

HKEC Symposium on Community Engagement X Celebrating a Decade of Partnership towards Accessible Health Care

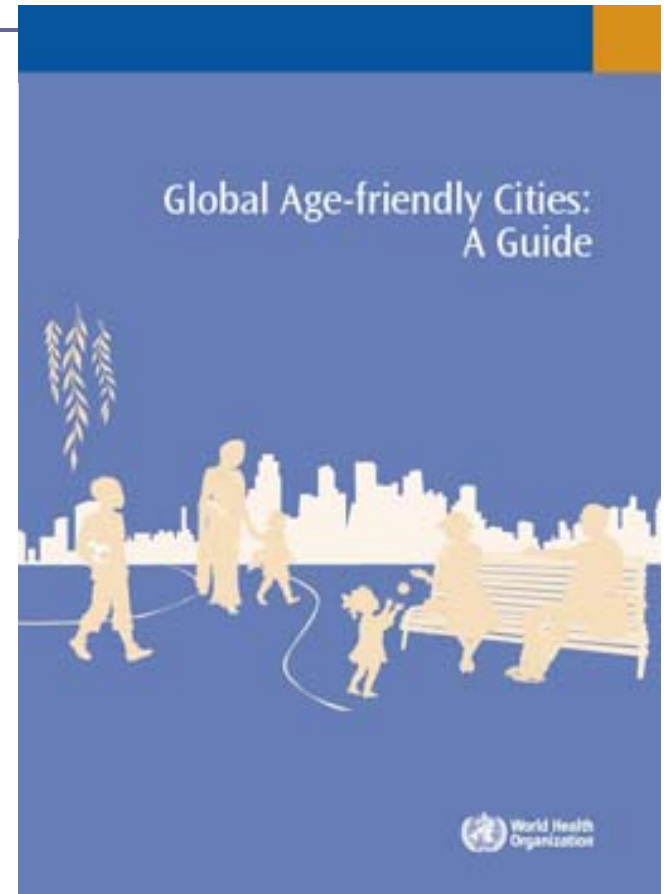
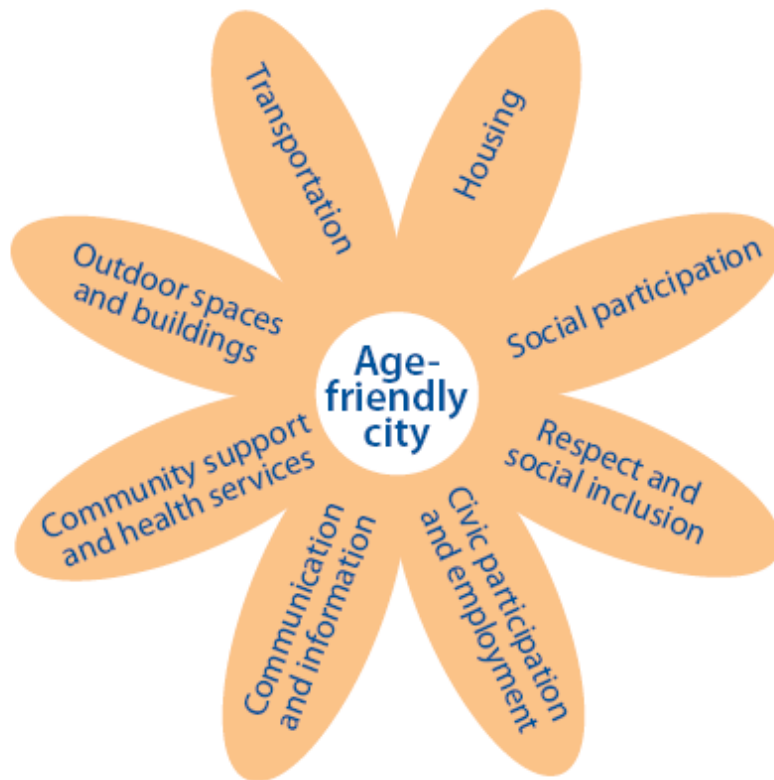
共建長者友善社區：醫社合作

Building Age Friendly Communities with Patients' Perspectives-
Overview of Age Friendly Communities
(Medical Social Collaboration)

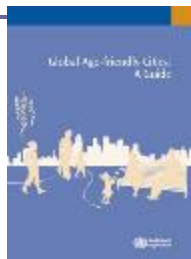
Ms. Grace CHAN, Chief Officer (Elderly Service)
The Hong Kong Council of Social Service
11 July 2015



世界衛生組織 2007年
推動全球「長者友善城市」



時間表



世界衛生組織
率領22國家33城市執行



香港長者友善社區計劃開始



正式由世界衛生組織啟動



長者服務專責委員會
成立長者友善社區督導委員會及3個工作小組

「友善社區齊共創」

長者友善藥袋標貼意見調查

香港友善醫院

藥名: 處方日期:

用法用量:

飽肚服

效用:

注意事項:

外觀:

處方數量:

姓名:

藥物有效期:

藥物諮詢電話:

病歷號:

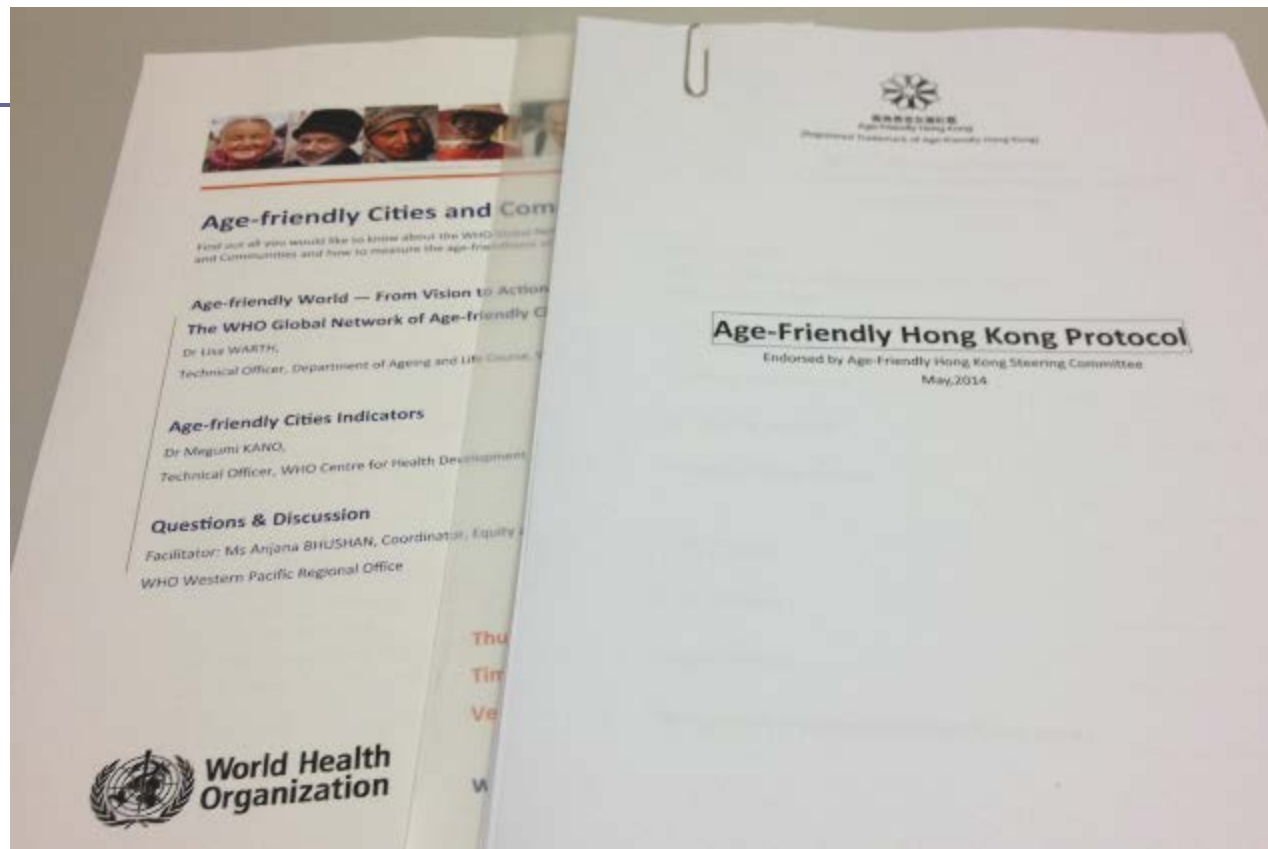
向色圃主辦可健耆英地區中心 主辦

香港基督教服務處長者評議會、明愛東區長者中心、明愛堅道社區中心、
鄧含輔母會茶室中心、喜福會、基督教家庭服務中心鯉魚門社區服務處 合辦


 耆有所為活動計劃
 Opportunities for the Elderly Project 贊助

Shum Shui Po District
Age-Friendly Health service Project
2010

The “Hong Kong Protocol” of AFC, developed by Age-friendly Hong Kong Steering Committee was announced in May 2014; it is believed to guide the operation and coordination of Age-friendly initiatives at district level.



香港長者友善社區
Age-Friendly Hong Kong

加入世衛「全球長者友善城市網絡」

- 將長者友善社區的八個範疇，作為方向和策略
- 重視長者由下而上的參與
- 通過區議會與NGO協作，建立跟進平台
- 區議會成立長者友善社區工作小組(或利用現有工作小組)，跟進長者友善的地區議題。
- 工作小組成員不少於四分之一為長者代表
- 向政府部門表達及商討，有意加入世衛「全球長者友善城市網絡」
- 填寫申請表
- 附上由當屆區議會主席簽署的文件，及政府部門支持區議會申請信函。

Community Support and Health Services

Service accessibility

服務的便利和可及性

Offer of services

服務提供

Voluntary support services

義工服務支援

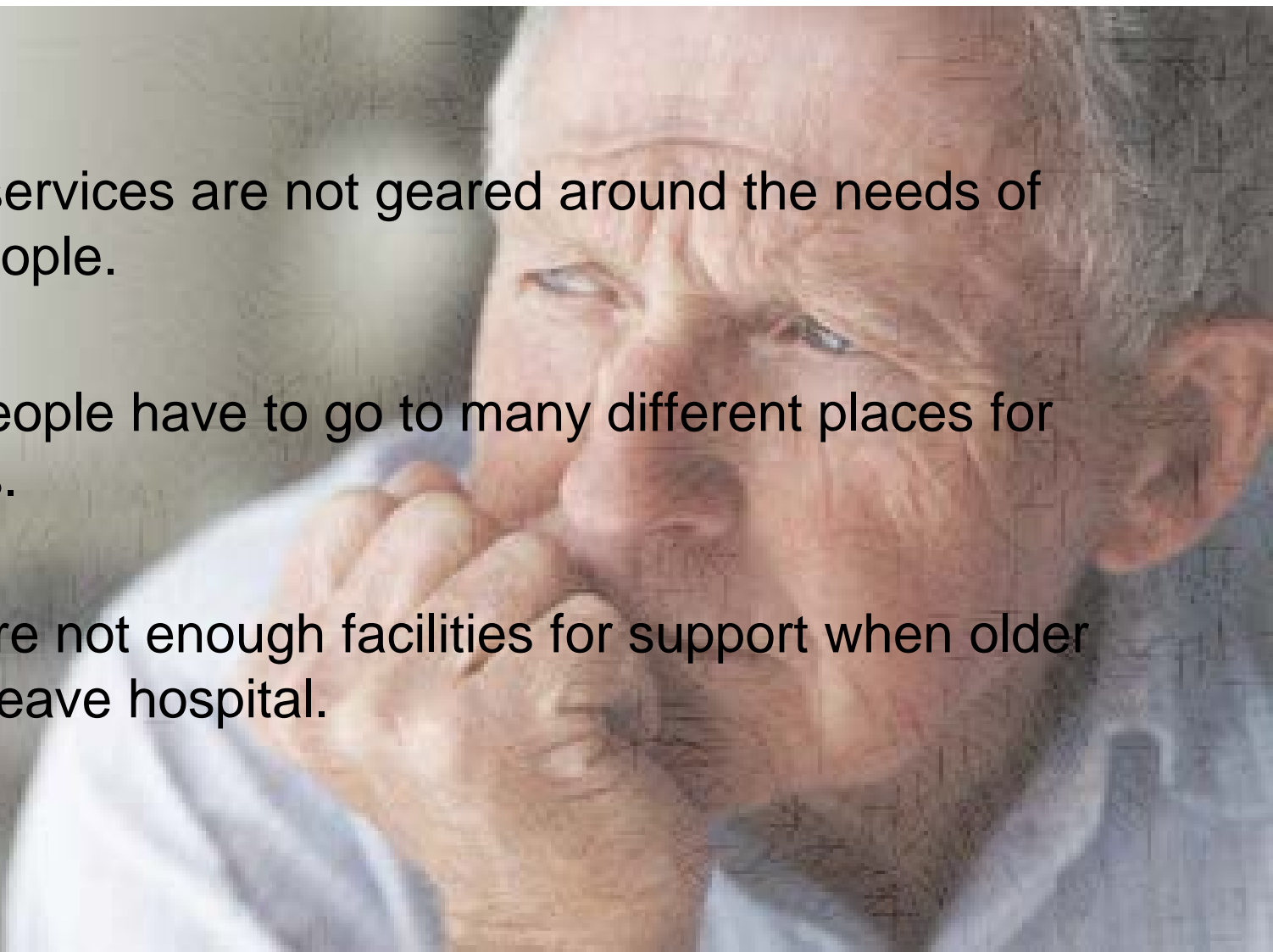
Emergency planning and care

緊急醫療計劃和照顧



What older people have told us are the Challenges..

- ❑ Health services are not geared around the needs of older people.
- ❑ Older people have to go to many different places for services.
- ❑ There are not enough facilities for support when older people leave hospital.



- 香港的長者醫療保健、衛生、營養和照顧服務是否全面？
- 香港的社區或醫療保健設施能否做到均勻分布，位置便捷並有多種交通工具可以到達？
- 社區上的長者護養設施，如安老院舍或療養院等能否鄰近社區場所和住所，以便長者繼續投入在社區中？
- 香港的長者服務設施是否都能顧及長者安全並且是零障礙設計，以便不同身體情況的長者使用？
- 香港的長者的醫療保健與社會服務資料是否能做到清楚指示並容易獲取？
- 香港的長者服務是否能做到全面整合並盡量減低行政上的阻礙？
- 香港長者服務的前線及管理人員在對待長者時是否能做到細心及尊重？
- 對香港的長者來說經濟是否一個因素影響長者獲得醫療保健或社會服務？
- 香港的照顧者是否得到實質支持，如容易一點取得無薪假、彈性上班時間等？
- 香港的長者與家人是能否參與長者的服務與治療計劃？
- 香港政府有否協助長者了解自身醫療保險上的需要？
- 香港現時是否有足夠的墓園或骨灰龕場等？
- 香港的長者醫療保健與社區支援服務的種類是否足夠提供、促進、保持和復康服務？
- 香港的家居照顧服務能否做到涵蓋醫療保健、個人護理與家居服務？
- 香港現時的長醫療保健與社會服務能否滿足長者的需要？
- 香港長者服務同工有否掌握足夠相關技術和培訓能有效地提供老人服務？
- 香港有否提供足夠培訓給予長者的照顧者及家人以使他們掌握如何照顧長者？
- 香港特別服務，如善終服務是否有足夠推廣等？
- 支持不同年紀階層的義工向長者提供醫療保健及社會服務等？
- 香港有否預早為長者制定緊急醫療計劃，以協助長者準備和應對突發事件時的需求和能力？
- 香港的政府有否制定條例草案給予長者預先計劃醫療指示或授權家人在長者先去決定能力時作出代理醫療決定？

Insights from International...

- ❑ Pathway program- intended to enable people with specific problem access specialist clinics or reduce their need for acute inpatient treatment. (Cardiac care, falls, memory, diabetes, stroke etc.)
- ❑ Reconfigure existing services and resources to provide rehabilitation and “step-down” residential and day care services.
- ❑ Reconfigure a proportion of existing resources currently tied up in expensive long term residential care towards providing the health and social care input to a range of assisted aging in place living options.
- ❑ Develop a targeted preventative screening program to assess older people’s overall health and well being, and enable early detection of potentially disabling condition. The screening program also nurture partnership between hospital, social service and long term care services.

Program ...

- Wellness & Healthcare Planning
 - Redesign elderly service centres to focus on wellness and develop health outcomes
 - Establish fitness club discount for older people
- Assistance to At-Risk Older People
 - Falls prevention initiative
 - Conduct outreach to hidden elders at risk of social isolation
- Access to Healthy Food
 - Food bank and outreach campaign
 - Increase efficiency in case management and home-delivered meals programs
- Caregiving & Long-Term Care
 - Expand educational materials and supports available to family caregivers
 - Conduct outreach and workshops on long-term care and caregiving resources for employers
 - Expand training opportunities and other supports for paid caregivers
- End of Life, Palliative Care & Advance Directives
 - Promote palliative care
 - Promote advance directives

Deliver Good Practice...

- ❑ There is consistent outreach to include people at risk of social isolation.
- ❑ Health service facilities are fully accessible.
- ❑ An adequate range of health services is offered for promoting, maintaining and restoring health.
- ❑ Delivery of services is coordinated and administratively simple.
- ❑ All staff are respectful, helpful, and trained to service older people.
- ❑ Economic barriers impeding access to health services are minimized.

Indicator...

- ❑ The proportion of Government expenditure in social security, elderly service and health care service in Gross Domestic Product (GPD)
- ❑ The waiting time of applying service in Elderly Health Centre
- ❑ Average waiting of applying long term care services
- ❑ Number of older persons with personal care needs receiving formal home-based services.
- ❑ Proportion of older people living in a household with a disposable income above the poverty line.
- ❑ Healthy Life Expectancy at birth
- ❑ Healthy food access

