

## Multimedia in Medicine, “All about Health”

Speaker: Dr Chien Sou-Hsin

*Dr Chien Sou-Hsin, Superintendent of Taichung Tzu Chi Hospital, delivered a speech on the topic, “Multimedia in Medicine”. With his vast knowledge and humour, he explained to the audience how he translates medical knowledge into comprehensible contents using multimedia.*



[Photograph by Lee Wei Kean]

Nowadays, besides TV programs, we can also find health facts presented using interesting films on the websites of some well-known healthcare institutions. Likewise, Tzu Chi Hospitals have developed informed consent, or Shared Decision Making (SDM) films, to communicate to the patients the purposes of performing the surgery and what other options are available. This helps the patients to understand the situations clearly before making their choices.

Dr. Chien highlighted that, “Skills and professionalism are basic requirements. Other than that, humanistic care is also very important. These two, when put together, will make medical care a little different.”

Dr Chien has also been a media volunteer to pass on correct medical information through the program, “All about Health”, which he hosts on Da Ai TV. To ignite and hold the interest of the general audience, who are non-medical professionals, he uses art and stories to transfer his knowledge.

Dr Chien revealed, “I don’t have a very strong team. All the ideas, the paintings, and the supporting data like the X-rays, are from me. I have to prepare them myself, and I do this without taking a penny from Da Ai TV. I even have to spend a lot of my money to buy references, including the paintings, and so on. I have been hosting this TV program for 16 years and 7 months (4,417 episodes), all by myself.” The persistence and hard work was recognized with Dr. Chien being nominated for the “Best Host for Educational and Cultural

Program” in the Golden Bell Awards for five times, and finally, emerged the winner in 2014.

What motivated Dr. Chien to continue with the “All about Health” TV series for 16 years? He shared the story of a cancer patient to depict his perseverance.

In the video, the patient visited other patients during her stay in the hospital, she gave them hope, energy and spirit, and even organized a team to get the cancer patients to sing together and encourage one another. That cheered up the atmosphere at the oncology ward.

This lady was actually an advanced breast cancer patient with multiple lung metastases, and there was not much the doctors could do to treat her. Dr. Chien recounted, “She passed away at the age of 43,” “Why did we let this happen? We had the technique to do mastectomy perfectly, but why did we let this patient die of advanced breast cancer at that young age, leaving two kids without a mother? Who is responsible for that? I think we are, because we did not provide enough medical knowledge.

Dr. Chien ended his presentation with a painting. In the painting, a patient was lying on a bed. On her right side was a physician (interpreted as using modern techniques to diagnose and treat the patients), and on her left stood a priest (signified religious or spiritual aspect). It sent a strong message that medical care is only balanced if we focus on both skills and spiritual aspect, and that everyone knows how to take care of their own health.

## Speakers' highlights



**Dr Lee Yi**

Medical Secretary & Director General of Quality Control Department,  
Hualien Tzu Chi Hospital, Taiwan

*The government and consortiums would not build a big hospital at such sparsely-populated area (Hualien, Taiwan) because it would certainly incur a big loss. But Master Cheng Yen, having seen many people falling into the vicious circle of poverty and ill health, decided to build a large hospital in this small city. In 2016, the Superior Council of Scientific Investigations reported Tzu Chi Hospital as the highest rated hospital in Asia and number 13 in the world, because it has brought forth “humanistic medicine with reverence for life”, taken on some of the most complex cases on the continent, focused on removing pain from illness, and taken in poor patients without the need for pay and ran primarily through grants.*

Vice Superintendent, Dalin Tzu Chi Hospital, Taiwan

*Our hospital has been a health promoting hospital (HPH) for more than a decade. It is implemented for the patients and families, executed by the staff on the hospital premises and extended to the community. We have a HPH Committee chaired by the Superintendent and comprised of four groups, each in charge of environment, hospital staff, patients and families, and community respectively.*



**Dr Lin Ming Nan**



**Dr Shen Yi-Ying**

Chief of Department of Chinese Medicine,  
Kuanshan Tzu Chi Hospital, Taiwan

*A frown and a smile are both possible. So, why don't you smile? Smile relaxes your body, and when you laugh, you are massaging your heart meridian. This is because based on the theories of traditional Chinese medicine, your face is connected to your heart. When you smile or laugh, your heart will feel it. So, joy and happiness are essential to a healthy heart.*



**Dr Kenneth Liao**

Deputy CEO of Tzu Chi New York, USA

*I spent my last Christmas in Jordan. It was very cold and the refugees were living in a very poor condition. In one of the camp sites, there was only one toilet shared among the 100 families... I have been doing international relief for the past 20 years, but never had I been so emotionally touched, because we were treating people whose parents and countries had been displaced. It was a completely tragic and devastating situation unfolding before a major human race catastrophe due to greed and power struggles, where the most innocent people bear these grievous consequences. Human dignity was lost, and basic rights and needs surfaced with bare-minimum calls for greater love, understanding, tolerance and forgiveness. This is what our Master has been teaching us all along and is very much needed to restore humanity.*

Dean, Yayasan Al Ashriyyah Nurul Iman Islamic Boarding School, Indonesia

*You know why Tzu Chi is very important to me? My husband passed away six years ago, leaving me with 23,000 orphans (now 15,000) in Nurul Iman. "Always remember these children, they must always be well-fed. Those were his last words." I have had to provide food, lodging, education and health benefits to these children. An extreme religious group contacted me and offered to settle my debts in exchange for these children. But I could not accept that, as these children will end up as suicide bombers or terrorists. I tried to survive without help from anyone, except Tzu Chi. I got help, assistance and love from Tzu Chi. We may be different in colours, religions, races and countries, but our mission is the same – for humanity.*



**Mdm Umi  
Waheeda binti  
Abdul  
Rahman**



**Dr Ng Poh Yin**

Head Unit & Consultant Urogynaecologist, Hospital Kuala Lumpur, Malaysia

*When I first started to collect recyclables in the hospital, people called me "the garbage woman" and thought that I was a bit crazy. I did hear a lot of comments but I just did not care because it is not enough to just serve the sick, we have to save the world. I knew I am doing a good cause and it is what I want to do. Even though it is 0.000001 percent, it is still more than zero percent and still makes a small difference. In doing recycling, you save the Earth and yourself. The moment your hands touch the ground, your ego goes down.*

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## Participants' feedbacks



### **Prof Dato' Dr Abdul Rahim bin Mohamad**

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*Prof Dato' Dr Abdul Rahim bin Mohamad joined Cyberjaya University College of Medical Sciences (CUCMS) as the Dean of Faculty of Medicine, upon his retirement from his 30-plus years of service with the MOH. He was also the former President of the Islamic Medical Association Malaysia (IMAM).*

*He was deeply moved to see the humanitarian work carried out by Tzu Chi volunteers worldwide, including reaching out to the Muslims. He hopes to impart the values of caring and impartial love in his students. "Religion never disturbs (social harmony), it is always for peace and togetherness," he said.*



### **Prof Dr Arun Kumar**

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*Prof Dr Arun Kumar from Lincoln University College (LUC) was impressed with Hualien Tzu Chi Hospital's successful treatment on Chen Tuan Zhi, a patient with severe congenital genu recurvatum. He remarked, "Tzu Chi's medical team has been serving the poor, relieving them of their pain, and showing them compassion and affection. I am inspired and I hope to become a Tzu Chi member."*



### **Yuslina Yusof**

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*Yuslina Yusof, Chief Nurse from Universiti Malaya Medical Centre, remarked that being a Kelantanese, she did not notice any images of the "angels in blue-and-white uniform" (Tzu Chi volunteers) in the media in the aftermath of the 2014 East Coast flood. However, through the Conference, she came to realize that the volunteers were actually there, acting as the back bone of the relief work.*

*She has also learnt that Tzu Chi is not merely a charitable organization, but is also involved in other missions, such as, medicine and education. She held admiration for the elderly volunteers, who are as energetic and strong as the young despite their age. "They are role models for the young generations," she said.*

*Besides, she found the vegetarian food served at the Conference very tasty and expressed her intention to continue taking vegetarian food after the Conference.*