

人口結構變化、移民潮、社會政策改變和經濟環境不明朗等因素，對香港公私營醫療市場帶來顯著影響。明愛不同醫療服務單位仍然需要面對日益增加的營運成本及人手短缺的挑戰。儘管如此，我們會繼續秉承機構「以愛服務 締造希望」的目標和宗旨，致力為大眾提供優質的醫療服務。

Demographic changes, new wave of migration, changes in social policies and uncertain economic environment have brought significant impacts on provision of medical services in public and private sectors in Hong Kong. Manpower shortage and rising operation costs are still the major challenges faced by different Caritas medical service units. Nevertheless, we will continue to strive for excellence to provide quality medical services for the public and fulfil Agency's aims and objectives – "Love in the service of hope".

### 嘉諾撒醫院 (明愛) Canossa Hospital (Caritas)

面對私人醫療市場的激烈競爭和社會人口老化等問題，嘉諾撒醫院對此推出多項計劃以應對重重挑戰。因應醫院策略計劃《焦點2025》，同時完善四個領域以配合商業發展，包括改善臨床服務、加強伙伴合作及慈善服務、優化醫療設備和提升客戶體驗，醫院在本年度內試行多個活動和項目並取得成功。

In the face of intense competition in private sector and aging population in the society, the Hospital has implemented various plans to address those challenges. In line with "Canossa Strategy Plan – Focus 2025" and under its four enhancement areas from the business development aspects, namely, Clinical Services Enhancement, Hospital Facility Enhancement, Associate Services Enhancement and Charity Services and Customer Experience Enhancement, the Hospital have piloted several successful campaigns and projects during the year.

### 改善臨床服務 Clinical Services Enhancement

#### 婦女健康中心 Well Women Centre

婦女健康為近年社會上其中一個熱門話題，市民大眾更著重有關婦女疾病的預防和治療。有見及此，醫院於2023年12月與來自不同專科的醫生，包括急診醫學科、婦產科、泌尿科、(乳房)外科醫生和家庭醫生，合作開設了健康婦女中心，希望透過全面的服務來幫助女性客戶維持及改善其健康。

Women health has become one of the hot topic in the society in recent years, the public show more concern to the prevention and treatment of gynaecological diseases. In this regard, the Hospital collaborated with doctors from different specialties, including Emergency Medicine Physicians, Obstetricians and Gynecologists, Urologists, Breast Surgeons and Family Physicians, to run a Well Women Centre in December 2023, with an aim of helping female customers to maintain and improve their well-being through the holistic service.



### 優化醫療設備 Hospital Facility Enhancement

#### 引入全新電腦斷層掃描儀器 Introduction of New Computed Tomography Scan

醫院於2023年6月引入全新電腦斷層掃描儀器來提升其服務質素。

New Computed Tomography Scan was introduced by the Hospital in June 2023 to enhance its service quality.



### 加強伙伴合作及慈善服務 Associate Services Enhancement and Charity Services

#### 全膝關節置換手術 Total Knee Replacement

在2022年期間，醫院曾與「老有所醫慈善基金」及骨科中心合作，免費為公立醫院輪候全膝關節置換手術的病人進行手術，這不但可以減輕部分公立醫院在疫情期間的壓力，同時亦可以幫助弱勢社群。自2024年1月起，醫院繼續支持這項計劃，希望能夠在不同層面為社區提供協助。

In 2022, the Hospital collaborated with "Elderly HealthCare Foundation" and Orthopaedic Centre and provided Total Knee Replacement surgery ("TKR") to the patients who were waiting in the long queue for TKR surgery in public hospitals for free, relieving the pressure mounted on the public hospitals during the pandemic period and helping the underprivileged simultaneously. Starting from January 2024, the Hospital continued to support this programme with an aim of helping the community from different perspectives.

### 提升客戶體驗 Customer Experience Enhancement

#### 改善膳食 Food Service Upgrade

在醫院服務意見調查中發現，膳食服務為病人最關注的事項之一。有見及此，醫院採取多項措施包括在正常和治療膳食餐單中提供更多食物及飲料選項供病人選擇，並用電子郵件接收訂單，確保所有訂單準確無誤地送達。自2023年4月起，原來免費提供的套餐已開始收費，以增加收入用於改善廚房設備，繼而提升客戶體驗的質素。

In reference to a patient experience survey conducted recently, it was found that food service was one of the major concerns to the patients. As such, the Hospital have taken initiatives to provide a wider variety of food and beverage options to patients for both normal and therapeutic meals and implement an email ordering system for food service orders. Starting from April 2023, set menu was no longer provided for free so as to generate more income for improving kitchen facilities and enhancing the quality of customer experience.





為提供更好的臨床服務予病人，寶血醫院 (明愛) 持續優化醫院設施如改造手術室。此外，醫院亦積極參與政府及醫院管理局推行的計劃，包括「公私營協作計劃」及「慢疾病共同治理先導計劃」。

In order to provide better clinical services to the patients, Precious Blood Hospital (Caritas) continued to enhance its facilities such as refurbishment of the operating theatres. In addition, the Hospital has been very supportive to the initiatives of the Government and Hospital Authority including “Public Private Partnership” and “Chronic Disease Co-Care Pilot Scheme”.

### 二號手術室及綜合日間病房改造工程 Refurbishment Work of Operation Theater No.2 and Integrated Day Centre

在明愛的支持下，醫院按最新的醫療行業標準，替二號手術室進行改造工程，從而為社區提供經濟而優質的外科服務。此外，於手術室同一樓層亦會增設一間綜合日間病房，為病人提供一站式服務。經改造後的二號手術室和新的綜合日間病房預計將分別於2024年4月及2024年5月中旬正式投入服務。

With the support of Caritas, the Hospital was able to refurbish and upgrade Operation Theater No. 2 with the latest healthcare standards, providing affordable and high-quality surgical services to the community. Moreover, a new Integrated Day Centre will be set up at same floor to provide one-stop service to the patients. The refurbished Operating Theatre and the new Integrated Day Centre will be commenced operation in early April 2024 and mid-May 2024 respectively.



### 職業講座及醫院服務優惠推廣 Career Talk and Promotion on Special Packages

為了加強與本地大專院校的聯繫，醫院在2023年9月分別在聖方濟各大學和職業訓練局舉辦職業講座，並於現場設置攤位向就讀專職醫療課程的學生推廣職前檢查和疫苗注射的優惠計劃。

The Hospital took an initiative to strengthen the tie with the local tertiary education institutes by conducting career talks at Saint Francis University and Vocational Training Council in September 2023. Booths were also set up at both institutions to promote special pre-employment health check packages and vaccination to Allied Health students.



### 慢性疾病共同治理先導計劃 Chronic Disease Co-Care Pilot Scheme

於2023/2024年度，醫院參與由醫務衛生局推行的「慢性疾病共同治理先導計劃」，為有需要人士提供地區基層醫療服務。合資格人士可透過這項先導計劃參與由政府資助的疾病篩查計劃，患有糖尿病前期、糖尿病或高血壓的病人，他們可在本院接受診治及藥物治療。在2023年12月至2024年3月期間，共有533位病人接受篩查及治療。

In 2023/2024, the Hospital participated in Health Bureau “Chronic disease Co-Care (“CDCC”) Pilot Scheme” which aimed at providing district-based primary healthcare services to the people in need.

Under the CDCC Pilot Scheme, eligible persons could participate disease screening programmes which were subsidized by the Government. For those who were diagnosed with prediabetes, diabetes mellitus or hypertension, they were able to receive medical consultations and medications in the Hospital. 533 patients have been screened and treated under the CDCC Pilot Scheme between December 2023 and March 2024 in the Hospital.

### 牙科診所服務 Dental Clinics Services

牙科診所服務將參與由不同慈善基金會合辦的「悅齒計劃」，為居住在港島區年齡在55歲或以上的低收入人士，提供基本的牙科服務。我們希望憑藉不同的慈善服務在社區內向弱勢社群傳揚天主的愛。

Dental Clinic Services will join a dental service scheme called “Smile project”, which will be organized by different charitable foundations, to provide basic dental service for the low-earnings aged 55 or above living in the Hong Kong Island district. We hope to spread God’s Love to the disadvantaged groups in the community through different charity activities.

### 明愛醫院 Caritas Medical Centre

在2024年第一季，醫院透過增加提供腎科透析服務的病人名額來改善腎科服務。

醫院推出了一項改善計劃以照顧病人的健康，透過非緊急救護車轉運服務，以方便病人在出院時隨身攜帶有需要的藥物。此外，醫院亦計劃投入額外資源加強配藥服務，加快醫院藥房與病房間的藥物配送時間。

In the first quarter of 2024, renal services was further enhanced by providing additional patient quotas for ambulatory peritoneal dialysis.

The Hospital launched an improvement programme to cater for patients’ well-being by facilitating patients to carry necessary medicines upon discharge via non-emergency ambulance transfer services. Besides, the Hospital plans to provide additional resources to enhance its drug dispensary services and expedite the drug delivery services between hospital pharmacy and wards.