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Senior Friendly Service Map of a Community Hospital in Central Taiwan

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Background

Taiwan officially entered an era of an aged society in 2018, as the average life expectancy of people in Taiwan has reached 80 years old. In this study's hospital, senior patients account for 43% of the outpatient use rate. The purpose of this project is to make an inventory of the existing senior healthcare services in the entire hospital and draw the Senior Friendly Service Map.

Methods

From May to July 2020, this study invited experts from 12 departments associated with senior friendly services and set up focus groups to collect data five times. The person in charge of this project analyzed the data for classification of themes.

Results

A total of 28 department supervisors participated in this project. The data analysis showed that the Senior Friendly Service Map includes 8 themes: (1) information intervention and communication; (2) risk assessment and health education; (3) high-quality care; (4) self-actualization; (5) healthcare benefits; (6) community resource application and service; (7) talent cultivation; and (8) friendly environment. The senior service policy of the study's hospital is "Being Friendly to All; Providing Warm Services; Guarding the Senior; Pursuing Longevity with Happiness."

Conclusion

Under the guidance of senior policy and strong support by the study's hospital, the senior service themes mainly focus on information-based intervention and communication, high-quality care, and friendly environment services. Other senior service themes still can be strengthened.

Relevance to HPH

Hospitals' role as healthcare promoters is to maintain and promote the health and disease prevention of hospital staff, patients/family members, and community residents. Hopefully, with the cooperation of professionals from various fields, the senior friendly services of the entire hospital can be fully reviewed and further strengthened.

Senior Friendly Service Map



Senior Friendly Service



| 主題 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 研究策略 | |
|----|------|------|------|------|------|------|------|------|------|------|------|------|
| 1 | 資訊服務 |
| 2 | 資訊服務 |
| 3 | 資訊服務 |
| 4 | 資訊服務 |
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