

出國類別：開會

「2025年第41屆國際健康照護品質學會 (ISQua)年會」報告

服務機關：衛生福利部基隆醫院

姓名職稱：賴秋君專員、陳慧臻護理長

派赴國家/地區：巴西/聖保羅

出國期間：114年10月12日-114年10月15日

報告日期：114年11月21日

摘要

ISQua (International Society for Quality in Health) 第41屆年會於2025年10月12日至15日在巴西聖保羅舉行，與 ONA (Organização Nacional de Acreditação) 合作主辦。

本屆主題「包容性健康系統：以科技與人性應對挑戰」(Inclusive Health Systems: Navigating Challenges with Technology and Humanity)。

會議重點方向為：❶包容性醫療系統的設計❷數位健康與醫療創新❸全球健康挑戰與解決方案❹醫療系統的可持續性(環境與社會責任)❺人文關懷與醫療品質的結合。透過主題演講、專題論壇、分會場、海報發表等形式，吸引來自超過 80 國的專家學者參與交流。

本院今年有兩篇壁報獲錄取，分別由院長室管理中心與護理科發表，內容涵蓋醫療品質、照護與永續環境推動。透過此次國際交流，拓展國際視野、掌握全球醫療品質發展脈動，為本院未來在醫療品質與實務的精進上，提供重要的指引。

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壹、目的

隨著全球醫療環境快速變遷，醫療品質與病人安全已成為各國健康政策的重要核心。ISQua（International Society for Quality in Health Care）自 1985 年成立以來，秉持「透過教育、知識分享、外部評估、支援醫療系統與建立全球網絡，激勵並推動醫療品質與安全的改善」之使命，激勵並推動醫療品質與安全的改善」。其願景是成為「全球醫療品質與安全轉型的領導者（for all）」。

（一）掌握國際醫療品質趨勢與政策方向：本次年會聚集來自超過 80 個國家的醫療品質專家學者，透過演講、工作坊、案例分享與壁報展示，我們可快速掌握「病人安全」、「品質改善」、「認證/外部評估」、「數位轉型」及「永續與公平」等全球策略。

（二）學習科技與人性平衡的實務經驗：本屆年會強調科技創新與以人為本照護的平衡，如病人參與、文化敏感性與弱勢族群照護。透過參與，我們可以學習國際經驗，在導入新興科技時，同時兼顧效率與以病人為中心的核心價值(如本院SDM推動再優化並結合ESG理念朝向科技與人本照護的目標前行)。

（三）擴展國際交流與合作平台：ISQua年會為全球醫療品質與安全領域的重要交流平台，提供與國際醫療機構、認證機構、學術單位及政策制定者面對面溝通的機會。本院在此發表兩篇壁報成果（院長室管理中心與護理科），透過壁報展示與分享，提升本院在國際醫療品質社群的能見度。

（四）回饋本院品質推動策略：透過會議所獲的知識與經驗，可回應並強化本院在「醫療品質、環境永續」、「科技導向的品質改善」及「弱勢族群與包容性照護」等面向的策略。特別是年會提出「綠色醫療即高品質醫療（Green Care is High Quality Care）」理念，也可作為本院永續醫療發展的重要參考。

（五）促進人才培育與組織學習能力提升：參與國際會議不僅吸收知識，更是人才培養與組織能力提升的契機，有助於本院培育具國際觀與前瞻思維的品質管理人才，為未來推動醫療品質與永續發展儲備人才與能量。

貳、過程

一、大會重點會議：

本次會議共計四天，包含一天的會前研討會及三天的主要大會議程。全程以「具包容性的衛生系統」為主軸，各日重點與場次精選如下：

Date	Time	Topics
Sunday 12 October	09:00-17:00	● From Disruption to Direction: The Strategic Power of Accreditation ● When system leadership meets AI-Opportunities and a way forward ● ISQua Journals-Paper Development and Publication Workshop ● Using PROMs to improve health, quality, patient-centered care and equity ● Local Workshop-ONA
	17:00-19:00	Welcome Reception
Monday 13 October	07:30-17:00	● Health for all: a global challenge and the Brazilian experience ● Expert Session-Climate Change ● Expert Session-Co-Production ● Expert Session-Quality Improvement ● Expert Session-Workforce, Development, and Governance
Tuesday 14 October	07:30-17:00	● Learning Journeys: Quality Improvement and Complexity: the challenges ● Sponsored Session AUGURI: Revolutionizing Healthcare at Scale: Quality and Digital Transform in Sao Paulo, Brazil ● Sponsored Session Folks-Transforming Quality and Safety in Healthcare Through Technology and Data ● HAL Award ● From vision to reality: Scaling up patient safety initiatives through collaboration ● Expert Session-Academy: High-Tech and High-Touch: Using Technology to Support Primary Care' ● Expert Session-Patient Safety

		● Expert Session-1.External Evaluation 2.Quality Improvement ● Hot Topics-AM Screen1 ● IHF Expert Session: Come and play the Carbon Emissions Learning Lab(CELL)! A learning simulation for sustainable healthcare action
Wednesday 15 October	07:30-16:00	● The Impact of Climate Change on Human Health and Health Systems: Bridging Research and Actions For A Sustainable Future ● Expert Session-Co-Production ● Expert Session-Patient Safety ● Expert Session-Workforce, Development, and Governance ● Building a Healthier Nation: The CAHO Quality Revolution ● Equitable and integrated care for healthy communities ● Climate Change and Sustainability in Healthcare System ● Leadership That Saves Lives: Advancing Patient Safety and Quality of Care Across Health Systems

二、會議課程重點

此次 International Society for Quality in Health Care (ISQua) 2025 年度國際醫療品質年會以

「Inclusive Health Systems: Navigating Challenges with Technology and Humanity」為主題，設計為期四天的課程，融合主題演講、分組論壇、互動式工作坊與跨領域交流活動，讓與會者從理論、實務與策略層面全面吸收最新醫療品質知識。

第一天由 ISQua 與 (Organização Nacional de Acreditação (ONA) 代表共同主持開幕式，並由國際醫療品質領袖分享後疫情時代醫療系統的轉型經驗；當日午後安排專為新進參與者設計的前導課程，聚焦品質改善工具、病人安全事件分析與認證制度導入等核心議題。

第二天到第四天課程劃分為病人安全、數位健康、品質改善、領導力與組織文化以及氣候變遷與永續醫療系統等進行。每日由「學習旅程」開始，由專家帶組討論聚焦弱勢照護、跨文化溝通、科技導入策略與環境永續議題。

整體而言，ISQua 2025 年會課程內容豐富、架構清晰，兼具理論深度與實務應用，不僅提供與會者全面的學習機會，也促進全球醫療品質領域的交流與合作。對於本院而言，透過參與這場年會可汲取國際經驗，從而強化品質管理策略、橫向學習的先進模式。

三、壁報發表：

今年本院分別由院長室管理中心、護理科急性病房發表2篇壁報，主題為：「Evaluation of the Effectiveness of ESG-Oriented “Point-Line-Surface” Implementation in a Regional Hospital in Northern Taiwan」及「Effectiveness Analysis of Post-Acute Care Services for Psychiatric Patients After Discharge」。內容著重於醫療機構如何在環境、社會與治理（ESG）框架下，透過「點-線-面」策略推廣，實現組織整體轉型與升級。急性病房透過全人照護模式，使個案能加速從短期機構回歸社會，有效降低社會支持成本，並減少後續醫療資源的支出。

四、Conference Closing (閉幕式)

在歷經四天豐富而密集的课程與交流後，2025 年 International Society for Quality in Health Care (ISQua) 國際醫療品質年會於 10 月 15 日下午於巴西聖保羅隆重舉行閉幕式，為本屆盛會畫下圓滿句點。閉幕式由 ISQua 主席與巴西 Organização Nacional de Acreditação (ONA) 代表共同主持，回顧本屆年會的亮點與成果，並向所有與會者致上誠摯的感謝。

閉幕式由主辦單位總結四天會議核心議題，包括病人安全創新、包容性健康系統設計、科技與人性平衡、品質改善策略，以及領導力發展等。透過超過百場的分組論壇、工作坊與展示活動，與會者不僅獲得最新的知識與實務經驗，也建立跨國交流的深厚連結。

閉幕式最後，ISQua 正式宣布下一屆年會將在愛爾蘭都柏林盛大舉辦。並以 Thriving Through Compassion and Community: Sharing Stories for the Future of Health Systems 為主題，邀請全球醫療品質機構持續參與，攜手推動更公平、可近且具韌性的健康照護系統。

參、心得及建議

一、心得

本次 ISQua 年會是一次具有價值的學習與交流機會。最深刻的啟發在於品質觀念的國際擴展—醫療品質不再僅限於降低錯誤率或提高技術效率。

會議中提到「AI 介入不能替代人道關懷」這一點，令人印象深刻。我們認知到，科技固然是提升效率的利器，但真正的照護核心，仍必須保有醫護人員的溫度、同理心與專業的柔性判斷，這是任何數位工具都無法取代的。

「綠色醫療即高品質醫療」的觀點，也促使我們思考，醫療機構作為高能耗、高污染的實體，其環境行為直接影響著社區和病人的健康。實踐永續不僅是企業社會責任 (CSR)，更是對病人長遠健康的承諾。而我們在年會上發表的永續主題成果，也證明本院的理念、政府政策與國際趨勢同步。

二、建議

基於此次參會所見，建議如下：

- (一) 參考國際經驗，加強本院與周邊社區診所、長期照護機構的數據共享與合作機制。例如定期舉辦「社區品質座談會」，分享本院的臨床路徑與品質標準，共同建立弱勢族群的個案管理模式，確保服務的連續性與包容性。同時，提升本院區域醫療的地位。
- (二) 鼓勵同仁持續參與國際會議(ISQua、APHA、HIMSS等)，並可設立制度性知識回饋機制。例如辦理分享會或將國際趨勢納入本院策略地圖，確保國際經驗能有效轉化為全院的學習資源，加速本院品質管理人才的國際化視野與技能，提升組織的整體學習能力。

肆、附錄

一、投稿一覽表

2025年「第 41 屆 ISQua 國際品質協會」投稿一覽表					
No.	單位	投稿類型	投稿主題	投稿篇名	作者
1	院長室 管理中心	Poster Display	Climate Change and Sustainability in Healthcare System	Evaluation of the Effectiveness of ESG-Oriented "Point-Line-Surface" Implementation in a Regional Hospital in Northern Taiwan 以ESG為導向的「點-線-面」策 略在台灣北部某區域醫院的實 施成效評估	Chiu-Chun Lai, Pin-Lun Wei, Ling-Mei Li, Wei-Ta Chen, San-Chi Lin 賴秋君、魏彬倫、 李玲美、陳韋達、 林三齊
2	護理科 精神急性 病房	Poster Display	Co- production - Creating a patient- centred healthcare service	Effectiveness Analysis of Post- Acute Care Services for Psychiatric Patients After Discharge 精神科急性病人出院後急性後 期照護服務之成效分析	Chen Hui-Zhen, Cheng Su-Zu, Yao Wen-Zhen 陳慧臻、程素足、 姚文真


Keelung Hospital, Ministry of Health and Welfare, Taiwan
基隆市立醫院

Evaluation of the Effectiveness of ESG-Oriented "Point-Line-Surface" Implementation in a Regional Hospital in Northern Taiwan

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Introduction

Climate change has become a major global concern, and healthcare institutions are being pushed to adopt greener practices to meet the growing demand for sustainable healthcare. The ESG (Environmental, Social, and Governance) framework offers a comprehensive approach to integrating sustainability into healthcare operations. This study aims to evaluate the effectiveness of the ESG-oriented "Point-Line-Surface" implementation strategy in a regional hospital in Northern Taiwan.

Methods

The "Point-Line-Surface" strategy is implemented to ensure that carbon reduction initiatives cover all institutional aspects, from energy conservation and waste management to staff training and patient education, forming a comprehensive and integrated system.

1. Point Level:

- Energy efficiency: Replacing incandescent bulbs with energy-saving LED lights, and water-saving devices to reduce water and energy consumption.
- Waste management: Promoting the use of reusable materials and proper waste disposal to minimize environmental impact.
- Green building: Ensuring the adoption of green building standards to minimize environmental impact.

2. Line Level:

- Medical waste management: Establishing a waste management system to ensure proper disposal of medical waste.
- Green procurement: Prioritizing the procurement of environmentally friendly products and services.
- Green transportation: Encouraging the use of public transportation, carpooling, and bicycles for staff and patients.

3. Surface Level:

- Green communication: Establishing a communication system to promote green initiatives and encourage staff and patients to participate.
- Green education: Providing training and education for staff and patients on green practices and the importance of sustainability.
- Green evaluation: Establishing a green evaluation system to monitor and improve the effectiveness of the implementation.

Results

- Energy consumption in 2024 decreased by 14.4% compared to 2023.
- Water consumption in 2024 decreased by 11.8% compared to 2023.
- Waste management in 2024 improved by 11.7% compared to 2023.
- Green communication in 2024 improved by 11.7% compared to 2023.

Conclusions

The "Point-Line-Surface" implementation strategy effectively improved the ESG performance of the hospital, contributing to a more sustainable and environmentally friendly healthcare system. The study highlights the importance of a comprehensive and integrated approach to sustainability in healthcare.

References

- Green Productivity Foundation (2023). Green Communication and Carbon Reduction Guidelines Report for Healthcare Institutions.
- Environmental Protection Agency (EPA) (2023). Sustainable Healthcare Initiative Report.
- World Health Organization (WHO) (2023). Guidelines for Green Healthcare Institutions.

Keywords: ESG Sustainability, Carbon Reduction Strategies in Healthcare Institutions, Green Hospital Transition

Evaluation of the Effectiveness of ESG-Oriented "Point-Line-Surface" Implementation in a Regional Hospital in Northern Taiwan


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Identifier: ISQUA2025-ABS-1772

Effectiveness Analysis of Post-Acute Care Services for Psychiatric Patients After Discharge

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Introduction

This study evaluates the effectiveness of Post-Acute Care (PAC) services in improving psychiatric care quality, ensuring continuity after discharge, and promoting social reintegration while reducing stigma and societal costs.

Methods

This study was conducted under Taiwan's National Health Insurance "Schizophrenia Care Improvement Program," incorporating PAC services. Acute psychiatric wards identified and enrolled high-risk patients through screening criteria based on clinical evaluation and insurance database analysis. Eligible patients were classified into eight categories according to medical visit patterns and risk levels. PAC services included post-discharge home visits and community-based interventions. A multidisciplinary team comprising psychiatrists, nurses, social workers, and case managers collaborated with public health agencies to provide regular home visits for medication adherence, community referrals for rehabilitation, family support for caregiving guidance, and emergency intervention for psychiatric deterioration.

Results

From January 1, 2022, to December 31, 2024, 18 patients participated. Socially, 23.22% transitioned to rehabilitation centers or day hospitals, reducing hospitalization. Additionally, 33.34% stabilized in communities, enhancing safety. In family impact, 33.33% resumed employment, easing caregiving burdens. Medically, the 3-month readmission rate was 11.11%, mostly among socially isolated patients, underscoring the role of social support. The model aligned with Taiwan's hierarchical medical care policy.

Conclusion

PAC services effectively improve psychiatric care by enhancing treatment adherence, reducing hospitalization, and facilitating community reintegration. The program also alleviates family burdens and strengthens social support networks, which are crucial for patient stability. The relatively low readmission rate highlights the importance of continuous care, particularly for socially isolated individuals. Future efforts should focus on optimizing care transitions, expanding outreach services, and strengthening family and community support to sustain long-term recovery and improve overall psychiatric care outcomes.

Relevance to HPH

Schizophrenia is a chronic disease that requires long-term treatment and support. Relying solely on hospitalization cannot achieve a good prognosis. Therefore, strengthening the medical-community connection mechanism and establishing a community integrated care model will be an important trend in the future development of mental health care. The results of this project show that the PAC model can effectively improve patient treatment compliance, reduce re-hospitalization rates, and reduce social costs and disease stigma. In the future, it should be further expanded to benefit more patients.

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Effectiveness Analysis of Post-Acute Care Services for Psychiatric Patients After Discharge

二、會議剪影



抵聖保羅世界貿易中心（WTC）



會場報到



圓桌會議



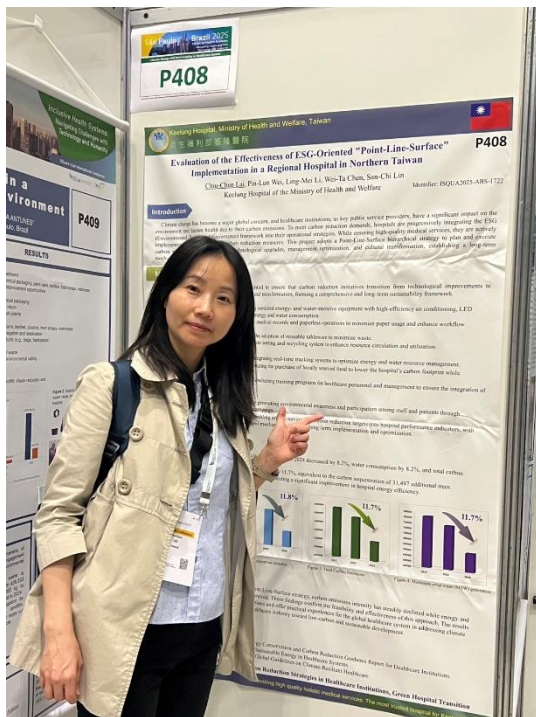
與 ISQua 執行長 Carsten Engel 合影



大會皇家會議論壇



會場與臺灣學者交流合影



壁報展示 1



壁報展示 2



與國外學者交流 1



與國外學者交流 2