islamic Republic of Iran</p> <p>2.7E Self-assessment tool: a regional approach to analyse collected evidence Mireia Gil Lopez, Knowledge Strategies Manager, International Hospital Federation, Switzerland</p>
12:30 PM to 2:30 PM Location: Grand Hall	<p>By invitation</p> <p>12:30 PM to 1:30 PM PLENARY Location: Grand Hall</p> <p>Ngilo Edwards, Chief Executive, Nuffield Trust, United Kingdom</p> <p>1:30 PM to 2:30 PM PLENARY Location: Grand Hall</p> <p>Ngilo Edwards, Chief Executive, Nuffield Trust, United Kingdom</p>

Location: M2	<p>2.3A Leadership for the future of healthcare: developing leaders for integrated care Luiz Felipe Costantini, CEO, CBDEs - Brazilian College of Healthcare Executives, Brazil</p> <p>2.3B Medical social collaboration: a solution for managing mental health needs in the community Dr Lai Wah Eva Durn, Consultant Psychiatrist, Department of Psychiatry, Pamela Youde Nethersole Eastern Hospital, Hospital Authority, Hong Kong</p> <p>2.3C Multi-specialty clinics and out reach nurse-led programs Fatma Al Mskreen, Director of Nursing, Royal Hospital, Ministry of Health, Oman</p> <p>2.3D Engaging medical workers in Workplace Health Promotion (WHP) Dr Hui-Hua Chuang, Director of Health Promotion Center, Deputy Director of Family Medicine Department, Chang Gung Memorial Hospital, Taipei & Linkou Branch, Taiwan</p>
Location: P1	<p>Concurrent Session 2.4: Learning Talks Session chair: Cédric Arocs, CEO of Healthcare and Solidarity Policies, Paris Region I de France, France</p> <p>2.4A Connecting teams and creating global knowledge: an international video conference approach to specialist hepatobiliary care Dr Mehan Sriwardhana, Senior Medical Officer, Mater Hospital Brisbane, Australia</p> <p>2.4B "Broken hospital windows": integrating the theory of spreading disorder with the normalized defiance of hospital staff Dr Kate Chumucka, Postdoctoral Research Fellow, Australian Institute of Health Innovation, Macquarie University, Australia</p> <p>2.4C How to build strong partnerships between hospital and primary care Kate Doan, Manager, The Collaborative, Australia</p> <p>2.4D Sketching out the future of social and health care services, from the standpoint of healthcare managers, practitioners, and citizens Josep Fuster, Economic Analysis, Studies and Prospection Director, Unió Catalana d'Hospitals, Spain</p> <p>2.4E Our social commitment beyond the hospital Jordi Ailes, Medical Director, Hospital Platá, Spain</p> <p>2.4F Utilizing information technology for network development and transfer of knowledge among reform hospitals in Indonesia Sudi Indrajum, Center for Health Policy and Management, Indonesia</p> <p>2.4G Providing CPR and trauma training to nurses and doctors of rural areas in China: a volunteer project Ping Fei Liu, Department Operations Manager, A&E, Pamela Youde Nethersole Eastern Hospital, Hospital Authority, Hong Kong</p> <p>2.4H Project ECHO - moving knowledge instead of patients: Integrating hospital and primary healthcare for children and young people across Queensland Perrin Moss, Program Manager, Children's Health Queensland Hospital and Health Service, Australia</p> <p>2.4I Towards a shared care pathway for smoking cessation: support from Seinäjoki Central Hospital to health centres Professor Hannu Puujola, Medical Director, Seinäjoki Central Hospital, Finland</p> <p>2.4J HealthPathways in NSW: bridging the communication gap between primary and secondary care services, state bodies and local practitioners Nick Roeser, Manager NBM HealthPathways Program, Nepean Blue Mountains Primary Health Network / Nepean Blue Mountains Local Health District, Australia</p> <p>2.4K Healing from the history of medical incarceration of Aboriginal and Torres Strait Islander people Dr Melissa Swain, Editor in Chief, Creaking Health Media, Australia</p> <p>2.4L Preliminary results of transforming primary care to into an integrated care system resilient to modern challenges Dr Arman Isakovic, Deputy General Director, Republican Center for Health Development, Kazakhstan</p> <p>2.4M An effectiveness study of prehabilitation program in liver surgery patient care Bo Wang, Coordinator, Tan Tock Seng Hospital, Singapore</p>

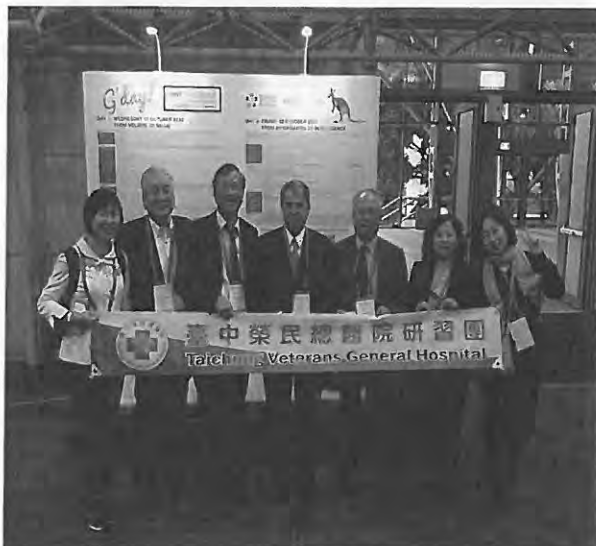
Location: Grand Hall	<p>Concurrent Session 3.1: Coordinating care: structure, reimbursement and technology Session chair: Alison Verhoeven, Chief Executive, Australian Healthcare and Hospitals Association, Australia</p> <p>3.1A Coordinating Care: Structure, Reimbursement and Technology Dr Robert Poari, Clinical Professor, Stanford University School of Medicine, United States of America</p> <p>3.1B What lessons from chaos theory should be applied to improve coordination of coordination Cindy Chen, Director of Health Partnerships & Innovation, BUPA Australia, Australia</p> <p>3.1C One size doesn't fit; local context is fundamental in shaping the response to integrating care Professor Don Matheson, General Manager of the Health Alliance, Metro North HHS and Brisbane North PHN, Australia</p>
Location: M1	<p>Concurrent Session 3.2: Shared goals, shared plans Session chair: Dr Bu Castro, Board of Director, Philippine Hospital Association, Philippines</p> <p>3.2A New "TIC" approach for patient-centered care Dr Jaime Durán, CEO, Fundació Sanitarià del Mollet, Spain</p> <p>3.2B Hospitals as community anchors: maximizing impact by signing operating expenditures with community health and vitality goals Professor Andrew Garman, Rush University Medical Center, United States of America</p> <p>3.2C Palliative care toward integrated and people-centred health services in hospital Mehdi Jafar, Department of Health Services Management, School of Health Management and Information Sciences, Iran University of Medical Sciences, Islamic Republic of Iran</p> <p>3.2D Healthier Campaigns: working together to improve Our Health Arii Mazonke, Primary Health Manager, Kyabram District Health Service, Australia</p> <p>3.2E Voice of the consumer: co-designing for transition to value-based public oral health care Louise Palmer, Chief Experience Officer, Dental Health Services Victoria, Australia</p> <p>3.2F Electronic Urban Primary Health Centers (eUPHC): bridging the healthcare service delivery gap through technology Vijay Thapoo, CEO, Tele-Health, Apollo Hospitals Group, India</p>
Location: M2	<p>Concurrent Session 3.3: Addressing inequality: the cultural disadvantage - opportunities on improving the health of indigenous people Session chair: Angela Demm, Clinical Nurse Specialist - Aboriginal Leadership and Development, Murrumbidgee Local Health District, Australia</p> <p>3.3A Transforming institutional racism at an Australian hospital: a case study Dr Christopher Budge, Strategic Programs Director, Australian Healthcare & Hospitals Association, Australia</p> <p>3.3B Relationship between Indigenous health and territory, epidemiological profile and vulnerability, lessons of networks of attention to Indigenous health Professor Ieda Maria Das, University of Brasilia, Brazil</p> <p>3.3C Integrated care for Australian Aboriginal and Torres Strait Islander patients with cardiovascular disease: an innovative urban outreach program Dr Denise Harop, Cardiologist, Princess Alexandra Hospital, Australia</p> <p>Wivan Bryce, Clinical Nurse Consultant, Princess Alexandra Hospital, Australia</p>

也從諾魯及時趕回會場參與這一刻，苑惠前一天費心思的將本院院徽及我國國旗都適時出現在簡報，在當天的會場特別有感。其中有篇提及 pre-operative Smoking Cessation(SC model)，目前本院正推動的PREIO 專案，並未將戒菸議題放在必要流程，已立即提供給小組成員作重要規劃，納入專案討論。



三、心得


感謝院方讓我有這個機會參與 2018 年 IHF 國際醫院聯盟第 42 屆世界醫院大會，巧遇本國醫界及學術界的大老，如：楊漢淙台灣醫院協會理事、陳弘一長榮大學教授、臺北榮總李偉強主任..等學習很多，雖然只有短短 3 天，給我們的想法及思考模式有大大衝擊，也更了解各國醫療、文化差異..等，本院有自己的優點，但也仍需再持續主動學習各國經驗。這次研討會發表經驗、所見所聞和認識的人，會是人生中難以忘懷、值得回味，並期許藉由此次活動，能讓我們在未來生活、工作上更有動力與目標。



四、建議事項 (包括改進作法)


因此行有現場觀摩到醫院管理資訊系統、勤務系統、即時民調系統...等，建議醫院相關行政單位多參與類此國際學術研討會的投稿及活動，以吸收國際知識與經驗。

附錄:此次發表海報



Establish a Referral Platform to Integrate Hospital and Primary Care

Shu-Wen Huang¹ Chieh-Liang Wu² Chia-Hui Hung² Chia-Sui Chiang⁴ Men-Chung Wu³
Taichung Veterans General Hospital



RELEVANCE: Integrated health care (hospital and primary care) case studies.

CONTEXT AND AIMS
Under the referral system policy of BNHI, a two-way referral system will be implemented. People will have access to patient-centered and comprehensive health care in primary care clinics in the community. If hospitalization, surgery and other further treatment are required, referral should be provided through the hospital for continuous diagnosis and treatment service. The aim of this study is to enhance the effectiveness of referral system and to stabilize the operation of hospitals so as to promote interaction with primary clinics and speed up the integration of healthcare in institutions in the region and to cope with the policy on National Health Insurance.

FINDINGS
Implementation strategy was to establish a referral information platform, the action plan included setting up a referral check-in system for appointment registration, promoting the use of electronic referral platforms, and developing a SMS system to instantly send information to referral institutes.

(January 2017 to June 2017) was 0.79%, improved from January 2017 to June 2017 was 1.1%. In this project, reached rate was 128.2% and the progress rate was 81.96%.

The referral rate was improved from 0.61% to 1.11%.

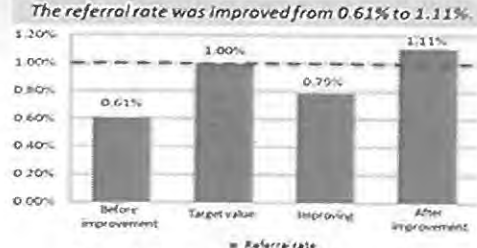


Fig. 2. Referral rate of Primary clinic.

INNOVATIVE CONTRIBUTION TO POLICY, PRACTICE AND/OR RESEARCH

This project cope with the national policy to enhance referral rate from primary care physicians and improve referral related processes can increase the satisfaction of the referral institutions to our hospital, thereby enhancing income and stabilizing the operation of the hospital. The hospital strengthens the interaction with primary care physicians through the information platform and collects a large amount of relevant information from customers to analyze and integrate the information into the customer knowledge of the hospital and conducts customer relationship management (CRM).




Fig. 1. Plan the referral system architecture model.

The referral rate that calculated as the proportion of referral visits among primary referral clinics to outpatient visits in our hospital was used to measure the effectiveness and the goal was set to 1.0%. Before the improvement (January 2016 to December 2016), it was 0.61%, while improvement

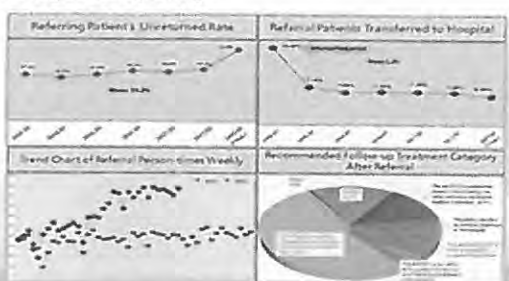


Fig. 3. Referral Related Indicator Monitoring.

愛心、品質、創新、當責