

Business & Management 工商管理

Centre to help improve communication in healthcare

理大研究中心 促進醫療互動與溝通



(From left) Officiating at the opening ceremony of the ICCH are Prof. Alexander Wai Ping-kong, PolyU Vice President (Research Development); Prof. Timothy W. Tong, PolyU President; Prof. Mary Spongberg, Dean of Faculty of Arts and Social Sciences of UTS; and Prof. John Daly, Dean of Faculty of Health of UTS. (左起)理大副校長(科研發展)衛炳江教授、理大校長唐偉章教授、悉尼科技大學文學及社會科學學院院長 Mary Spongberg 教授及醫療學院院長 John Daly 教授為「醫療互動與溝通國際研究中心」揭幕。

Through bringing together globally renowned scholars and practitioners, PolyU's new International Research Centre for Communication in Healthcare (ICCH) will help foster world-class research and practice in health communication.

理大成立「醫療互動與溝通國際研究中心」(研究中心)，旨在匯聚國際知名的學者與醫護專家，從而推動有關醫療互動與溝通的世界級研究和運作模式。

A joint initiative of PolyU and the University of Technology Sydney (UTS), the ICCH was launched on 24 June 2013 to provide a unique and dynamic site for members to collaborate on health communication research, international and local health policy and health education curricula development.

Welcoming this exciting initiative, Dr Elizabeth Rider of Harvard University and Chair of the ICCH External Advisory Committee said that the ICCH had already received tremendous international support, attracting members from more than 10 countries around the world. Dr Rider commented that this was the first time an international group of experts had "come together to try to solve the increasing problem of communication breakdowns, medical error, avoidable patient harm and escalating patient and clinician dissatisfaction".

ICCH Director, Prof. Diana Slade, said it is now irrefutable that communication is central to effective and safe healthcare delivery. "Poor and ineffective communication at all levels of the healthcare system leads to poor patient outcomes, including serious illness and death and increasing clinician dissatisfaction."

One of the Centre's first initiatives was the development of an International Charter for Human Values in Healthcare, which aims to restore the universal core values that should be present in every healthcare interaction. The ICCH is encouraging all health practitioners and professional health associations to become signatories to the Charter to promote a relationship-centred approach to health care.

研究中心由理大與澳洲悉尼科技大學合作成立，在二零一三年六月二十四日舉行成立典禮，致力為中心成員提供一個獨特及具活力的環境，促進成員互相合作，如分享醫療互動與溝通的研究成果、國際性和本地的醫療政策，以及制定醫療教育課程。

研究中心對外諮詢委員會主席、哈佛大學 Elizabeth Rider 博士對此項令人振奮的計劃表示歡迎，並指出研究中心已獲得國際的廣泛支持，會員人數來自逾十個國家。Rider 博士指出，國際醫療專家首次共聚一堂，「嘗試解決日益嚴重的醫療互動與溝通問題，包括嚴重溝通問題、醫療失誤、可避免的病人傷害，以及病人與醫護人員的不滿情緒。」

研究中心主任 Diana Slade 教授表示，溝通和互動對有效率和安全的醫療護理來說十分重要。她說：「在醫療護理服務各個層面上，不理想與低效率的溝通會導致不理想的病人護理結果，包括病人對醫療護理服務的不滿、嚴重醫療事故，甚至死亡。」

研究中心其中第一項計劃是訂立醫療護理人道價值國際憲章。訂立國際憲章旨在於每一個醫療護理的互動過程中，重新建立普世的核心價值。研究中心鼓勵所有醫護人員和專業醫療組織簽署憲章，以推動關係為本的醫療護理。