



Continuity of the Supply Line

Cheng Chien-Fang

The deadly Formosa Fun Coast explosion occurred on a holiday. Without warning, over ten burned patients were rushed into our hospital. A quick overview found that the required medicine and medical equipment far exceeded our ordinary inventory. Luckily, under the flawless coordination of our Pharmaceutical and facility department, supplies were delivered to our front line medical workers.

Wu Ching-Hua, Director of our general affairs office, recalled the orderly support provided by different branches of the hospital. The responsible person at the facility, Chang Li-Te, and the Head of Occupational Safety, Tang Ming-Hsun, personally drove to our Chiang Ling living quarters to pick up the medical professionals. Lee Ming-Lan, Chief of the facility, heard the news from television and drove all the way back to the hospital from her



The small storage area supports external emergency unit at the Taipei Tzu Chi Hospital.



Lee Ming-Lan (center) of the facility group helping Ward 9A to acquire needed supplies.

home in Longtan, Taoyuan. As soon as Lee arrived, she did not waste time to prepare a list of necessary medicines and equipment. She also contacted all nearby Tzu Chi hospitals to assure that the needs could be delivered to us in time.

The emergency burn care units' supplies include: intravenous infusion machines, fluids, scald gauzes, cotton sheets, ointments, antibiotics, blades, sterile gloves, skin rolling machine, etc. Furthermore, all supplies must be delivered to the front line in very short time. The first two-week is critical to the severely burnt patients, and therefore, the quantity of supplies has to be larger. In order for the front line medical personnel to have adequate inventory, a running supply line flow is also critical.

“At the beginning, burnt patients often have excess fluid and blood on their wounds. Frequent changes of the wrapping materials are necessary. A nonstop sterilization of the wrapping material is performed at the supply center. As an indicator of the work load at the supply center, the wrapping materials are still warm when arriving at the ward.” Director Wu Ching-Hua, “In addition, the frequent changes of dressings, create vast of medical wastes - a burden to the service maids.”

With the medicines and medical supplies flowing smoothly, Director Wu said gratefully, “Thanks for our hard working colleagues, we have a strong and wonderful team.”

Because the wound areas for most of the patients are quite large, the service line of the Emergency Unit must be adjusted in order to reduce the risk of infection. First, the burn patients are housed in a special area. Then the medicine personnel are directed to enter and exit according to a special one-way route. This way, infection and other medical complication can be minimized.

Also, visitors and family members can only communicate with the patients via video conferencing. Patients can talk to their loved ones without the worries of infection.

Huang Shao-Fu, Information Services Director, indicated that in the evening of June 29th he received telephone calls from the Chiao Li-Hua and Nursing Director Wu Chiu-Feng, inquiring the possibility of setting up video conferencing between patients and their families. Director Huang immediately consulted his team for the most efficient method for video conferencing. He also wanted to find out all the details to setup proper equipment.

In order to achieve stable video



Director of Information Services, Huang Shao-Fu(left), and colleagues are testing computer network with tablet computers.



quality and platform, Assistant Director of Information Services, Chen Ling Jun, also provided on-site assistance. After a series of tests with broad band channel to reduce disturbances, a best image and video quality were achieved.

With ingenuity of the information sciences team, the worries of the patients were greatly reduced. Tablet

computers were used for video conferencing. Through video images, the patients and family members chatted casually, warmly exchanged words of comfort. This way, the patients were inspired to calmly receive treatments, with the accompanying of family members.



Plastic Surgeon, Dr. Lin Chung-Chiao (center, dressed in blue), is explaining to family members of the patients about the necessity of video-conferencing.