

2024永續報告書

英文/中文精簡版

Sustainability Summary Report (EN/CH)



國泰綜合醫院
Cathay General Hospital

Message from the Superintendent

Cathay General Hospital operates a medical network encompassing medical center, regional hospital, district hospital, and clinic, responsible for providing healthcare services to northern Taiwan residents. Align with the LinYuan Group's three major sustainability pillars, the hospital is also committed to achieving net zero and the physical and mental health care of patients and staff.



Superintendent,
Cathay General Hospital
Chih-Cheng Chien, MD, PhD

Upholding Medical Responsibilities, Participating in Global Climate Action

Climate change is impacting human health and healthcare systems. Cathay General Hospital actively responds to the Sustainable Development Goals (SDGs), focusing on four major aspects - "greenhouse gases", "energy", "water resources", and "waste" - to engender carbon reduction actions. In 2024, we completed ISO 14064-1:2018 Greenhouse gases and ISO 50001:2018 - Energy management systems implementation. In the future, we will implement net-zero according to Ministry of Health and Welfare guidelines to jointly achieve the 2050 net-zero emissions aim.

Patient-Centered, Structuring a "Great Health" Society

Cathay General Hospital is committed to organizing a healthcare system that provides holistic care, with "To create a holistic and patient-centric health care organization" and "To strengthen critical care services" as development goals. The institution has repeatedly received accreditation as a medical center and teaching hospital, along with certifications as Healthy Hospitals, Age-Friendly Hospitals, and Tobacco-free Hospitals from the Health Promotion Administration (HPA). From 2023 to 2024, we were honored as one of the "World's Best Hospitals" with our excellent medical service quality recognized; additionally achieved 2 gold and 2 bronze awards in the Taiwan Sustainability Action Awards (TSAA), encouraging the institution to continuously advance a "Great Health society".

Strengthening Talent Foundation, Advancing international engagement

In response to population ageing, low fertility rate, and high turnover rate of nurses, talent shortage has become a major challenge for hospital operations. Cathay General Hospital is committed to creating a friendly workplace, not only improving salary and benefits but also optimizing employees' quality of life, such as organizing "CGH Family Day - Taipei Children's Amusement Park" and private movie screening. Additionally, through programs like "Nurse of the Month" and "Innovation Proposal Competition", we strengthen employee engagement and achievement recognition. The hospital also deeply cultivates talent development, receiving recognition from the Ministry of Health and Welfare's "Outstanding Talent Training Award" for three consecutive years. Internationally, the hospital actively hosts international medical personnel for clinical training in Taiwan, enhancing bilateral medical standards improvement and expanding Taiwan's global medical influence.

Looking Forward : Deepening Sustainable Healthcare

In 2024, Cathay General Hospital formally endorsed the "Hospital Sustainability Accord". Neihu Cathay Clinic achieved the distinction of being the first clinic in Taiwan to commit, symbolizing Cathay Healthcare Network's commitment and action toward sustainability. To deepen sustainability governance, in addition to establishing a "Sustainability Development Committee", we also launched sustainability talent training programs to build an anticipatory sustainability talent pool. The hospital is dedicated to continuously strengthening ESG practices, fostering resilient healthcare systems, and creating a sustainable foundation for future health and wellbeing.

Annual Highlights and Awards

Cathay General Hospital upholds the vision of "becoming the most trusted medical center by the public", continuously improving medical services and receiving external recognition. Not only have we won awards for medical quality and patient safety projects, but we have also achieved excellent results in sustainability-related awards in recent years.

2025 Newsweek
World's Best Hospitals
ranked 11th in Taiwan

01

Accumulated
19 awards of
National Healthcare
Quality Award(NHQA)
over the past 2 years

02

Accumulated **10** SNQ
National Quality Symbols
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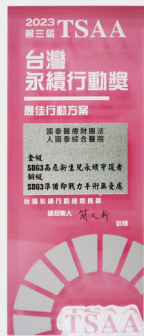
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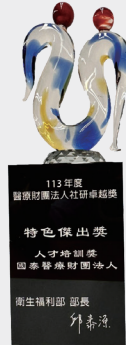
2023
Taiwan Sustainability
Action Awards
(TSAA) - Gold and
Bronze levels



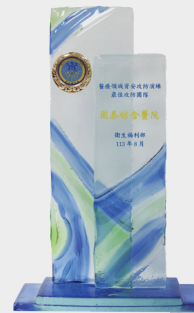
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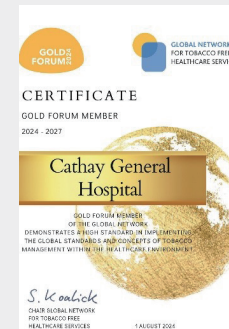
2023
Outstanding Talent
Training Award



2024
Outstanding
Talent Training Award



2024
Medical Field
Cybersecurity Attack
and Defense Exercise -
Best Defense Team



Global Network for
Tobacco Free HealthCare
Services
GOLD FORUM MEMBER
2024-2027



Smart Hospital Full
Institutional Certification



Based on the philosophy of "patient-centered health care", Cathay General Hospital dedicate ourselves to three major dimensions: service, education, and research, committed to building a healthcare system that provides holistic care.

Mission	To give back to society through medical services
Vision	To become the most trusted medical center
Goals	To create a holistic and patient-centric health care organization To cultivate teaching, research and innovation professionals To strengthen critical care services To develop a smart hospital through mobile and digital technologies
Core Values	Integrity, Accountability, Creativity

Operational Overview

Establishment Date	February 15, 1977	
Number of Employees	2,529 people (as of December 31, 2024)	
Registered Beds	774 beds (as of December 31, 2024)	
2024 Medical Revenue	NT\$6,845.06 million	
Main Hospital's Specialized Medical Care and Major Achievements	AI Applications	Obtained 3 invention patents and 1 TFDA certification , with“aetherAI” Computer-aided Polyp Detection(CADe) Systems for Colonoscopy being the initial smart medical device to receive TFDA certification in this field
	Enhanced Recovery After Surgery	Pioneered “Enhanced Recovery After Surgery, ERAS “programs domestically, maintaining high-quality and uninterrupted care, reducing post-operative complications, and improving patients' post-operative recovery quality
	Emergency Medical Network	Established a High-risk Neonatal Transportation Team in 2018, providing "High-risk Pregnancy Neonatal Transportation" services; annually transporting approximately 200-250 cases , higher than peer hospitals
	Comprehensive Care Quality	Since 2009, participating in Disease Specific Care(DSC) certification program, having obtained 8 disease certifications including Coronary Artery Disease(CAD), Heart Failure(HF), Diabetes Mellitus(DM), Cerebrovascular Accident(CVA), Kidney Disease(KD), Chronic Obstructive Pulmonary Disease(COPD), Breast Cancer(BC) and Traumatic Brain Injury(TBI)



Climate change not only affects the global environment, but is also crucial to human health. Cathay General Hospital promotes low-carbon transformation to reduce environmental impact.

2023-2024 Highlight Performance

Climate Governance Resilience

- First implementation of Task Force on Climate-related Financial Disclosures (**TCFD**) to identify climate risks

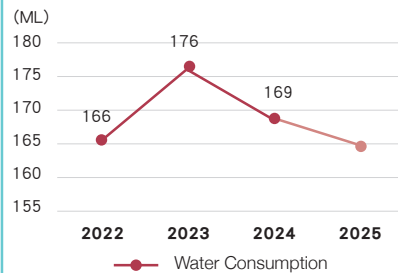
Greenhouse Gas and Energy Management

- Implementation of **ISO 14064-1:2018** - Greenhouse gases with **third-party verification**
- Implementation of **ISO 50001:2018** - Energy management systems with **third-party certification**

Resource Circulation and Regeneration

- Promoted waste classification and recycling, achieving a **18%** biomedical waste reuse rate

Water Saving

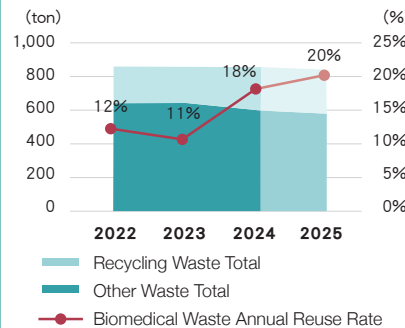


Ongoing Water Conservation Measures

- Prioritize water-saving labeled equipment in procurement
- Install smart water meters to detect anomalies and repair leaks

Reduce water use by 2025

Waste Reduction

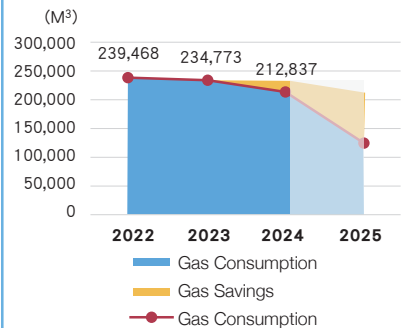


Enhanced Reuse of Biomedical Waste

- Expand categories of reusable biomedical waste
- Increase reusable items to 16 types

Achieve **20%** reuse rate by 2025

Energy Saving

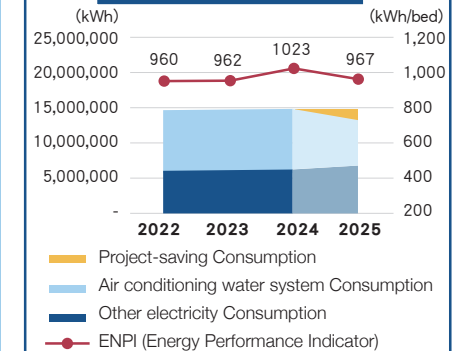


CSSD Renovation and Sterilizer Upgrade

- Assess equipment efficiency and pipeline wear
- Convert from gas to electric sterilizers to improve energy efficiency

Cut gas use **40%** by 2025

Electricity Saving



Air Conditioning Water System Replacement

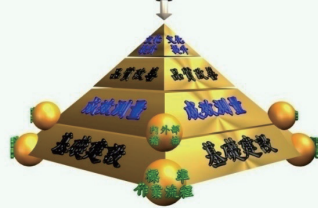
- Assess air conditioning electricity use and its proportion
- Estimated Savings 1,466,985 kWh

Project-saving **11%** by 2025

Cathay General Hospital has established a "Patient Safety Committee" and "Healthcare Quality Committee," with the highest governance levels (Superintendent and deputy Superintendent) serving as chairpersons. In accordance with the Ministry of Health and Welfare's medical quality and patient safety work plan, the hospital annually plans and implements quality and safety initiatives. These efforts aim to establish the "become a patient-centered comprehensive medical care institution" vision while continuously advancing medical quality and securing patient safety.

Lean Medical Quality

最受信賴的醫學中心



The initial medical institution in Taiwan which implemented team resource management (TRM), pioneering a pyramid structure to effectively effectuate the comprehensive quality management

- **Globally pioneering** : Constructed an automated indicator monitoring system (CGH-KM) that effectively manages, integrates, and connects data to establish systematic procedures with instant anomaly detection and alert capabilities
- Established a "**Quality Indicator Overview**" with regular review and revision
- **Exclusively developed** dashboard system: Capable of hierarchical in-depth analysis to individual levels, extending data coverage to nearly 20 years, and presenting comparisons through control charts and reports with thresholds and peer values, displaying detailed patient information in a visualized manner

In 2023-2024, received **73** external medical quality certifications and awards in aggregate



10 Certifications
SNQ National Quality Symbols



19 awards
National Healthcare Quality Award(NHQA)



17 awards
Taiwan Healthcare Quality Management Competition



臺灣醫療品質協會
Taiwan Healthcare Quality Association

14 awards
Quality Improvement Results Presentation Competition

Comprehensive Healthcare Quality Management Improvement Award
Taiwan Healthcare Quality Association Annual General Meeting and Academic Conference



5 awards
Patient Safety Awareness Week

Excellent Team Award
Shared decision making (SDM) Healthcare Institution Practice Campaign



4 award
Medical Safety Quality Improvement Proposal Competitions



2 awards
Nurse Practitioner and Nurse Medical Collaboration Simulation Competition

Patient-Centered Health Care

Competency and Culture Establishing

7,494 participants
Patient Safety Awareness Week Activities

23 sessions
Simulation Training

Patient Safety Inspection and Improvement

100% of critical cases reported to the Patient Safety Committee

0% recurrence rate of similar abnormal events Internal Root Cause Analysis

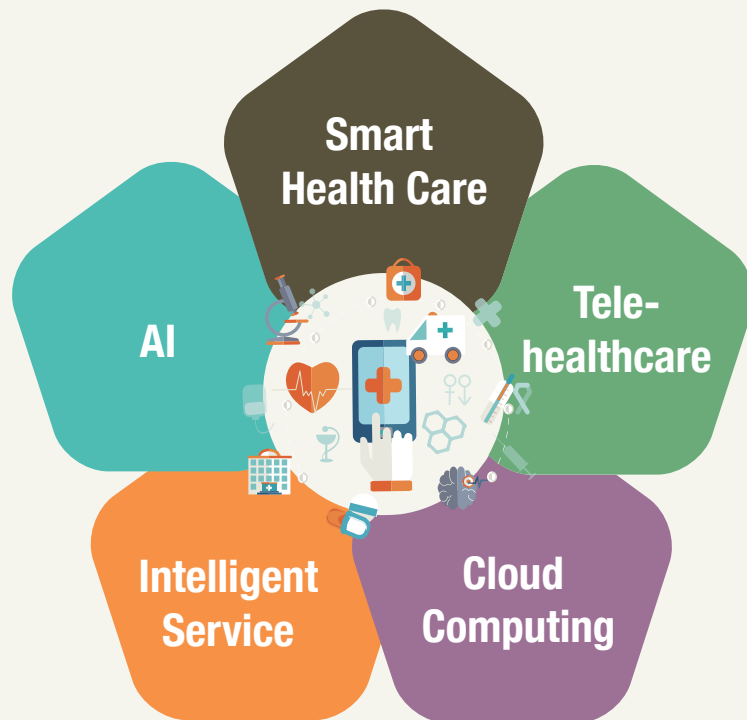
All 6 dimensions of Patient Safety Culture Survey
exceeded the medical center average

Patient Privacy and Information Security

100%
zero complaint regarding customer privacy violations or customer data loss

Smart Management and HealthCare

From 2024 to 2027, Cathay General Hospital is establishing five strategic domains: intelligent services, cloud computing, AI applications, smart healthcare systems, and tele-healthcare solutions. These initiatives are designed to enhance patient care experiences, and optimize medical staff and administrative operational efficiency.



Medical Research and Development

Talent Recruitment

Recruiting excellent physicians and postdoctoral researchers for cross-departmental collaboration, and actively collaborating with domestic and international industry, government, and academic institutions to enhance the potential of research innovation and clinical application.

25 collaborative partnerships worldwide
in 2023-2024

R&D Focus

Established the Department of Medical Research with 4 thematic research centers and biobanks under its jurisdiction, continuously focusing on cutting-edge research in allergy and immunology, cell biology, and proteomics, while strengthening animal experiment applications.

218 academic papers published
in 2023-2024

Clinical Translation

Strengthening equipment integration and innovative technology applications, propelling seamless connection between basic research and clinical practice, advancing rapid clinical translation of medical research results to benefit patients and society.

62 patents obtained
in 2023-2024

Cathay General Hospital is actively facilitating a healthy workplace to enhance employees’ satisfaction and sense of identification. The hospital believes that optimal organizational performance is achieved when personnel are empowered to leverage their individual competencies within an environment of excellence, thereby enabling the medical institution to fulfill its role as a trusted healthcare steward for society.

Employee welfare total subsidy reached **190 million** NTD in 2023-2024

Encompassing family day, hiking activities and employee care quarantine hotels, children's education subsidies, wedding gifts, group insurance, employee medical benefits, club activities, travel subsidies, employee uniforms, employee meals, and annual banquet activities.

Employee Health Promotion

Family Day

organized an exclusive event at Taipei Children's Amusement Park in 2024
Satisfaction rate **>90%**

Movie Screening

4 sessions with 18 screenings in 2023-2024
Satisfaction rate **>90%**

Employee Mental Health Promotion Activities

essential oil stress relief station, Cathay Game House and shooter basketball competition in 2024
Satisfaction rate **100%**

Human Rights Issues Management

Friendly Medical Care

Hospital volunteers guidance in 2023-2024
253,805 registration guidance
3,118 accompany services
273,083 blood test guidance

Workplace Inclusivity

Employees with disabilities

Partnered with the Chinese Visually Impaired Meridian and Acupoint Massage Promotion Association to provide workplace massage services
Serving **3,084** employees in 2023-2024

Gender Equality

All employees

52%
female managers percentage

Maternity Protection

NT\$1,665,000
birth subsidies in 2023-2024

Collaborate

Cathay General Hospital has established a hospital-appointed faculty system, holding "Faculty Advance Courses" annually, collaborating with the Accreditation Council for Graduate Medical Education (ACGME) in the United States, achieve recognition as one of 6 overseas faculty development promotion centers. To date, 22 faculty members have been sent to ACGME for faculty training.

3 consecutive years

"Outstanding Talent Training Award"
of the Ministry of Health and Welfare Medical
Foundation Social Research Excellence Award

500 sessions

Annual faculty advance course sessions held,
with satisfaction rates > 96%

Leading in Taiwan

The hospital has sent the most members to the
Accreditation Council for Graduate Medical Education
(ACGME) for faculty training to date

Writing Course and workshop for official documents and meeting minutes

205 participants
satisfaction rate **>96%**

"Professional in Climate and Health Management" training

43 employees certified
certification rate **100%**

Strategic planning course

54 employees completed training
satisfaction rate **96%**

Lean workshop

70 participants
satisfaction rate **98%**

Team management and communication course

63 supervisors and reserve
supervisors completed training
satisfaction rate **94%**

ESG, Medical Accident Prevention and Dispute Resolution Act courses in executive consensus camp

Aggregate of **204** supervisors
attended in 2023-2024
satisfaction rate 4.7/5 points

Selected talent for short-term training at top overseas medical institutions

15 employees in 2023-2024,
with total subsidies of
NT\$**14.6 million**

Contribute

Cathay General Hospital upholds the purpose of "To give back to society through medical services", actively effectuate community health promotion and health education, dedicated to advancing public health literacy, and actively implementing national policies, expanding social welfare and rural medical services, fostering comprehensive health and well-being, and strengthening the resilience of the national health system.

Social Welfare		Rural Medical Health Care	
<u>End of life care laws promotion</u> 277 sessions with 19,184 participants, 1,577 hospice care wish registration, 942 organ donation wish registration, and 651 advance care planning consultation completed in 2023-2024		<u>Gongliao District Emergency Station for Night and Holiday Program</u> Worked 417 shifts in 2023-2024 Accounting for 43% of total shifts	
<u>Advance Care Planning(ACP) Public Welfare Program</u> 263 citizens completed consultation and registration with full subsidy		<u>Seediq Tribe Free Clinic Services</u> Over 20 years of continuous service Medical services reaching 533 patients in 2023-2024	
<u>subsidies for economically disadvantaged patients</u> aggregate subsidies reached 519 patients, with NT\$3,988,579 subsidy in 2023-2024		<u>Remote Health Care and Emergency Response System for Rural New Taipei City</u> Fall detection radar sensors used by 42,319 residents by the end of 2024 with accuracy greater than 99.9%	
Community Health Promotion			
<u>Community, Workplace, and Campus Health promotion</u> Effectuating children's health, the three highs and community integrated screening services, organizing community health education lectures and vaccination services, moreover, conducting nutrition, vision care, and adolescent health lectures on campus In 2023-2024 Completed 868 of the three-highs screening and health education lectures with 42,469 participants		<u>Empowering Communities through Liren Project</u> Establishing bidirectional referral mechanisms with cooperating regional medical institutions, system-based medical record queries and condition tracking, along with opening outpatient services to partner institutions In 2023-2024 Cooperating medical institutions totaled 482 clinics	
		<u>Dementia Collaborative Health Care and Integrated Health Care Services</u> Dementia collaborative Health care center provides diagnosis, care consultation and resource referral, while organizing cognitive facilitation, caregiver support and training courses, establishing local integrated care modules In 2023-2024 Conducted 12 related activities	

Contribute

Based on the humanitarian aid philosophy of "medicine without borders, service without boundaries," Cathay General Hospital has repeatedly organized medical teams for medical volunteer services and has conducted training program for international physicians and medical personnel at the hospital. The institution has received the "Friend of Foreign Service Medal" from the Ministry of Foreign Affairs on four occasions, and will contribute to Taiwan's society and global health through our medical profession continuously.

International Medical Aid Program	Medical Industry Engagement	New Southbound Countries In-depth Engage
Dispatching expert consultants and medical teams to Fiji, Paraguay, Saint Lucia, Vietnam, Nepal, and Mongolia to execute cooperation programs including free clinics, medical information system construction, clinical training, and post-disaster reconstructions	Organizing and participating in medical engagement activities, including seminars, medical consultations, and workshops	Effectuating professional training, academic visits and sharing, executing free clinics and clinical demonstration teaching in Vietnam, Nepal, and Indonesia, strengthening regional medical partnerships
In 2023-2024 Engaged in 12 International medical assistance activities	In 2023-2024 Total of 1,036 participants	In 2023-2024 Total of 42 trainees

Health Information Management Efficiency Enhancement Project in Paraguay: Developing the "E-Health" medical information system



Covering **70%** of national population

Serving over **1.1 million** citizens monthly

Reducing patient access latency

Average waiting periods reduced from 3 hours to **0.5** hours, saving 1.28 million minutes of waiting period monthly

Enhancing international reputation

Paraguay praised this system at the WHO "2030 Sustainable Development Goals" occasion in 2023, and attain **the status of the benchmark for medical digitalization in Latin America**, while receiving public praise from the Pan American Health Organization

Capacity Building Project for the Prevention and Control of Metabolic Chronic Diseases in St. Lucia: Development of the "i-Screen Platform"



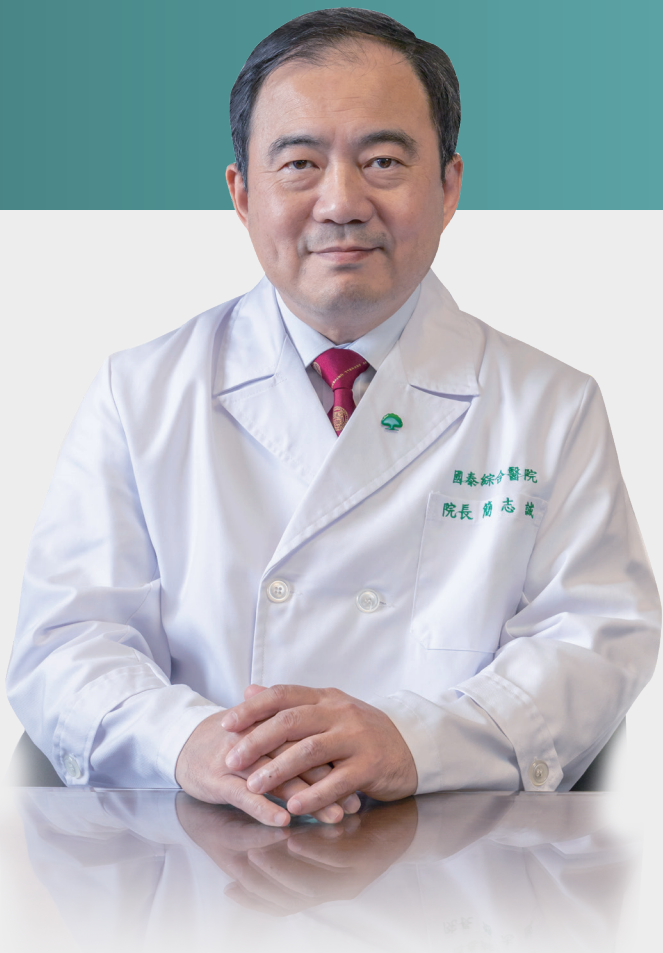
Simplifying screening processes and reducing paper work for medical personnel

Digitized data serving as basis for chronic disease prevention decision-making, improving capabilities of data processing for local health department

Considering the relatively low wireless network penetration locally, providing 26 sets of wireless base station equipment to support medical record

院長的話

國泰綜合醫院擁有涵蓋醫學中心、區域醫院、地區醫院與診所的四層級醫療網，肩負北臺灣民眾健康照護的重任。秉持霖園集團長期推動之三大永續主軸「氣候、健康、培力」，本院亦致力於實踐淨零碳排、關懷病人與員工身心健康。



國泰綜合醫院總院院長 簡志誠

Climate 氣候：肩負醫療重任，參與全球氣候行動

氣候變遷正衝擊人類健康與醫療系統，本院積極響應聯合國永續發展目標 (SDGs)，聚焦「溫室氣體」、「能源」、「水資源」、「廢棄物」4 大領域推動減碳行動，2024 年完成溫室氣體盤查 (ISO 14064-1) 與能源管理系統 (ISO 50001) 建置，未來將依衛福部指引實施淨零，共同達成 2050 淨零目標。

Care 健康：以病人為中心，建構「大健康」社會

本院致力於建構提供全人照護的醫療體系，並將「成為以病人為中心的全人醫療照護機構」與「強化急、重、難症醫療服務」作為發展目標。本院多次通過醫學中心及教學醫院評鑑，亦通過國健署健康醫院、高齡友善健康照護機構、無菸醫院等認證。2023 至 2024 年榮獲「全球最佳醫院」，卓越醫療服務品質上受認可；同時取得〈臺灣永續行動獎〉2 金級、2 銅級佳績，鼓舞本院持續打造「大健康」社會。

Collaborate 培力：厚植人才根基，推動國際交流

因應高齡化、少子化、護理人力流動率高等背景，人才短缺已成醫院營運重大挑戰。本院致力於打造友善職場，不僅提升薪資福利，也優化員工生活品質，例如舉辦兒童新樂園家庭日包場、電影包場等。此外，透過「護理每月之星」、「創新提案競賽」等計畫，強化員工認同感與成就感。本院亦深耕培育，連續 3 年榮獲衛福部「特色傑出人才培訓獎」肯定。放眼國際，本院積極接待外國醫事人員來臺學習，促進雙邊醫療水準提升，拓展臺灣醫療的全球影響力。

展望未來，深化永續醫療

2024 年本院簽署「醫院永續發展倡議書」，其中內湖國泰診所更是全臺第一家簽署的基層診所，象徵國泰醫療網對永續的承諾與行動力。為深化永續治理，除成立「永續發展委員會」，也開辦永續人才培訓專班，建立具前瞻性的永續人才庫。未來將持續推動 ESG，深化永續醫療韌性，邁向健康永續的未來。

年度亮點與得獎榮耀

本院秉持「成為最受民眾信賴的醫學中心」願景，持續精進醫療服務，並獲外部肯定。不僅醫品病安相關專案獲獎無數，近年爭取永續相關獎項亦獲佳績，摘要如下：

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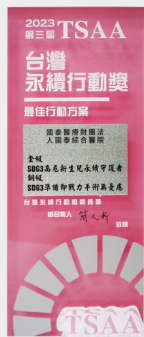
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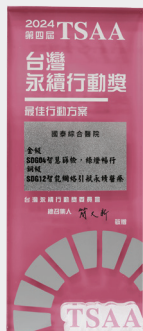
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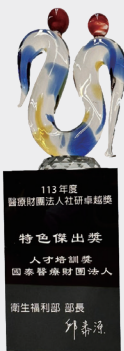
2023
臺灣永續行動獎
金級、銅級



2024
臺灣永續行動獎
金級、銅級



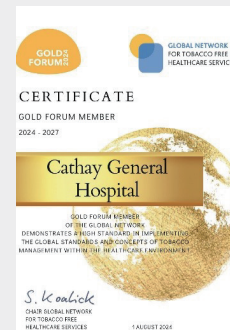
2023 衛福部
醫療財團法人社研卓越獎
特色傑出人才培訓獎



2024 衛福部
醫療財團法人社研卓越獎
特色傑出人才培訓獎



2024 衛福部
醫療領域資安攻防演練
最佳攻防團隊



全球無菸醫院國際金獎認證
GOLD FORUM MEMBER
2024-2027



NHQA 國家醫療品質獎
智慧醫院全機構標章



霖園集團國泰人壽公司秉持「關懷社會，回饋社會」精神，創辦國泰醫療財團法人國泰綜合醫院。在「以病人為中心」的理念基礎下，於服務、教學與研究三大領域用心耕耘，致力建構一個提供全人照護的醫療體系。

宗旨	以醫療服務回饋社會
願景	成為最受民眾信賴的醫學中心
目標	成為以病人為中心的全人醫療照護機構 培育教學、研究與創新的卓越人才 強化急、重、難症醫療服務 發展行動化、數位化的智能醫院
核心價值	誠信、當責、創新

營運概況

創立時間	1977 年 02 月 15 日	
員工人數	2,529 人 (2024/12/31)	
登記床數	774 床 (2024/12/31)	
2024 年醫務收入	新臺幣 684,506 萬元	
總院特色醫療與重大成果	AI 應用	取得 3 項發明專利、1 項 TFDA 認證，其中「大腸鏡即時 AI 瘰肉偵測」為該領域 TFDA 首項智慧醫材取證、→ 「敗血症 AI 智能系統」榮獲 SNQ 品質標章、2022 年臺灣永續行動獎銀獎
	術後加速康復	國內率先推展跨團隊 ERAS 療程，保持高品質且不中斷的照護水準，減少術後併發症，提升病人術後康復品質，→ 榮獲 2021 年 SNQ 國家品質標章、2022 年通過全球 ERAS 認證中心、2023 年榮獲臺灣永續行動獎銅獎
	緊急醫療網	2018 年成立高危險新生兒外接團隊，進行「高危險妊娠新生兒轉診及外按照護」服務；每年外接約 200-250 例高於同儕醫院 → 榮獲 2022 年國家醫療品質獎主題改善組銀獎、醫品協會進階組金品獎、2023 年臺灣永續行動獎金獎
	全人照護品質	2009 年起參與醫策會疾病照護品質認證，共已取得冠狀動脈、心衰竭、糖尿病、腦中風、腎臟病、慢性阻塞性肺病、乳癌及創傷性腦損傷等 8 項疾病認證



氣候變遷不僅影響全球環境，更攸關人類健康。本院積極推動低碳轉型，持續盤點並揭露碳排放數據，以智慧監測系統提升能源使用效率，並透過系統性的碳盤查、能源優化與調適策略，減少營運對環境的影響。

2023-2024 年亮點績效

氣候治理韌性

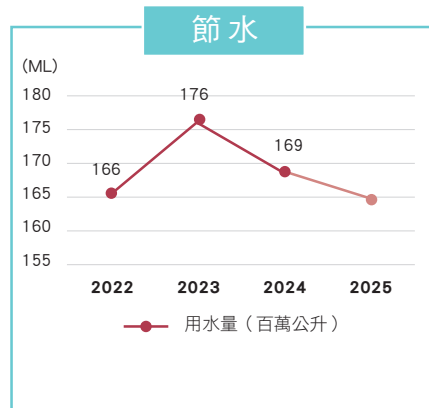
- 首次導入氣候相關財務揭露 (TCFD) 鑑別氣候風險

溫室氣體與能源管理

- 首次導入 ISO 14064-1 溫室氣體盤查，並取得**第三方查證**
- 首次導入 ISO 50001 能源系統管理，並取得**第三方驗證**

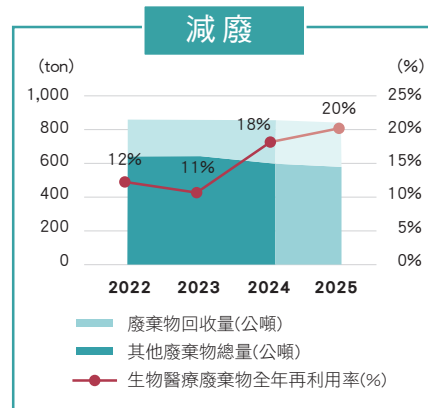
資源循環與再生

- 推動全院廢棄物分類與回收，生物醫療廢棄物再利用率達 **18%**



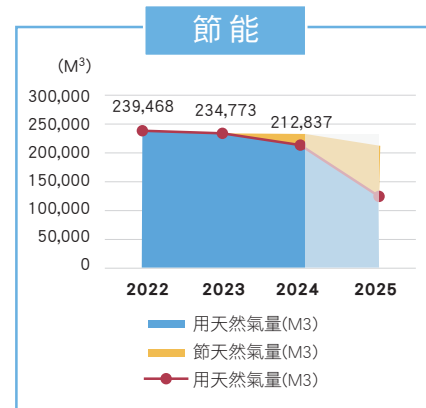
- #### 節水措施持續推行
- 設備採購以節水標章器具為主
 - 裝設智慧水表掌握異常情況，進行管路設備查漏及修復

2025年持續降低用水量



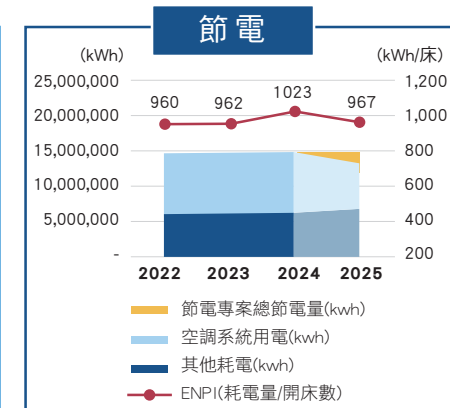
- #### 生物醫療廢棄物再利用率提升
- 擴大生物醫療廢棄物再利用項目
 - 提高再利用品項為16項

2025年再利用率提高至**20%**



- #### 中央供應室整修及消毒鍋更新
- 評估設備使用與管線供應耗損率
 - 設備用氣改店提高能源效率

2025年降低用電量**40%**

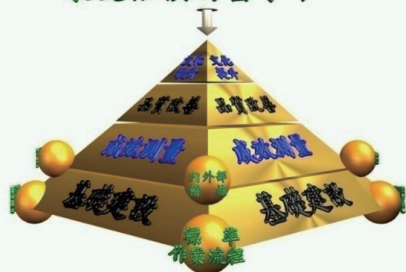


- #### 汰換空調水側系統
- 評估全院空調用電佔比
 - 預估專案節電量 1,466,985 kWh

2025年專案節電約**11%**

本院設有「病人安全委員會」、「醫療品質審議委員會」，由最高治理單位（院長、副院長）擔任主任委員，每年依照衛生福利部醫療品質及病人安全工作計畫，規劃並推行醫品病安相關業務，以「成為以病人為中心的全人醫療照護機構」為目標，持續提升醫療品質並維護病人安全。

最受信賴的醫學中心



全臺首家導入團隊資源管理 (Team resource management, TRM) 的醫療單位，首創**金字塔架構**落實推動全面品質管理

- **世界首創**「指標 e 履歷」：建構自動化指標監測系統 (CGH-KM)，將數據管理歷程有效整合串聯，系統並可協助即時偵測異常並提醒
- 設有「**品質指標一覽表**」定期修審
- **獨家開發**儀表板系統：可分層下鑽分析至個人層別、拓展時長至近 20 年資料，並以管制圖、報表搭配閾值及同儕值比較，以視覺化方式呈現詳細病人資訊

2023-2024 年共計榮獲 **73** 項醫療品質外部認證與獎項

SNQ 國家品質標章 **10** 項



NHQA 國家醫療品質獎 **19** 項



臺灣健康照護品質管理競賽 **17** 項獎



品質改善成果發表競賽 **14** 項獎

臺灣醫療品質協會會員大會暨學術研討會
全面醫療品質提升獎



病人安全週醫療機構響應活動 **5** 項獎

醫病共享決策 (SDM) 醫療機構實踐運動**優秀團隊獎**



醫療安全品質提升提案獎勵競賽活動 **4** 項獎



專科護理師及護理師醫療合作擬真情境競賽 **2** 項獎

職能與文化建立

7,494 人次響應
病人安全週活動
完訓 **23** 場次
團隊合作擬真演練

以病人為中心

100% 特殊案例於病人安全委員會上報告案例改善進度
內部根本原因分析調查

0% 同質性異常事件再發生率

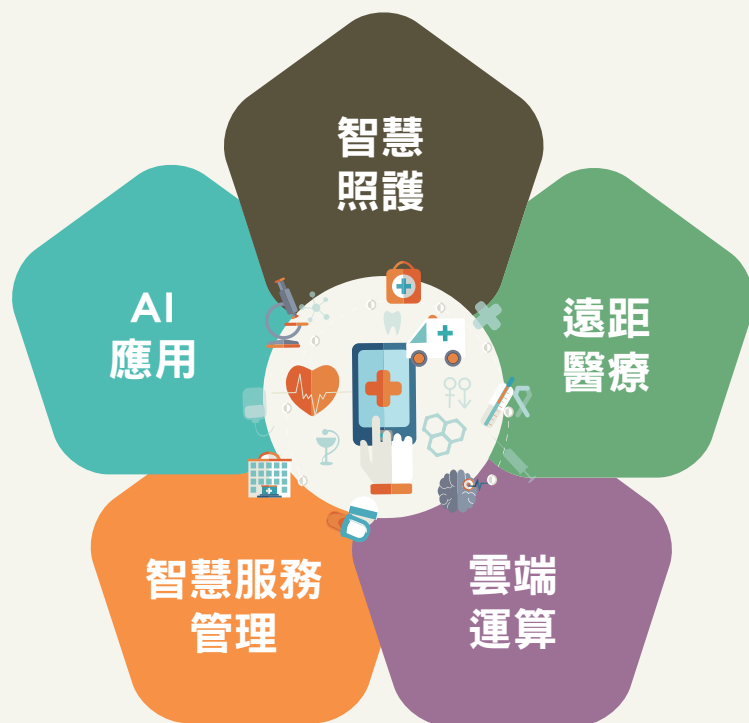
病人安全文化調查問卷 6 大面向皆**優於全國醫學中心平均**

病人隱私與資訊安全

100%
無侵犯客戶隱私或
遺失客戶資料的投訴

智慧管理與照護

本院以「發展智能化、數位化的智能醫院」為目標之一。2024 年至 2027 年為智慧醫療新佈局階段，配合國家政策、高齡及少子化的社會趨勢及數位科技發展的助力，於智慧服務、智慧照護、AI 應用、遠距照護及雲端運算五領域發展，期望提高民眾就醫體驗、提高醫護工作效率、提高行政作業效率、提高教學研究品質



醫學研究發展

廣納人才

招募優秀醫師與博士後研究員進行跨科別合作，並積極與國內外產、官、學機構共創，提升研究創新性及臨床應用潛力

2023-2024 年

國內外合作單位達 **25** 個

研發聚焦

設有醫學研究部，下轄 4 個主題研究中心、生物資料庫等，持續聚焦過敏免疫、細胞生物學、蛋白質體學的前沿研究，並強化動物實驗的應用

2023-2024 年

發表 **218** 篇學術論文

臨床轉化

加強設備的整合與創新技術的應用，促進基礎研究與臨床實踐的無縫連接，推動醫學研究成果在臨床上的快速轉化，造福患者與社會

2023-2024 年

已獲證專利達 **62** 件

本院致力於打造兼具專業成長與幸福感的職場環境，積極推動健康職場，提升員工滿意度與認同感，實現「以人為本」的組織承諾。本院深信，唯有讓每一位同仁在良好的工作環境中發揮所長，醫療機構才能真正成為社會大眾信賴的健康守護者。

2023-2024 年員工福利總補助達 1.9 億元

涵蓋家庭日健行活動及員工關懷防疫旅館、子女教育補助、結婚禮金、團體保險、員工就醫優待、團康活動、社團活動、旅遊補助、員工慶生會、員工制服、員工餐、旺年會活動

員工健康促進

家庭日

2024 年首次於台北市立新兒童樂園包場舉辦
滿意度 >90%

電影欣賞

2023 年舉辦 2 梯次共 8 場
2024 年 2 梯次共 10 場
滿意度 >90%

員工心理健康促進活動

2024 年香氛療癒、精油紓壓棧、國泰遊戲屋暨神射手籃球大賽
滿意度 100%

人權議題管理

親善就醫

志工 2023-2024 年
就醫掛號指引 253,805 人次
就醫陪同服務 3,118 人次
抽血檢驗指引 273,083 人次

職場包容 身心障礙同仁

2014 年起與中華視障經穴按摩推廣協會合作，提供職場按摩服務
2023-2024 年服務
3,084 人次

性別平等 全體員工

52%
2024 年女性主管佔比

母性保護

1,665,000 元
2023-2024 年
提供生育津貼

本院訂有院聘教師制度，每年舉辦「師資培育課程」，且與美國畢業後醫學教育評鑑委員會 (Accreditation Council for Graduate Medical Education, ACGME) 簽約，成為境外 6 個師資培育推廣中心之一，迄今派至 ACGME 接受師資培訓達 22 名。

連續 3 年

榮獲衛生福利部醫療財團法人社研卓越獎
「特色傑出人才培訓獎」

500 場

每年舉辦師資培育課程場次數，
滿意度達 96% 以上

全臺之首

本院迄今派至美國畢業後醫學教育評鑑委員會
(ACGME) 師資培訓人數

函簽及會議紀錄撰寫課程 實作工作坊

累計 205 人次參與
滿意度 >96%

「氣候與健康管理師」 課程

43 人完訓並考照
取照率 100%

策略規劃應用課程

54 人完訓
滿意度 96%

精實工作坊

共 70 人參與
滿意度 98%

團隊管理溝通課程

63 位主管 / 儲備主管完訓
滿意度 94%

主管共識營舉辦 ESG、醫預法等課程

2023-2024 年
204 位主管與會
滿意度達 4.7/5 分

遴選人才至國外頂尖 醫療機構短期進修

023-2024 年
15 人次
補助 1,460 萬元

本院秉持「以醫療服務回饋社會」之宗旨，積極推動社區健康促進與衛生保健教育，致力提升民眾健康識能，並積極落實國家政策，推展社會公益關懷與偏鄉醫療，促進全人健康福祉，強化全民健康體系的韌性。

社會公益關懷

善終三法宣導

2023-2024 年 **277** 場次，共計 **19,184** 人次參與
民眾完成安寧緩和意願註記 **1,577** 人、
器官捐贈意願註記 **942** 人、預立醫療照護諮商 **651** 人

「預立醫療照護諮商」特約門診服務公益計畫

共計 **263** 人次完成諮商與註記，
全額費用補助

經濟弱勢病人醫療費用補助

2023-2024 年總補助達 **519** 人次
補助金額達約新臺幣 **3,988,579** 元

偏鄉醫療

新北市貢寮區設立夜間及假日救護站計畫

2023-2024 年本院醫師共值 **417** 班，
佔總值班數 **43%**

賽德克部落義診服務

至今已超過 **20** 年從未中斷
2023-2024 年醫療服務達 **533** 人次

偏鄉住民健康促進及緊急醫療綠色通道建置計畫

跌倒偵測雷達感測器至 2024 年底共使用 **42,319** 人次
準確度大於 **99.9%**

社區健康促進

社區、職場與校園健康促進

推動兒童、三高與社區整合性篩檢服務、
辦理社區健康衛教講座與疫苗接種，
並深入校園，推動營養、
視力保健及青春期健康講座等

2023-2024 年
累計完成 **868** 場三高篩檢與健康衛教講座，
參與達 **42,469** 人次

以里仁專案賦權社區

與合作區域醫療機構建立雙向轉診機制，
系統查詢病歷並追蹤病況，
開放院所醫師共同參與照護門診

2023-2024 年
合作醫療機構共計 **482** 家院所

失智共同照護與整合照護服務

失智共同照護中心提供診斷、
照護諮詢與資源轉介，並辦理認知促進、
照顧者支持與訓練課程，
建立在地整合照護模式

2023-2024 年
共舉辦 **12** 場相關活動

本院基於「醫療無國界，服務無疆界」的人道援助理念，多次籌組醫療團進行醫療義診服務，並接受多國醫師及醫事人員至本院受訓，曾 4 度受外交部頒發「外交之友貢獻獎」，亦將持續透過醫療本業，為臺灣社會以及全球人民健康做出貢獻。

<p><u>醫療援外合作計畫參與</u></p> <p>派遣專家顧問、醫療團至斐濟、巴拉圭、聖露西亞、越南、尼泊爾與蒙古，執行義診、醫療資訊建置、臨床教學與災後重建等合作計畫</p>	<p><u>醫療產業交流</u></p> <p>為持續維繫醫療合作關係，舉辦及參與線上、線下醫療交流活動，包含研討會、醫療諮詢、工作坊等，達 1,036 參與人次</p>	<p><u>新南向國家深度交流</u></p> <p>於越南、尼泊爾及印尼推動專業培訓、學術參訪與分享、執行義診與臨床示範教學，強化區域醫療夥伴關係</p>
2023-2024 年累積參與 12 次國際援外活動	2023-2024 年參與人次累計 1,036 人	2023-2024 年累積 42 位代訓人數

巴拉圭醫療資訊管理效能提升計畫：協助建構醫療資訊系統「E-Health」



覆蓋 70% 人口

>110 萬 每月服務人次

縮短病患就醫等待時間

平均等待時間 3 → 0.5 小時
每月省下 128 萬分鐘等待

提升國際聲望

巴拉圭於 2023 年 WHO 的「2030 永續發展目標」會議表示此系統成為拉丁美洲醫療電子化標竿，獲泛美衛生組織 (PAHO) 公開讚譽

聖露西亞代謝性慢性病防治體系強化計畫：「健康資訊蒐集系統」(i-Screen 系統) 開發



簡化篩檢流程、減少醫護人員的紙本工作負擔

數位化資料作為慢性病防治決策的依據，提高當地衛生部門的數據處理能力

考量當地無線網路普及率相對較低，提供 26 套無線基地台設備，以支援病歷紀錄工作



國泰綜合醫院

Cathay General Hospital

誠 信 · 當 責 · 創 新