

世界衛生組織健康促進醫院自我評估表

(臺灣修訂版)

Self-assessment Forms for Implementing Health Promotion in Hospitals (Modified by Taiwan HPH Network)

前言：

健康照護機構的健康促進角色正在改變，不再只是侷限於提供診療之外的生活型態衛教資訊。健康促進已逐漸成為完整健康照護過程中不可或缺的一環，且與臨床、教育、行為及組織議題息息相關¹。為了改善慢性病與長期照護病人的照護品質，照護機構的健康促進活動必須能更妥善的嵌入於整個較大的醫療體系架構中。隨著健康促進活動的範疇日益擴大，有關這些活動的品質評估與品質改善問題也開始受到重視。

一些提升健康照護品質的重要工具，例如專業共識指引、標準及成效指標，鮮少專注在健康促進議題上。因此，世界衛生組織歐洲辦公室發展出一套照護機構健康促進的自我評估工具，包含以下議題：機構管理政策、病人危險因子與健康需要評估、病人健康促進資訊與健康促進介入、推動健康職場，以及機構與其他健康、社會服務和非正式的照護提供者之間的持續與合作關係²。

這份文件提供了一個獨立的工具以評估、追蹤及改善照護機構的健康促進活動。進一步來說，這份文件應該可以幫助照護機構更容易：評估其健康促進活動；提昇機構的健康促進能力；提出改善建議；使所有醫療專業人員與病人更積極參與健康促進活動；增進與其他照護提供者的協調；改善員工及病人的安全與健康；增進健康照護業務與服務的現代化和改變，使其更具效率和效能。

健康促進在概念上涵蓋甚廣，包括各種活動、介入、方法與途徑，有些實在太廣泛了，我們決定選取在臨床上最常見及有較強實證的議題，因此，有一些先前出現在健康促進醫院網絡指導文件中的健康促進活動並沒有全部納入^{3,4}。在「醫院健康促進的 18 個核心策略」一書，提供了一個較完整的架構，以引導照護機構策略性導入健康促進以及作為進一步發展健康促進標準的參考⁵。本評估表中有一些標準（像是病人評估或資訊與介入）可直接連結到病人安全的議題⁶。然而，這份文件主要是提供額外工具，可更全面地增強病人與機構員工的權能，以補現行品質與安全活動之不足。

這份文件是針對所有對改善健康促進有興趣的醫院、照護機構及品質機構所設計的。我們鼓勵從事品質改善工作的機構檢視這些健康促進標準和指標，並將它們整合到現行的品質評估系統中。

說明：

1. 本評估表主要內容係摘錄及摘譯自Groene O ed. Implementing Health Promotion in Hospitals: Manual and Self-assessment Forms. Copenhagen: WHO Regional Office for Europe; 2006.
2. 本修訂版係在自我評估表於臺灣使用一年後，收集使用者（包括訪查委員與醫院）意見，由臺灣健康醫院學會予以小幅修訂並增列說明文字而成，希有助於使用者對各項目意義之瞭解。英文部份則是摘自原始手冊之內容，未加變動。
3. 欲申請成為臺灣健康醫院學會國際網絡會員、取得世界衛生組織健康促進醫院會員證書之健康照護機構，敬請以此份文件進行自我評估。
4. 自我評估之用意，係作為有心推動健康促進醫院之醫療院所正確導入、追蹤及改善之基礎，其精神在於自我檢視、學習與持續成長。本學會並不會以自我評估之得分作為一個機構能否加入網絡之依據；較重要的是該機構能否從自我評估中獲得啟發並願意與其他會員共同學習成長。
5. 成為健康促進醫院是一個長期的發展歷程，由於醫院之人力、時間、經費有限，在改善的過程中，可自行設定優先性與期程，逐步提昇。例如有些醫院在充實預算、資源與流程時，會考慮優先改善與醫院重點計畫有關的部份。
6. 若對於此份文件之內容或使用有任何疑問或指教，歡迎隨時與本學會聯絡。電話：02-2823-0310。

敬祝：

健康平安、永續發展！

臺灣健康醫院學會

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Introduction:

The role of health promotion in hospitals is changing. It is no longer restricted to providing additional lifestyle-related information to the patient after the clinical procedures have been completed. Health promotion is becoming an integral part of the health care process and is related to clinical, educational, behavioural, and organizational issues¹. In order to improve the quality of care for patients with chronic diseases and long-term conditions, health promotion activities in hospitals need to become better embedded in the larger health systems framework. With the expanded scope of health promotion activities, questions are raised regarding the quality assessment and improvement of these activities.

Among the prominent tools to improve quality in health care, such as professionally consented guidelines, standards and performance indicators, there is little focus on health promotion issues. We therefore developed a self-assessment tool for health promotion in hospitals that addresses the following issues: the hospitals' management policy; the patients' assessment with regard to risk factors and health needs, patients' health promotion information and -intervention; promoting a healthy workplace and continuity and cooperation of the hospital with other health, social and informal care providers².

This document provides a self-standing tool to assess, monitor and improve health promotion activities in hospitals. In detail, this document should facilitate: assessing health promotion activities in hospitals; developing the capacity of health care organizations in improving health promotion activities; formulating recommendations for the improvement of health promotion activities in hospitals; involving all professionals and the patient in improving health promotion activities; improving the coordination of care with other providers of care; improving the health and safety of staff and patients; assisting with modernizing and changing healthcare practice and service delivery to make it more efficient and effective.

Health promotion covers conceptually a broad range of activities, interventions, methods and approaches, some of which were too broad for the scope of this document. A decision was taken to address in this self-assessment tool only those issues that are most easily recognized by professionals working with patients, and for which the strongest evidence base is available. Consequently some health promotion activities that were included in previous guiding documents of the Health Promoting Hospitals' Network are not fully reflected^{3,4}. A comprehensive framework to guide strategic implementation of health promotion in hospitals and

to guide the further development of health promotion standards is summarized in the Eighteen Core Strategies for Health Promotion in Hospitals⁵. Some of the standards (like patient assessment or information and intervention) are directly linked to patient safety issues⁶; however, this document provides additional tools for a wider approach to empower patients and staff and to complement existing quality and safety activities.

This document was developed for all hospitals and quality agencies interested in improving health promotion. Organizations working in the field of quality improvement are encouraged to review and incorporate the standards and indicators for health promotion in hospitals into their existing systems.

References :

1. Groene O, Garcia-Barbero M. eds. Health promotion in hospitals. Evidence and quality management. Copenhagen, WHO Regional Office for Europe, 2005 (<http://www.euro.who.int/document/E86220.pdf>, accessed 08 May 2006).
2. Standards for Health Promotion in Hospitals. Copenhagen, WHO Regional Office for Europe, 2003 (<http://www.euro.who.int/document/e82490.pdf>, accessed 08 May 2006).
3. Ottawa Charter for Health Promotion. Geneva, World Health Organization, 1986. (http://www.who.int/hpr/NPH/docs/ottawa_charter_hp.pdf, accessed 08 May 2006).
4. The Vienna Recommendations on Health Promoting Hospitals. Copenhagen, WHO Regional Office for Europe, 1997 (http://www.euro.who.int/healthpromohosp/publications/20020227_1, accessed 08 May 2006)
5. Pelikan J, Dietscher C, Krajic K , Nowak P. Eighteen core strategies for Health Promoting Hospitals. In: Groene O, Garcia-Barbero M, eds: Health promotion in hospitals. Evidence and quality management. Copenhagen, WHO Regional Office for Europe, 2005: 48-67. (<http://www.euro.who.int/document/E86220.pdf>, accessed 08 May 2006).
6. Forward Programme 2005. World Alliance for Patient Safety. Geneva, World Health Organization, 2004. (http://www.who.int/patientsafety/en/brochure_final.pdf , accessed 08 May 2006)

Standard 1. Management Policy

標準一. 管理政策

The organization has a written policy for health promotion. The policy is implemented as part of the overall organization quality improvement system, aiming at improving health outcomes. This policy is aimed at patients, relatives and staff.

機構有一健康促進的書面政策，並將此政策納入機構整體醫療品質改善系統中，加以執行；其主要目的是在增進健康。此一政策的對象是病人、家屬、機構員工與社區。

Objective 自評目標

To describe the framework for the organization's activities concerning health promotion as an integral part of the organization's quality management system. 描述機構健康促進活動的推動架構，該架構為機構醫療品質管理系統中重要的一環。

Substandards 子標準：

1.1 The organization identifies responsibilities for health promotion.

機構認同健康促進為機構的責任

1.1.1	<p>The hospital's stated aims and mission include health promotion [Evidence: e.g. time- table for the action].</p> <p>機構所宣示的願景和目標中，有包涵健康促進。（佐證：在機構的宣誓、網站或相關文件中，有明確將「健康」或「全人健康」或「全人照護」或「預防醫學」或「健康促進」列入其宗旨、目標、願景或使命中。）</p> <p>【現況】（列出機構的宣誓、宗旨、目標、願景或使命）</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
1.1.2	<p>Minutes of the governing body reaffirm agreement within the past year to participate in the WHO HPH project[Evidence: e.g. date for the decision or for payment of the annual fee].</p> <p>院方在最近一年內有確認要加入或繼續參與WHO健康促進醫院國際網絡及台灣網絡。（佐證：有參與活動或繳交年費的記錄。）</p> <p>【現況】（找出有關機構準備加入、決定加入或繼續加入的資料或文件，例如曾派員參加學會舉辦的活動、曾召開內部籌備會議或曾在其他會議中有裁示或決議等）</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

1.1.3	<p>The hospital's current quality and business plans include health promotion (HP) for patients, staff and the community [Evidence: e.g. health promotion is explicit in the plan of action].</p> <p>機構目前的品質與營運計劃中，有包括對於病人、家屬、員工及社區的健康促進。（佐證：在相關的計劃與行動中，有明確提及健康促進。）</p> <p>【現況】(檢視機構之品質計劃或營運計畫，在何處有提及健康促進，以及內容為何。)</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
1.1.4	<p>The hospital identifies personnel and functions for the coordination of HP [Evidence: e.g. staff member nominated for the coordination of HP].</p> <p>機構有指派人員與分工，執行與健康促進有關之協調。（佐證：已有相關同仁被任命協調健康促進業務。）</p> <p>【現況】</p> <p>協調人姓名：_____，單位：_____，職稱：_____；</p> <p>推動架構（召集人，成員，分工）：</p> <p>各主要計畫之工作小組名單：</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

1.2 The organization allocates resources for the implementation of health promotion.

機構配置資源以執行健康促進政策

1.2.1	<p>There is an identifiable budget for HP services and materials [Evidence: e.g. budget or staff resources].</p> <p>機構有編列健康促進服務與物資所需的相關預算。（佐證：預算或人力資源。）</p> <p>【現況】(檢視健康促進專屬的或散布在不同部門或業務中的人事、業務與資本門等預算，加以彙總並檢討其額度與分配)</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
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1.2.2	<p>Operational procedures such as clinical practice guidelines or pathways incorporating HP actions are available in clinical departments [Evidence: e.g. check guidelines].</p> <p>已將健康促進服務納入操作程序（如臨床指引或臨床路徑）中，供臨床部門使用。（佐證：檢視臨床指引。）</p> <p>【現況】（檢視機構各部門或住院、門診、急診使用之臨床指引或臨床路徑，是否有將健康促進納入其中，供臨床人員有所依循及便於執行）</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
1.2.3	<p>Specific structures and facilities required for health promotion (including resources, space, equipment) can be identified [Evidence: e.g. facilities to lift patients available].</p> <p>機構具有執行健康促進所需的特定空間及設施(包括資源、空間、設備)。（佐證：衛教設備、搬運病人的設備、運動空間或設施等。）</p> <p>【現況】（檢視機構的健康促進資源、空間、設備，藉此加以彙總並檢討其項目、數量、分配與使用狀況）</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

1.3 The organization ensures the availability of procedures for collection and evaluation of data in order to monitor the quality of health promotion activities.
機構有收集及評估相關資料的步驟，以監控健康促進活動的品質。

1.3.1	<p>Data are routinely captured on HP interventions and available to staff for evaluation [Evidence: e.g. availability assessed in staff survey].</p> <p>機構有例行性的擷取健康促進介入資料並提供給相關人員做評估之用。（佐證：詢問相關員工是否可取得相關資料。）</p> <p>【現況】（針對病人、員工以及重點計畫的對象，是否有將健康促進介入資料加以定期彙整，並提供給負責評估的員工，例如：電腦作業系統中之資料、滿意度調查之結果、員工調查結果、員工健檢紀錄等）</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
1.3.2	<p>A programme for quality assessment of the health promoting activities is established [Evidence: e.g. time schedule for surveys is available].</p> <p>機構有建立健康促進活動的品質評估方案。（佐證：有調查之時間或資料。）</p> <p>【現況】（機構是否有針對健康促進計畫之對象與目標，訂定評估的方法與進行時間）</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

Standard 2. Patient Assessment

標準二. 病人評估

The organization ensures that health professionals, in partnership with patients, systematically assess needs for health promotion activities.

機構應確認醫療專業人員能夠與病人以夥伴關係系統性的評估其健康促進活動需要。

Objective 自評目標

To support patient treatment, improve prognosis and to promote the health and well-being of patients.

支持病人的治療、增進預後以及促進病人的健康與安適。

Substandards 子標準

2.1 The organization ensures the availability of procedures for all patients to assess their need for health promotion.

機構必須確認對所有病人都有能評估其健康促進需要的程序。

2.1.1	Guidelines on how to identify smoking status, alcohol consumption, nutritional status, psycho-social-economic status are present [Evidence: check availability]. 機構具有如何辨識病人吸菸狀態、飲酒狀態、營養狀態、心理-社會-經濟狀態的臨床指引。（佐證：確認有無是類臨床指引。）
	【現況】（機構是如何辨識每一個病人的吸菸狀態、飲酒狀態、營養狀態、心理-社會-經濟狀態，包括：住院病人、門診病人、急診病人，是否有一套系統性的作法）
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%
2.1.2	Guidelines/procedures have been revised within the last year [Evidence: check date, person responsible for revising guidelines]. 臨床指引或步驟在過去一年中有進行修訂或檢討。（佐證：檢查修訂日期及負責修訂人員。）
	【現況】（過去一年中有修訂或檢討過哪些臨床指引或步驟，是否有定期檢討修正的機制）
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%

2.1.3	<p>Guidelines are present on how to identify needs for HP for groups of patients (e.g. asthma patients, diabetes patients, chronic obstructive pulmonary disease, surgery, rehabilitation) [Evidence: e.g. for groups of patients specifically treated in the clinical department].</p> <p>針對不同的病人群體(例如：氣喘、糖尿病、COPD、手術、復健等病人)，有相關臨床指引以評估其健康促進需要。(佐證：針對各臨床部門所治療的病人群體訂有與其健康促進有關的臨床指引。)</p>
	<p>【現況】(檢視各病人群體的照護指引中是否有關於健康促進需要的評估)</p>
	<p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

2.2 The assessment of a patient's need for health promotion is done at first contact with the hospital. This is kept under review and adjusted as necessary according to changes in the patient's clinical condition or on request.

對病人的健康促進需要評估應在機構與病人第一次接觸時完成，並且能在病人臨床狀況有變化時視需要做適當檢討及調整。

2.2.1 (無病床者免適用)	<p>The assessment is documented in the patients' record at admission [Evidence: for all patients. Identified by patient records audit].</p> <p>在病人住院時，會將其健康促進需要評估記錄在病歷中。(佐證：從住院病歷中可看到有相關記錄。)</p>
	<p>【現況】(檢視住院紀錄或電子作業軟體內容)</p>
	<p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
2.2.1.1	<p>對於初次就診的非住院病人，會進行健康促進需要評估並記錄在病歷</p>
	<p>【現況】(檢視門診紀錄或電子作業軟體內容)</p>
	<p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
2.2.2	<p>There are guidelines / procedures for reassessing needs at discharge or end of a given intervention [Evidence: guidelines present].</p> <p>有臨床指引或步驟，在病人要出院或臨床介入告一段落時，會重新評估其健康促進需要。(佐證：有相關的臨床指引。)</p>
	<p>【現況】</p>
	<p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

2.3 The patient' s needs-assessment reflects information provided by others and ensures sensitivity to social and cultural background.

病人的健康促進需要評估有涵蓋其他照護者所提供的資料，並能注意到病人的社會狀況及文化背景

2.3.1	<p>Information from referring physician or other relevant sources is available in the patient' s record [Evidence: for all patients referred from physician].</p> <p>在病人的病歷上可查到轉介醫師或其它相關來源所提供的資料。（佐證：經轉介來院的病人病歷記錄。）</p> <p>【現況】(檢視病歷中是否有納入先前照護單位所提供的評估資料或健康促進需要，例如有記錄：轉介醫師建議減重、戒菸或復健)</p> <p>做到程度： <input type="checkbox"/>0%， <input type="checkbox"/>25%， <input type="checkbox"/>50%， <input type="checkbox"/>75%， <input type="checkbox"/>100%</p>
2.3.2	<p>The patient' s record documents social and cultural background as appropriate [Evidence: religion that requires special diet or other specific attention. Social conditions indicating that the patient is at risk].</p> <p>在病歷中適切地記載病人的社會及文化背景。（佐證：因宗教信仰所需特殊飲食或其他需要特別注意的事項。與病人風險有關的社會狀況。）</p> <p>【現況】(檢視相關紀錄表單)</p> <p>做到程度： <input type="checkbox"/>0%， <input type="checkbox"/>25%， <input type="checkbox"/>50%， <input type="checkbox"/>75%， <input type="checkbox"/>100%</p>

Standard 3. Patient Information and Intervention

標準三. 病人的資訊與介入

The organization provides patients with information on significant factors concerning their disease or health condition and health promotion interventions are established in all patient pathways.

機構能提供病人有關於個人疾病或健康狀況的重要影響因子之資訊，且已將健康促進介入建立到所有的臨床照護路徑中。

Objective 自評目標

To ensure that the patient is informed about planned activities, to empower the patient in an active partnership in planned activities and to facilitate integration of health promotion activities in all patient pathways.

確保病人被告知有關的活動規劃，提昇病人在該計畫中積極的夥伴角色，並且增進健康促進活動在所有病人照護路徑中的整合。

Substandards子標準

3.1 Based on the health promotion needs assessment, the patient is informed of factors impacting on their health and, in partnership with the patient, a plan for relevant activities for health promotion is agreed.

依據健康促進需要評估結果，告知病人影響其健康的重大因素，並與病人共同擬定適合的健康促進計畫。

3.1.1	<p>Information given to the patient is recorded in the patients record. [Evidence: random review of patient records for all patients]</p> <p>提供給病人的健康促進訊息有記載於病歷中。(佐證：病歷紀錄檢視。)</p> <p>【現況】(提供給病人的衛教資訊是否會記錄到病歷中，例如：記錄"給予病人戒菸建議"、"提供戒菸自助手冊"、"提供戒菸專線電話"、"提供低血糖之預防與處理衛教"、"給予血糖自我監測指導"等，紀錄是全面的或是針對某些重點項目，有沒有相關的欄位或軟體設計，或是視醫療人員個別習慣與時間而異)</p> <p>做到程度：<input type="checkbox"/>0%， <input type="checkbox"/>25%， <input type="checkbox"/>50%， <input type="checkbox"/>75%， <input type="checkbox"/>100%</p>
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3.1.2	<p>Health promotion activities and expected results are documented and evaluated in the records [Evidence: e.g. patient records' audit]</p> <p>健康促進的活動及預期結果於病歷中有記載及評估。（佐證：病歷紀錄。）</p> <p>【現況】(例如：有記錄將吸菸病人轉介到戒菸門診進行戒菸治療；或記錄一肥胖之病人何時開始減重介入，預期多長期間減重幾公斤；是否有設計適當欄位或程式供記錄之用，或是視醫療人員個別習慣與時間自行處理)</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
3.1.3	<p>Patient satisfaction assessment of the information given is performed and the results are integrated into the quality management system [Evidence: e.g. various assessment methods: survey, focused group interview, questionnaire. Time schedule].</p> <p>對於提供給病人的訊息有作滿意度評估，並將其評估結果納入品質管理系統中。（佐證：各種評估方法，如：調查、焦點團體會談、問卷調查及其時間表。）</p> <p>【現況】(檢視病人滿意度評估中是否有關於衛教滿意度之評估，或有用其他方法做衛教滿意度之評估，例如衛教活動後之調查、對病友團體之調查；在機構之品質管理活動中是否有對此結果進行檢視或檢討)</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

3.2 The organization ensures that all patients, staff and visitors have access to general information on factors influencing health.

機構能確保所有病人、同仁及訪客能夠獲得影響健康因子的一般資訊。

3.2.1	<p>General health information is available [Evidence: e.g. availability of printed or online information, or special information desk].</p> <p>有提供一般性的健康資訊。（佐證：有印刷品或線上的健康資訊，或有特別的諮詢服務櫃檯。）</p> <p>【現況】</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
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3.2.2	<p>Detailed information about high risk/diseases is available [Evidence: e.g. availability of printed or online information, or special information desk].</p> <p>有提供有關高危險/疾病的詳細資訊。(佐證：有印刷品或線上資訊，或有特別諮詢服務櫃檯。)</p> <p>【現況】</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
3.2.3	<p>Information is available on patient organizations [Evidence: e.g. contact-address is provided].</p> <p>有提供病友組織的資訊。(佐證：有提供聯絡地址)</p> <p>【現況】</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

Standard 4. Promoting a Healthy Workplace

標準四. 推動健康職場

The management establishes conditions for the development of the hospital as a healthy workplace.

在管理中建立有利於機構發展為健康職場的條件。

Objective 自評目標

To support the development of a healthy and safe workplace, and to support health promotion activities of staff.

支持健康及安全職場的發展，並支持員工的健康促進活動。

Substandards 子標準

4.1 The organization ensures the development and implementation of a healthy and safe workplace.

機構確保健康及安全職場的發展與落實。

4.1.1	Working conditions comply with national/regional directives and indicators [Evidence: e.g. national and international (EU) regulations are recognized]. 工作條件符合全國性或地區性的規定及指標。（佐證：機構指出其符合國家或國際相關規範的重點事項。）
	【現況】
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%
4.1.2	Staff comply with health and safety requirements and all workplace risks are identified [Evidence: e.g. check data on occupational injuries]. 員工能遵守健康及安全的要求，並已找出職場中的危險因子。（佐證：檢查職業傷害資料。）
	【現況】（針對較重要之危險因子，有無操作標準或防護要求供員工依循，機構裏較重要或較特殊的問題或風險是什麼，有無得知此訊息之機制，例如是否有進行職業傷害調查或建立通報機制）
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%

4.2 The organization ensures the development and implementation of a comprehensive Human Resources Strategy that includes training and development of health promotion skills of staff.

機構能發展及落實一完整的人力資源策略，增進員工健康促進技能之訓練與發展。

4.2.1	<p>New staff receive an induction training that addresses the hospital' s health promotion policy [Evidence: e.g. interviews with new staff].</p> <p>機構有將健康促進政策納入新進人員到職訓練的內容中。（佐證：訪問新進員工。）</p> <p>【現況】（檢視新進人員到職訓練的課程或資料內容）</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
4.2.2	<p>Staff in all departments are aware of the content of the organization' s health promotion policy [Evidence: e.g. annual performance evaluation or staff participation in the HP programme].</p> <p>所有部門的員工都知道機構健康促進政策的內容。（佐證：健康促進計畫的年度執行成果評估或同仁的參與情形。）</p> <p>【現況】（機構有哪些措施以增進員工對政策的認知，員工是否知道機構的健康促進政策，參與情形如何）</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
4.2.3	<p>A performance appraisal system and continuing professional development including health promotion exists [Evidence: e.g. documented by review of staff files or interview].</p> <p>有將健康促進納入員工的表現評核系統與在職專業發展中。（佐證：員工檔案記錄或面談記錄。）</p> <p>【現況】（檢視員工考績指標或部門績效評核指標，員工終身學習或在職訓練積分內容）</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

4.2.4	<p>Working practices (procedures and guidelines) are developed by multidisciplinary teams [Evidence: e.g. check procedures, check with staff]. 有跨領域團隊所發展出的工作常規(程序與指引)。(佐證：檢查流程，與員工共同檢視。)</p> <p>【現況】(檢視涉及不同部門的工作指引，在訂定或修訂時是否有讓相關部門的代表參與)</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
4.2.5	<p>Staff are involved in hospital policy-making, audit and review [Evidence: check with staff; check minutes of working groups for participation of staff representatives]. 員工能夠參與機構政策的制定、稽核與檢討。(佐證：與員工共同檢視，檢視工作小組會議紀錄以瞭解員工代表的參與情形。)</p> <p>【現況】(例如：在機構的重大決策或評估中員工參與的狀況，機構是否有建立管道以獲得員工之意見並加以重視，例如提案制度、內部意見調查、員工信箱等；機構是否曾因採納員工意見而改變某些現狀或決策)</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>

4.3 The organization ensures availability of procedures to develop and maintain staff awareness on health issues.

機構確保有相關程序以發展及維持員工對健康議題的認知。

4.3.1	<p>Policies for awareness on health issues are available for staff [Evidence: e.g. check for policies on smoking, alcohol, substance misuse and physical activity]. 有提高員工對健康議題認知的政策。(佐證：檢查有無針對菸害、酒癮、藥物濫用或運動的政策。)</p> <p>【現況】(檢視機構有哪些員工健康促進政策、計畫或活動)</p> <p>做到程度：<input type="checkbox"/>0%，<input type="checkbox"/>25%，<input type="checkbox"/>50%，<input type="checkbox"/>75%，<input type="checkbox"/>100%</p>
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4.3.2	Smoking cessation programmes are offered [e.g. Evidence on availability of programmes]. 有員工戒菸計劃。（佐證：有此類計劃。）
	【現況】（機構是否知道員工的吸菸狀況？有提供什麼協助或關懷？）
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%
4.3.3	Annual staff surveys are carried out including an assessment of individual behaviour, knowledge on supportive services/policies, and use of supportive seminars [Evidence: check questionnaire used for and results of staff survey]. 有每年進行員工調查，內容包括：個人行為評估，對相關服務或政策的認知，對健康促進活動的利用。（佐證：檢視問卷與同仁調查的結果。）
	【現況】（檢視機構是否有做年度員工調查？包括哪幾個面向？主要的發現是什麼？）
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%

Standard 5. Continuity and Cooperation

標準五. 持續與合作

The organization has a planned approach to collaboration with other health service levels and other institutions and sectors on an ongoing basis.

機構與其他層級的健康服務提供者、其他機構與部門，能持續、有計畫的增進合作。

Objective 自評目標

To ensure collaboration with relevant providers and to initiate partnerships to optimize the integration of health promotion activities in patient pathways. 確保與其他相關服務提供者有適當合作並建立夥伴關係，以使健康促進活動能最佳地整合到病人的臨床照護路徑中。

Substandards 子標準

5.1 The organization ensures that health promotion services are coherent with current provisions and regional health policy plans.

機構確保所提供的健康促進服務符合當前的規定且和當地健康照護政策計畫一致。

5.1.1	The management board is taking into account the regional health policy plan [Evidence: e.g. regulations and provisions identified and commented in minutes of the meeting of management board]. 管理階層有重視當地的衛生政策計畫。（佐證：在管理階層的會議記錄中，有與當地管理和規定有關的內容及評論可查。）
	【現況】
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%
5.1.2	The management board can provide a list of health and social care providers working in partnership with the hospital [Evidence: e.g. check update of list]. 機構能夠提供有合作關係的健康及社會照護資源名冊。（佐證：有已更新的名冊。）
	【現況】
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%

5.1.3	The intra- and intersectoral collaboration with others is based on execution of the regional health policy plan [Evidence: e.g. check congruency]. 依據當地衛生政策計畫執行的需要，與其他同部門及跨部門資源進行合作。（佐證：和政策的一致性、適合性。）
	【現況】（列舉與政策有關的合作計畫或活動）
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%
5.1.4	There is a written plan for collaboration with partners to improve the patients' continuity of care [Evidence: e.g. criteria for admittance, plan for discharge]. 與照護夥伴間有書面的合作計畫，以增進病人照護的連續性。（佐證：有收住院的標準、出院計畫。）
	【現況】
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%

5.2 The organization ensures the availability and implementation of health promotion activities and procedures during out-patient visits and after patient discharge.

機構確保病人在門診及出院後，都能繼續獲得及執行健康促進的活動和程序。

5.2.1	Patients (and their families as appropriate) are given understandable follow-up instructions at out-patient consultation, referral or discharge [Evidence: e.g. patients' evaluation assessed in patient surveys]. 在門診諮詢、轉診或出院準備時，有給予病患（或家屬）易於理解的後續追蹤說明。（佐證：在病人調查中對病人進行評估。）
	【現況】（）
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%
5.2.2	There is an agreed upon procedure for information exchange practices between organizations for all relevant patient information [Evidence: e.g. check availability of procedure]. 在機構間有雙方認同的病人資訊交換程序。（佐證：有此類程序。）
	【現況】
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%

5.2.3	<p>The receiving organization is given in timely manner a written summary of the patient' s condition and health needs, and interventions provided by the referring organization [Evidence: e.g. availability of copy].</p> <p>對接受轉介的機構有適時提供關於病人病情、健康需要以及介入的書面摘要。（佐證：有摘要複本可查。）</p>
	【現況】
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%
5.2.4	<p>If appropriate, a plan for rehabilitation describing the role of the organization and the cooperating partners is documented in the patient' s record [Evidence: e.g. review of records].</p> <p>對於適當的病人，在復健計畫中敘明機構及合作夥伴的角色，並記錄在病歷中。（佐證：檢視此類病人記錄。）</p>
	【現況】
	做到程度： <input type="checkbox"/> 0%， <input type="checkbox"/> 25%， <input type="checkbox"/> 50%， <input type="checkbox"/> 75%， <input type="checkbox"/> 100%