



## GLOBAL NETWORK GOLD FORUM EVENT 2019 good practice

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Healthcare Service Name: China Medical University Hospital

Country/Region: Taiwan/Taichung

Self-Audit Score 2019 (Standards 1-8):

Size/ number of beds:1876

Number of Staff: 5257

Specialisation (Departments, diagnosis): Internal medicine, General surgery, Neurology, Neurosurgery, Urology, Orthopedics, Obstetrics and Gynecology, Pediatrics, Family medicine, Rehabilitation, Occupation medicine, Psychiatry, Chinese medicine, Dentistry, Dermatology, Otorhinolaryngology, Anesthesiology, Radiology, Pathology, Radiation Oncology, Nuclear Medicine, Plastic Surgery, Emergency



### Innovative/good practice: Highlight implementation examples TOBACCO CESSATION SUPPORT-*China Medical Hospital e-Point App*

The *China Medical Hospital e-Point* APP is an application designed for both the public and our employees. Our Information Technology Department has implemented tight security measures to secure user information and privacy. The application features cancer routine screen alerts, preventive care information, patient education materials and personal health management. Information on smoking cessation and how to access related care are integrated in various sections of the application (Fig. 1, 2). A special section is also dedicated to provide education messages and videos on smoking cessation (Fig. 3, 4).



Fig. 1, 2 Information on smoking cessation in App Fig. 3, 4 Videos on smoking cessation

The application allows user to keep a smoking diary, including amount smoked per day, time of smoking and situations under which the user smoked. This information is then passed on to the electronic patient record system at the clinic and aids the physician in providing a more personalized and better smoking cessation care. Sharing these information allows smokers to discuss their situation with more ease (Fig 5, 6, 7).

The e-Point App has accumulated over 250,000 downloads, with over 80,000 registered users.

In addition, more than 30,000 people browse the e-Point App at least once a month. The number of people who go online everyday accounts for about 30% of outpatient visits. The overall customer satisfaction rate of the app is 98.33%.



Fig. 5, 6, 7 Smoking diary

### COMMUNITY ENGAGEMENT- *Smoking cessation programs at the detention center*

We also hold smoking cessation programs at the Taichung Prison Detention Center. We provided smoking cessation group and services to the inmates (Fig. 8, 9). A marked decrease in smoking habits was noted as a result of the program. We collaborated with the correction facility officials to devise new policies which would increase motivation to quit smoking and encourage attendance of smoking cessation group sessions. Some examples of these policies included designating certain correction factories as non-smoking factories and awarding extra credit to smoking cessation program attendees. A total of twenty-two detainees attended the program, and by the end of the group session, up to 55% of them were awarded for successful tobacco cessation.



Fig. 8, 9 Smoking cessation group and services at the detention center