

護理人員之國際 病人照顧經驗談

臺北醫學大學附設醫院
陳麗麗 護理長



International Medical Care- nursing Experience

HEAD Nurse : Chen Li-Ly
WANFANG HOSPITAL

Education attainment and working career

- In 1975 , to graduate from China Medical College nursing department.
- 11 years of experiences in emergency department and intensive care unit .
- 23 years of experiences in medical and surgical and gynecological department.
- Accredited with professional nursing license and the United States registered nursing license.

Nurse's role in the International Medical cooperation

- With the assistance of the Ministry of Foreign Affair, sincere service to the countries and their people .
- Acquire their respect through Professional nursing care .

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國際醫療重點：

服務 (包含外交部安排之病人，或其他聯繫之病人)

真誠的服務。

注意在外交部安排下的醫療規定，有時也是醫療機構自行籌劃的。

護理角色和定位在其中佔有重要性。

International health care experience

1978-1987

- SAUDI ARABIA
HOFUF GENERAL
HOSPITAL

201005-201007

- Sao Tome burned-
child was sent to
Wan-fang hospital
for medical
treatment

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1978-87年

在該醫院之經驗

201005-07

至聖多美之經驗

background of nursing career in the desert

- diplomatic dilemma , Sino-American diplomatic relationship break-up.
- Oil crisis, need to purchase oil from Saudi Arabia with fair price.
- My choice.



沙烏地阿拉伯。

當時退出聯合國，爲了打破外交困境以及取得較便宜的石油價格，，因此要有”互惠”情形，因而派出許多援助，醫療團就是其中之一。

陳護理長於25歲至沙烏地阿拉伯。



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左圖爲波斯灣

Nursing care work in Saudi Arabia

- Predecessor Work
 - Cultural awareness: religious understanding.
 - Language training: English, Arabic training.
 - Understanding of climate and environment.



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前置作業需先了解當地文化背景，例如當地的部落背景、回教信仰、男尊女卑。當地語言的基礎訓練與英文的訓練，當地衛生環境及傳染病狀態。

前置作業：

- 1.文化背景：男尊女卑、部落型態、回教徒因此不吃豬肉。
- 2.語言訓練：英文及阿拉伯語言。
- 3.了解氣候與環境，像是傳染病等。

Nursing care work in Saudi Arabia

- Work preparation before hospital operation
 - To start from single piece of paper.
 - Equipments /facilities arrangement.
 - To enact working sequences.



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工作準備

1.紙本作業

2.儀器

3.例行工作事項

當地德製的許多器材相當精巧。

工作手冊的詳盡記錄，製作英文版。

Medical team

- Multi-nationality : ROC, Saudi Arabia, Syria, Egypt, India, Sudan, Palestine, Lebanon, the Philippines, the United Kingdom.
- Language: Arabic and English.
- Medical record: English.



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人的極限是可以延展的。
當時的護理人員並不是很多。

醫療團隊：
來自各國的醫療人員。(英國護士有tea time)

Hospital operation

- Manpower shortage
- Cooperation / competition
- Grow-up — incident



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人員不足的情況很嚴重，曾經連上三班。

團隊維持合作又競爭的情況，因為自身也代表國家。

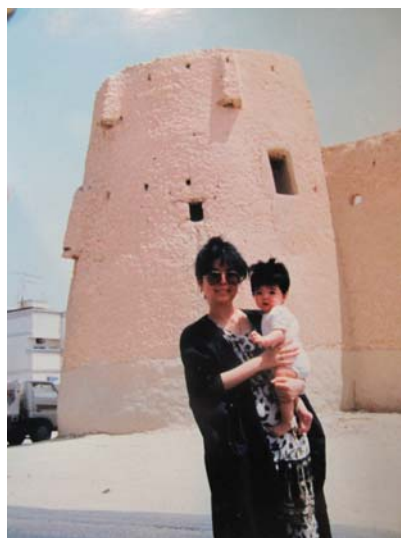
很多東西不適應時就是要主動去學習的。

在團隊合作中可以看到許多不同文化背景的人的特質，可從中學習。

在發配麻醉藥時，一定要核對簽名是否是本人。

從經驗及異常事件中學習。





Personal Attainment

- To increase international vision.
- To cultivate courage to face difficulties .
 - To communicate /speak actively .
 - To learn actively .
- To cultivate leadership(independence) .
- Work attitude
 - Mutual respect
 - Appearance



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個人獲得：

- 1.拓展國際觀
- 2.勇敢面對難題 (溝通、主動學習)
- 3.訓練個人特質 (獨立)
- 4.互相尊重之觀念 (尊重態度及儀表)

本身有能力及勇氣去面對所遇困難。

溝通時要看對象、狀態、情勢。

在語言障礙方面，如果有什麼事情說不出來要記下來回去查，進到現場的學習效果最好。

醫護互相尊重。

外表儀態需要注意，給人的觀感正面。

Sao Tome International Medical

- To accomplish diplomatic mission and to maintain hospital's honor.
 - Morning meeting: to produce consensus, conversation mode to confirm.



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Sao Tome國際醫療

在病人進來之前先做醫療計畫的討論，會比發生問題時再進行會議要好。
達成同仁共識。

國際病人的語言溝通、經濟狀況，不能讓對方因為自己貧窮而自卑，讓對方感受到尊重。

Sao Tome International Medical

- Cross-team collaboration: rehabilitation, public relations , nutrition department, social workers, child burn center .
 - Routine Conference: to develop Planning and instruction.



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social workers：進行募款，協助負擔醫療費用。
孩子本身在的社會心理狀態以及疼痛耐受度都要事先了解。

跨組合作：復健、營養、社工及小孩燙傷。
有固定會議。

Sao Tome International Medical

- To control Real time situation through vision meeting.
- Farewell Party/Press conference



Personal acknowledge

- Finally they have to return back to where they ever belonged.
- We try to give as much as we can during their stay in the hospital, but we are really limited.
- Everything will come to an end .



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Mother Teresa

- Love into action
From a simple service,
Be perfect joy.

THANKS



任何事都要有動作 (Action)