



Service Demand Surge

# Updates on Winter Surge

## 冬季服務高峰期的最新情況

Hospital Authority  
醫院管理局



# Service Statistics during Last 14 Days

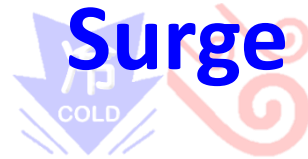
## 最近14日的服務數據

Service Demand Surge

	3 to 9 Dec 2019			10 to 16 Dec 2019		
	Average 平均	Highest 最高	Lowest 最低	Average 平均	Highest 最高	Lowest 最低
A&E first attendances 急症室首次求診人次	5,506	6,144	5,159	5,964	6,622	5,739
IP admissions to MED via A&E 經急症室入內科人次	967	1,058	913	1,049	1,120	957
MED IP Bed OR 內科住院病床住用率	104%	110%	101%	112%	117%	110%
IP admissions to PAE via A&E 經急症室入兒科人次	126	143	113	146	179	120
PAE IP Bed OR 兒科住院病床住用率	70%	74%	66%	72%	83%	63%
IP admissions to ORT via A&E 經急症室入骨科人次	234	264	215	230	255	200
ORT IP Bed OR 骨科住院病床住用率	100%	106%	96%	104%	109%	102%

# Key Strategies for Winter Surge

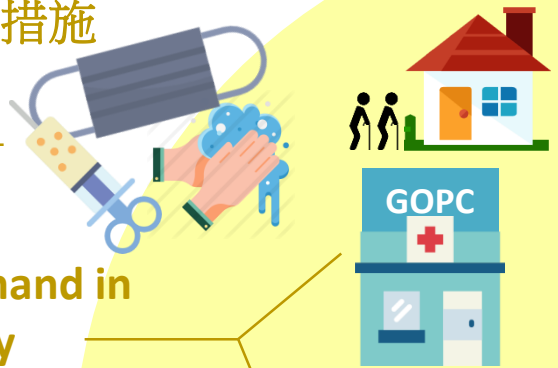
## 冬季服務高峰期的主要策略



Service Demand Surge

Enhancing infection control measures

加強感染控制措施



Managing demand in the community

管理社區的服務需求



In community 社區內

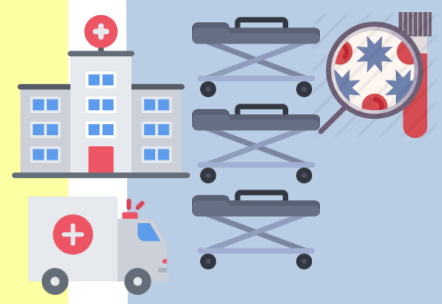


Enhancing communication with the public

加強與公眾的溝通

Gate-keeping to reduce avoidable hospitalisation

加強把關減少非必要入院的個案



At AED 急症室



Optimising & augmenting buffer capacity

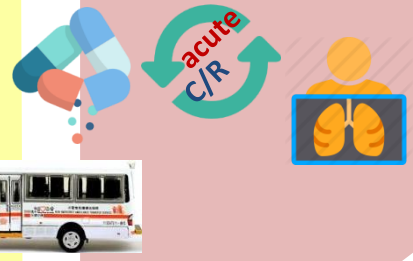
提高服務能力

At ward 病房



Improving patient flow

促進病人早日出院



# Enhancing Service Capacity

## 提高服務能力



- ▶ Allocated around **\$732 million** (including GVP) to clusters to facilitate the planning and preparation for the winter surge measures in 2019/20 已向各醫院聯網分配約**7億3千2百萬**的撥款（包括政府防疫注射計劃），以計劃及準備2019/20冬季服務高峰期的措施
- ▶ Increasing bed capacity 增加病床數目
  - ▶ In 2019/20 Annual Plan, opening of **506 new beds**  
2019/20年度計劃加開**506張新病床**
  - ▶ Reserving resources for adding **around 900 beds** to meet the operational needs of winter surge  
預留資源因應冬季服務高峰期服務需求可增加**約900張病床**
- ▶ Equipment Purchase 配備相關設備

# Manpower Enhancement Measures

## 加強人手措施



Service Demand Surge

- ▶ Continue to recruit full-time, part-time, **locum** and temporary healthcare staff

繼續聘請全職、兼職、**自選兼職**和臨時醫護人員

- ▶ Utilising agency nurses and supporting staff

使用中介護士和支援人員

- ▶ **Enhancing Special Honorarium Scheme (SHS)** arrangements, strengthening **senior coverage** and **increasing the rate of SHS allowance** during designated surge periods **優化特別酬金計劃**的安排、加強**資深醫護**人手，以及在服務高峰期的特定時段**上調特別酬金計劃的津貼金額**

# Locum Recruitment

## 自選兼職招聘

- ▶ A higher pay rate for **locum doctors** providing A&E and GOPC service sessions during winter surge

冬季服務高峰期期間，給予更高的薪酬予提供急症室及普通科門診診症時段服務的**自選兼職醫生**

- ▶ In addition to doctors and nurses, locum recruitment is extended to **diagnostic radiographer, physiotherapist, optometrist** and **medical laboratory technologist** from Dec 2019

除了醫生及護士，自選兼職招聘由2019年12月擴展至**放射師、物理治療師、視光師及醫務化驗師**

# Enhancing GOPC Services

## 加強普通科門診診所服務



- ▶ Increasing a total of around **25,500** additional GOPC service quotas for the whole winter surge period, including a total of over **5,000** additional GOPC service quotas in **long holidays**

在冬季服務高峰期期間，共增加約**25,500**個額外的服務名額，包括**長假期**中超過**5,000**個額外的服務名額

- ★ Apart from 13 public holiday GOPCs, **4** additional public holiday GOPC will serve for certain days over long holidays, altogether **covering a total of 17 districts**

除原來**13**間公眾假期普通科門診診所外，額外**4**間普通科門診診所會在長假期某些日子提供服務，以**覆蓋全港17區**

# External Collaboration

## 與外界合作

### ★ Strengthening the service of **GOPC Public-Private Partnership Programme**

加強普通科門診公私營協作計劃

- ▶ Service covering all **18 districts** in Hong Kong  
服務覆蓋全港**18區**
- ▶ Over **400** service providers participated  
超過**400**名私家醫生參與計劃
- ▶ Benefiting over **34,000** participating patients  
超過**34,000**名參與計劃的病人受惠
- ▶ Providing 10 subsidised visits to participating patients per year in original plan 原計劃每年提供**10**個資助診症額予參與計劃的病人



### ★ Strengthening the service of **GOPC Public-Private Partnership Programme**

加強普通科門診公私營協作計劃

- ▶ Providing **two** additional subsidised service quotas and **one course** of prescription of antiviral drug (Tamiflu) per participated patient during winter surge, to help manage service demand in public healthcare sector

在冬季服務高峰期為每名參與病人提供**兩次**額外的資助門診服務名額及將**一個療程**的抗病毒藥物（特敏福）納入協作計劃，以協助紓緩公營醫療機構的服務需求

# External Collaboration

## 與外界合作

- ▶ Manpower support from the **Auxiliary Medical Service** for AEDs' operation

**醫療輔助隊**提供人手支援急症室運作

- ▶ Arranging the transfer of willing patients with suitable clinical conditions to **private hospitals** with low-charge hospital beds for completion of treatment according to individual situation

根據個別情況，安排願意轉院的合適病人往設有低收費醫院病床的**私家醫院**完成治療

# 18 Chinese Medicine Centres for Training & Research (CMCTRs)

## Measures for Winter Surge

### 18間中醫教研中心應對流感措施



Service Demand Surge

- ▶ Monitoring **service demand** and reviewing **service capacity**  
監察**服務需要**及檢視**服務量**
- ▶ Providing service during coming Christmas and Chinese New Year holidays  
聖誕及農曆新年加開特別服務時間
- ▶ Promoting **CM preventative measures** to the public via CMK website and other social media channels  
透過中醫動網站及社交平台向大眾宣傳中醫預防流感的資訊



# Enhancing Communication 加強溝通 ([www.ha.org.hk](http://www.ha.org.hk))



Service Demand Surge

The screenshot displays the Hospital Authority website interface. At the top left is the Hospital Authority logo and name. The top right contains navigation links for Home, Plain Text, Mobile App, English, Simplified Chinese, Other Languages, Newsletters, Site Guide, and Print. A search bar is also present. Below the navigation is a red menu bar with links for Overview, Service Guide, Tender Notices, Recruitment, Related Websites, and Contact Us. The main banner features the text '冬季服務 高峰期 WINTER SURGE' with a graphic of a rising bar chart and human figures. Below the banner is a secondary navigation bar with links for Patient Center, Medical World, Community Partners, News Center, and Staff/Retiree Special Features. The content area is divided into 'Multimedia' and 'Latest News' sections. The multimedia section includes a cartoon illustration of a woman with a speech bubble that says '科學家每年「靠估」來製造流感疫苗，到底準唔準？梗係唔打針嘞！' (Scientists estimate every year to produce influenza vaccines, are they accurate? It's better not to get a shot!). The latest news section lists several articles about hospital emergency services and bed usage rates from December 2019.

醫院管理局  
HOSPITAL  
AUTHORITY

主頁 A A A 純文字版 手機應用程式 English 简体 其他語言 申請訂閱 網頁指南 列印

輸入查詢字串 進階搜尋

概覽 服務指引 招標公告 招聘站 相關網站 聯絡我們

## 冬季服務 高峰期 WINTER SURGE

病友中心 醫護天地 社區伙伴 新聞中心 員工 / 退休職員特區

### 多媒體

科學家每年「靠估」來製造流感疫苗，到底準唔準？梗係唔打針嘞！

▶ 短片 ▶ 相片集 ▶ 刊物

### 最新消息

公立醫院急症室服務及住院病床使用率 - 16.12.2019

香港佛教醫院產碳青霉烯酶腸道桿菌個案組群

公立醫院急症室服務及住院病床使用率 - 15.12.2019

公立醫院急症室服務及住院病床使用率 - 14.12.2019

# Enhancing Communication 加強溝通 ([www.ha.org.hk](http://www.ha.org.hk))



Service Demand Surge

The screenshot shows the Hospital Authority website interface. At the top, there is a navigation bar with the Hospital Authority logo and text: "醫院管理局 HOSPITAL AUTHORITY". To the right, there are links for "主頁", "A A A 純文字版", "手機應用程式", "English", "简体", "其他語言", "申請訂閱", "網頁指南", and "列印". Below this is a search bar with the text "輸入查詢字串" and a "進階搜尋" button.

The main navigation bar includes: "概覽", "服務指引", "招標公告", "招聘站", "相關網站", and "聯絡我們".

Below the navigation bar is a banner area with images of a press conference and a meeting. Underneath are several menu items: "病友中心", "醫議天地", "社區伙伴", "新聞中心", and "員工 / 退休職員特區".

The "新聞中心" (News Center) section is active, showing a list of news items on the left: "新聞稿", "專題文章", "致函編輯", "電台節目", "相關刊物", "特別報告", "冬季服務高峰期", and "傳媒聯絡".

The main content area displays a news article titled "冬季服務高峰期 WINTER SURGE". The article content includes:

- 公立醫院昨日主要服務數據 (16.12.2019)
  - 急症室首次求診人次: 6,622
  - 經急症室入內科病房人次: 1,056
  - 內科住院病床佔用率: 117%
  - 兒科住院病床佔用率: 83%
- 新聞公報
- 高峰簡報
- 急症室等候時間
- 普通科門診
- 基層醫療指南
- 香港醫生網
- 私家醫院
- 長者住宿暫託服務
- 流感速遞(衛生防護中心出版)
- 疫苗資助計劃
- 資訊精選
- 員工通訊



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**Thank You**

**謝謝**

