

# GLOBAL NETWORK GOLD FORUM EVENT 2019 good practice

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Healthcare Service Name: **Taichung Veterans General Hospital**  
Country/Region: **Taiwan**  
Self-Audit Score 2019 (Standards 1-8): **143**  
Size/ number of beds: **Medical Center/ 1,569 beds**  
Number of Staff: **3,881**  
Specialisation (Departments, diagnosis):  
**Holistic care, Quality care, AI assisted care, Medical education**



## Innovative/good practice

### Governance & Commitment

- We set up the "Health Promotion Committee", headed by the superintendent of our hospital, to accomplish the goal of health promotion in the hospital and communities. Besides, the Superintendent declared the tobacco-free policy at major meetings and to all staff periodically.



Our superintendent swear to lead the hospital to join health promotion

### Communication

- We also create a Facebook fan page (<http://fb.com/vghtcquit>) for comprehensive communication. The updated information about the tobacco-free policy and tobacco cessation services are published regularly
- A 24-hour hotline for counseling is provided for free at all times to the community and all patients.



Our FB fanpage for tobacco cessation

### Education & Training

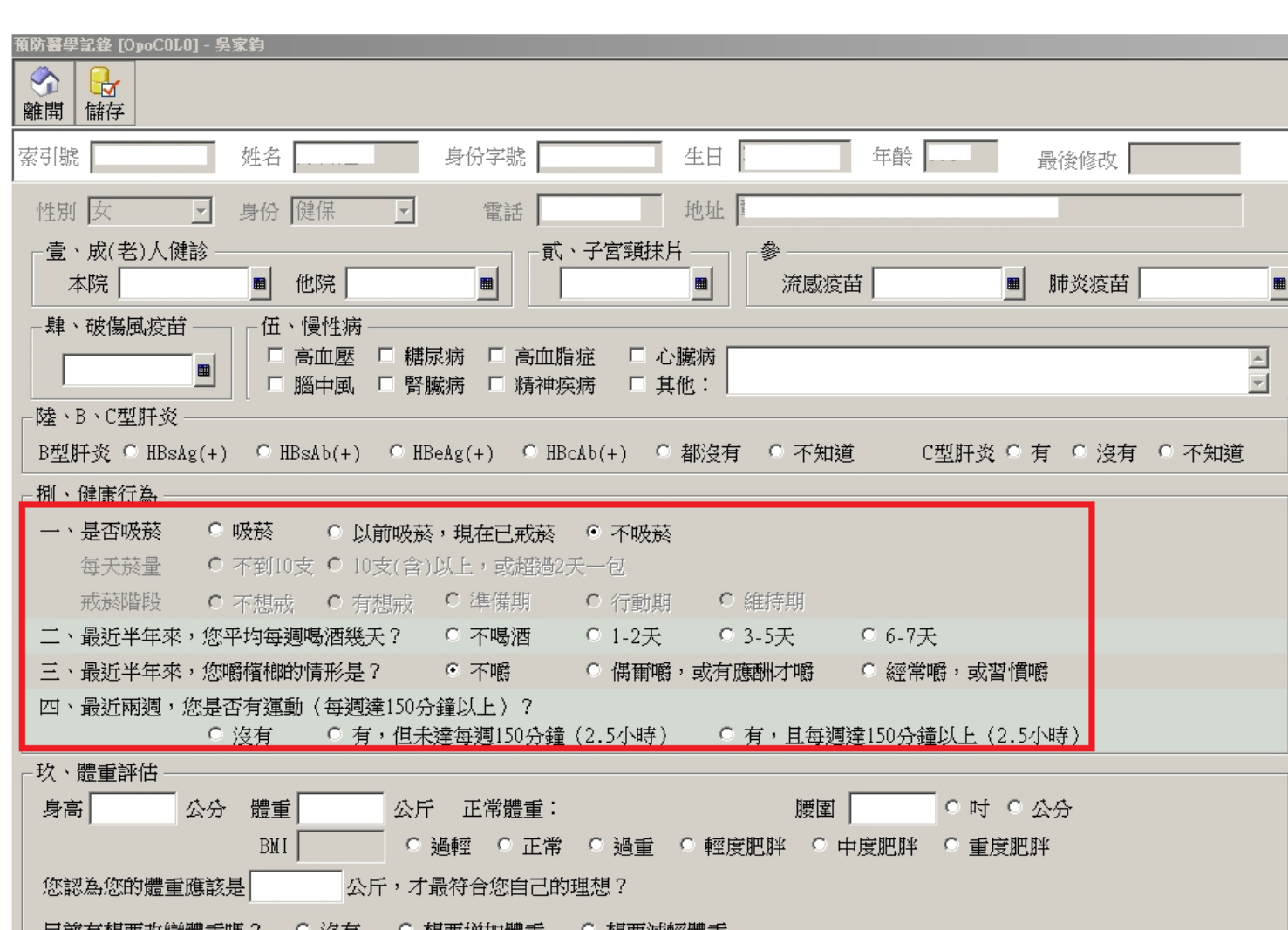
- An updated lesson about the tobacco-free policy and tobacco cessation services for at least one hour per year is required since 2018 for all the staff, including managers.
- 1,508 (44%) of clinical staff have received training in brief advice since 2018, including 257 doctors, 1,016 nurses, 96 pharmacist, and 235 medical technologists.



Our regular updated lesson of HPH

### Identification, Diagnosis & Support

- We had introduced Ottawa Model for Smoking Cessation (OMSC) into clinical practice, especially in key target department, in which patients are more likely to smoke.
- Key team members of those departments hold regular meetings and create group chat in the LINE app for sharing opinions at all times.



Physician has to complete questionnaires regarding smoking and drinking for all OPD patients

### Tobacco-Free Environment

- A "tobacco-free patrol team" is directed by the Office of General Affairs, which is composed of volunteers, security guards, and janitors. Brief advices and tobacco cessation service will be provided by the team members.
- In 2018, more than 250 times of tobacco-free patrol was activated.



Our tobacco-free patrol team is working everyday

### Healthy Workplace

- Occupational health management team activate " Onsite Health Service" 7 times per month, providing health counseling, and brief advices of tobacco cessation
- All staff received the identification of smoking, 42 (1.13%) were identified as current smokers in 2018. All of them received brief advice for smoking cessation.



Our onsite health service visit

### Community Engagement

- Tobacco-free activities and cessation service are joined with periodical community screenings as well as the health promotion events in schools and cooperative workplaces.
- In 2018, 26 community groups were engaged in 77 tobacco-free activities.



Tobacco-free lessons to taxi drivers

### Monitoring & Evaluation

- At periodic meetings, we monitor and review numbers of service and successful smoking cessation. The data and report are also reviewed by external institutions every year, such as Health Promotion Administration and the Ministry of Health and Welfare.

