



馬偕紀念醫院
MacKay Memorial Hospital

Enhancing Community Health Promotion Through a Cross-Team Referral Model for Older Adults

- Hsin-Lung Chan M.D.
- MacKay Memorial Hospital
- 2026.5.20-22



31ST INTERNATIONAL CONFERENCE ON HEALTH
PROMOTING HOSPITALS AND HEALTH SERVICES
SLAGTHUSET, MAIMÖ, SWEDEN | May 20-22, 2026



International Network of
Health Promoting Hospitals
& Health Services

Background- Distribution of Health Stations

Update until 2025.12.31

- 6 Districts
- 85 Health Stations
- 431 Local Volunteers in Community



● Shimen District	<u>Platform</u>	3
● Sanzhi District	<u>Service Platform</u>	2 5
● Tamsui District	<u>Service Platform</u>	20 31
● Bali District	<u>Service</u>	4
● Wugu District	<u>Service Platform</u>	5 3
● Luzhou District	<u>Service Platform</u>	9 3

Method (1) - Referral Model

- 85 community health stations across six districts
- Cross-team referral integrating outpatient, inpatient, and emergency departments
- Target: Older adults ≥ 65 years with CFS < 5
- Referral via QR code and hospital information system alerts

淡水社區醫學中心守護 社區民眾健康

社區健康服務站設置區域

三芝區、淡水區、八里區、五股區、蘆洲區、石門區域

社區健康服務站服務項目

志工定時提供量測：血壓、體重、腰圍

專業醫療人員諮詢：藥師、營養師、護理師、諮商心理師、
癌症個管師、遠距醫療護理師

健康促進講座舉辦：各種慢性病疾病預防、健康飲食、癌症
防治、用藥安全、居家安全、心理衛生、
銀髮健康等



若有任何疑問，請洽(02)2809-4661轉2160 淡水社區醫學中心

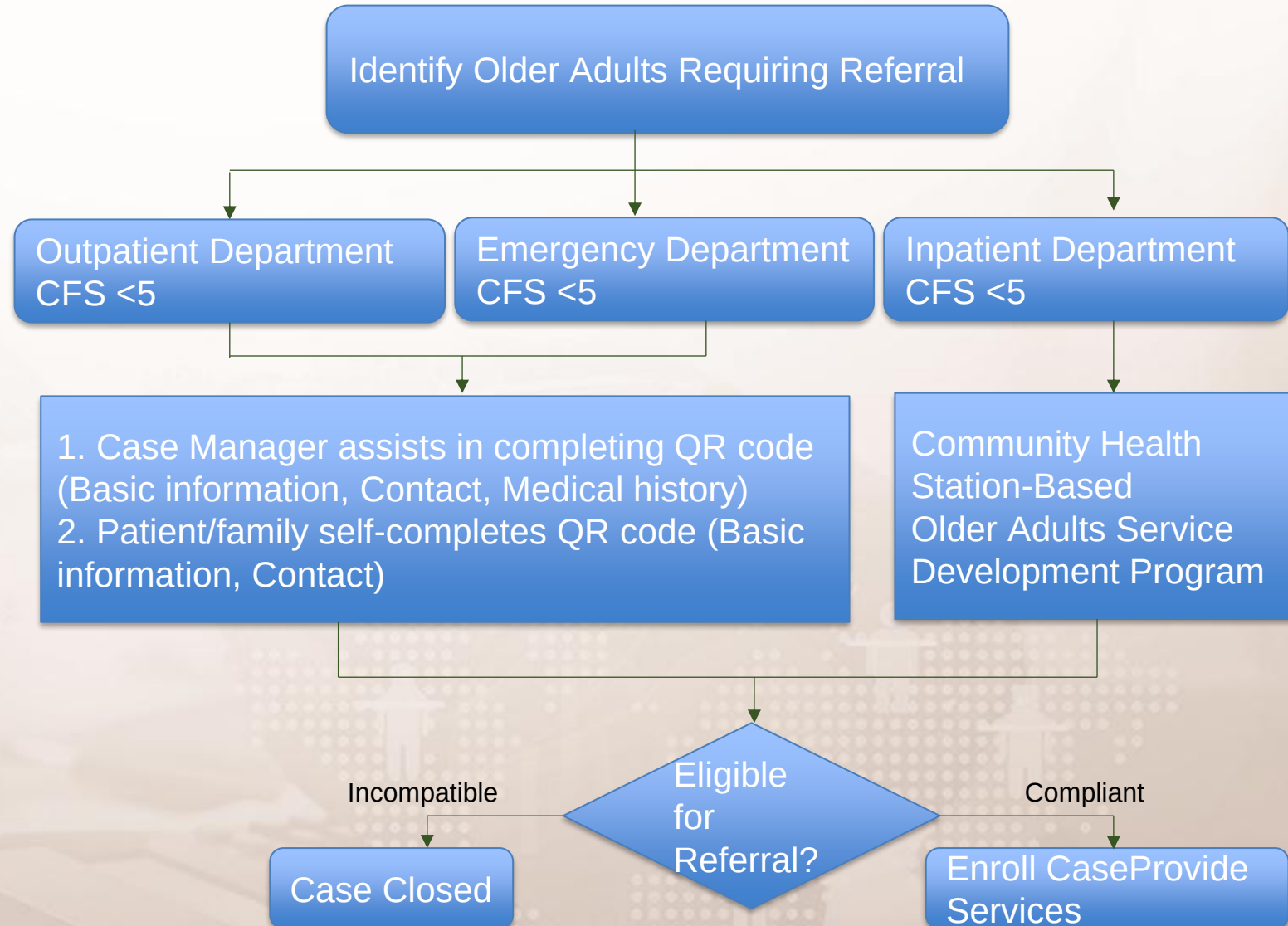
Method(2)- Referral Model

Age-Friendly Care Referral Flow

Clinical Frailty

Clinical Frailty Scale*

- | | |
|---|---|
| <p>1 Very Fit – People who are robust, active, energetic and motivated. These people commonly exercise regularly. They are among the fittest for their age.</p> <p>2 Well – People who have no active disease symptoms but are less fit than category 1. Often, they exercise or are very active occasionally, e.g. seasonally.</p> <p>3 Managing Well – People whose medical problems are well controlled, but are not regularly active beyond routine walking.</p> <p>4 Vulnerable – While not dependent on others for daily help, often symptoms limit activities. A common complaint is being "slowed up", and/or being tired during the day.</p> | <p>7 Severely Frail – Completely dependent for personal care from whatever cause (physical or cognitive). Even so, they seem stable and not at high risk of dying (within ~ 6 months).</p> <p>8 Very Severely Frail – Completely dependent, approaching the end of life. Typically, they could not recover even from a minor illness.</p> <p>9. Terminally Ill - Approaching the end of life. This category applies to people with a life expectancy <6 months, who are not otherwise evidently frail.</p> |
|---|---|
- Scoring frailty in people with dementia**
- The degree of frailty corresponds to the degree of dementia. Common **symptoms in mild dementia** include forgetting the details of a recent event, though still remembering the event itself, repeating the same question/story and social withdrawal.
- In **moderate dementia**, recent memory is very impaired, even though they seemingly can remember their past life events well. They can do personal care with prompting.
- In **severe dementia**, they cannot do personal care without help.
- * 1. Canadian Study on Health & Aging, Revised 2008.
2. K. Rockwood et al. A global clinical measure of fitness and frailty in elderly people. CMAJ 2005;173:489-495.
© 2007-2009 Version 1.2. All rights reserved. Geriatric Medicine Research, Dalhousie University, Halifax, Canada. Permission granted to copy for research and educational purposes only.



Method(3)- Referral Model

Older adults were referred through
QR-code registration.



Service Expansion
Since 2024

Referral Date	Name	Gender	Birth	Contact Number	Department Visited	Reason for Visit	Residential District
2023/1/2	劉清	男	1954/5/10	093653****	老年醫學科	身體功能衰退，日常	淡水區
2023/3/20	李禎	女	1980/6/16	092569****	內分泌科暨新陳代謝科	65歲以上，有3種以	淡水區
2023/3/27	邱雄	男	1935/5/11	093635****	急診-外科	出現步態不穩、體	八里區
2023/4/12	陳趙信	女	1939/9/23	09331****	老年醫學科	80歲以上，需要周	三芝區
2023/4/19	戴貴	男	1956/6/18	09266****	急診-內科	原本沒有健康問題	五股區
2023/6/16	盧吉	男	1946/1/24	09260****	急診-內科	原本沒有健康問題	淡水區
2023/6/16	郭好欸	女	1949/2/13	09720****	急診-內科	身體功能衰退，日常	三芝區
2023/7/7	郭美英	女	1947/9/21	09192****家屬，26	急診-外科	出現步態不穩、體	淡水區
2023/11/7	張榮	男	1938/6/11	09398****	急診-內科	65歲以上，有3種以	淡水區

Community Health Station-Based Older Adults Service Development Program

Name	Hospitalization Day	Discharge date	Bedno	CFS Assessment	CFS	Zip	Addr	Contact Number
葉賢	2025/05/01 00:00:00	2025/05/06 00:00:00	3820A	2025/05/01 18:03:38	5. 輕度衰弱	252	長勤街60號2樓	0226*****
劉清	2025/05/01 00:00:00	2025/05/03 00:00:00	3921A	2025/05/01 21:53:09	3. 維持良好	251	民生里23鄰民	02-280*****
王浮	2025/05/01 00:00:00	2025/05/06 00:00:00	1824A	2025/05/01 17:14:46	6. 中度衰弱	251	新民街120巷5	09195*****
陳雲蓮	2025/05/01 00:00:00	2025/05/12 00:00:00	3807B	2025/05/01 20:49:19	5. 輕度衰弱	251	中正東路51巷	09525*****
陳雲蓮	2025/05/01 00:00:00	2025/05/12 00:00:00	3807B	2025/05/01 20:49:19	5. 輕度衰弱	251	中正東路51巷	09525*****

Target Population:

General Internal Medicine Wards

Residence: Sanzhi, Tamsui, Wugu, Bali, Luzhou

Discharge Criteria: Clinical Frailty Scale (CFS ≤ 4)

Community Medical Center Nurse Matching

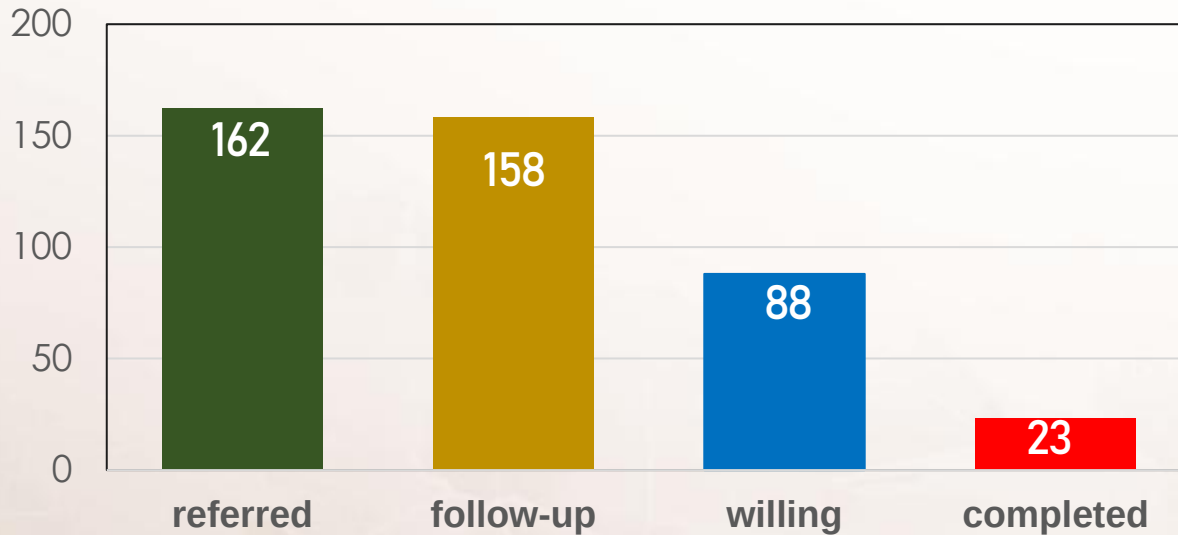
Community Resource Referral

Health Station Follow-up After Discharge

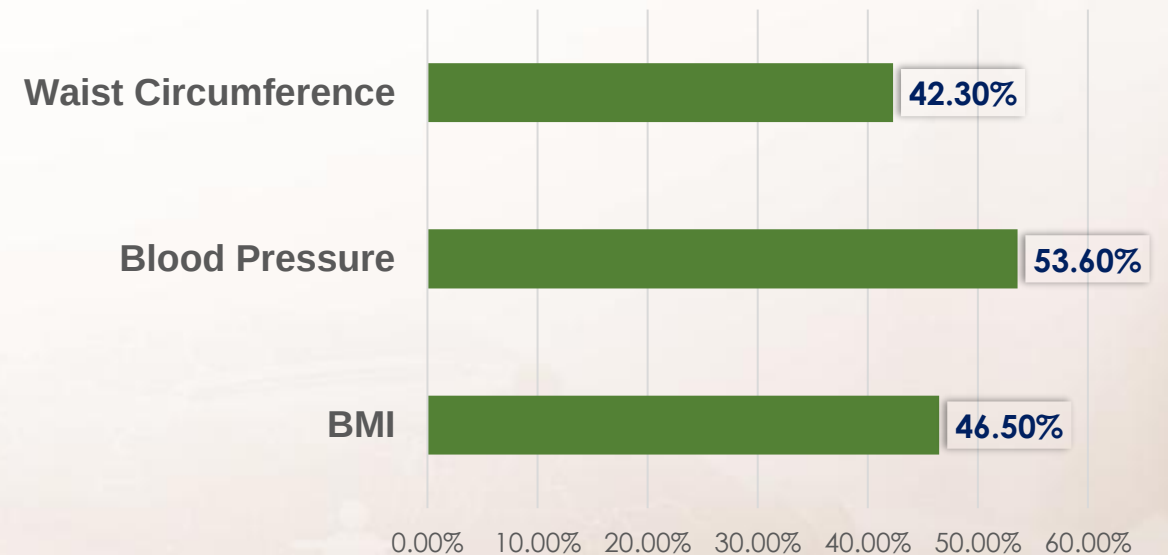
During 2023-2025

Results (1) -Participation and Health Outcomes

Referral Flow



Health Indicator Improvements(%)



- 162 older adults referred; 158 received follow-up
- 54.3% willing to participate; 26% completed visits
- 14 & 30-day readmission: 0%
- Participants demonstrated improvements in BMI (46.5%), blood pressure (53.6%), and waist circumference (42.3%)
- High satisfaction (96.1→97%)

During 2022-2025

Results (2) - Participation and Health Outcomes

Referral sources Distribution

**Referral from Outpatient,
Emergency, and Inpatient
Departments**

Expressed willingness:
69 participants

Actual service
utilization: 17
participants

Utilization rate: 24.6%

**Referral from Large
Community Events**

Expressed willingness:
19 participants

Actual service
utilization: 6
participants

Utilization rate: 31.5%

Conclusions

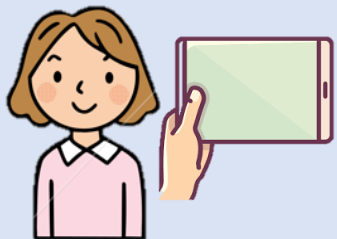
Future efforts should focus on :



■ Enhancing pre-discharge education



■ Building trust through early contact with community nurses



■ Utilizing multimedia approaches to increase awareness of community health resources

Thank you for your attention !



Welcome to the Heaven on Earth

- TAIWAN