



衛生工程服務

Health Sector Services

集中提升服務 新合約達雙贏

NEW SLA SHARPENS SERVICE
IMPROVEMENT FOCUS



衛生工程服務 Health Sector Services



衛生工程部開始為多個新場地的機電設施提供操作及維修保養服務，包括威爾斯親王醫院的住院主樓暨創傷中心。該部由2011年4月起為中心全面提供操作及維修保養服務。

O&M services commenced at several new venues, including the Main Clinical Block and Trauma Centre (MCBTC) of the Prince of Wales Hospital. The Division has provided full O&M services for MCBTC since April 2011.

衛生工程部在2011/12年度業務繁忙，取得理想工作成果，並達到財務表現指標。

The Health Sector Division had a busy and productive year in 2011/12 while meeting its financial performance target.

衛生工程部年內的重要成就，是與醫院管理局（醫管局）成功簽訂為期5年的服務水平協議，以取代現時的3年期另加可選擇延長2年的服務水平協議。新協議有助長遠的人力規劃及合約管理，讓醫管局及衛生工程部雙方，都能專注提升服務。

The key achievement was the success in concluding a Five-year Service Level Agreement (SLA) with the Hospital Authority (HA) to replace the existing three-year SLA with two-year optional extension. This new SLA facilitates long-term manpower planning and contract management, enabling both the HA and the Division to focus on service improvements.

2011/12年度，衛生工程部開始為多個新場地的機電設施提供操作及維修保養服務，包括現已命名為住院主樓暨創傷中心的威爾斯親王醫院新擴建大樓、將軍澳醫院日間醫療大樓及天水圍（天業路）社區健康中心。

Operation and maintenance services commenced at a number of new venues during 2011/12. They included the Prince of Wales Hospital Extension Block, now named the Main Clinical Block and Trauma Centre (MCBTC), the Tseung Kwan O Hospital Ambulatory Care Block and the Tin Shui Wai (Tin Yip Road) Community Health Centre.

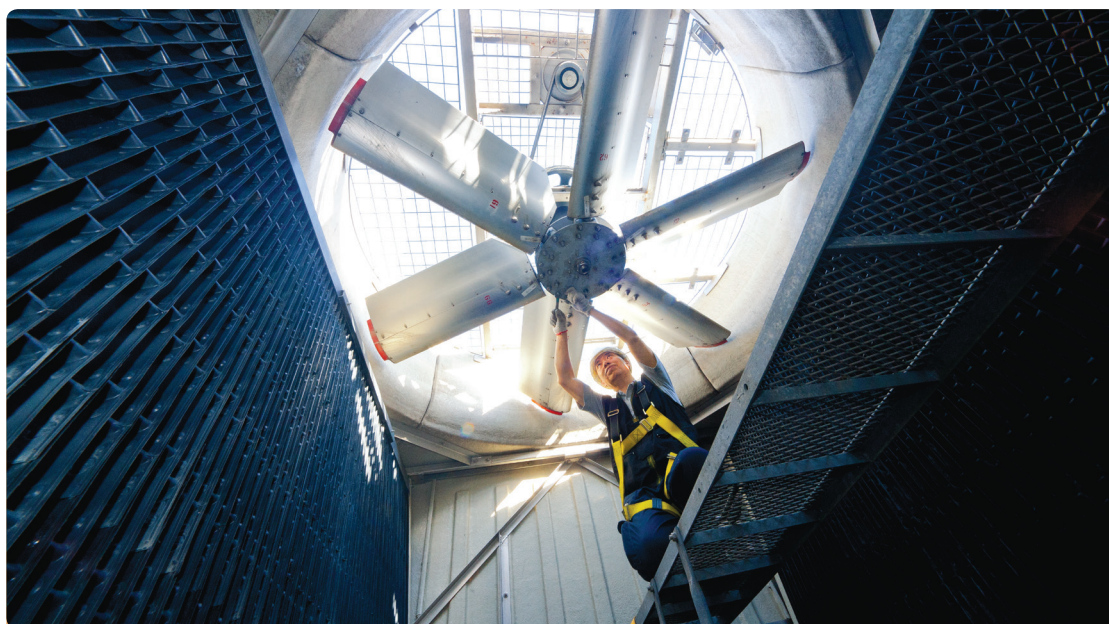


將軍澳醫院日間醫療大樓的太陽能光伏板系統，為場地提供清潔能源。

The solar panel system at Tseung Kwan O Hospital Ambulatory Care Block provides clean energy to the venue.



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菲臘牙科醫院的新水冷式空調系統，為大樓使用者締造更舒適的環境。
The new water-cooled air-conditioning system at Prince Philip Dental Hospital makes the environment more comfortable for users.

衛生工程部於2011年年底完成菲臘牙科醫院的水冷式空調系統更新工程。該院現已停用的舊海水冷卻管道系統，不時因老化爆裂而引致空調服務中斷，和影響附近交通。新系統由6個淡水冷卻塔及3個製冷機組成，不但顯著提升了該院的空調系統的可靠度，亦解決了上述種種問題。

衛生工程部年內面對的一項挑戰，是瑪麗醫院出現病人感染退伍軍人症個案後，為醫院主座的冷熱供水系統進行消毒。這項消毒工作在香港屬首次，而且是在運作中的主要醫院進行。衛生工程部及院方攜手制訂了一套程序，利用熱力和化學消毒的方法，除去冷熱水喉管內可能存在的退伍軍人桿菌。為免影響醫院的正常運作，消毒工作於黃昏至午夜期間進行，並取得圓滿成果。

繼數年前協助醫管局轄下5所醫院取得澳洲醫療服務標準委員會認證後，衛生工程部也將會在第二期的認證計劃中扮演重要的角色。

In late 2011, the Division completed the installation of a new water-cooled air-conditioning system at the Prince Philip Dental Hospital which replaced the now disused, aged system which its seawater cooling mains burst from time to time, disrupting air-conditioning services and nearby traffic. Comprising six fresh-water cooling towers and three chillers, the new system has enhanced significantly the reliability of the Hospital's air-conditioning system and eliminated the disruptions.

One challenge during the year was the disinfection of the hot and cold water supply system at the Main Block of Queen Mary Hospital after an outbreak of Legionnaires' disease. The disinfection exercise was the first of its kind in Hong Kong and was conducted in a major hospital that was still providing services to the public. The Division and the hospital jointly developed a procedure to remove Legionella bacteria which might exist within the hot and cold water pipes by thermal and chemical disinfections. To avoid interruption of normal hospital operations, the exercise was conducted from late afternoon to midnight and proved to be a success.

Subsequent to assisting HA in the successful accreditation of five HA hospitals to the Australian Council on Healthcare Standards (ACHS) a few years ago, the Division will play an active role in phase II of the accreditation programme.

第二期認證計劃將於2012年展開，目標是讓東華醫院、九龍醫院、聖母醫院、北區醫院、威爾斯親王醫院和博愛醫院取得該委員會的認證。衛生工程部將運用之前積累的經驗，與上述6所醫院緊密聯繫，協助他們把澳洲醫療服務標準委員會的品質管理框架及持續改善原則，融入醫院的業務常規內，以增強公眾對醫療機構的信心。

衛生工程部最近正為衛生署在各公共牙科診所採購最新的牙科技術設備，例如數碼牙科X光造影系統。為確保員工具備操作及維修保養最新設備和系統的技術知識，衛生工程部已加強在該方面的員工培訓。我們的員工將接受關於生物醫學設備方面維修保養的培訓，以及修讀有關生物污染的海外課程。

展望將來，更多的中型醫院將會相繼投入服務，包括將於2013年初啟用的北大嶼山醫院，以及其他規劃中並將於稍後興建的醫院，如天水圍醫院等；衛生工程部的業務前景是樂觀的。此外，為了向醫管局提供更完善的服務，衛生工程部已進行內部重組，因應醫管局的7個地區醫院聯網，劃分為7個分區分部，從而更切合醫管局的服務要求及加強彼此的聯繫。

Commencing in 2012, the Division will use its previous accreditation experience and targets to assist the Tung Wah Hospital, Kowloon Hospital, Our Lady of Maryknoll Hospital, North District Hospital, Prince of Wales Hospital and Pok Oi Hospital in gaining successful accreditation to ACHS. The Division will liaise closely with the six hospitals to integrate the ACHS quality management framework and continuous improvement principles into the hospitals' day-to-day operational practices. This will enhance public confidence in healthcare organisations.

The Division has been assisting the Department of Health in procuring dental equipment with the latest technologies, such as digital dental X-ray imaging systems at public dental institutions. To ensure that our staff are equipped with the requisite knowledge for operation and maintenance of the latest technological equipment and systems, the Division has stepped up staff training programme. Our staff will undergo training in biomedical equipment maintenance and undertake overseas courses on bio-contamination.

Looking forward, future prospects are positive as more medium-sized hospitals, such as North Lantau Hospital, will become operational in early 2013 and others, including Tin Shui Wai Hospital, are in the pipeline for later development. To better serve HA, the Division has also re-organised itself into seven sub-divisions that mirror HA's seven geographic clusters for more effective service alignment and communication.



我們全力協助天水圍（天業路）社區健康中心，為市民提供可靠的醫療服務。

We support the Tin Shui Wai (Tin Yip Road) Community Health Centre in providing reliable medical services to the public.