



香港聖公會福利協會

HONG KONG SHENG KUNG HUI WELFARE COUNCIL

2012 - 2013 優質之旅—優質管理工作報告撮要

QUALITY JOURNEY - QUALITY MANAGEMENT

ANNUAL REPORT SUMMARY

TRANSFORM LIFE

轉化生命 LIVE IN

活出豐盛 ABUNDANCE



Quality Journey
優質之旅

書名 : 優質之旅 ~ 二零一二至二零一三年度優質管理工作報告撮要
Quality Journey ~ 2012-2013 Quality Management Annual Report Summary

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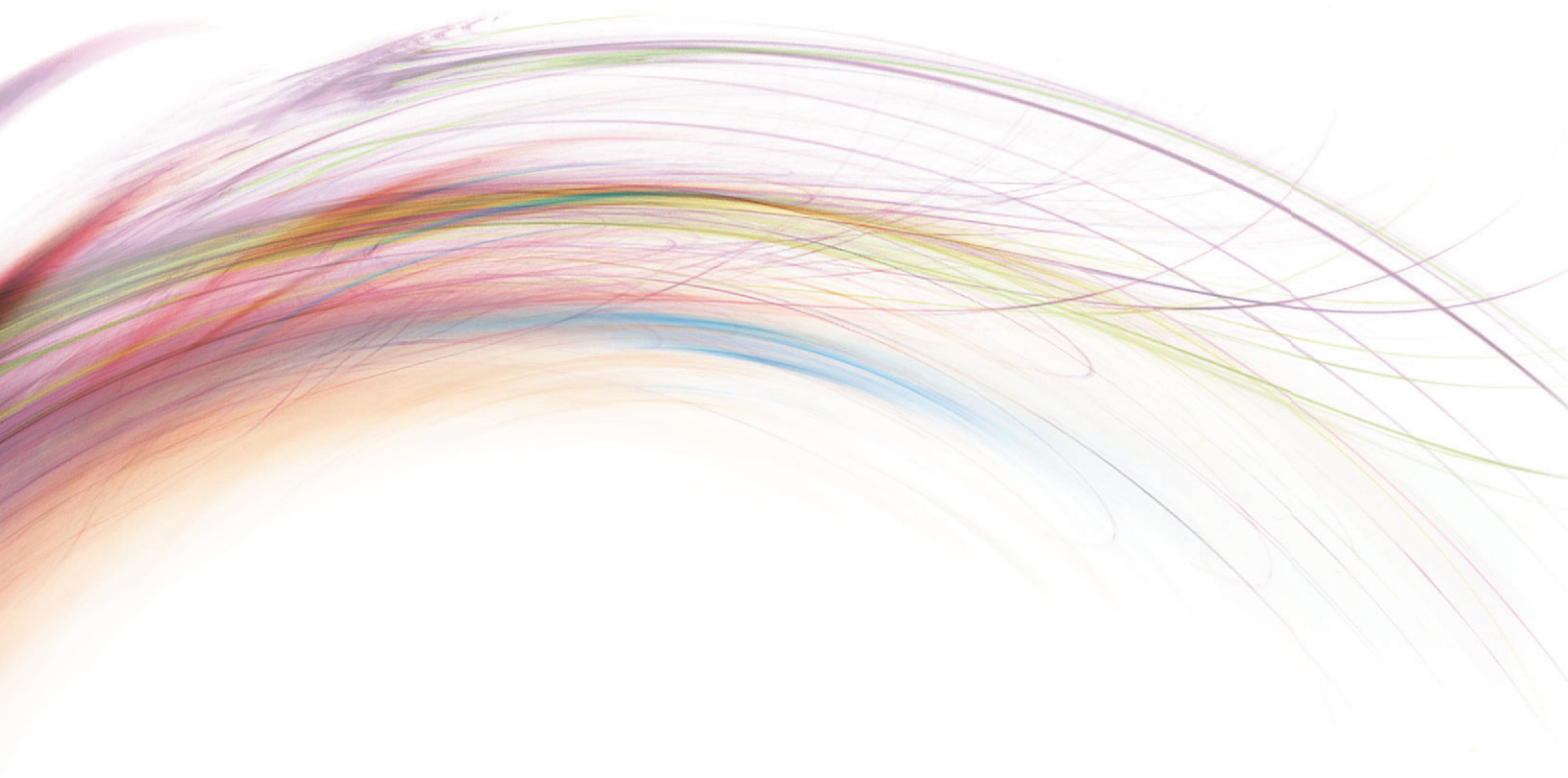
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優質之旅徽章簡介

The Logo of Quality Journey



會徽 Crest of the Council

推行「優質之旅 ~ 全面優質管理」的理念乃秉承香港聖公會營辦社會福利服務之信念：為弱小的兄弟而作，乃為基督而作。即以人為本，提供適切服務，以滿足其需要和期望。

會徽置於徽章之最高位置，乃表示福利協會最高管理階層與前線同工，攜手協力，共同推行全面優質管理。

The rationale in implementing “Quality Journey ~ Total Quality Management” is based on the mission of Hong Kong Sheng Kung Hui in providing social welfare services: “What you did to the least of my brother, you did unto Me.” That is, to fulfill the needs and expectations of services users through the provision of person-oriented services.

The Crest was located at the top corner, indicating the commitment of top management in implementing Total Quality Management, together with front line workers.

弓箭 Bow and Arrow

弓箭瞄準目標，蓄勢待發，比喻推行全面優質管理必須有明確而清晰之目標。而福利協會之目標便是使福利協會成為一間全面優質管理機構，以確保服務質素持續改善。

The aiming at the target symbolizes that a clear direction and goal was set. The goal for the implementation of Total Quality Management is to achieve a quality driven organization, so as to ensure the continuous improvement of service quality.

弓勢 Posture

拉弓之勢首箭同方、臂直有力、馬步穩健，射出之箭方能百發百中。這比喻福利協會重視培訓人材，裝備所需技巧，並按既定步驟及準則提供服務，這才能達到事半功倍之效。

Heading towards the targeted direction, with arms firm and straight, legs strong and stable; the arrow will then be set for the mark. Similarly, staff development, relevant skills and techniques, service standards and procedures are essential elements of service quality.

拉弓者 The Archer

有目標、弓箭和功架，但仍需有心人射箭，方能一矢中的。意喻福利協會需建立優質文化，使每位同工均能上下一心，成為優質之旅之優秀團員，共同推動全面優質管理。

The archer is an essential person to bend the bow and shoot the arrow at the targeted direction, including the importance of staff members, and that quality culture is essential so that the whole staff team implements Total Quality Management in concerted effort.



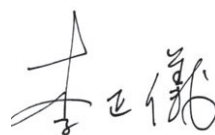
Quality Journey
優質之旅

引言 Foreword

「優質之旅」是為了確立推行全面優質管理為目標而創立，以求持續改善服務質素，滿足服務使用者的期望和要求。「優質之旅」在得到執行委員會的支持、眾同工的 effort 和服務使用者的鼓勵下，得到各方面嘉許，成效斐然。

在過去一年，香港聖公會護養院委託香港大學行為健康教研中心為2009年起推行的「蝶舞耀晚情」綜合寧養照顧服務進行成效研究，並於2012年舉行發布暨分享會，喚起社會對體弱住院長者身心靈服務的關注。長者鄰舍中心服務質素改善綜隊舉行了「發揮音樂力量」工作坊，為同工提供專業音樂治療培訓，以便為社區內患有腦退化症患者設計相關活動。長者綜合服務中心質素改善綜隊就著不同的服務成立三個工作小組，包括：長者家居環境改善計劃、百靈鳥長者生命教育計劃及隱蔽長者服務。綜合家居照顧服務及家務助理服務質素改善綜隊獲社會福利發展基金贊助組團前往台灣，到訪台北及台中不同的社服機構，了解他們的運作與服務經驗分享。青少年、社區及家庭服務質素改善綜隊開發網頁程式，名為課程篩選器，文憑試考生可把成績輸入，從中了解升學出路的選擇。另舉辦文憑試家長模擬放榜日及發佈「DSE2012 職志輔導計劃」研究報告。

本工作報告乃福利協會過去一年推行優質之旅的情況，藉以分享全體同工一年來努力的成果，期望大家互勵共勉，力求卓越。



總幹事

李正儀博士

二零一三年十二月六日



Quality Journey was implemented to ensure the continuous improvement of service quality through Total Quality Management, in order to fulfill the needs and expectations of service users. With the support from the Executive Committee, the commitment of the staff team, and the encouragement of service users, the Journey has received appreciations and recognitions for the achievements throughout the year.

In the past year, H.K.S.K.H. Nursing Home has invited Centre on Behavioral Health from the University of Hong Kong to conduct an evaluation study on Integrative Body-Mind-Spirit Hospice Care for Older Adults, a press conference was held to announce the results and to arouse public awareness on the physical, mental and spiritual needs of frail elders in residential homes. The Neighbourhood Elderly Centre Service Quality Improvement Team has conducted a “Music Power” Training Workshop for staff to strengthen their knowledge in music therapy and application in dementia services. The District Elderly Community Centre Service Quality Improvement Team organized three working groups on particular projects, including Home Environment Improvement Scheme for the Elderly, Positive Life Elderly Suicide Prevention Project and Hidden Elder Service. With the sponsorship of the Social Welfare Development Fund, Integrated Home Care Service and Home Help Service Quality Improvement Team organized a Study Tour to Taiwan. The delegation visited a number of social service organizations in Taipei and Taichung to understand their operations and experiences. Children and Youth, Community and Family Service Quality Improvement Team developed a curriculum filtering web-application named “Study What” so that the candidates could search for multiple pathways of further studies by entering their DSE results. Besides, a mock DSE release day for parents was held and the “DSE 2012 Career Guidance Programme” research report was released.

This report summarizes our colleagues’ efforts in the Quality Journey during the year. With generous support and encouragement from all around, the Council would continue to endeavor for excellence.



Dr Jane Lee
Director
6th December 2013

持續改善 追求卓越 Continuous Improvement Towards Excellence

福利協會不單致力為各服務使用者提供適切的服務，更不斷持續改進，務求提供最優質的服務，以及超越他們的期望。為此，福利協會透過各種不同渠道，定期收集各持份者包括：服務使用者、家屬、同工及其他相關人士之意見，以制定適合的發展策略。福利協會在過去一年共收到182份讚賞信件。這些嘉許，不但是對同工工作的肯定，更是福利協會追求優質服務的推動力。

Beyond the extent of service provision to cater for the needs of service users, the Council has all along aimed at service excellence through continuous improvement, even to the degree of exceeding users' expectations. To achieve this, the Council collects feedback regularly from service users and their families, colleagues as well as relevant stakeholders via different channels to formulate appropriate strategies for service development. During this year, the Council received a total of 182 letters of appreciation, which were not only recognitions to colleague's hard work, but a source of motivation to pursue quality services.

● 同工滿意度調查 ——— Staff Satisfaction Survey ———

福利協會透過每年舉行的同工滿意度調查，了解同工對協會的意見。調查由二零零一年開始舉行，最初為每兩年舉行一次，直至二零零八年起則改為每年舉行，以便能適時地掌握同工的建議及意見。

Staff satisfaction survey was conducted every year to collect opinions from colleagues in order to understand their views. This practice could be dated back to the year 2001 whence the survey was conducted biannually. Since 2008 the survey time interval was changed to annually in order to grasp the colleague's views in a timely manner.

最近一次的意見調查在二零一三年一月之全體同工分享會中進行，同工以不記名方式提交問卷。是次調查共收到1,768份有效的問卷，回收率達81.3%，而同工對福利協會的整體滿意度為76.2%。

This year, the survey was conducted during the All Staff Meeting in January 2013 through the administration of questionnaires. With 1,768 valid questionnaires received, the response rate was 81.3%. The results showed that overall staff satisfaction with the Council stood at 76.2%.



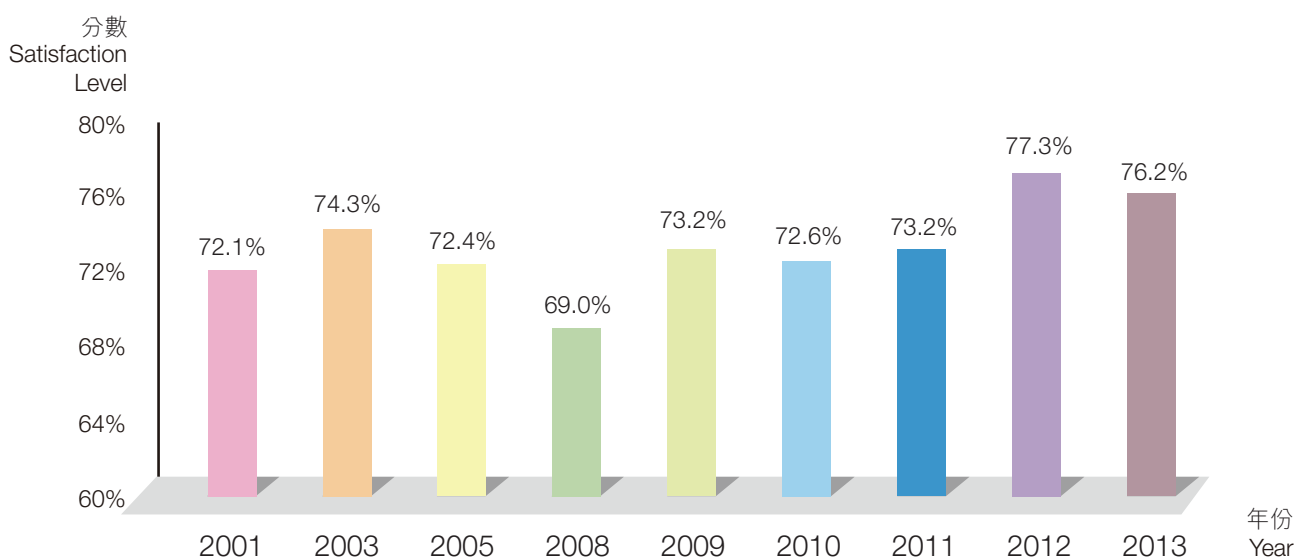


同工心聲 Staff Opinion

感恩在福利協會工作可以有良好的工作環境及團隊氣氛。

I am really grateful for working with the Council, with a nice working environment and good team spirit.

同工對機構之整體滿意度 Staff overall satisfaction towards the Council

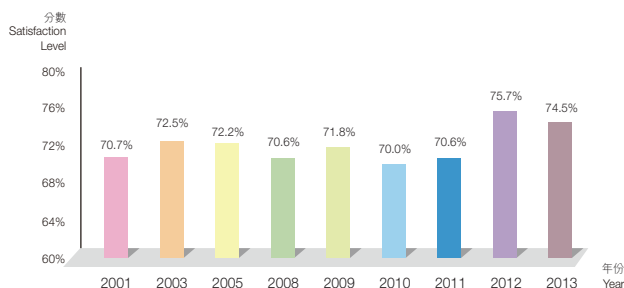


意見調查的內容包括下列六個維度的量度：
The Survey is included the following six dimensions:

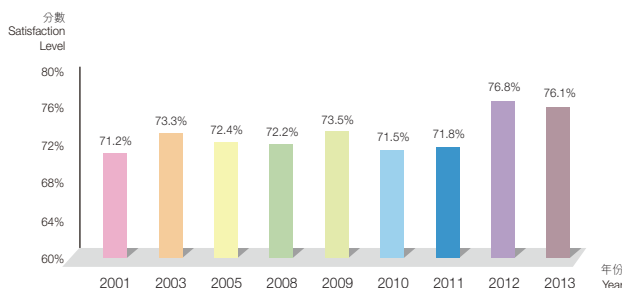
維度 Dimension	內容 Purpose
1. 溝通規劃 Communication and Planning	了解同工對福利協會的使命和目標的清晰度，對機構領導的信心以及對機構最新動向的看法。 To understand staff members' degree of understanding towards the Council's vision, mission and strategic plans, their level of confidence towards the Council's management, as well as their views on the Council's new initiatives.
2. 角色發揮 Development Opportunities	了解同工在工作崗位的發揮和滿足情況。 To understand the level of attainment and sense of achievement of staff members regarding their posts.
3. 機構文化 Organizational Culture	了解同工對機構的氣氛文化和機構內相互信任度的情況。 To understand the organizational culture and staff members' level of trust towards their work partners within the Council.
4. 運作效率 Operational Efficiency	了解同工對機構運作效率的滿足度，包括資訊科技的支援情況。 To understand staff satisfaction level towards the organization's operational efficiency including information technology support.
5. 員工關係 Employees' Relationship	了解同工與督導，以及同工和同工間的合作關係的滿意度。 To understand staff satisfaction level towards the working relationship with supervisors and their colleagues.
6. 資訊培訓 Information and Training	了解同工對機構提供的資訊掌握和培訓安排的滿意度。 To understand staff satisfaction level towards the organization's information release and training arrangements.

福利協會去年在上述六個維度的表現如下：
And the Council's performance was as follows:

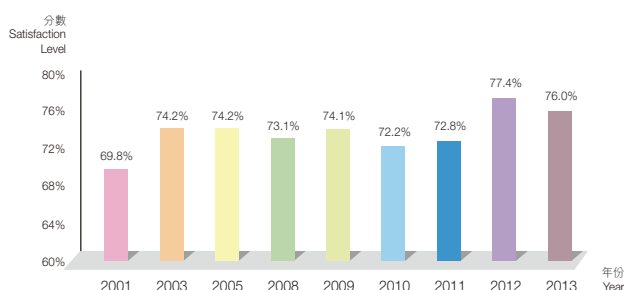
溝通規劃 Communication and Planning



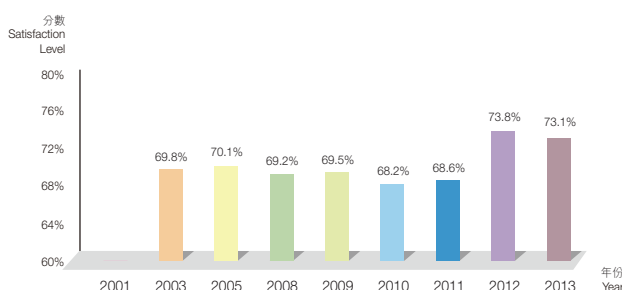
角色發揮 Development Opportunities



機構文化 Organizational Culture

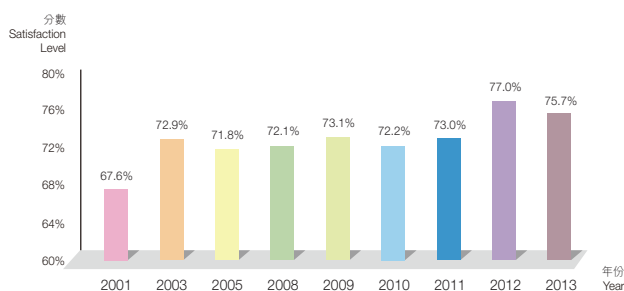


運作效率 Operational Efficiency

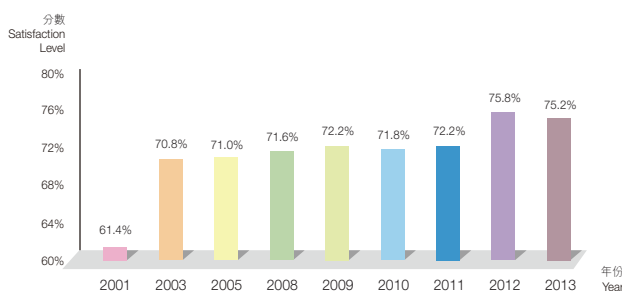


註：2001年的調查不設運作效率維度
Note: Operational Efficiency was not measured in 2001 survey.

員工關係 Employees' Relationship



資訊培訓 Information and Training



同工在是次調查中除了填寫問卷外，亦有透過口頭及書面形式，向福利協會提出了不少寶貴意見。福利協會已就各項意見逐一跟進，並向同工公佈跟進結果，貫徹持續改善的精神。

In addition to the survey, colleagues had also raised written and verbal opinions to the Council. The Council has followed up on these invaluable opinions and the progresses were announced to colleagues in due course.

● 內部審核專才計劃 — Professional Internal Auditor Team Programme —

福利協會由二零零三年開始推行「內部審核專才計劃」，由不同服務的同工擔任內部審核專才，為協會屬下各單位進行內部審核，檢視其運作狀況，達至持續改進。

除原有的審核專才外，本年度更邀請了七位來自不同服務單位的同工接受培訓，參與計劃，成為內部審核專才，現共有三十位內審專才為福利協會不同部門／服務單位進行內部審核。優質管理部並會定期安排內審專才培訓及分享會，以促進專才之間的交流，並提升專才的審核技巧。去年內部審核專才團隊共為福利協會屬下三十個服務單位進行審核，並提出了不少改善建議。

The Council has set up the Professional Internal Auditor Team Programme since 2003, colleagues from various service units were appointed as auditors, to conduct internal audits to the Council's service units in order to achieve continuous improvement.

Other than existing auditors in the programme, seven colleagues from different service units were invited and trained as internal auditors during this year, forming a team of 30 internal auditors to perform internal quality audits for the Council service units and departments. Training and sharing sessions were arranged by the Quality Management Department periodically to enhance auditor's skills in the programme. During this year, quality audits were conducted in 30 service units and suggestions for further improvements were raised.



同工心聲 Staff Opinion

感謝聖公會福利協會上司及同事的幫助，希望每一位都身心靈健康，平平安安，平安幸福快樂，工作順利，開心快樂過每一天。

Thanks to the help of Hong Kong Sheng Kung Hui Welfare Council's colleagues and supervisors. I wish all of us healthy in our body, mind, and spirit; happiness in our work, and blissfulness in every day.



專業發展 力臻完美 Professional Development Towards Quality

為配合社會的急速變化及服務使用者需要的轉變，各服務綜隊更會以創新思維，制定適當的策略，以回應服務使用者的需要。並透過不同培訓及系統的建立，提升專業水平，為社會整體提供具質素的服務。現重點簡述各服務綜隊於過去一年開展的相關工作項目。

In response to the ever-changing society, the Quality Improvement Teams have devised innovative strategies to cater for the emerging needs of service users. At the same time, the Teams ensures the quality of services provided via professional enhancement through the provision of training activities and the development of relevant systems. The following sessions will present the projects initiated by the Teams.



同工心聲 Staff Opinion

欣賞福利協會有不同的服務，顧及的不只是「工作成果」，乃是提供服務的層面和態度，願主繼續祝福和帶領，加油！

I appreciated the Council in providing various kinds of services. The Council was not only result driven but also cares about providing quality services at different levels. May God bless the Council and let's keep up our efforts!

幼兒服務質素改善綜隊 Child Care Service Quality Improvement Team

項目 Projects

內容 Content

全體同工進修日

綜隊於新學年舉行全體同工進修日，「以生命感動生命」為題，讓各幼兒服務單位選取深刻個案或完善課程實例，以突顯服務核心。並介紹聖公會過去逾百年以來，如何因應服務受眾及地區需要而自發提供的各項社會服務，感動同工對身為聖公會一份子而自豪，讓同工更具信心及動力，能夠承傳聖公會優質傳統，奮力洞悉個體需要，力行仁愛，建立愛與關懷的校園，讓幼兒體會愛自己、愛他人、愛社區及愛大自然可獲得的和諧與平安。又藉此更有效激發幼兒學習與應用的正向循環；更透過感動孩子及幼兒父母而反饋教職員，使更堅實掌握教育的本義，藉生命感動生命。

Staff Development Day

A staff development day “life touches life” was held. The core essence of the service was shared with illustrations of different cases and teaching curricula. The history of Hong Kong Sheng Kung Hui serving the community based on the needs of the society over the century. Proud to be members of Hong Kong Sheng Kung Hui, colleagues were more confident and motivated to inherit culture to discern the needs of individuals, put benevolence and justice into practice to build campuses full love and care, which allow children to foster harmony and peace through school activities, promoting the culture of love oneself, love others, love the community and love the nature. Besides, the children were further motivated to learn and apply the knowledge effectively and positively, which in turn further consolidates the vision of preschool education.



幼兒服務質素改善綜隊 Child Care Service Quality Improvement Team

項目 Projects

修訂幼兒發展 評估表

Revision on Child Development Assessment Tool

內容 Content

配合全腦學習，期望將傳統獨立評估項目轉變為生活應用式的評估，修訂2-6歲幼兒發展評估表的工作；參考教育局《表現指標(學前機構)》有關「兒童發展」範疇的指標，全面更新包括思維能力、語言能力、身體活動能力、健康習慣、情意發展、群性發展、美感發展及對文化的認識和欣賞共八大學習範疇的所有細項。

To facilitate whole-brain learning, the Child Development Assessment Tool was revised from a traditional approach to a more practical approach. Based on the Children's Development Domain of Performance Indicators (Pre-primary Institutions) from Education and Manpower Bureau, the revised content included logical thinking, language abilities, motor skills, good health habits, affective development, social development as well as aesthetic and cultural development.



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台灣生命教育
考察團

綜隊於2013年1月20日至2013年1月25日舉行了台灣生命教育考察團，目標是學習如何在青少年服務中推動生命教育的工作，行程充實和具參考性，參與同工更於2013年5月16日舉辦分享會，將在考察團中的得著向福利協會其他青少年服務單位的同工分享。

Study Tour on
Life Education
in Taiwan

The Quality Improvement Team organized a Study Tour to visit Taiwan during the period from 20th to 25th January 2013. The aim of the study was to understand the know-how in the implementation of life education for adolescents. A sharing session was held on 16th May 2013 with other colleagues in the services.

青少年生涯規劃
工作小組

本年開發網頁程式名為課程篩選器，考生可把成績輸入，從中了解升學出路的選擇。另家長模擬放榜於2012年7月7日舉辦，當日有7間媒體報導，140多位家長及青少年參加，大部份以親子形式參與，家長人數為92人，學生人數為52人。今年度亦有文憑試放榜熱線輔導服務，招募義工工作訓練，熱線中心分別設於耀安邨及APM商場。此外，於2012年7月14日發佈「DSE2012職志輔導計劃」研究報告。

Career and
Life Planning
Task Force

The Quality Improvement Team developed a curriculum filtering web-application named “Study What” so that the candidates can search for multiple pathways of further studies by entering their DSE results. Moreover, the mock DSE release day was held on 7th July 2012 for parents. With 92 parents and 52 students participated, the program has attracted seven media to report on the event. This year the DSE release day hotline service has recruited and trained volunteers to run counseling service centers in Yiu On Estate and APM Plaza. “DSE2012 Career Guidance Programme” research report was also released on 14th July 2012.



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Projects

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其他專業培訓

今年度舉行了不同主題的專業培訓，例如：舉行家長小組應用技巧工作坊，共10節訓練課程，有15名社工參與，參加者皆認為能學到如何與家長工作的技巧，更能應用於服務中；舉行攀石牆駐場督導員訓練，共有17人參加，訓練完成後，可成為中心攀石牆的導師，於中心提供攀石訓練活動。

Other Professional
Training

The Quality Improvement Team conducted different professional trainings such as the Workshop on Skills in Conducting Parental Groups, 15 social workers has joined the 10-sessions training and agreed that the skills learned in the training could be applied to their daily work with parents. A rock climbing coach training course was also conducted this year. The 17 participants have become qualified coaches after the training and would assist in organizing rock climbing activities.



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台灣交流團

獲社會福利發展基金贊助，綜隊一行十多人前往台灣，到訪台北及台中不同的社服機構，了解他們的運作與服務經驗。交流過程中，台灣社福機構服務的多樣性、地區資源的運用與合作，都令團友大開眼界。而最令團友感動的，是台灣的服務提供者，由服務理念推行、環境設計、日常服務流程安排，都能體貼地為服務使用者著想，不少細節都令人窩心。

Taiwan Study Tour

With the subsidy of Social Welfare Development Fund, the Team organized a Taiwan Study Tour. The delegation visited different types of welfare service providers in Taipei and Taichung to learn from their best practice and experience. Participating colleagues were impressed by the diversification of services provided and the mobilization of community resources, while the user-orientation approach and the thoughtfulness in the whole service process, from concept in service design, physical setting to service operation, was unforgettable.

專業培訓

今年度推行了三個專業培訓講座及分享會：

- 「專業自保防衛術工作坊」－目標是加強同工在提供到戶服務時辨識社區上潛在危機的意識和能力，避免不必要的意外。
- 「園藝治療」小組－講者在工作坊中講解了園藝治療的基本理論，並介紹植物繁殖法及示範了組合盆栽的步驟；同工透過栽種實習及角色扮演，親身體驗園藝治療的果效。
- 「台灣考察及生死教育工作」分享會－讓前線同工們可以了解台灣的家居照顧服務的特色及與香港不同之處，並且與同工們探究台灣現推行寧養服務的特色，主持也分享了其個人於工作上曾遇上的寧養個案經驗。

Professional
Training

During the year under review, three professional trainings and sharing sessions were organized:

- “Self-defense Workshop” – To strengthen colleagues’ knowledge and ability in identifying potential risks during the delivery of home care service, in order to minimize accidents.
- “Horticulture Therapy” Group – The basic principle of horticulture therapy and different planting knowledge were introduced in the group. Colleagues were able to experience the effectiveness of horticulture therapy via planting and role playing activities.
- “Experience Sharing of Taiwan Study Tour” – The frontline staff were able to understand the characteristics of Taiwan integrated home care services and the difference of their services with Hong Kong in the sharing session. The tutor also introduced the characteristics of hospice care service in Taiwan and shared her experience during this session.



長者日間護理中心質素改善綜隊

Day Care Centre for the Elderly Service Quality Improvement Team

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勞損痛症的中醫 治理法講座

綜隊一直致力提供優質的服務予長者及其家屬，能提供優質服務實有賴各同工默默耕耘的工作及付出，同工是中心寶貴的資源，故綜隊於本年度邀請了資深的中醫師舉辦「勞損痛症的中醫治理法」講座讓同工可以學習養生、養心及預防勞損的方法。培訓能切合同工需要，內容充實，參與同工們非常投入，並表示有助紓緩工作勞損。

Talk on Use of Chinese Medicine in Pain Relief

Recognizing staff members as invaluable assets of the services who have provided quality service in serving our service users and their families with dedication and commitment, the Team invited an experienced Chinese medicine practitioner to conduct a talk on the use of Chinese medicine in pain relief for staff members. Colleagues learned how to lead a healthy lifestyle and the prevention of strains. 65 colleagues who attended found that the training was practical in pain relief.

加強認知障礙症 會員服務

二零一一年十月開始，長者日間護理中心獲社會福利署撥款認知障礙症補助金，以加強對認知障礙症會員的照顧服務。各日間中心按中心的情況及特色、會員的需要，增添物資、招聘額外護理人手、加強培訓，推展不同計劃。

Enhancement of Dementia Member Service

Since October 2011, Dementia Care Supplement was received for Day Care Centre to enhance services provided to members with dementia. Based on the needs and characteristics of each centre, different projects were implemented with additional resources, manpower, and training provided.



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音樂治療

鑑於本港老年人口不斷上升，認知障礙症患者人數亦隨之增加，綜隊鼓勵同工將音樂治療元素應用於小組活動中，從而改善認知障礙症患者在情緒、社交、認知等方面的能力，並提升自信心。

Music Therapy

In view of the rising number of elderly suffering from dementia alongside with the ageing population, the Team encouraged colleagues to apply music therapy in group work to improve the emotional, social and cognitive performance of demented elders and to enhance their self-confidence.

員工培訓

為提升同工在音樂治療的專業知識及技巧，綜隊於年度舉行了「發揮音樂力量工作坊」，為同工提供培訓。是次「發揮音樂力量工作坊」由註冊音樂治療師負責帶領，內容深入淺出，讓同工掌握音樂的基本原理及各種樂器的特性，並配合各種音樂器材，讓學員親身體驗。此外，導師教授學員運用不同的評估工具，評估活動成效，並於課堂上作分享，增加學員的實戰經驗，與及促進彼此間學習交流的機會。

Staff Training

In order to enhance colleagues' knowledge and skills in music therapy, a "Music Power Workshop" was organized. Taught by registered music therapist, the workshop started from the basic principle of music to the characteristics of different kinds of musical instruments. In addition, the tutor introduced a variety of assessment tools for evaluating the effectiveness of therapeutic groups. The participants were requested to share their practical experience with others in the workshop.



同工心聲 Staff Opinion

感謝福利協會重視同工之發展，提供了很多多元化之培訓給予同工。
Thanks to the Council for putting great effort on staff development and providing all rounded training to staff members.



長者綜合服務中心質素改善綜隊

District Elderly Community Centre Service Quality Improvement Team

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中央事工小組

綜隊致力優化長者綜合服務中心的服務質素，故按不同的服務，包括：「長者家居環境改善計劃」、「百靈鳥長者生命教育計劃」、「隱蔽長者服務」等成立不同的中央事工小組。中央事工小組不但能作為服務交流的平台，並能讓特別的服務及計劃更有系統地運作及作更深入的討論。

Working Groups

In order to ensure the quality of services, three individual working groups were set up to oversee particular projects, including “Home Environment Improvement Scheme for the Elderly”, “Positive Life Elderly Suicide Prevention Project” and “Hidden Elder Service”. In addition to provide a platform for experience sharing, the working groups also enabled services to be reviewed systematically and effectively through in-depth discussions.

員工培訓

為提昇各社工及程序同工的專業知識及實務技巧，綜隊獲社會服務發展基金撥款籌劃了4項員工培訓活動。培訓項目包括：

「敘事治療基礎培訓課程」及「動機式晤談法訓練」，分別邀得香港理工大學講師及福利協會臨床心理學家擔任講者，為社工同工教授有關介入手法的理論知識及輔導技巧。

另外，亦安排了「藝術治療及長者小組活動」及「遊戲治療及長者小組活動」的培訓活動予同工，以提升同工的小組活動實務技巧。是次培訓邀得註冊藝術治療師及遊戲治療師擔任導師，教授同工相關治療手法的基礎知識及長者小組活動的應用技巧。

Staff Training

In order to enhance the professional knowledge and practical skills of social workers and programme staff, four training programmes were organized with the support of the Social Welfare Development Fund. The training programmes included:

“Narrative Therapy Workshop” and “Basic Skills on Motivational Interviewing” – Taught by a lecturer from The Hong Kong Polytechnic University and the Council’s clinical psychologist, these training programmes introduced the theory and knowledge of intervention strategies and the counselling skills.

“Groupwork in Art Therapy” and “Groupwork in Play Therapy” – Delivered by registered art therapist and play therapist respectively, the trainings introduced basic knowledge and applications in conducting groups for elderly.



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綜合寧養照顧
服務成效研究
發佈暨分享會

各院舍全面推行寧養照顧服務，護養院更委託香港大學行為健康教研中心為2009年起推行的「蝶舞耀晚情」綜合寧養照顧服務進行成效研究，並於2012年12月14日舉行發布暨分享會，喚起社會對體弱住院長者身心靈服務的關注。各院舍也定期舉行「生命」講座及活動，幫助院友及家屬積極面對生命終結。另外，院舍單位繼續為同工舉辦安排殯葬事宜的講座及宣揚珍愛生命訊息的工作日營。

Press Conference
of Evaluation Study
of Integrative
Body-Mind-Spirit
Hospice Care for
Older Adults

With the implementation of hospice care in the residential homes an integrated hospice care programme, “Integrative Body-Mind-Spirit Hospice Care for Older Adults”, has been implemented in the H.K.S.K.H. Nursing Home since 2009. An evaluation study was conducted for this programme by the Centre on Behavioral Health of The University of Hong Kong. The result of this study was announced in a press conference on 14th December 2012 to arouse public concern on physical, mental and spiritual health of frail elders in residential homes. Talks and sharing sessions related to “life” were also held periodically to help the residents and their families to face the end of life with a positive attitude. Staff development programmes organized included a seminar on funeral and interment arrangement and a day camp on life education.

全面推行
「中央醫療採購」

香港聖公會護養院、香港聖公會阮維揚長者之家及恩愉軒、香港聖公會米毛劍英長者之家作為先導單位，率先與福利協會屬下的「社區醫療支援服務網絡」協作推行「中央醫療採購」。年度內，作為第二階段執行的單位，其餘津助安老院舍積極籌備全面推行「中央醫療採購」，為院友及其家人提供一站式代購服務，預計可於下年度八月正式開展。

Implementation
of Centralized
Procurement of
Medical Supplies

H.K.S.K.H. Nursing Home, H.K.S.K.H. John Yuen Home for the Elderly and Loving Joy Court, H.K.S.K.H. Mei Mao Keen Ying Home for Senior Citizens had worked as pilot centers and collaborated with the Council's “Community Medical Support Service Network” to implement the scheme of centralized procurement of medical supplies. During this year, phase 2 of the scheme was commenced and the procurement was extended to other subvented homes for elderly. A one-stop platform for assisting service users and their families to purchase medical supplies could be fully launched in August 2013.

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提升「院舍資訊系統」功能

Enhancement of Home Message System

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為提升「HMS院舍資訊系統」功能及操作以配合院舍運作，特召開一次性「HMS院舍資訊系統」檢視及提升意見收集會議，邀請資訊科技部代表出席，共同商討，資訊科技部隨即於會後跟進建議，並舉行培訓活動，讓同工更能掌握系統新增的功能及運作程序，達至質優工簡。

In order to enhance the “Home Message System” (HMS) in residential homes for the elderly, discussion session was held to collect the views and opinions on the HMS for enhancement purpose. Modifications of the system has been made following the discussion and subsequent trainings were provided by the Information Technology Services Department to introduce the newly added functions.



同工心聲 Staff Opinion

感恩福利協會一直都給同工很大的發展機會，各同工於工作上能發揮所長，為機構帶來更優質的服務。

Thanks to the Council for providing various opportunities for staff members to develop their strengths, which brings forth improvement in service quality.

總結 Conclusion

在社會福利機構推行全面優質管理，並沒有一個特定模式或標準，福利協會由初期摸索階段到現在機構內各同工都深明優質服務對服務使用者的重要性，實有賴各同工在優質之旅上所作出的貢獻和努力。

我們相信優質服務文化會一直維持下去，必定能精益求精，以及能提供創新及以服務使用者為本的服務。

我們會緊記福利協會的使命：「協會步武基督，洞悉社會需要，力行仁愛公義，提供適切服務，使生命得以轉化，活出人的尊嚴與價值」為社會作出貢獻。

There is no unified way to be followed by welfare organizations in launching Total Quality Management. From the beginning, when the Council had tried to conceive the concepts; to this day when all staff members share the belief on the importance of quality service to the service users; this journey would not be possible without the efforts and contribution of each individual staff member.

We believe the quality culture will be sustained and reach its maturity in providing innovative and user-oriented services.

We will remember the Council's mission: "The Council follows the footsteps of Christ, discerns the needs of society, puts benevolence and justice into practice, and provides pertinent services, so that life, while being transformed, may be lived in a manner appropriate to human dignity and values." while delivering our services to the society.

