



31<sup>ST</sup> INTERNATIONAL CONFERENCE ON HEALTH PROMOTING HOSPITALS AND HEALTH SERVICES  
MAY 20-22, 2026 SLAGTHUSET, MALMÖ, SWEDEN

# Building a Comprehensive Youth-Friendly Healthcare Ecosystem: The NTUH Experience in Implementing WHO Global Standards

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## 2025 CEOWORLD Health Care Index

According to the *2025 CEOWORLD Health Care Index*, Taiwan once again ranks as the country with the best healthcare in the world, maintaining its top position with an overall score of 78.72. South Korea (77.7) and Australia (74.11) remain in second and third place, respectively.

The index ranks 110 countries based on key factors, including healthcare infrastructure, the competencies of healthcare professionals, annual per capita healthcare costs in USD, the availability of quality medicine, and government readiness to address health crises.






The top 20 countries with the best healthcare are:

1. Taiwan (78.72)
2. South Korea (77.7)
3. Australia (74.11)
4. Canada (71.32)
5. Sweden (70.73)
6. Ireland (67.99)
7. Netherlands (65.38)
8. Germany (64.66)
9. Norway (64.63)
10. Israel (61.73)
11. Belgium (60.16)
12. Switzerland (59.6)
13. Japan (59.52)
14. Singapore (57.96)
15. United States (56.71)
16. Austria (54.86)
17. United Arab Emirates (52.3)
18. Czech Republic (52.25)
19. Finland (52.1)
20. Portugal (51.99)



Taiwan ▾

Search...

Rank	Hospital Name	Score	City	Footnote	PROMs Ribbons
1	Taipei Veterans General Hospital	92.99%	Taipei	174	
2	National Taiwan University Hospital	92.53%	Taipei	249	
3	Taichung Veterans General Hospital	91.82%	Taichung		
4	Chang Gung Memorial Hospital, Linkou	91.20%	Taoyuan		
5	Kaohsiung Chang Gung Memorial Hospital	87.61%	Kaohsiung		
6	China Medical University Hospital	85.97%	Taichung		
7	National Cheng Kung University Hospital	83.29%	Tainan		
8	Kaohsiung Medical University Chung-Ho Memorial Hospital	82.72%	Kaohsiung		

Hospital ranking

# Spotlight

## Multidisciplinary

Adolescent  
friendly

Special  
care

Transitional  
care

Health  
Promotion

Staff



# *Global standards for quality health-care services for adolescents*

<b>1. Adolescent health literacy</b>	<b>5. Facility characteristics</b>
<b>2. Community support</b>	<b>6. Equity and non-discrimination</b>
<b>3. Appropriate package of services</b>	<b>7. Data and quality improvement</b>
<b>4. Providers' competencies</b>	<b>8. Adolescents' participation</b>



# Youth-Friendly Outpatient Clinics



## 青少年親善照護門診

- 1. 青少年相關生長發育、心理適應、健檢、疫苗、減重、性、戒菸等議題。
- 2. 青少年相關代謝症候群、生長發育、情緒及適應障礙、健檢、疫苗等議題。
- 3. 心理評估、心理諮詢與心理治療(特殊兒童如自閉症與注意力不集中症候群、學習與情緒困難)、親職教育與親子溝通、生活壓力適應、疾病適應與情緒適應；人際溝通與處境關係；自我探索。
- 4. 注意力不足/過動症、自閉症、情緒行為問題、發展學習障礙，各種好發於兒童青少年的精神疾病。
- 5. 青少年相關婦科議題。

門診	院區	科別	醫師名單
青少年親善門診	總院	家庭醫學部	蔡兆勳、詹其峰、張皓翔
青少年醫學門診	兒童醫院	小兒部	王麗潔、劉士曉、莊國燦、張凱琪
臨床心理中心(兒童)門診	兒童醫院	臨床心理中心	謝雅琪、孫鈺玟
臨床心理中心(成人)門診	總院	臨床心理中心	鄭婷文、楊于婷、張今菁、簡靖維、陳思臻
兒童心智科門診	兒童醫院	精神醫學部	專任：高淑芬、蔡文哲、商志雍、張銘麒、林海笛、王彥欽 兼任：蔡芳茹、林育如、江惠綾、張哲嘉
婦產部門診	總院	婦產部	楊博凱



時間		週一	週二	週三	週四	週五	週六
上午 09:00-12:00	家醫部		詹其峰				
	小兒部	張凱琪	莊國燦				
	婦產部					楊博凱	
	臨床心理中心(兒童)			謝雅琪(第一週)			
	兒童心智科門診	商志雍(單週) 江惠綾(雙週)	商志雍 蔡芳茹		張哲嘉 蔡文哲	張銘麒 王彥欽	醫師輪流看診
	臨床心理中心(成人)	楊于婷 簡靖維		楊于婷 陳思臻	楊于婷		
下午 13:30-16:30	家醫部	張皓翔		蔡兆勳 張皓翔	詹其峰		
	小兒部				王麗潔	劉士曉	
	婦產部		楊博凱				
	臨床心理中心(兒童)	孫鈺玟(單週)					
	兒童心智科門診	高淑芬		王彥欽 林純儀	陳沛蓉		
	臨床心理中心(成人)		鄭婷文	鄭婷文		楊于婷	



Family Medicine

Pediatrics

Psychiatry

Clinical Psychology Center

Obstetrics & Gynecology

# 2. Community support

## Resource Directory Compilation & Regular Updates

Health education lectures collaborated with neighboring schools



NTUH public service courses

Adolescent health issues on health newsletters, media platforms and physical posters

NTUH social work office website lists the social care resources for adolescents.

NTUH collaborates with charity organizations



Zhongzheng District Public Health Service Center



Seed of Hope Campaign



Resource promotion and health information disclosure



# Smoking cessation: Share Decision Making

我想戒菸，我的選擇有什麼？

## 步驟一、治療方式比較

	戒菸諮詢	戒菸諮詢+尼古丁藥劑	戒菸諮詢+非尼古丁藥劑
執行方式	前往醫事機構 或撥打戒菸諮詢專線 0800-636363	前往提供戒菸服務的醫事機構	
費用	免費	掛號費	
限制	無	年滿18歲具備保身身分，每天吸菸量達10支以上，或尼古丁成癮度4分以上。	
成功率	有助於釐清 或協助解決戒菸難題	30%	20%
缺點	重度菸癮者 較難成功戒菸	1. 對於低度菸癮者幫助不大 2. 各項藥物的副作用不同	
藥物	-	尼古丁咀嚼錠	尼古丁貼片 Bupropion 口服藥
相關圖示			
使用方式	教導戒菸方法、釐清觀念並討論戒菸過程預期的困難，協助解決開始戒菸後遇到的問題。	透過口腔黏膜吸收咀嚼過程釋放的尼古丁，咀嚼10至20下，接著休息1-2分鐘，再咀嚼10至20下後休息1-2分鐘，反覆上述的動作。	洗澡後黏貼在身上，透過皮膚吸收尼古丁，避免貼在關節活動處或容易流汗的位置，可與咀嚼錠併用。
相關時間	-	7-10分鐘出現藥效	2-3小時出現藥效 建議戒菸日的前1週開始服用
注意事項	根據統計，諮詢次數越多越容易戒菸成功。專業人員在諮詢過程會判斷是否需要戒菸藥物之輔助使用。	1. 避免像一般口香糖一樣持續地咀嚼。 2. 避免同時飲用酸性飲料，喝完果汁或汽水須隔15分鐘後使用。	1. 局部皮膚受刺激而發癢或出現紅疹。 2. 可能出現失眠或多夢之睡眠障礙。

## 步驟二、以下項目您的程度及在意的程度為何？

項目	程度					如果您成癮度高，建議考慮選擇的方案	
	低度	中度	高度				
尼古丁成癮程度						藥物治療+戒菸諮詢	
項目	不在意—→非常在意					如果您非常在意，建議考慮選擇的方案	
	0	1	2	3	4		
戒菸成功率	0	1	2	3	4	5	藥物治療+戒菸諮詢
藥物副作用	0	1	2	3	4	5	戒菸諮詢為主，藥物治療為輔。

## 步驟三、您對治療選項的認知有多少？

1. 戒菸諮詢次數越多，越容易成功戒菸。	<input type="checkbox"/> 對 <input type="checkbox"/> 不對 <input type="checkbox"/> 不確定
2. 藥物都有副作用，不要用藥戒菸比較安全。	<input type="checkbox"/> 對 <input type="checkbox"/> 不對 <input type="checkbox"/> 不確定
3. 尼古丁有成癮性，使用尼古丁貼片戒菸可能會成癮。	<input type="checkbox"/> 對 <input type="checkbox"/> 不對 <input type="checkbox"/> 不確定
4. 戒菸是意志力的問題，戒菸諮詢幫助不大。	<input type="checkbox"/> 對 <input type="checkbox"/> 不對 <input type="checkbox"/> 不確定

## 步驟四、您現在確認好醫療方式了嗎？

我已經確認好想要的治療方式，我決定選擇：

- 戒菸諮詢
- 戒菸諮詢+尼古丁製劑
- 戒菸諮詢+非尼古丁製劑
- 不進行任何治療，原因：\_\_\_\_\_
- 目前還無法做決定

## ◎醫療決定品質評估

確定選擇	1. 您是否對您的最佳選擇感到確定？	<input type="checkbox"/> 是 <input type="checkbox"/> 否
理解訊息	2. 您是否知道每個選項的好處與風險？	<input type="checkbox"/> 是 <input type="checkbox"/> 否
比較風險-好處	3. 您是否清楚哪些好處與風險對您是最重要的？	<input type="checkbox"/> 是 <input type="checkbox"/> 否
鼓勵支持	4. 您是否有得到足夠的幫助、意見和支持去做選擇？	<input type="checkbox"/> 是 <input type="checkbox"/> 否



# Referral SYSTEM for adolescent care

1.  **臺北市西區特殊教育資源中心**  
Taipei City West District Special Education Resource Center

2.  **臺北市  
家庭暴力暨性侵害防治中心**  
A child protection and care chain

3. **台大醫院社區醫療群**  
NTUH Family Practice Integrated Care Project  


4. Hospital referral mechanism

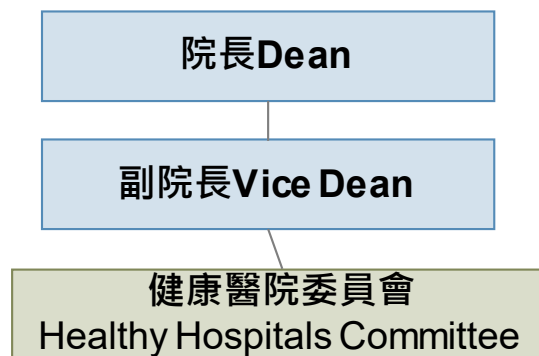
5. A holistic care network



# 5. Facility characteristics

## Healthy Hospitals Committee - Adolescent-Friendly Care Team

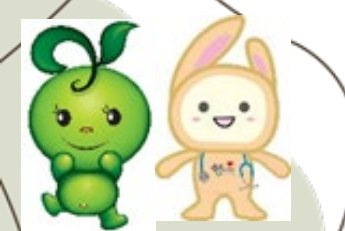
2020



<p><b>員工關懷組</b> <b>Employee Care Group</b> (人事室)</p> <p>臨床心理中心 精神醫學部 家庭醫學部 社會工作室 秘書室</p>	<p><b>運動健康組</b> <b>Sports and Health Group</b> (物理治療中心)</p> <p>健康教育中心 營養室 人事室 品質管理中心</p>	<p><b>菸檳防治組</b> <b>Smoking and Betel Nut Prevention Group</b> (總務室)</p> <p>家庭醫學部 安全衛生室(駐警隊) 門診部 護理部 癌症防治中心</p>	<p><b>健康飲食組</b> <b>Healthy Diet Group</b> (營養室)</p>	<p><b>健康檢查組</b> <b>Health Examination Group</b> (安全衛生室)</p> <p>家庭醫學部 感染管制中心 環境及職業醫學部</p>	<p><b>感染管制組</b> <b>Infection Control Group</b> (感染管制中心)</p> <p>安全衛生室 健康教育中心 環境及職業醫學部</p>	<p><b>社區健康組</b> <b>Community Health Group</b> (家庭醫學部)</p> <p>健康教育中心 社會工作室 護理部 企劃管理部</p>	<p><b>病人與家屬教育組</b> <b>Patient and Family Education Group</b> (教學部-健康教育中心)</p> <p>家庭醫學部 營養室 護理部</p>	<p><b>高齡友善組</b> <b>Senior-Friendly Group</b> (老年醫學部)</p> <p>品質管理中心 社會工作室 護理部 工務室 總務室 研究倫理委員會</p>
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**青少年親善組**  
**Adolescent-Friendly Care Team**  
(Department of Family Medicine)

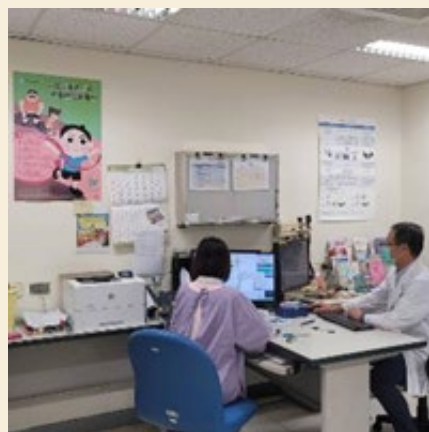
Clinical Psychology Center  
Pediatrics Department  
Department of Psychiatry  
Quality Management Center  
Social Studies Office  
Human Resources Department  
Obstetrics and Gynecology Department  
Nursing Department  
Health Education Center  
Planning and Management Department



# 5. Facility characteristics

## Adolescent Friendly Environment

1 single consultation



2 doors separating the entrance to the clinic



3 The examination room and examination table are separated by curtains.



4 During examinations/treatments, signs are hung on curtains.



5 Call lights are used, but full names are not displayed.



6 Internship/Internship Announcement.



# 6. Equity and non-discrimination

## Child Protection Center

### 兒少保護醫療中心 服務流程圖 Service Flowchart of Child and Adolescent Protection Medical Center

City Center for Prevention of Domestic Violence and Sexual Assault

Hospitals 本院及其他醫院 家防中心 其他：例如學校 Others, school etc.



兒少保護醫療中心單一窗口受理/電話諮詢 The center offers single-window services / phone consultations.

專責個案師列管追蹤個案 Dedicated case managers monitor and track cases.

進行案件聯合評估門診  
(兒科醫師、兒童精神科醫師、臨床心理師、社工師) Joint Case Assessment Clinic

兒保小組會議討論 Child Protection Group Meeting Discussion

擬定輔導計畫 就醫安排 兒保或高風險個案列管 社區資源連結  
轉介警政/社政/教育等相關單位 Develop plans. Arrange medical treatment. Manage child protection or high-risk cases. Link community resources and referrals to relevant units.

專責個案師持續追蹤/並定期報告 The dedicated case manager continuously tracks and reports regularly.

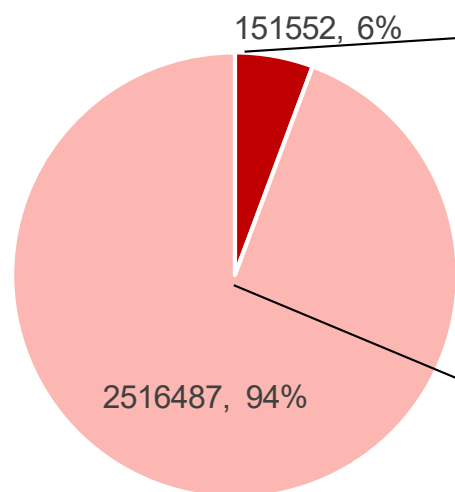
由小組會議討論  
評估個案是否有  
繼續列管需求 The task force meeting discuss and assess whether the case should remain under surveillance.

結案並完成追蹤輔導紀錄 Case closed and follow-up counseling record completed

# 7. Data and quality improvement

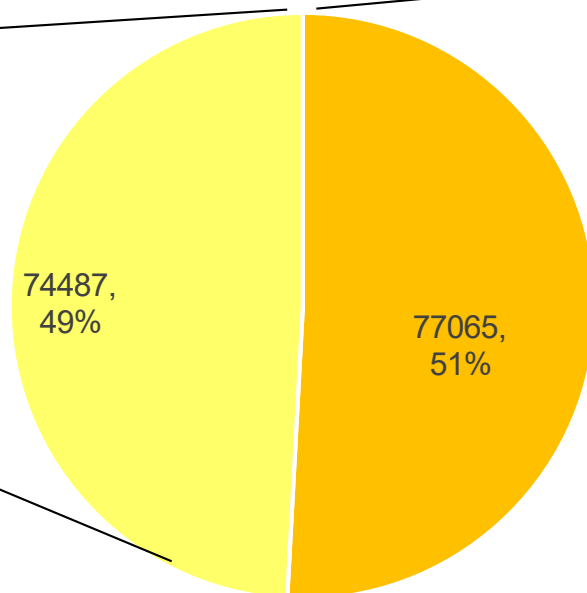
## Clinical Care - Outpatient (2024)

The proportion of adolescent outpatient visits at the main hospital and the pediatric hospital



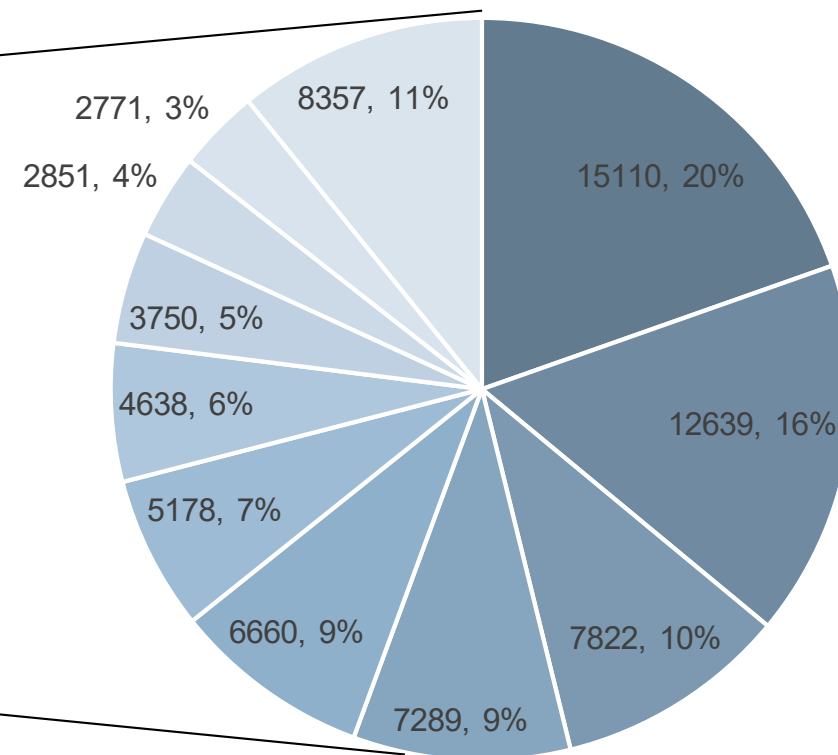
■ adolescent ■ non-adolescent

Distribution of adolescent medical visits



■ Main hospital ■ Pediatric hospital

Distribution of Departments for Adolescents in the Main Hospital



- FM
- Dentist
- Dermatology
- Orthopedics
- Internal Medicine
- Psychiatry
- Ophthalmology
- Surgery
- Obstetrics and Gynecology
- ENT
- others



# Clinical Care - Outpatient (2024)

## Top 10 diagnosis

1. Vasomotor and Allergic Rhinitis (3.47%)  
Pediatrics, Otolaryngology, Family Medicine
2. General Health Check(3.27%)  
Family Medicine
3. Attention Deficit Hyperactivity Disorder(3.25%)  
Psychiatry

項次	ICD-10-CM 碼	疾病敘述	疾病數 (百分比)
1	J30	血管舒縮性及過敏性鼻炎 Vasomotor and allergic rhinitis	9,630 (3.47%)
2	Z00	未有主訴或懷疑診斷者來院接受一般檢查 Encounter for general examination without complaint, suspected or reported diagnosis	9,088 (3.27%)
3	F90	注意力不足過動症 Attention-deficit hyperactivity disorders	9,009 (3.25%)
4	F84	廣泛性發展障礙症 Pervasive developmental disorders	6,212 (2.24%)
5	G40	癲癇及重覆發作 Epilepsy and recurrent seizures	5,352 (1.93%)
6	H52	屈光及調節作用疾患 Disorders of refraction and accommodation	5,297 (1.91%)
7	Z23	來院接受疫苗接種 Encounter for immunization	4,631 (1.67%)
8	L20	異位性皮膚炎 Atopic dermatitis	4,616 (1.66%)
9	Z02	來院接受行政檢查 Encounter for administrative examination	3,745 (1.35%)
10	L30	其他和未明示的皮膚炎 Other and unspecified dermatitis	3,732 (1.34%)
11	OTHER	其他所有疾病 All other causes	216,314 (77.92%)
總計			277,626 (100.00%)

## Top 10 management rankings and distribution

46.93%

113年				
處置名稱	項次	處置數	百分比	
Excision of subcutaneous tissue and fascia	1	139	24.43%	
Excision of skin	2	128	22.50%	
Reposition of eyelid	3	23	4.04%	
Turbinectomy	4	23	4.04%	
Release Tongue, External Approach	5	22	3.87%	
Extraction of endometrium	6	8	1.41%	
Replacement of lens	7	8	1.41%	
Resection or excision of lip	8	7	1.23%	
Reposition Left Extraocular Muscle, Percutaneous Approach	9	6	1.05%	
Introduction of epidural space	10	6	1.05%	
Other procedures	11	199	34.97%	
總計		569	100.00%	



# Clinical Care – Inpatient (2024)

## Top 10 diagnosis

1. Encounter for antineoplastic chemotherapy(5.95%)  
Pediatrics, Internal Medicine, Oncology, Obstetrics and Gynecology
2. Encounter for removal of internal fixation device(3.74%)  
Pediatric Orthopedics
3. Other acquired limb deformities(2.97%) Orthopedics

113年			
項次	ICD-10-CM 碼	疾病敘述	疾病數 (百分比)
1	Z51	來院接受其他照護 Encounter for other aftercare	316 (5.95%)
2	Z47	來院接受骨科之術後療養 Orthopedic aftercare	199 (3.74%)
3	M21	其他後天性肢體變形 Other acquired deformities of limbs	158 (2.97%)
4	D61	其他再生不良性貧血及骨髓衰竭症候群 Other aplastic anemias and other bone marrow failure syndromes	136 (2.56%)
5	L20	異位性皮炎 Atopic dermatitis	126 (2.37%)
6	K01	埋伏及阻生齒 Embedded and impacted teeth	102 (1.92%)
7	D69	紫斑症及其他出血性病態 Purpura and other hemorrhagic conditions	85 (1.60%)
8	M32	全身性紅斑性狼瘡 Systemic lupus erythematosus (SLE)	75 (1.41%)
9	J18	肺炎 Pneumonia, unspecified organism	69 (1.30%)
10	M41	脊椎側彎症 Scoliosis	67 (1.26%)
11	OTHER	其他所有疾病 All other causes	3,982 (74.92%)
總計			5,315 (100.00%)

## Top 10 management rankings and distribution

36%

113年				
處置名稱	項次	處置數	百分比	
Open reduction of bone with internal fixation (ORIF)	1	317	15.28%	
Removal of device from bone	2	263	12.67%	
Tenoplasty	3	85	4.10%	
Insertion fixation device of bone	4	82	3.95%	
Oophorectomy	5	60	2.89%	
Cardiac conduction mechanism ablation	6	55	2.65%	
Supplement or repair of bursa and ligament	7	43	2.07%	
Reposition of extraocular muscle	8	43	2.07%	
Repair of joint	9	43	2.07%	
Resection or excision of lower bone	10	42	2.02%	
Other procedures	11	1,042	50.22%	
總計		2,075	100.00%	

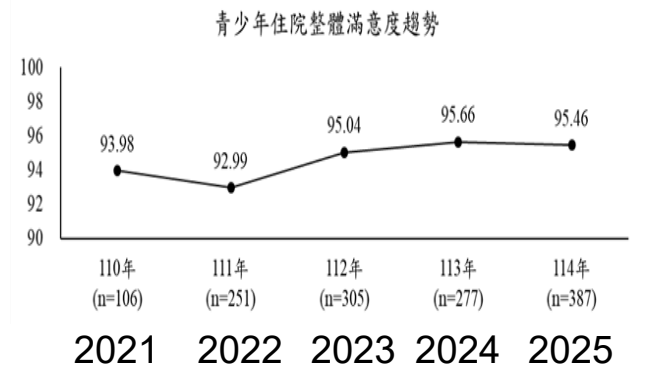
# Monitoring

- Quality: Overall patient satisfaction >90% (2021-2024). Inpatient "respect for choice" >95%.

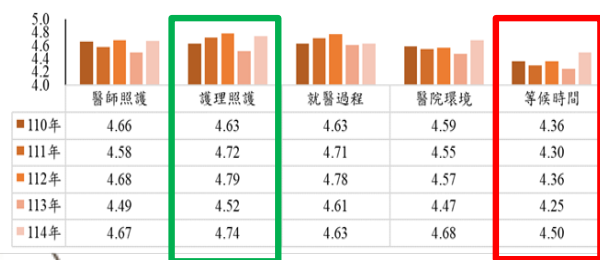
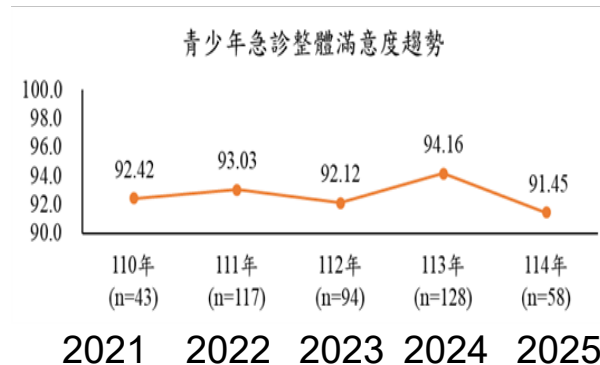
Adolescent patient satisfaction (Outpatient)



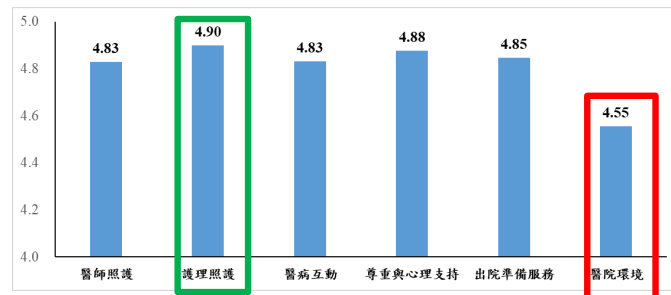
Adolescent patient satisfaction (Inpatient)



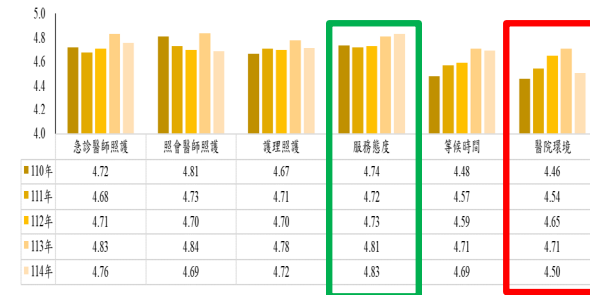
Adolescent patient satisfaction (ER)



Best : Nursing care  
Lowest : waiting time



Best : Nursing care  
Lowest : Hospital environment



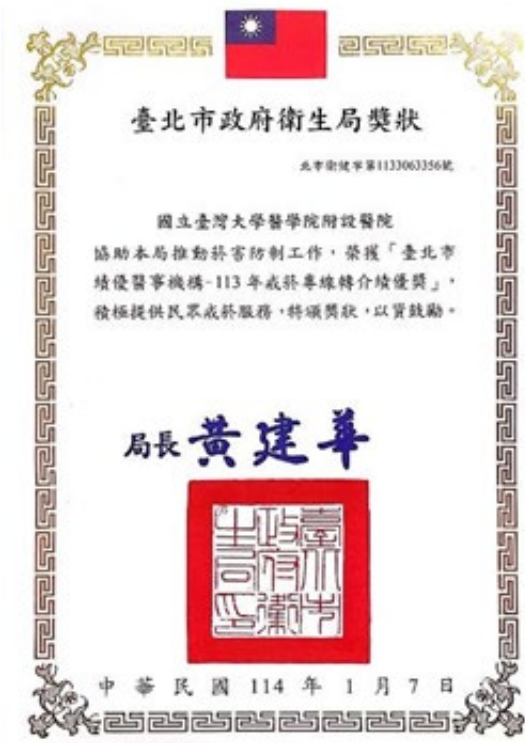
Best : Service attitude  
Lowest : Hospital environment

# Awards and Recognition

**Health Promotion Administration's "Smoking Cessation Service Subsidy Program" - Outstanding Medical Institutions in Smoking Cessation Services (2023)**

**Taipei City Health Bureau's Outstanding Smoking Cessation Service Organization in Taipei City, 2013**

**Taipei City Health Bureau - Taipei City Outstanding Medical Institutions - 2024 Smoking Cessation Hotline Referral Excellence Award**



# 8. Adolescents' participation

## Health promotion activities related to teenagers

Health talks at elementary school



Health Education at high school



Senior high school students visit NTUH



Junior Doctor Camp for Employees' Children



Mini Dental Camp & Dental Camp



# Sustainable Development of Youth Health Promotion



✓ Leading the National Taiwan University medical system in a joint effort to promote youth health.

✓ Promoting tiered medical care to enhance transitional care for youth.

✓ Cultivating compassionate caregivers for youth within our institution.

✓ A healthy society with sustainable development.





# Thank you for your attention.

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**31<sup>ST</sup> INTERNATIONAL CONFERENCE ON HEALTH PROMOTING HOSPITALS AND HEALTH SERVICES  
MAY 20-22, 2026 SLAGTHUSET, MALMÖ, SWEDEN**

