

GLOBAL NETWORK
FOR TOBACCO FREE
HEALTHCARE SERVICES



GLOBAL NETWORK GOLD FORUM EVENT 2019

“Sustained Commitment and Continuous Improvement in Achieving Effective Tobacco Management and Tobacco Cessation ”

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Healthcare Service Name: **Chung Shan Medical University Hospital (CSMUH)**

Country/Region: Taiwan

Self-Audit Score 2019 (Standards 1-8): 144

Size/ number of beds: 1099

Number of Staff: 2457

Specialisation (Departments, diagnosis): Internal Medicine, Surgery, Obstetrics/Gynecology, Pediatrics, Family and Community Medicine

Innovative/good practice:

Since year 2013 after being awarded with a gold medal by the GNTH, numerous improvements have been made in addition to expanded fields of focus on tobacco-free promotion, including more health education lectures given, enhanced collaboration with the government, increased number of participation by physicians from other specializations at CSMUH, strengthened connections with the nearby community, more accessible tobacco cessation services by our “Mobile Tobacco Cessation Service Team” to other targeted groups such as pregnant women, pregnant smokers at different workplaces, aboriginal peoples at distant/mountainous regions in central Taiwan via our IDS Healthcare Program, adolescents and students, and construction workers.

Key implementation examples highlighted by the jury team:

Standard 1:

• Integrated Delivery System (IDS) Healthcare Program in distant and mountainous regions of the Heping District in Taichung is most commendable and invaluable to improving the health of these communities through the reduction of smoking and betel nut use. Similarly, the Health Piggy Bank, Baby Book, and Smartphone App to help people reduce or quit smoking are relevant and innovative.

Standard 2:

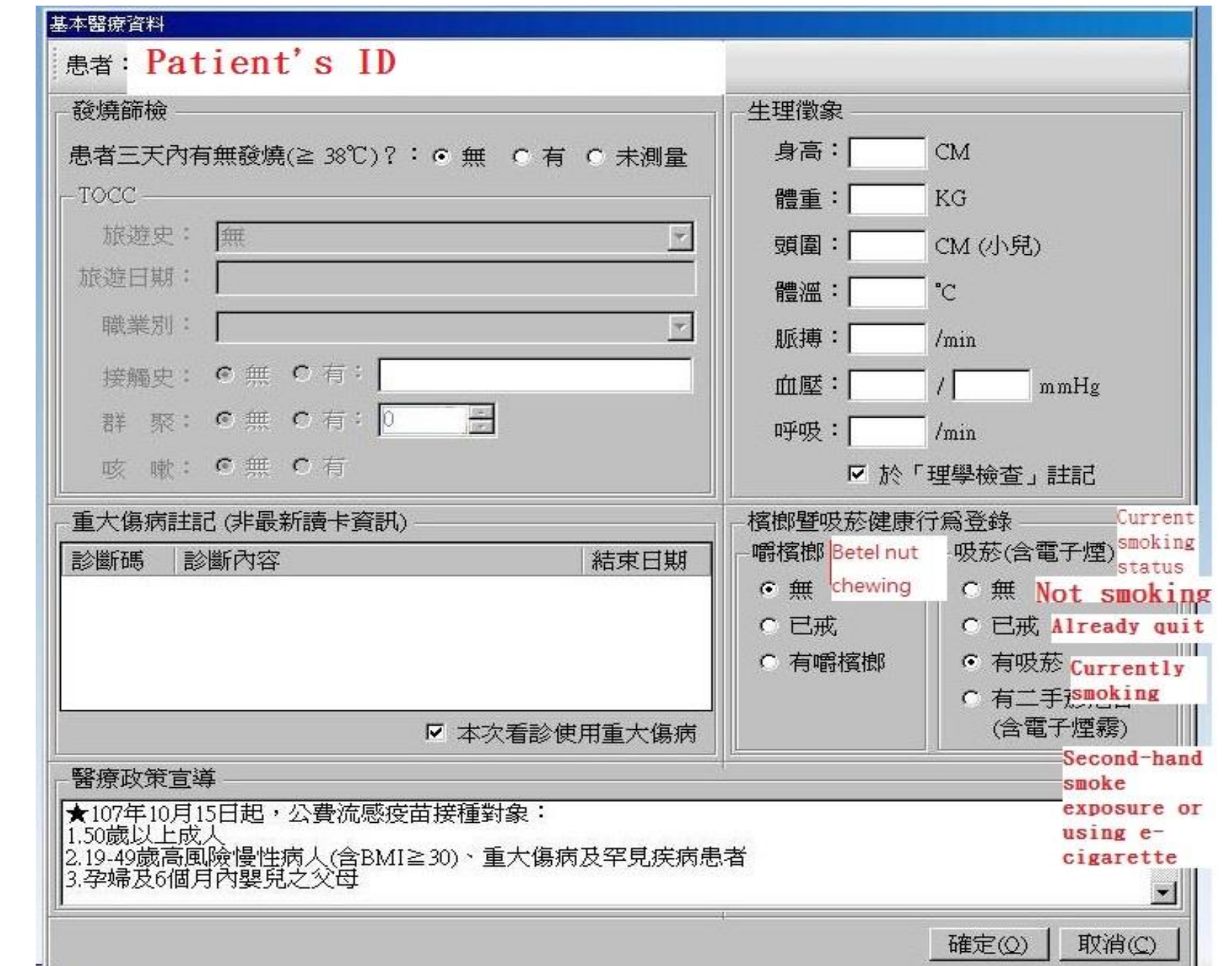
• Various methods and new technologies like website, smoking ban posters and second hand smoking ban posters on the walls, “no smoking” badges on staff's clothing, LED light announcements above all counters, and free educational brochures at most visible places are used to reach all possible kind of groups and to inform them about the hospital tobacco-free policy and the cessation program. The range of communication modes, media and locations, as well as the varied audiences are commendable and of significant value in achieving tobacco-free people and environments.

Standard 3:

• A comprehensive, high quality training program on different levels is in place.
• The systematic education concept ensures that all staff receives instruction on how to approach tobacco users. Lots of staff trained which is good and brief interventions documented are good.

Standard 4:

• The electronic clinic system is used to identify and document tobacco (and associated device) users, non-users, ex-tobacco users, as well as service users' exposed to second hand smoke.
• A very comprehensive treatment program is established to support tobacco users to quit with very good results such as the use of smartphone App and implementation of Shared Decision Making (SDM) strategy for stress-free smoking cessation.



Standard 5:

• The hospital maintains a total smoke free campus with a set of measures combined with information campaigns.
• An interesting event to raise employees' awareness to environment was: For encouraging employees at various workplaces to take action in actual smoking cessation, a “Health piggy bank” is implemented to record the expense each smoker saves from tobacco restraint and thus increasing their motivation of achieving complete smoking cessation.

Standard 6:

An innovative workplace health promotion program is on place. Innovative activities:
• Any smoker who has successfully quit smoking is awarded with coupons each year according to the hospital's work contract
• CSMUH's own website for health promotion (including smoking cessation, healthy eating, care for hepatitis, no betel nut chewing): (URL: http://web.csh.org.tw/web/222010/?page_id=6)

Standard 7:

• The hospital collaborates with a variety of community partners and other organizations. The collaboration is of remarkable innovation.
• The candidates' engagement in regional and national tobacco-free activities is very good and well documented.

Standard 8:

• A detailed monitoring and evaluation process ensures continuous quality. Quality improvement and sustainment plans are annually documented.
• CSMUH's “Tobacco-free hospital” team is led by the hospital chief. Quarterly meetings are carried out to discuss implementation and improvement on the tobacco-free policy within hospital. Modifications have been made continuously.
• Annual health check-ups provide detailed data on all staff's current smoking status, and for smokers, they are advised to quit smoking. Accompanied with health check-ups, employees' feedback about their satisfaction at, advice on, and willing to support tobacco-free policy was collected. Their feedback was presented in quarterly meeting.

