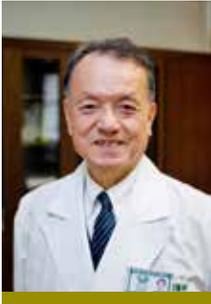


# Integration of Love and Humanities

## Ten C's Management Strategies of Tzu Chi Medical Mission

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Tzu Chi medical mission diligently advocates Health Promoting Hospital (HPH), targeting six areas: Mission statement and strategy, patient and family members, community, staff, environment, and spirituality. The essence of medical service is for patients to regain health and for healthy people to sustain health; even more importantly, for health promotion in community to become a norm, so both the mind and body of the people can remain healthy.

### **Ten C's Management Strategies**

#### **1. Convenient: Tender Caring**

To provide convenience to the patients, we provide transportation services to and from the hospital to areas without regular train or bus services. In addition, we have integrated our service flow and procedures and compressed the amount of time needed for blood tests, X-ray and electrocardiographic exams. Patients can complete most of these tests in "One Visit" on the same day, thereby eliminating the need for returning to the hospital for various tests on different dates.

#### **2. Comfortable: Barrier-Free**

For example, the counter height for information desk, registration, cashier and nursing stations have gradually lowered to 90 cm, allowing the patients to receive services while seated thereby reducing the pressure from seeking medical care. In addition, Tzu Chi volunteers supplement the medical professionals' services by providing loving care and comfort to those who come to Tzu Chi hospitals.

### 3. Complete: Holistic Service

All of the patients' medical needs are satisfied through team work from all disciplines, providing a complete one stop shop for the patients. Since Yuli and Kuanshan Tzu Chi Hospitals are smaller in size, Hualien Tzu Chi Medical Center provides additional manpower and backup support.

### 4. Continual: Never-ceasing Medical Service

Instead of following the traditional concept on hospital management, we hope that patients can remain healthy and stay away from hospitals rather than returning for follow-up appointments to increase hospital profits. Treating patients is only one of the three core elements of medical care. The other two elements include preventative medicine and education on post-treatment home care. Only through continual medical care consisting of the three core elements can we truly care for the health of patients.

### 5. Comprehensive: Peace and Joy for Body, Mind, and Soul

We treat patients just like our own families and friends. By comforting the hearts of patients and families, the pain and sufferings from illness can be reduced. We also provide comprehensive services and support, such as financial assistance and other short term or long term assistance to the patients and their family members. In addition, we treat not only disease, but mind and soul as well.

### 6. Conservational: Mindful Love for Earth

We emphasize the concept of environmental conservation. Besides building green buildings, the hospital has also been awarded numerously for the reduction in garbage production and the classification and

recycling of waste resources. Taichung Tzu Chi Hospital has the largest solar panels in Taiwan, while the paths of all six hospitals are paved with interlocking bricks, allowing the earth to ventilate and rain water to permeate into the soil. All street lamps consume solar cell energy; all light bulbs in the hospitals are replaced with energy saving light bulbs; and the temperature of air conditioner is raised to save energy. Water recycling facilities are implemented to utilize rain and wastewater in toilets and gardening; heat pumps recycle heat generated from air conditioner and turn it into boiling water. We provide eco-friendly utensils in the hospital wards, we also encourage hospital staff to use eco-friendly utensils and to recycle waste resources. And, the recycled plastic bottles have been turned into brandnew blankets and other fabrics.



Even remote area and mountain villagers are taken good care by Tzu Chi medical team. Photo shows Kuanshan Tzu Chi Hospital nurses working on a health check-up for local community citizens.

### 7. Computer-Based: Technology as Pioneer

From a “patient-oriented” perspective and in conjunction with more than two hundred professional equipments in medical care, drug test and administration etc., we have designed a complete computer-based information system to offer all medical services with accuracy and efficiency.

### 8. Cost-Effective: Sustainable Management

Charity is no excuse for cost-effectiveness. Depending on the local needs, we have established integrated treatment centers, such as cancer center, to maximize efficiency. We aim for a sustainable management through the balance of income and expenditure and to ultimately accomplish the social responsibilities and missions of a charity organization.

### 9. Compassionate: Never Ending Love

“To lead all sentient beings away from sufferings, illnesses and the attachment of life and death” is the ninth management strategy of Tzu Chi hospitals. We uphold the Buddhist principles of kindness, compassion, joy and selfless giving, providing services with loving care and compassion.

### 10. Community-Oriented: Friendly Neighborhood

We provide community-oriented medical services, from disease screening, prevention and treatments to post-treatment care and support. This is a holistic medical service system rarely seen in Taiwan. Through the integration of community volunteers, health convenient stores, care stations for the elderly, and community-based disease prevention networks, Tzu Chi medical mission is marching step-by-step towards the establishment of a comprehensive community health promotion network.