

# *Humanistic Medicine with Reverence for Life.*

**Saving Lives, Safeguarding Health, and Upholding the Spirit of Love.**



**Tzu Chi University**

TEL: 886-3-8565301

701, Chung Yang Rd., Sec.3 Hualien, Taiwan 970



**Tzu Chi University of Science and Technology**

TEL: 886-3-8572158

880, Sec.2, Chien-kuo Rd.

Hualien, Taiwan 970



**Buddhist Tzu Chi Medical Foundation**

TEL: 886-3-8561825

707 Chung Yang Rd., Sec. 3,

Hualien, Taiwan 970



**Yuli Tzu Chi Hospital**

TEL: 886-3-8882718

1-1, Minchiuan St., Yuli Town,

Hualien County, Taiwan 981



**Kuanshan Tzu Chi Hospital**

TEL: 886-8-9814880

125-5, HoPing Rd., Kuanshan Town,

Taitung County, Taiwan 956



**Dalin Tzu Chi Hospital**

TEL: 886-5-2648000

2 Min Shen Rd., Dalin Town, Chia-yi County, Taiwan 622



**Taipei Tzu Chi Hospital**

TEL: 886-2-66289779

289 Chen-Kua Rd., Sindian Dist.,

New Taipei City, Taiwan 231



**Taichung Tzu Chi Hospital**

TEL: 886-4-36060666

No.88, Sec. 1, Fengxing Rd., Tanzi Dist.,

Taichung City 427, Taiwan 427



**Dalin Tzu Chi Hospital, Douliou Clinic**

TEL: 886-5-5372000

248, Sec. 2, Yunlin Rd., Douliou City,

Yunlin County, Taiwan 640



**Tzu Chi Health Promotion Center, Suzhou**

TEL: 86-512-80990980

No. 367, Jingde Rd., Gusu Dist.,

Suzhou City, Jiangsu Province, China

# TZU CHI Medical & Nursing CARE

## **Dharma Master's Blessings**

- 6** Setting Sail with Strands of Love

## **Editorial**

- 8** The Guardian of Kuanshan / Dr. Poon Win-Him

## **Mentor Guidance**

- 30** Charity with Medicine for the Hearts  
Lin Chin-Lon vs. Stephen Huang

## **Timeless Moments**

- 38** Sleeplessness / Lin Siao-Ru  
**40** Don't Cry, Child / Lin Yung-Sen

## **An Ode to Life**

- 42** From a Farmer's Son to a Philanthropist Surgeon  
A Lifelong Guard of Taiwan's Rural and Remote Health Care,  
Lee Sen-Chia, M.D., a Surgeon at Yuli Tzu Chi Hospital and TIMA  
/ Translated by Taichung and Taoyuan FLT Edited by Lin Hsiuhsu Excerpted by Jessica Huang

## **Special Report**

- 58** Articulate Mentors — A Retrospect on The Tzu Chi Standardized Patient Program  
/ Dr. Kao Sheng-Po  
**68** A Marriage of Doctor and Standardized Patient / by You Shou-Hua  
**70** Do Not Be Afraid of Tattoos / by Yu Sheng-Chuan

Cover Story **P.12**

## **Medical Outreach Program for Haiduan Village**

**A Documentary  
on IDS of  
Kuanshan Tzu  
Chi Hospital**

/ Huang Chang-Bin, Chen Hui-Fang





# TZU CHI NURSING CARE

## Cover Story

### 72 Diversified Teaching Cultivates True Passion

Tzu Chi University Nursing Education - Diversified Teaching Resources

/ Lin Yu-Chuan

### 76 Experience the Nursing Profession in Thailand / Tsai Chuan-Hsiu

### 82 Taking Grandpa to classroom

Applying Standardized Patient Model to the Assessment of the Elderly / Hsieh Mei-Lin

### 87 Surgical Simulation and Surgical Nursing / Lee Li-Hua

### 90 Hardship Makes One Realizes and Treasures the Blessing Student Volunteers Go Overseas for the Needy / Lin Yu-Chuan

## Please Listen to Me, Dear Head Nurse

### 96 Learn to Let Go / Chang Yu-Fang

## From Head Nurse

### 102 Matured Grief after a Patient Loss / Kang Fang-Yu

## Volunteer Companionship

### 108 Inseparable Fate / Ku Chi-Chia

## Please Listen to Me, Dear Teacher

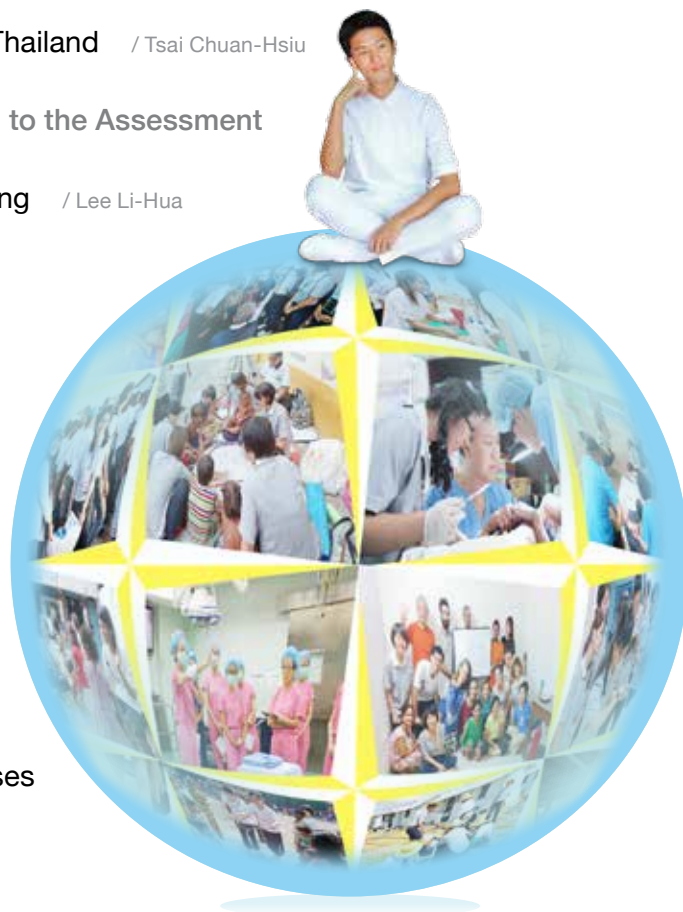
### 112 A Life Travel Outside the Nursing Classes / Peng Wen-Yu

## From Teachers

### 118 A Better You / Kao Hsia-Tzu

### 120 Blessing to a New Life / Hsueh Ting-Yuan

### 122 Decipher the Code of Life / Lo Shu-Fen





Vol.24 January 2018

# Tzu Chi Medical & Nursing Care

- Honorary Publisher** Dharma Master Cheng Yen
- Honorary Consultants** Wang Duan-Zheng, Lin Pi-Yu, Chen Shao-Ming
- President** Lin Chin-Lon
- Editorial Board** Wang Peng-Jung, Chang Wen-Cheng, Chang Sun-Yran, Kuo Hann-Chorng, Lo Wen-Jui, Yang Jen-Hung, Lin Shinn-Zong, Chien Sou-Hsin, Chang Yuh-Lin, Poon Win-Him, Chao You-Chen, Lai Ning-Sheng, Ingrid Liu, Chen Tsung-Ying, Chuang Shu-Ting, Yen Jui-Hung, Lee Chau-Chin
- Consultants** Tseng Wen-Ping, Chen Ing-Ho, Chang Yao-Jen, Wang Ji-Hung, Wang Lih-Shinn, Hsu Wen-Lin, Shyu Rong-Yuan, Chang Heng-Chia, Chen Peir-Rong, Chen Yen-Pi, Chen Jin-Cherng, Wang Jen-Shu, Lai Chun-Liang, Chien Jui-Teng, Lin Ming-Nan, Hsu Chuan-Jen, Tsai Hin-Yeung
- Editors-in-Chief** Her Rey-Sheng, Chang Shu-Chuan
- Deputy Editors-in-Chief** Tseng Ching-Fang, Wu Chiu-Feng, Lee Ling-Ling, Chang Mei-Fang, Chen Chia-Jung, Peng Tai-Chu
- Executive Editors** Wang Shu-Chen, Chang Chi-Ping, Lin Yu-Chuan, Liao Hui-Yen
- Compilation Editors** Wang Chang-Tao, Wang Wan-Hsiang, Wang Mei-Hui, Chiang Hsin-Hung, Jiang Jiin-Ling, Ho Hsuan-Pei, Shen Fang-Chu, Yu Tsui-Tsui, Lee Chung-Jen, Lee Pei-Lin, Lee Mung-Jung, Lin Hui-Mei, Lin Shih-Chun, Lin Ya-Ping, Lin Shu-Fen, Lin Chu-Ru, Wu Mei-Ling, Ko Chen-Ju, Tu Ya-Hsun, Fan Chiang Yu-Chen, Ma Yu-Chin, Hsu Mei-Hwa, Hsu Hsiang-Tzu, Lu Shiou-Fang, Kuo Yu-Lun, Chen Ching-Hsiang, Chen Mei-Ling, Chen Mei-Hui, Chen Shu-Ling, Hsu Chi-Chen, Chen Szu-Chin, Tsao Ying, Chuang Jui-Ling, Chang Li-Chyn, Chang Mei-Chuan, Chang Kai-Yen, Huang Chin-Min, Chang Lu-I, Tseng Chi-Fen, Fu Shu-Ying, Huang Chun-Chao, Yeh Hsiu-Chen, Yang Hsiao-Ching, Yang Chao-Ying, Liao Ru-Wen, Liao Pei-Lin, Teng An-Na, Liu Yi-Ting, Tsai Chuan-Hsiu, Tsai Shu-Fang, Su Ya-Hui, Lai Hui-Ling, Hsieh Mei-Lin (By the order of Chinese Last Name)
- Managing Editor** Huang Chiu-Hui
- Art Designers** Hsieh Tzu-Fu, Lee Yu-Ru
- Web Designer** Shen Chien-Min
- Administration** Wu Yi-Fang
- Special thanks to** Volunteers of Tzu Chi USA Humanitarian Development Department, Tzu Chi USA
- Translation Coordinator(USA)** Kit K.Ho
- Translators** Ingyung Tse, Alison Tsai, Doris Hsieh, Han-Pin Kan, Kaiping Fang
- English Editors** Kit Ho, Kaiping Fang
- Publication** The Office of Communication with Humanities, Buddhist Tzu Chi Medical Foundation
- Service** +886-3-8561825 ext.12120
- Website** <http://www.tzuchi.com.tw>
- Printed in Taiwan** Yu-Li Color Reproduction Co., Ltd. Hold-Com Color Printing Company

Tzu Chi Medical & Nursing Care is owned and published by Buddhist Tzu Chi Medical Foundation 707, Chungyang Rd., Sec. 3, Hualien City, Taiwan 970

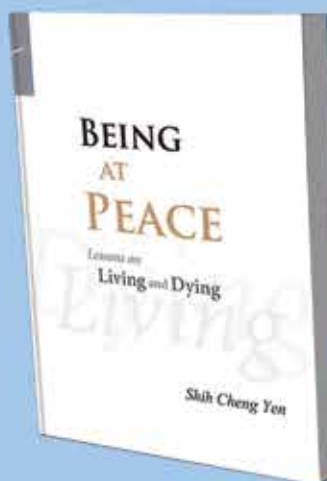
Copyright © 2018 Buddhist Tzu Chi Medical Foundation. All rights reserved.

For environmental protection, Tzu Chi Medical & Nursing Care uses recycling paper and ink for printing.

# BEING AT PEACE

## *Lessons on Living and Dying*

Rather than to merely know of life and death,  
understand life and death;  
Rather than to merely understand life and death,  
be at peace with life and death;  
Rather than to merely be at peace with life and death,  
make good use of life and death.



■ **Jing Si Books & Café:**  
[http://www.jingsi.com.tw/main\\_index/products\\_show/b/164/1/9](http://www.jingsi.com.tw/main_index/products_show/b/164/1/9)

■ **Buy from Amazon**  
<https://www.amazon.com/dp/B01H36MZ1U>



amazonkindle



靜思人文  
JING SI PUBLICATIONS

# Setting Sail with Strands of Love



The Tzu Chi Foundation set up a free clinic on Ren'ai Street, Hualien City after six years into its operation. The clinic, opened 46 years ago, is considered as the origin of TIMA (Tzu Chi International Medical Association). The operation of the free clinic and medical outreaches were difficult back in the days, but I told myself nothing is impossible with a determined mind. The confluence of love forms a formidable force. Today TIMA has expanded its influence worldwide and encouraged the participation of the young generation.

Illness is the worst pain among all human sufferings. Rare are the doctors who can relieve those in pain and become benefactors of others. Real doctors perpetuate their thought to save lives forever and the same.

TIMA assembles medical staff and volunteers to provide medical assistance to those who are in need. TIMA conferences have been rotating in cities worldwide, where members across the globe congregate to share their relief efforts with religious sentiments. In the 2016 conference held in the Philippines, three pairs of conjoined twins who had received assistance from TIMA shared the stage to tell their stories. Rose Carmel and Rose Carmelette Molit, the first pair to be successfully separated in 2003, are now all grown up and with a bright future. Another young man who was left undersized, underweight, and severe myopia because of a rare disease had a very low self-esteem. After TIMA arranged surgery and glasses for him, he became optimistic and cheerful. Another girl with an enormous skin tumor on the top of her head that appeared as if the brain had swollen beyond the size of the skull had her tumor removed by TIMA, which gave back her adolescence. Our Medical outreach had found them and changed their lives.

I am grateful towards the accomplishment of TIMA in the Philippines.



Many large scale medical outreaches were held in the past two decades, servicing countless people. Many patients suffered from eye diseases or minor tumors received operation on-site. The operations by TIMA can be tremendously helpful to the locals, since a cataract surgery may cost a local 20,000 Philippines Peso, an amount not affordable to people in poverty with an average daily income of 200 Philippines Peso, a wage that can barely sustain their own lives. It was fortunate for them to have met these TIMA bodhisattvas who brought light back to them.

Medical outreaches are held regularly by TIMA chapters worldwide. TIMA chapter in Perth, Australia collaborated with the Red Cross and conducted medical outreaches in areas of poverty, brought joy to the elderlies and children. In Brazil, medical outreaches of Chinese and western medicine are held every month in rural areas, providing medicine and food supplies to people in need. In Jordan, Brother Chi-Hui offered his own home for the free clinic open to Syrian refugees, so the refugees can feel our love and warm embrace.

Our strength grows in number. The more bodhisattvas in the world, the more can be saved. The humane doctors of Tzu Chi are great in numbers. As long as opportunity permits, they can utilize their professions to rebuild the lives of those in suffering.

Do not look down upon love that is small. Like spinning weaving, strings of silk spin into a yarn, and strands of yarn can be woven into a cloth. The Tzu Chi members always spin together strings of love and weave them into clothes and ropes. When strength continues to accumulate, it can form a mighty rope strong enough to pull a ship, allowing the ship of compassion to sail forward.

Every year when I see many doctors, nurses, pharmacists, and medical volunteers come home and reunite, I always express my gratitude to everyone. Although some of them lives far away, their hearts are close to mine. Just like what Dr. Josefino Qua from the Philippines said, "If you ask me what blood type is, it is not type O, type A, or type B. It is type Tzu Chi. Since blood type never changes, I will follow our Master life after life." I believe our hearts will remain close forever, and keep on devoting to our cause of providing relief to people in suffering and benefit the world.

# The Guardian of Kuanshan

**Dr. Poon Win-Him**

**Superintendent of Kuanshan Tzu Chi Hospital**



“The most practical thing in life is to use all our might today and engage in something that benefit others and the society.” This is a line from the Jing Si Aphorisms that acted as the source of encouragement for the medical staff of Kuanshan Tzu Chi Hospital to station here safeguarding the health of this desolate township.

Kuanshan Tzu Chi Hospital was founded in 2000 and has been providing medical services to this day. As a hospital with only 50 beds, Kuanshan Tzu Chi Hospital is by no means inferior in facility and functionality. It has X-ray equipment, CT scan, endoscopy, and blood biochemical lab. Its presence effectively reduced the distance the locals have to travel to a general hospital by 90 km, which can be translated to a precious gain of 30 min life-saving time.

Kuanshan Tzu Chi Hospital was the first among its peers to provide 24-hour emergency service in Taitung County (all other emergency services are available in Taitung City only), resolving the predicament of inadequate emergency medical services in northern Taitung County. Not only be it convenient for the local residents, accidents and acute illnesses involving tourists can receive immediate medical attention. Patients in critical condition can receive treatment in Kuanshan Tzu Chi Hospital, stabilize condition, before transferring to other major hospitals to increase the rate of survival.

Still, some residents find healthcare inaccessible. They are the tribal members living on the mountains of Haiduan Township. With the one-way Taiwan Route 9 as the only mean of access in-and-out and only one scheduled bus per day to-and-from, elderlies who are ill may find themselves isolated from the outside world without the company of the young ones. To address the issue, Kuanshan Tzu Chi Hospital launched a series of medical outreaches at Haiduan in 2002, three days a week, doctors and nurses carry medications in person, station in villages like Xiama, Wulu, and Lidao via the southern cross-island highway to provide accessible medical services to the villagers. Our warm



friendly attitudes have won the satisfaction of over 90% of the local residents.

Settlements along the southern cross-island highway and its surroundings enjoy a undisturbed natural sceneries and fresh air. There are several hostels in Lidao that are popular among tourists. Running parallel to the highway is Hsin-Wu-Lu river. The locals can be seen playing in the river that is crystal clear throughout most of the year. The serenity is not permanent, though. After a torrential rain or a typhoon, the peaceful river would suddenly roar in rage and rampages throughout the area.

In Sept. 2016, typhoon Meranti, Malakas, and Megi swept across Taiwan one after another. Kuanshan had been raining for weeks, causing massive landslide on the east entrance of Liukou open tunnel. A villager was in time to film the landslide as it unfolded, and the sight was beyond frightening. Unfortunately, another landslide that occurred on the same day killed the village head of Wulu.

The southern cross-island highway is closed several times a year due to natural disaster, blocking access into the mountain. To grant healthcare access to the villagers,



After Typhoon Nepartak in July 2016, Supt. Poon Win-Him cleaned the campus of Kung-Yung Technical Senior High School with the hospital staff.



During traditional holidays and new year vacation, Supt. Poon Win-Him and staff of Kuanshan Tzu Chi Hospital and Tzu Chi volunteers would pay home visits to the disadvantaged families to bring them warmth and healthcare.



the hospital staff would travel on foot, carry medications and supplies on their back, wear helmets, and take the Tianlong Trail into the mountains. The Tianlong Trail is a narrow and steep trail, 1.1 km in length, ascending 240 m, and takes approximately 60 min round-trip. Without regular maintenance and falling debris and tree trunks after heavy rain blocking the way, travelers have to climb and squat through the obstacles.

During traditional holidays and new year vacation, we would always pay home visits to the disadvantaged families to bring them warmth and healthcare. For example, 65-year-old Mr. Lin and his wife have seven children, but only one child, who is visually impaired, living with them. Their other children rarely return. They boil water by burning wood. For a variety of concerns, they hoped that we could install a water heater. Our colleagues answered the request by installing the heater for them, which brought them a great deal of joy.

There is another family where the daughter and son-in-law of our care recipient passed away in a car accident, leaving five children behind. The old man was about to retire at the age of 60, now with five grandchildren to feed, the family was suddenly in a financial crisis. The social worker in our hospital immediately intervened, the Tzu Chi Foundation also subsidized their living expenses, while we took care of tuitions and other expenses. Fortunately, the old man is in excellent health.

Then there is a patient of mine whom I have seen for many years. He was bothered by lumbar spur. I recommended against surgery, but he did not listen, and had an operation done in another hospital. Three surgeries later, he did not recover, but instead paralyzed and bedridden. Half a year later, without family care and support, there was a large surface of pressure ulcer developed on his back. We went to visit him the other day and realized that the condition was critical. We hospitalized him immediately at Kuanshan Tzu Chi Hospital. Even though his condition gradually recovered, but I am worried that without family care, his pressure ulcer would relapse.

Master Cheng Yen always encourages us, “to proceed forward even in the face of hardship”. The staffs of Kuanshan Tzu Chi Hospital have been providing routine outreach service to remote areas uninterrupted. Their dedication deserves respect and admiration. They have integrated the provision of healthcare with charity, hoping to end the vicious spiral of poverty and illness. Although sustainable operation runs against “regardless of cost”, the love from the Master and the support from global Tzu Chi members allow the operation of Kuanshan Tzu Chi Hospital to be an embodiment of the Tzu Chi spirit and its altruistic devotion.





# Medical Outreach Program for Haiduan Village

## A Documentary on IDS of Kuanshan Tzu Chi Hospital

Deep inside the rugged terrain of eastern Taiwan, in a Bunun village in isolation, hides the inspiring tales of Tzu Chi Kuanshan medical team safeguarding the health of its residents. Medical outreaches, treatments, prescriptions, transport, referrals, health education, and home visits, the Tzu Chi members never abandon their mission: the conservation of life and health.





關山慈濟醫院



**Written by Huang Chang-Bin, Chen Hui-Fang**

## **Healthcare in the Mountains**

Hindered by the mountainous landscape of the rift valley in eastern Taiwan and its narrow winding roads, medical care and resources often faces immense challenge finding its way into the village, which, unfortunately, further widens the preexisting healthcare disparity between urban and rural areas. Long traveling hours coupled with limited transportation, the residents are faced with a plight of having health insurance but no healthcare. Their natural optimism, lack of medical knowledge, and an incredible tolerance for pain and suffering, have often led to delay in treatment, causing tragedies that are preventable.

Let us turn the clock back to years ago when Kuanshan Tzu Chi Hospital newly inaugurated in 2000. The presence of this new hospital truly solved the issue of inaccessibility of these mountain residents to healthcare. In March 2001, the Kuanshan Tzu Chi medical team voluntarily assembled a medical outreach team, traversed deep into the mountains, and brought the much needed care and resources to the villagers living 1,000 m above sea level. On September 2001, Hualien and Kuanshan Tzu Chi Hospital, commissioned by National Health Insurance Bureau (now known as National Health Insurance Administration), officially launched the integrated delivery system (IDS), delivering healthcare to people's

**A view of Lidao Village, Haiduan County, Taitung Province, Taiwan.**



doorsteps that covers emergency and major diseases.

From as early as 2001 when Dr. Chiu Chao-Jong, an overseas Chinese from Myanmar, joined the medical team of Kaunshan Tzu Chi Hospital, the hospital had already begun its outreach program in Haiduan Township, Taitung County. Although Dr. Chiu, known as “the mother who spent her life safeguarding the tribe”, had passed away, her mission has passed on to a new team of medical professionals.

### Uninterrupted Healthcare

On Tuesday, October 4, 2016, the sky was bright and clear. Around noon, the medical outreach team led by obstetrician Chang Chih-Fang and Outpatient clinic deputy head nurse Yu Hsin-Yi assembled at the hospital lobby with the driver Liu Chin-Kun from the general affairs, in preparation for the medical outreach to Lidao, Xiama, and Wulu village, Haiduan Township, Taitung County. The trio planned to begin from Lidao that is the furthest away, approximately an hour by car, and work their way down the mountain. A round-trip is about 90 km in distance. By the time they return to the hospital, it would be around 9 pm.

Dr. Chang spoke of his experience supporting the medical outreaches along the villages on southern cross-island highway, and commented that



**Lady Chin has been suffering from sustained leg pain for a week. Dr. Chang Chih-Fang examined the swelling and diagnosed her to be localized skin irritation.**

helping others was merely doing his job. “Sometimes there are only one or two patients, or even none at all, but I can’t stop coming, or they (the tribe residents) will have no one (doctor).”

Yu Hsin-Yi is a Bunun from Haiduan, and her husband Lidao. Driving up to a secluded mountain top 1,000 m from sea level was to her an opportunity to serve her hometown with her expertise.

As the medical vehicle, a silver SUV, cruised towards the mountains, characters on the side “Kaunshan Tzu Chi Hospital” was particularly noticeable. The two-year old vehicle was donated specifically towards medical outreach. Ever since the launch of IDS, this is the fifth vehicle in operation. The first one was an ambulance, and the other three were vans.

On August 8, 2009, flood and mudslide brought by typhoon morakot devastated the entire Taitung County, resulting in a worst flooding in 50 years.

“Because the bridges and road to Lidao were destroyed during typhoon Morakot, each of us had to carry 5 kg worth of medical equipment, taking the Tianlong trail to (45 min walk) and from (30 min). The road was in such a horrible condition, it left us exhausted. During the twice-a-week outreach, our vehicle was frequently struck by small falling rocks. I remember three years ago, we were on our way down. The sharp pebbles blew our tires out, and we were forced to stay in Lidao overnight. The village head broadcasted to warn the villagers about mudslides below and prohibit everyone from leaving. When the road condition permitted our departure, our tires blew out once again when we drove over a stone. Thanks to our colleague from the general affair who changed the tire,” Yu Hsin-Yi said. “Seven years ago, we had to take a traditional cage hoist as transport up the mountain. It was beyond frightening.” Out of safety concerns, the cage hoist has been dismantled.

In terms of team composition, under the nursing department are “emergency”, “ward affair”, and “public health; and “public health” can be further divided into “outpatient clinic (general affair)” and “community (home care)”. There are 13 registered nurses under “outpatient clinic”, and some would support the medical outreach every Tuesday; there are five registered nurses under “community”, and some would conduct home visits to patients



**The outreach medical packs carry supplies that are indispensable in safeguarding the villagers' health.**

during the medical outreach every Friday.

In the southern cross-island medical outreach, Wulu and Xiama village are combined into one session (3 hours), while Lidao is treated independently. There are current 3 doctors and 7 nurses in rotation. The team is consisted of Family medicine physician Hsu Cheng-Jung, nephrologist Wu Cheng-Teng working Friday shift are in rotation with Obstetrician Chang Chih-Fang working Tuesday shift, together with Bunun infection control manager Ma Hsiu-Mei and outpatient clinic deputy head nurse Hsu Hsin-Yi; registered nurse Chiu Yen-Ting, Huang Hsiao-Ling, Chiu Hsiao-Fen, Chin Hsiao-Yu, and Amis registered nurse Sun Mei-Chi; and 6 general affair staffs as drivers in rotation.

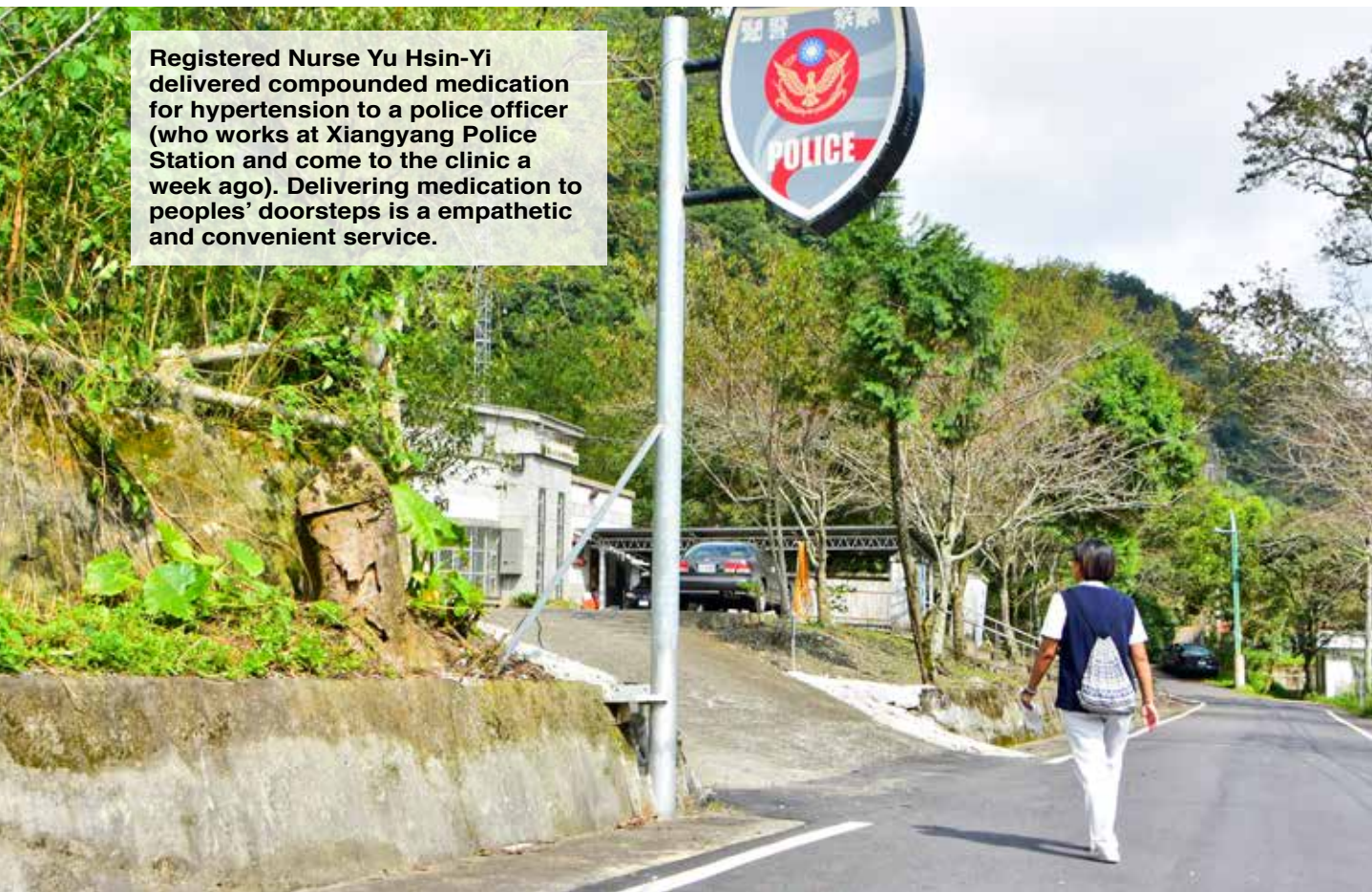




**Wearing a gleaming silver eyeglasses frame, with few strands of white hair amid the black, the gentleman-looking Dr. Chang Chih-Fang has an attaching sentiment to the tribal settlements.**

## **October 4, 2016, Tuesday, Detour after Landslide**

On July 8, 2016, Typhoon Nepartak laid waste to Taitung County, leaving trails of destruction along the souther cross-island highway that is still visible to this day. On October 10, the IDS team advanced into Lidao village. The road was torn and unlit. When the team arrived at the Liukou open tunnel, the scattered debris on the road from the two typhoons around mid-autumn festival remained visible. Despite the countless road repairs along the way, the Kuanshan medical team carried on their mission.



**Registered Nurse Yu Hsin-Yi delivered compounded medication for hypertension to a police officer (who works at Xiangyang Police Station and come to the clinic a week ago). Delivering medication to peoples' doorsteps is an empathetic and convenient service.**



After arriving at Lidao, all the equipments were offloaded immediately. Liu Chin-Kun then activated the broadcast system on the vehicle, circled around the village, and announced the news in Mandarin and in Bunun.

The population of Lidao village was approximately 300, Wulu 150, and Xima 50. The team worked their way downward, serving the villagers, while complying with the traffic regulation announced by the Third District Maintenance Construction Office.

Lady Chin, 37 years old, was the first patient to arrive at the clinic. Dr. Chang diagnosed her condition as localized skin irritation, prescribed medicine for three days, reminded her the time of next appointment and dosage regimen, let registered nurse apply breathable band-aid on the affected area, and gave her several

pieces of gauze for the cream. “Uninang (thank you),” she said, before riding off on her motorcycle with a big smile on her face.

Mrs. Hu in her late seventies came to the clinic after suffering from bruises from a recent fall. The doctor suspected zygomatic fracture and possible intracerebral hemorrhage, prescribed some pain relievers and asked her family to drive her to Kunahsna Tzu Chi Hospital for further examination. Fortunately the follow-up examination revealed that she suffered only flesh wound and no fracture. Mrs. Hu, accompanied by her family, came to the clinic to pay her gratitude.

“While working at the hospital outpatient clinic, if we notice patients from the mountainside and had to wait for a while to see reports or dress wounds, we will place them further forward in queue so



On October 4, 2016 at 2:50 pm, a large-scale landslide occurred in the front of the Liukou open tunnel.



**After the massive landslide, Dr. Chang Chih-Fang(left) and staff continued his service to 4 pm before contacting the fire department by the Lidao clinic to escort the medical team to the entrance of the Tianlong trail, and carried on rest of the way on foot.**

they can catch the twice-a-day bus (9 am and 2 pm) back home,” Hsu Hsin-Yi said. If tribal elders could not communicate in Mandarin, Hsu Hsin-Yi would act as a translator for Dr. Chang to accurately monitor patients’ conditions.

Ms. Chiu had a habit of chewing betel nuts and drinking alcohol. Few months prior she injured her upper right arm in a motorcycle accident, and several trips to local chiropractor did not help. Dr.

Chang diagnosed her condition as arm pain. The nurses reminded her repeatedly to quit alcohol. The annual health education event held in Lidao and Wulu is the attempt to enhance the preventive medical knowledge of the villagers to preserve their health.

The delivery of medication from hospital to doorstep is a service that the villagers appreciate. In the afternoon, only two villagers from Lidao came to the clinic.



Utilizing the free time when no patients are around, Yu Hsin-Yi took an alleyway to the Lidao police station, and asked an officer on duty to deliver the compounded medication for hypertension to his fellow officer (who works at the Xiangyang police station and came to the clinic a week prior).

At 3:20 pm, the wife of the Lidao village head announced the following through broadcast: “At 2:50 pm today, a serious landslide occurred in front of Liukou open tunnel. Please, everyone, stay at home. The road will reopen in about four to five working days.” We were forced to cancel the scheduled clinic at Wulu and Xiama. Despite the announcement, Dr. Chang insisted on finishing his shift to 4:00 pm before contacting the fire department by the clinic to escort our hospital staffs to the entrance of the Tianlong trail, where we continued down the mountain on foot.

As night fell, temperature dropped, and drizzles began to fall. The trail was occupied by overflowing vines and scattered deadwoods, with large debris all over. It was almost an reenactment of the tribespeople seeking medication attention. The doctors in their white shirts, ties, suit pants, and leather shoes, and the nurses in their white uniforms, white shoes, navy blue vests and jackets, all felt weak in their legs, breathless, and covered in sweat. Despite the muddy ground, slippery moss, and those frequent slips, the team, armed with random branches as walking

canes, continued their advances through the dense forest, crossing handrail-less sections while ignoring the risk of falling into the valley below.

“I have already taken this trail four times now,” said Liu Chin-Kun. Whenever the road closes, he had to travel up and down the mountain with the nurses, carrying medical equipments on their back. There are several sections along the trail that are frighteningly vertical. When traversing those sections, travelers must keep distance from each other, letting one through at a time, proceed slowly with center lowered. Since the humid ground is covered with sharp debris with no branches nearby to provide physical support, stay too close can be dangerous. Stepping on a loose rock and someone might crack their heads open.

Half an hour into the trail, the sound of rumbling water could be heard from the valley below. After few twists and turns, the sky brightened. The redness of the Tianlong bridge could be seen in the distance, signifying safe passage ahead. As the team placed their canes neatly by the entrance of the suspension bridge, Dr. Chang suddenly said, “let us leave it to the next group going up the mountain!” These roadside branches suddenly transcended into courtesy canes.

As darkness began to veil the sky, the team finally made across the rocking suspension bridge, where, on the other



Despite the muddy ground, slippery moss, and those frequent slips, the team continued their advances through the dense forest, crossing the Tianlong suspension bridge, and returned safely. The entire Hsin-Wu-Lu River is in plain sight.





side, the ride dispatched by Kuanshan Tzu Chi Hospital had been waiting patiently to take them home. Seeing the team made through the trail without a scratch, the hospital staffs were relieved. The medical vehicle that carried the team into the mountain could only stay put by the Lidao clinic, waiting to resume its mission in the mountains once the road opens.

### **October 11, 2016, Tuesday, Medication Delivery and Roadside Emergency**

Around the double ten national holidays, a large-scale landslide along the southern cross-island highway occurred, and was met with torrential downpour, which hindered the repair effort. On the morning of Oct. 11, the road was barely passable. The medical team risked the chance of another landslide and traversed into the mountains to deliver the direly needed medical resources. After finishing inventorying medical supplies, at 12 pm sharp, Lai Chia-Hsun from the general affairs drove the eight-seated medical vehicle, delivering passenger Dr. Chang Chih-Fang and RN Chiu Hsiao-Fen into the mountain.

Signs of the typhoon and its might were still visible along the southern cross-island highway - debris that blanketed the road, and numerous streams of waterfalls were pouring down from the mountainside.



**Tianlong suspension bridge.**

It was a bumpy ride through these volatile sections. Near Xiama village was a frightening sight of roadbed subsidence a floor in height. The team drove diligently through the hostile terrain and finally arrived safely at the Wulu activity center.

"There is a car accident nearby, let us go and take a look," Dr. Chang instructed the team after receiving a call from the village officer informing a rollover accident between Xiama and Wulu. By the time they arrived at the scene, an ambulance was present rescuing the couple, 66 year-old lady Hu and 60 year-old Mr. Sung, who fell down the mountain from the accident and suffered from head trauma.

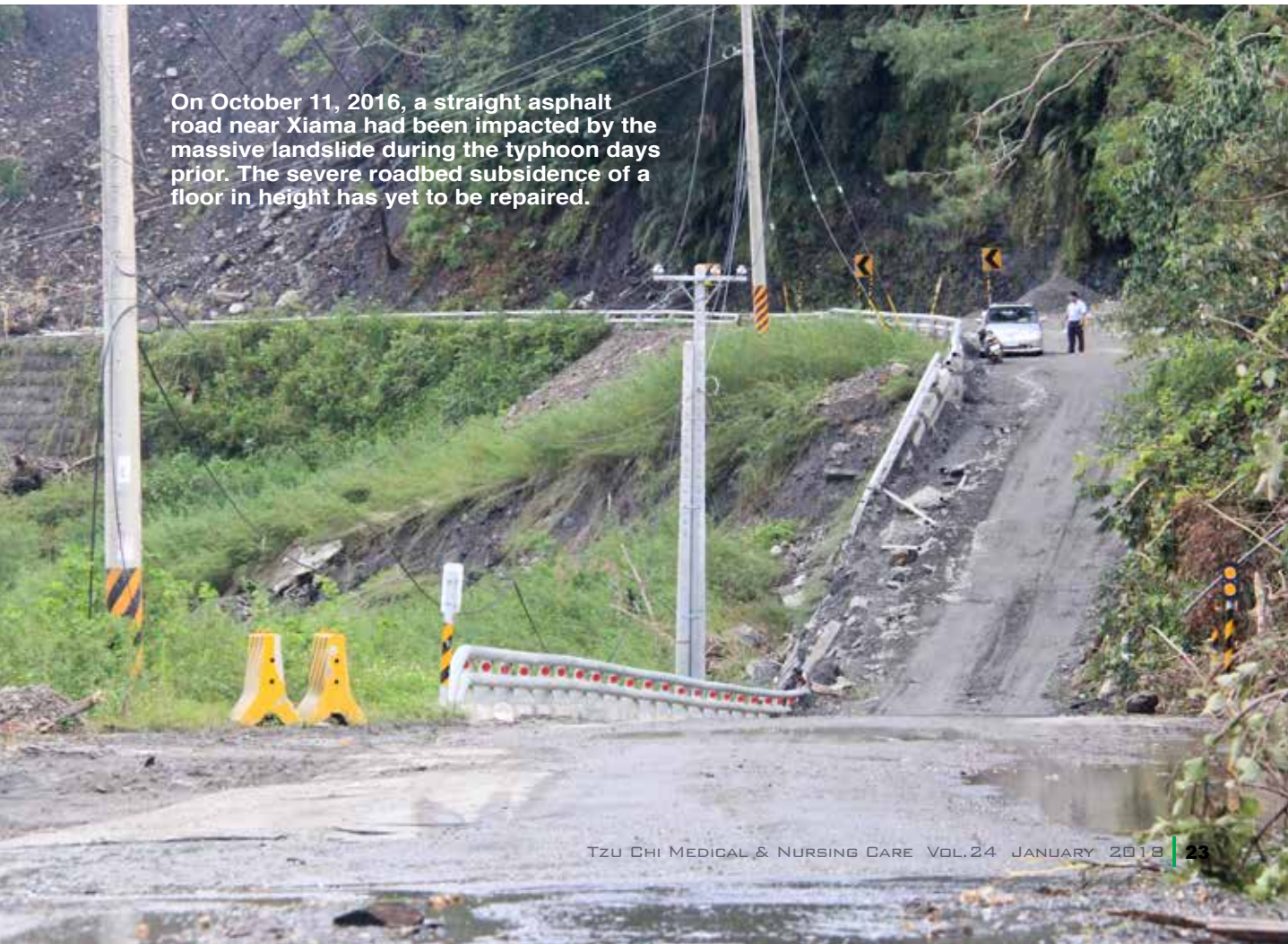
"Does your leg hurt?" Dr. Chang performed a preliminary triage, moved Mr. Sung's arms and legs gently to

confirm signs of fracture. The registered nurse constantly monitored the patient's consciousness and comforted him by speaking in Bunun. After the second ambulance arrived at the scene, the team handed over the patients and resumed its medical mission at Wulu.

RN Chiu Hsiao-Fen, who was born in the area, had participated in the medical outreach program for more than a decade. Her mother was living alone at Xiama at the time. After the large-scale landslide on the 4th, she received a call from her mother, "will the hospital team come? I am

almost out of my blood pressure meds, and my stomach has been acting weird." Fortunately the regular outreach service resumed just a week after, freeing her from her concerns over her mother's wellbeing.

A total of 13 patients came to the clinic ever since the road was closed off due to the typhoon, and their symptoms were dizziness, diabetes, hypertension, gout, and flu respectively. A patient living at Lidao could not attend the clinic because of the blocked traffic, but still received his medication nevertheless thanks to the mindfulness of the medical team. The



On October 11, 2016, a straight asphalt road near Xiama had been impacted by the massive landslide during the typhoon days prior. The severe roadbed subsidence of a floor in height has yet to be repaired.



team, after confirming that they could not reach Lidao, contacted the village head to report the names of patients in need of medication, and then delivered the necessary medication to the Wulu police station, where villagers from Wulu could retrieve them.

The patients from the automobile accident was later transferred to Kuanshan Tzu Chi Hospital. Dr. Wu Cheng-Teng who was on emergency room duty performed

a CAT scan and noticed signs of cerebral hemorrhaging. In a battle against time, the patient was immediately transferred to Mackay Memorial in Taitung for neurosurgery. Lady Hu suffered a broken left arm, fractures in two right ribs, and large contusion on left shoulder. Out of concerns for Mr. Sung and to ease Lady Hu's worries, Dr. Wu completed the transfer procedures in a timely manner for the couple.



On Oct. 11, 2016, as the medical team stationed at Wulu were waiting for patients to arrive, a rollover accident occurred in a section between Xiamia and Wulu. Dr. Chang Chih-Fang and nurse Chiu Hsiao-Fen rushed to the scene to provide emergency treatment.



## **November 18, 2016, Friday, First to Xiama, then Wulu**

On Friday, the medical team consisted of nephrologist Wu Cheng-Teng, nurse Huang Hsiao-Ling, and Lai Chia-Hsun from the general affairs set on their routine IDS mission into the mountains along the southern cross-island highway. Lai Chia-Hsun, arrived at Kuanshan Tzu Chi Hospital only half year ago, found it particularly meaningful that he could make a living by directly helping patients.

Wu Sheng-Teng, spending his third year at Kuanshan Tzu Chi Hospital and third year in IDS, lamented: "While working at the emergency room of Kuanshan Tzu Chi Hospital, a villager from the tribes along the southern cross-island highway was hit by a fist-sized stone that fractured his thighbone. Think about it, if it falls on his chest, he would have been a goner. Numbers of patients hit by falling debris and sent to the emergency room are quite high. Even local taxi drivers who are familiar with the place can end up with a broken leg!"

The first stop on the 18th was Xiama village. This small settlement is consisted of three rows of one-storied houses. The team visited 87 year-old Lady Chiu at her home, who had hypertension and received an artificial hip replacement due to degenerative arthritis. The lack of

family support - because her son was an alcoholic - could not provide her the necessary expenses to visit to a hospital, leaving her with poor blood pressure control. The medical team visited her during every outreach to deliver necessary medication, check up on her condition, and provide her with health education.

Lady Chiu walked out of her home on a walker as soon as she hear the team arriving. After settling down, she complained, "my knees hurts! I am old now." "Have you had a cold, cough, or runny nose recently," Dr. Wu asked as he knelt down by her side. When measuring her blood pressure, it appeared that her readings were as high as 215 mmHg. The team decided to take her inside for further examination.

Dr. Wu prescribed Lady Chiu with medications for the hypertension, flu, cough, and inflammation, and had nurse Huang Hsiao-Ling placed it in a medical bag and instruct Lady Chiu on the frequency and dosage for each drug in Bunun. Her oldest daughter came home from Chungli in time to listen to the nurses describing her conditions. The team again reminded lady Chiu and her daughter on her conditions and several precautions before departing to Wulu village.

As the team resumed their travel into the mountain, Dr. Wu pointed out the window as he called out, "Look! Another collapse! Watch that dust clouded the

mountainside...”

Lai Chia-Hsun turned on the broadcast system as the vehicle approached the village, announcing to the villagers that the medical team had arrived. The collapse the team had witnessed only moments ago occurred not far away from the activity center, accentuating the importance of allocating medical resources into the area.

The first pair of patients at Wulu was Sung Ming-Tang and Hu Ku Feng-Ling, the couple who were injured in the rollover

accident a week ago and was treated by Dr. Chang.

Dr. Wu examined each of their wounds carefully, whether their wrist joints and muscles can move normally or any signs of pain when stretched. He then reminded the couple the importance of follow-up rehabilitation. The warm interaction between him and his patients revealed a genuine sense of empathy and an incredible passion in his work.

Sung Ming-Tang was hospitalized



During a medical outreach to Wulu, Dr. Wu Sheng-Teng and RN Huang Hsiao-Ling are concerned with the medication safety of the villagers.





**Top: Lady Chiu stepped out of the house with a walker after hearing the arrival of the team. Dr. Wu measured Lady Chiu's blood pressure with a blood pressure monitor. Bottom: After understanding the conditions of Lady Chiu, the team returned to the medical vehicle to write prescription and dispense medication.**



for pneumonia earlier, and Dr. Wu took the opportunity to do a follow-up. The result was an excellent recovery. After the consultation, Dr. Wu and nurse Huang stepped out of the clinic and walked Sung home, wanting to examine the medications he received from other hospitals and their expiration dates.

“The people of Kuanshan are genuine. Aside from the beautiful sceneries, the villagers are hospitable. Practicing medicine in a metropolis would feel like labor, over here, it feels like saving lives. Not only do these people appreciate our efforts, they trust us completely,” said Dr. Wu.

### **November 18 to 19, 2016, Friday to Saturday, Overnight in Lidao and On Standby**

On November 18, just before 6 pm, the medical team arrived at the Lidao clinic. By then, the night already fell. The Hu brothers, still in elementary school, had flu and cough. The brothers were compliant to the doctor's inquiries and answered accordingly. After receiving the medication, they coughed a few times, walked out of the clinic, and hopped their way into the night.

On November 19 between 6 am to 9 am, only three patients arrived. Mrs. Chen, one of the patients, carried warm homemade pumpkin soy milk to the IDS



**The first patients to arrive at the Wulu station were Sung Ming-Tang and Hu Ku Feng-Ying. The couple were emotional when they spoke of the accident. They were both grateful towards the immediate treatment provided by the doctors from Kuanshan Tzu Chi Hospital that saved their lives.**



**On the eve of Oct. 18, 2016, the team had a brief meal in a grocery store in Lidao before continuing their service.**



**The Hu brothers, still in elementary school, had flu and cough. After measuring their weight and monitored their ear temperature, the brothers answered every question the doctor asked.**

station as a token of gratitude for the care they had given over the years. The drink warmed the team's stomach and revitalized their energy.

From the afternoon of Nov. 18 to 9 am of Nov. 19, the teams serviced one patient in Xiamen via home visit, four patients from Wulu, and six patients in Lidao. A total of 11 patients benefited from the outreach. The IDS program has served over 63,166 patients from its launch in September 2001 to Oct. 2016. Through local clinic support, medical outreach, home visits for chronic patient, home care, health education, and

disease prevention.

Watching the elders smile and listen to children sing, the genuine empathy of the doctors and nurses who have been safeguarding the health of the mountain villagers flows naturally from their heart; accompanied by the eight chorus of Bunun, the touch of the stethoscope will never lose its warmth.

The beautiful scenery and passionate hospitality of the villagers of southern-cross-island highway have forged a ever-growing bond between doctor and patient that continues to strengthen.



# Charity with Medicine for the Hearts

Lin Chin-Lon vs. Stephen Huang

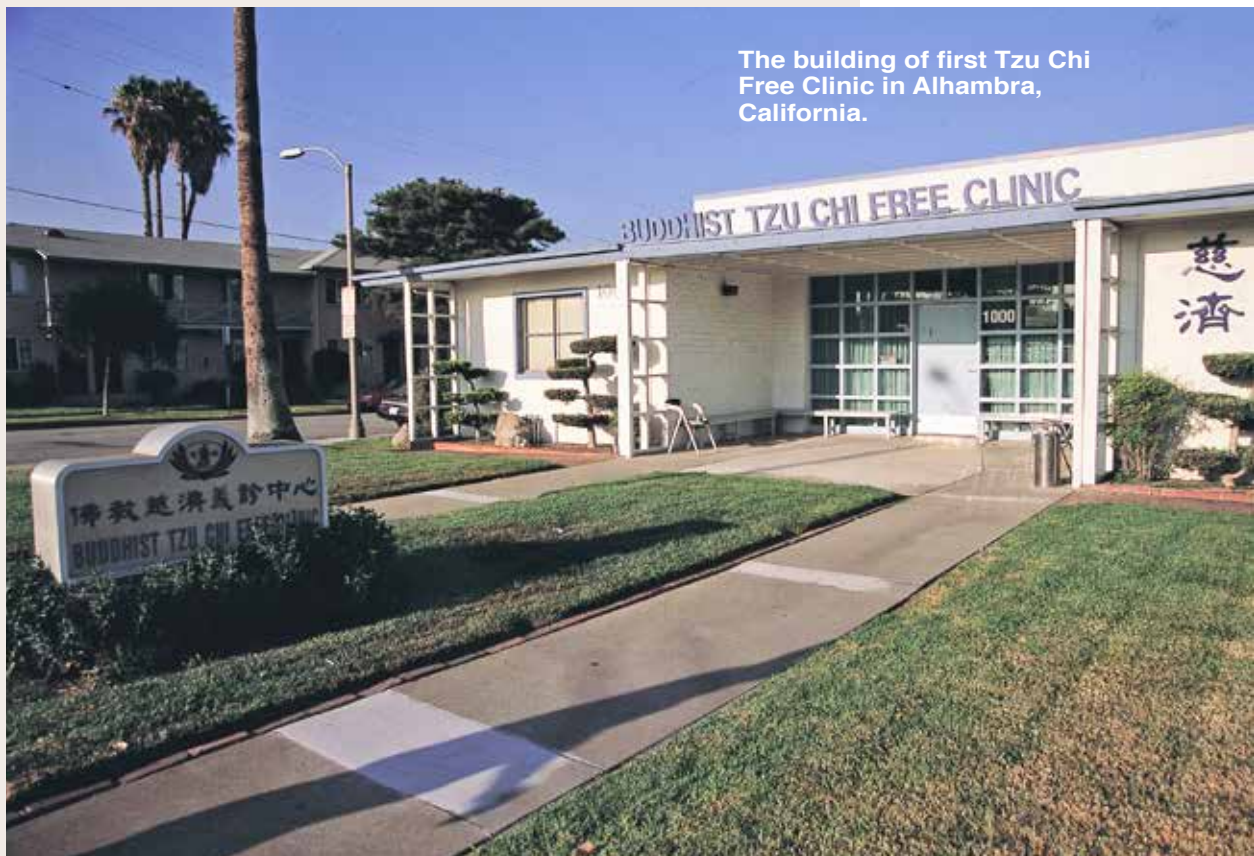


Participants of the 2016 TIMA annual convention.



Lin Chin-Lon, CEO of Tzu Chi Medical Foundation and TIMA(Tzu Chi International Medical Association), is a cardiologist, he was once the superintendent of the Northridge Medical Center in Los Angeles; Stephen Huang, Tzu Chi's Executive Director of Global Volunteers, once an entrepreneur across many countries, and was the first-term chief executive for the U.S. Tzu Chi Foundation. They two have had many good conversations and discussions on their experience with Tzu Chi from U.S. to Taiwan and to the world.

Toward the end, the chief executive officer of the Philippines Tzu Chi Foundation, Alfredo Li, in a wheelchair and accompanied by Dr. Antonio Say, Dr. Robert Sy, Dr. Josefino Qua and Commissioner Lin Shiow-Zheng. These seven followers of Dharma Master Cheng Yen for over twenty years came together to share their experience and wisdom.



The building of first Tzu Chi Free Clinic in Alhambra, California.



**September 2013, Dr. Paul Terasaki (center) at the conference of the 20 anniversary of Tzu Chi Stem Cells Center, with CEO Lin Chin-Lon (right), Dr. Shinichiro Okamoto in discussion.**

### **Founded the Free Clinic in the USA – Raise Fund and Provoke Hearts of Compassion**

**Lin Chin-Lon:** This is my 21st year upon returning to Taiwan, we have experienced many things together. For Stephen Huang, he is always on the front line because philanthropy or charity is always on the front line and medical services follow right behind. Charity and medical services are inseparable. Our medical services follow the patients and their needs. Stephen first came back to Taiwan in 1989, then later we attended some Tzu Chi's fundraising dinner parties, together we held many activities together. Look, this is Stephen's picture with a mustache on his American driver license. Under the advice of Dharma Master Cheng Yen, he is completely changed to a different person. We will let him explain how he became a different person today.

**Stephen Huang:** You have seen the horrible picture of me with a mustache. As a matter of fact, I was a totally different person before. I spent a lot of money to curl my hair, worn a mustache, and I thought I was pretty handsome then. However, when I met Master Cheng Yen in 1989, I promised to have a Jing Si Hall. Whatever Taiwan had at the time, U.S. would copy, only in a much smaller scale.

Then I met Executive Dr. Lin, and I pledged, “I can’t save people with medicine so I do fundraising instead.” Thus, we did our best with all our talents and money and founded a free clinic. I know Master Cheng Yen had a tough road previously; we need a devoted doctor who understands Buddhism. Therefore, we asked Dr. Lin to help us. Dr. Lin then came back to Taiwan with no hesitation to support us 21 years ago. Thus, I really appreciate Dr. Lin’s wholehearted support.

### **Devoted as a Buddhist, Seized This Life Time Opportunity**

**Lin Chin-Lon:** After graduated from college in 1970, I went to the United States and lived there for 25 years. In 1977, I had everything I wanted: a degree, a house, a wife, a son, cars, and later a grandson. Then I started studying philosophy and Buddhism. Although I worked in a hospital that belonged to the Catholic Church where nuns and priests asked me every day about the catholic philosophy, I always had different views toward Christianity. I spent much time in studying Buddhism, which requires one not only to listen, to contemplate, and to practice, but also to believe, to vow and to deliver through action. I know there are many different Christian’s hospitals; but there were none that belongs to Buddhism.

It was 1991, the first time I visited Hualien. The conversations with Dharma Master Cheng Yen opened my mind and answered many questions that I had for a long time. It changed the second half of my life. Buddhism is not without “doing”, everything Master Cheng Yen did was for Buddhism. Therefore, I promised I would







work hard for Tzu Chi after my retirement. Upon my return to Los Angeles, I founded the first Tzu Chi Free Medical Clinic in the city of Alhambra.

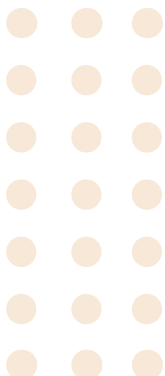
During the 20th anniversary of the Buddhist Tzu Chi Stem Cells Center in 2014, Professor Paul Terasaki, known for tissue typing and organ transplant medicine, came to Taiwan to participate the anniversary and held a presentation, he visited me then. When I decided to leave Los Angeles and back to Hualien, he took me out to lunch, and said, "What's wrong with you? Why did you give up all your 25 years hard work and come here (in the US) ?" I told him, "I am a Buddhist; this is my only chance for my life." In 2013, he was invited to our conference, he said, "You made the right decision to come back." When I retired, the hospital held a retirement party for me; they thought my retirement would be on the beach, enjoying the sunshine. For 20 plus years, I have not been on the beach, I am here, with you all.

### **Attacked While Helping Others - Endure the Uncertainty of Life**

**Lin Chin-Lon:** In 1998, we founded the International Tzu Chi Medical Association (TIMA); the same people from the old days in the Philippines are still here today. We also have a very important chief executive Alfredo Li who will share with us what he just experienced in Ormoc City about the uncertainty of life.

**Alfredo Li:** I am 62 years old, and have participated in Tzu Chi for 21 years (dated 2016). I have been responsible for medical surgeries in the Philippines. I helped patients on wheelchairs to the operating room. At that time, I was on wheelchair and being pushed to the operating room by someone else. I have had deep feeling about this experience.

After typhoon Hai Yen, Tzu Chi built a large Da-Ai village in the city of Ormoc, and I was responsible for the building of Da-Ai village. Since then, we have built 1,585 houses. This final phase will end next month. Every time I go to Ormoc, I will share Jing Si aphorisms with the locals. That day when I was sharing



the concept of uncertainty of life, I said something like “after this sharing, I don’t know what will happen to me”. Something happened to me soon after.

In the Philippines, it is no easy task to take a shower. We need to get water ourselves. Tzu Chi dug a well for them, so they could take showers. When I heard their joyful laughing, I ran to record the precious moments. While I was taking the pictures, I didn’t notice someone approached me from behind with a stone.



**2013, Typhoon Hai Yen, volunteers from Tzu Chi joined the rescue mission. The CEO of the Philippines’ office, Alfredo Li, explained Tzu Chi to the crowd.**



**Alfredo Li (left 1) accompanied by Philippines' Tzu Chi doctors: Antonio Say (left 3), Robert Sy (left 4), Dr. Josefino Qua (right 1) Lin Shiow-Zheng (left 2), and Stephen Huang(right 2), sharing his experience about the attack.**

When he came near me, his vicious eyes were very scary. It was a very unusual pair of eyes. He hit me with the stone, and then hit me with his fist. I fell down. When I got up again, he tried again. I pushed him away, and then the neighbors came to help and took me to the hospital for examination.

On my way to hospital, I felt the physical pain but it was not too bad. The real pain was in my heart. These two years, we came here so many times and spent so much energy. Our goal is to provide a better life for the villagers. I don't understand why this happened. The villagers were sad and felt guilty, because they thought they didn't protect me. I remember when we ran into many problems with Hai Yen Typhoon, Dharma Master Cheng Yen said, "We are Buddhist, and volunteers, we went there in our own will. No one asks us to go, we want to go ourselves. We can't complain when we encounter something bad."





## **Forgive Others and Treat Yourself Well, Do Tzu Chi Till the Last Breath**

**Alfredo Li:** I kept thinking if I had to retreat because of this incident, I would regret for the rest of my life. Therefore, I must overcome this fear. I forgive the person who attacked me. He is not guilty because he has mental issues. Dharma Master Cheng Yen said, “Forgive others means taking care of your own self.” The next day, Master Dar Cheng called me and told me that Dharma Master Cheng Yen is very concerned about my wellbeing that I should go back to Tzu Chi’s hospital for further treatment. I promised that I would go back to Taiwan next day. But my wife and my son were opposed. They said, “Dad, here is more convenient, because we are all nearby. If you go back to Taiwan, we can’t take care of you.” I said to them, “It is because of Dharma Master Cheng Yen, she is my mother in my mind, whatever she said, I will listen and follow. If I go back to Taiwan, she would feel better.”

I arrived at Taipei Sung Sun Airport, and immediately saw the head of Hualien Tzu Chi Hospital Dr. Lin Shinn-Zong, Dean of Tzu Chi medical school Yang Jen- Hung and other medical staff. We arrived in Hualien at 6 pm that day, there were already a medical team ready for me. Quickly, they performed all the examinations and arranged surgery the next morning in less than 24 hours. I really appreciated Tzu Chi medical team’s high efficiency. Plastic Surgeon Dr. Wang Chien-Hsing did a great job. I wished my “black eyes” would not disappear so fast that you’ll see that I’m injured on the face now.

Dharma Master Cheng Yen had said, “Tzu Chi appreciates your effort to help. ” During my recovery period from the surgery, many of these doctors and nurses, and volunteers came to visit. I felt that I was surrounded by warmth and love. I was very touched. It is worthwhile to be a volunteer in Tzu Chi for 21 years. I promise I will dedicate myself to Tzu Chi until my last breath.

(Content from the 2016 TIMA annual convention)



# Sleeplessness

Text and Photography by: Lin Siao-Ru

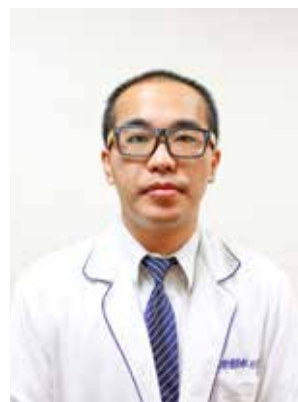


(Hualien Tzu Chi Hospital 30th Anniversary "Medical Love 30" Photography Award in Medical Humanities)

*Twenty-four hours,  
equals one-thousand-four-hundred-and-forty minutes,  
equals eighty-thousand-six-hundred-and-four-hundred seconds,  
equals a brief moment in the safeguard of life...*

### About the Photographer:

Lin Xiao-Ru, a member in the Molecular Biology Lab, Dept. of Laboratory Medicine, Hualien Tzu Chi Hospital, an East Rift Valley native and Tzu Chi University graduate. The door of photography is opened to him the time he got his first digital camera during college years. He wishes to capture every delicate emotion and to read the various lives through the photo he takes.





# Don't Cry, Child

Text and Photography by Lin Yung-Sen

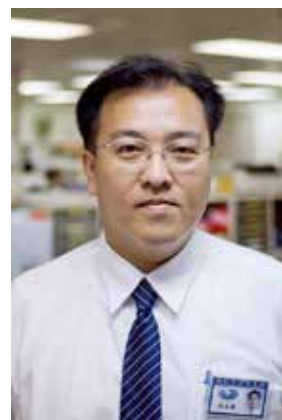


(Hualien Tzu Chi Hospital 30th Anniversary "Medical Love 30" Photography Award in Medical Humanities)

*The child, afraid of the sharp drill sound of the dentistry equipment,  
but the toothaches is unbearable,  
hesitating to sit onto the chair, so bursts into tears.  
Droplets of tears flow down her cheek. Auntie Dentist felt her pain,  
hugging the child from behind and calms her with her gentle voice.  
O' child, Auntie Dentist is more than just gentle. Soon, your tooth  
will hurt no more.*

### About the Photographer:

Lin Yung-Sen, a staff in the Office of Humanities, Hualien Tzu Chi Hospital, and the coordinator of TIMA eastern Taiwan chapter. He has been in charge of the medical outreach program in Hualien-Taitung over the years, documenting the events with his camera. His late father Lin Ying-Chu was a senior Tzu Chi volunteer and an experienced documentation volunteer. While working with his father as hospital volunteer, Yung-Sen imitated his father and began to document inspirational moments with his camera.







# From a **Farmer's Son** to a **Philanthropist Surgeon**

**A Lifelong Guard of Taiwan's Rural and Remote Health Care**

**Lee Sen-Chia**, M.D., a Surgeon at Yuli Tzu Chi Hospital and TIMA



/ Drafted by  
Taichung and Taoyuan FLT  
Edited by Lin Hsiuhsu  
Excerpted by Jessica Huang

Lee Sen-Chia (1938-2017), M.D. and a surgeon, was the eldest son of seven siblings born to a poverty-stricken banana-farming couple in 1938 in the countryside of Cishan, Kaohsiung in southern Taiwan. Dr. Lee was a dedicated surgeon and was among the first doctors and medical professionals in the Kaohsiung/Pingtung region to join TIMA to contribute to Tzu Chi's mission of medicine. The doctors and staffs of Yuli Tzu Chi Hospital in Hualien nicknamed him "GranD Lee" and the patients of rural Hualien called him "Papa Lee". He was also known as "Big Dr. Lee" in contrast to "Little Dr. Lee" (or Buddy Lee), a nickname for his younger brother Dr. Lee Chin-San. The life story of the brother doctors was adapted into

the Da Ai Drama "Love's Horizons". Upon the diagnosis that his cancer has metastasized to the brain in 2016 and the bones in February 2017, Dr. Lee disclosed his bucket list: 1. to make house calls to his patients in Hualien for one last time; 2. to have a private audience with Master Cheng Yen; and 3. to donate his body to further medical education and science upon death.

To fulfill Dr. Lee's wishes, everyone sprang into action all at once. Dr. Lee's last IDS (integrated healthcare delivery system) free clinic was conducted on July 6, 2017. A gathering of appreciation was held by staffs at Yuli Tzu Chi Hospital, along with Tzu Chi volunteers from Kaohsiung, to show respect to his devotion and contribution



**Dr. Lee Chin-San of Yuli Tzu Chi Hospital, Dr. Hong Hong-Dian and Dr. Yeh Tien-Hao [left to right], supported Dr. Lee Sen-Chia [middle] with care during Dr. Lee's last IDS clinic.**





to remote tribal and rural patients. After the anniversary celebration of Hualien Tzu Chi Hospital on August 12, Dr. Lee met Master Cheng Yen, and was honored and blessed by Master during the audience. On September 15 2017 at 7:25 in the morning, Dr. Lee breathed his last gasp of air at Kaohsiung Municipal Kangshan Hospital, and embarked on his immediate journey to Tzu Chi University in Hualien, where he will lay in temporary peace before perfecting his lifetime of devotion to further medical science, care and education as a silent mentor for new generations of doctors to come.

Dr. Lee was retired in 2002 when he closed his clinic in Kaohsiung. Ever since then, he served as a volunteer doctor constantly. A new chapter in his career of practicing medicine started in 2009 when he decided to give Yuli Tzu Chi Hospital a hand, a generous and experienced hand needed desperately, to quench the doctor drought, especially short of surgeons, in the Hospital and rural Hualien. Dr. Lee's medical practice hit the mark of 50 years in 2015, a milestone that was celebrated by his peer doctors in Taiwan Medical Association (TMA).

Upon his arrival, Dr. Lee became the most experienced and senior surgeon at



**GrandD referred Granny Pan, who suffered multiple chronic conditions, to Dr. Lee Chin-San, GrandD's younger brother**



**Mr. Ma Guo-Yuan thanked Dr. Lee for his fatherly caring that helped him survive the great pain of rehabilitation after a second stroke**

Yuli Tzu Chi Hospital. Unfortunately, he was diagnosed with lung adenocarcinoma (lung cancer) in 2011. Over his last six years, Dr. Lee had suffered from the pains in fighting against the cancer. Despite the suffering, so long as he was physically fitted, he would continue his four-day-a-week clinic for outpatients. Other than that, he would lead the home-caring IDS team of Yuli Tzu Chi Hospital to provide quality health care to reach out to patients in the rural and remote southern Hualien on Thursdays in the afternoon. He revealed in an interview with Da Ai TV that the benefit of being a doctor-turned-patient was that it was much easier for him to convince his patient(s) that even a patient with lung cancer can live a normal

life so long as s/he follows the doctor's mandate to the letters. Dr. Lee's illness took a downturn in May 2017, which forced him to withdraw from medical practice and to return to Kangshan for recovery. Knowing what the metastasis to the brain and bones really meant as a surgeon, he was very much concerned about the "friend" patients he attended in the past years on the house call. Most of the patients were with chronic diseases. Under the collaboration of Hualien Center of Da Ai TV and Yuli Tzu Chi Hospital, Dr. Lee's last house call outing was made on July 6. He was kept by his old friends' company, among whom were Dr. Hong Hong-Dian, the couple of Dr. Yeh Tien-Hao and Pharmacist Chen Hong-Yan, and Dr.



Lee's wife Madame Lee-Lu He. It was like the numerous house calls the company of 4's of TIMA medical professionals in the Kaohsiung/Pingtung regions had made over the decades, only that during the sessions Dr. Lee told his patients that Dr. Lee Chin-San, Buddy Lee, would took his place to take care of them; be a good patient and listen to his mandate.

### **Thank You Grand Lee for Seven-years' Self-burning to Guard Life and Health of Rural Hualien**

Dr. Chang Yuh-Lin, a neurosurgeon and Superintendent of Yuli Tzu Chi Hospital, recalled that back in 2009, Grand Lee was already over 70 and

was retired. He had been enjoying his retirement with TIMA professionals in providing free clinical services in Kaohsiung/Pingtung region. After learning that the Hospital and the region was in more desperate need of his arms, Dr. Lee decided to come back to the frontline as an old soldier surgeon to guard the health care of the region. He moved to Yuli with his wife. In 2011, he advised his younger brother, Dr. Lee Chin-San, who is 12 years younger than he and is also a surgeon, specialized in urology, to join him at Yuli Tzu Chi Hospital. Ever since then, the brother doctors became guards of health care for the rural and remote southern Hualien. Dr. Lee Sen-Chia was nicknamed Grand Lee and



**Dr. Lee and wife spent time doing voluntary Tzu Chi tasks and farming in leisure hours. Photo depicts they planting taros in the Tzu Chi Great Love Farm in Kanshan, Kaohsiung County in May 2008.**





**Dr. Lee Shen-Chia was good at calligraphy, he even wrote eulogies for community memorial services and Spring Festival couplets. Photo in 2008.**

Papa Lee, and Dr. Lee Chin-San, Buddy Lee. With the two brother surgeons, the Surgical Department of the Hospital had become the beacon that secured the areas it blanketed in health regards. Dr. Grand Lee shouldered the responsibility of home-caring IDS services at the Hospital. He reached out across rivers and valleys to patients by making house calls to the aboriginal tribes in the deep mountains for those who otherwise had poor, if not denied, access to qualified, not to mention quality, medical care. During the same period of time when he was with Yuli Tzu Chi Hospital, Dr. Lee had achieved another milestone by giving back most of his payment: he had made 6 Honorary Board Member donations in the name of himself, his wife, parents, and parents-in-law; in other words, his

was a lineage of 6 Tzu Chi Honorary Board members. (And two more HBM donations on Dr. Lee's will after his death.) Dr. Lee's selfless devotion and generosity has made him a role model of a philanthropist doctor that lived up to his father's teaching: Practice for patients, not for pennies.

After the gathering on July 6, Grand Lee hit the familiar road again for his last house call at around 1:30PM. He was kept company by Dr. Hong Hong-Dian, the couple of Dr. Yeh Tien-Hao and Pharmacist Chen Hong-Yan, and Grand Lee's wife, Madame Lee-Lu He. This was the same company of TIMA members that toured Taiwan for decades to provide the poor and the needy in rural and remote Taiwan with free quality clinical services they needed and deserved. Due to the expected bumpy ride that might drain his remaining stamina, a team was grouped to take close care of Grand Lee during this "Dream Mission" to help realize his bucket list.

Shi Rong-Lai, 54 and single, lived alone and was Dr. Lee's patient in the remote Bunun tribe of Izukan. Due to severe gout, both of his feet were severed from beneath the knees. He was confined to a wheelchair and was emotionally charged when he saw his Papa Lee, flanked by Dr. Lee Chin-San and Dr. Yeh Tien-Hao, walked into his living room. "Papa Lee, I missed you so much. Thank you for curing me. I am clean now. I don't drink anymore." Mr. Shi



said that besides the physical ailments of gout, he was bothered by alcoholism. It was Papa, who patiently talked him out of drinking. “‘You’d be fine with gout if you stop drinking’, Papa urged,” said Shi. “I really am in great debt to Papa for pulling me out of the disorder, and prevented my illness from going bad to worse.”

After bidding farewell to each other, the company of doctors and staffs proceeded to Lishan Village of Zhuoxi Township to visit an eighty-year-old grandma patient, Pan Yu-Li. Granny Pan was handicapped, and lived with multiple chronic conditions of cerebrovascular disease, hepatitis, hypokalemia, and hypertension. She lived with her son, who suffered divers’ disease (DCS). Both of them counted on Grand’s weekly homecaring clinic over the years. Holding Grand’s one hand, Pan detailed her improvement. She had followed strict medical mandate and dietary advice so that she had resumed limited but functional mobility, and was able to cook meals by herself. While Pan thanked him for his care and advice over the years, Grand listened silently and nodded his agreement. Meanwhile, he reached the other hand to Buddy Lee and turned to Granny Pan, “This is my younger brother Lee Chin-San. He will take my place to take care of you from now on.” Biting her lips and with tears in the eyes, Granny Pan nodded her understanding and made the greatest efforts she could to try to stand up to see Grand wheeled



**Dr. Lee Shen-Chia maintained his house-call visits as long as being a physician. Photo depicts Dr. Lee treating a Typhoon victim in Kanshan in July 2008.**

off. Her tears could no longer be held and washed down her face as Grand’s motorcade started to pull off. In the tear-flooded eyes were her sincere gratitude, deepest sympathy and hearty wishes for Grand.

In a couple of hours’ drive, Grand’s team arrived at Damayan of Wanrong Township to visit Ma Guo-Yuan, a single parent aged 52, whose left hand fingers were amputated in a work accident. He had survived two strokes but was thus handicapped. He worked hard to rehabilitate himself in the hope that he could support his family. Guo-Yuan recalled that he was in a coma after the second stroke, and was saved after the surgery. After discharge from the hospital,

he returned home for rehabilitation. The rehab process rollercoasted, and so was his mood. During each and every follow-up visit, Grand would offer Guo-Yuan with the most thorough checkup, and took heed of his dietary, daily life and rehab progress. Grand paid equal attention to the health of Guo-Yuan's aged parents, who lived with him. When the paramedic took his blood pressure, Grand would sit silently by Guo-Yuan's side, caressing him on the head like a father did on his wounded child. The gesture was warm and comforting, which had helped lift him out of the melancholy

he suffered during the rehab. In this would-be last house call, Guo-Yuan had observed that Grand was no longer as agile and sharp as he used to be; he was deeply moved by Grand's remembering him and arranging the house call to visit him. The two of them sat side by side, looking at each other in mute exchange of communication. Finally, Grand took Guo-Yuan's hands in his and whispered his wishes for him, which, we believe, would motivate him to move on.

Chiu Li-Hua, a social worker at Yuli Tzu Hospital, was in charge of the schedule arrangement of rural IDS program at the Hospital. She pointed out that for the past seven years, Dr. Lee had led the medical team to visit the patients in the rural and remote areas of southern Hualien. Most of the areas are aboriginal tribes of Bunun, Taroko, and Seediq in the mountains. Upon learning Grand's hope for a farewell house call, many were hoping to see him again for one last time. Yet considering the physical condition and the risks of jeopardizing his safety of life by exhausting him, Grand could not answer to each and every patient's call this time. Ms. Chiu recalled that "Grand's top concern was always the patients. On the trip home from a house-call day, he usually, if not always, discussed with the team what a specific patient was in need, and what more could be done to help him/her." Chiu said that parting is a lesson that we all have to face and learn, including herself. She continued that



**While serving at Yuli Tzu Chi Hospital, Dr. Lee started weekly house-calls. Photo depicts Dr. Lee with Supt. Chang Yuh-Lin(mid) in Sept. 2015.**





upon the initiation of the “Dream Mission” to fulfill Grand’s bucket list, she had been learning to bid farewell to him for as many times as could be when she reviewed the patient’s files and made contacts with them to arrange this house call itinerary to visit the patients that Grand were most worried about and had longed to see for a last time. “During his service over the years, Grand has brought us a profound treasure of fond memories. I am so lucky to be part of this mission. This is a journey that I shall hold dear through my life. I have hoped to not to shed a tear during today’s house call mission. I am glad that I did,” said Ms. Chiu. Nothing can be more rejoicing than the elimination of regrets. Nothing can be more perfect than to help Grand perfect his bucket list.

### **A Full House of Blessings for a Regretless Life of Devotion**

At around 6 p.m. on July 23, the Sun was half an hour from setting and the subtropical city of Kaohsiung was basking in the sun’s residual heat. The cicadas were chirping, and the frogs began to croak as the night fell. Meanwhile, the Jing Si Books & Cafe located to the east corner of Kaohsiung Jing Si Hall on the 1st floor was poured in by a long queue waiting to sign-in for their cordial wishes. Within a short while, the Cafe was crowded with more than 230 members of the Tzu Chi family. The crowd were no ordinary concertgoers.

They were coming to the concert “A Regretless Life of Devotion” dedicated to honor and bless the cancer-fighting Dr. Lee Sen-Chia they love and respect for his more than 50 years of devotion to the guard of the poor and rural health care.

With the spread of the cancer cells to the brain, Dr. Lee’s mobility of was slipping away, which forced a complete withdrawal from his active clinical practice. The dharma family of Tzu Chi in Kaohsiung thus decided to hold a concert in his honor to celebrate his lifelong devotion to the care of the poor and the rural patients, and to offer him with the deepest appreciation and sincerest blessings. At around 7 p.m., down the gate of the Cafe was seen Dr. Lee, composed and rosy in cheeks, walking in in difficult yet steady steps, with Dr. Yeh Tien-Hao close at his heels to offer momentous support from behind, in case need would arise. Dr. Lee was cheered by a thunderous applause and nodded his appreciation as he approached the stage. “Dr. Lee was the Great Ferryman in incarnation. He is 77 and hasn’t stopped working. He is being treated (for his cancer), and is treating patients at the same time. Amid his own ailment, he is as determined as he was in devoting himself to the relief of pains from the afflicted in the rurals. What a diamond-willed bodhisattva of medicine Dr. Lee is!” celebrated Master Cheng Yen in a footage from 2013 for Grand’s remarkable career that chartered new

horizons of providing medical care with love and the courage to give death the cold shoulder for a life's perfection.

### **Good Practices Make Good Deeds**

The early 1940s saw Taiwan, a Japanese colony at that time, amid the raids as the Pacific War between USA and Japan peaked. Born in such a raucous time and a place like Taiwan, where resources were mobilized for the War, poverty was a commonplace. The harshness could be imagined when Dr. Lee Sen-Chia was born as the first child in 1938, a son of the Silent Generation, to a banana-farmer's family in the rural

Cishan of Kaohsiung. He had seen six brothers and sisters born to the family over the following decade-plus time span. In his early childhood, Dr. Lee had to help take care of his younger brothers and sisters, and occasionally farming, when his parents were busy farming bananas and pigs, and did odd jobs to increase income to support the family. He did not go to school until he was nine years old. Influenced by his parents, he was hardworking and achieved among top students in his class, and was thus appointed leader of the class year after year. Dr. Lee's hardworking earned him the admission to the medical school, and became a doctor. Understanding

**Golden-agers from Sanmin Fuqizhan performed a dance to the song "When Nostalgia Strikes"; led by Madam Yang Zhao-Zhi, the golden-agers shouted their blessings in unity, "Dr. Lee , we love you. Cheer up!"**





the affliction of poverty, Dr. Lee's father expected him to "practice [medicine] for life, not for money. For those who suffered poverty like us, we knew all too well what a penny is worth to them. I want you to be a doctor of compassion: Practice to relieve not only the physical but also financial pains from the poor."

### **A Doctor in Need Is a Doctor Indeed**

After graduation from the medical school, Dr. Lee returned to Kaohsiung, and started his own clinic in Kangshan. Doctor Lee got married. His wife,

Madame Lee-Lu He, went to worship the Buddha routinely at the local temples, and made her acquaintance with Mrs. Wu Chen Yu-Ti, a Tzu Chi volunteer. The couple had joined Tzu Chi in 1985, and started to engage themselves in relief work for the poor and the needy. Back then, the doctors in the Kangshan neighborhood, were still making house calls, an old rare, if not obsolete, practice now. Up until 2002 when he retired, Dr. Lee insisted on making house calls to patients, especially the needy who were alienated from accessible quality medical care by poverty and mobility.



**The nurses in Yuli Tzu Chi Hospital, holding tears of sadness, did a sign language performance to bless Dr. Lee.**



## **A Golden Jubilarian Couple of Tzu Chi, The Gratitude of a Loving Pair of Children**

Dr. Lee Sen-Chia made his early acquaintance with his wife Lu He in the childhood when he was helping the school to convince her parents to send her to school for education. Thanks to Madame Lee's introduction, Dr. Lee joined Tzu Chi, and began a chapter of his remarkable devotion.

Since 2009, Lee-Lu He had moved to Yuli with Dr. Lee. She was close at his husband's heels and kept his company in the losing war he waged against the cancer while he was still practicing medicine. In a balmy tone, Lu He shared, "Through his practice at the Hospital, he can offer devoted help to the patients he cares most. It is a remedy for him to temporarily forget the pains of his own illness. Now is the time to keep his close company. When the time to step down the stage [of life] has come, all you can do and have to do is take your bow and move out. It is my hope that at the finish line, he would be as easy and comfortable as he is now." In her hope, one can visualize a strong wife behind her loving husband when seeing him off to work afar, and a humble human being that respects the Law of Nature.

In her mother's wake, Dr. Lee's daughter, Ms. Lee Meng-Fang, took the floor. She started by a loud greeting to her father, "Papa, do you feel blessed?"

Dr. Lee kept nodding to the rhetorical greeting to assert that he felt blessed. Ms. Lee continued, "Today, should there be someone approaching my dad and said, 'Remarkable!' He would definitely respond by saying, 'There has been nothing remarkable enough in what I did to arouse a crowd and cause their inconvenience.' My father has been a silent, untiring altruist. He is devoted at all costs, so much so that we his family would regard as 'stubborn' sometimes. Yet despite our complaints, he keeps on being 'stubborn' to set an example of altruism for his children." Witnessing her parents' devotion to the teaching and practice of Buddhism in her growth, Ms. Lee looked at his father and encouraged him in an accepting comforting tone, "Daddy, let life reach its end when the end reaches you. Let go the body if the wreck can no longer bear the lightness of a breath. Let go your body, but keep the mind intact. Keep it sound, recite "Amitabha", and stand in peace to the final test of the inevitable." No sooner had Ms. Lee wrapped up her speech than she rushed off to hug Dr. Lee. She sobbed and cheered her father, "Daddy, go! Go! Go!"

Toward the end of the concert, Dr. Lee's only son, Mr. Lee Guo-Wei, stepped to the front to thank everyone for coming to the concert and offer the most sincere blessings for his father. He then continued sensibly, "I've been afraid of Father since I was a boy for he was serious. I was



**Lee Meng-Ling, the eldest daughter of Dr. Lee , expressed her respect toward her father and wished to follow his wake of doing good deeds; she hope that her father will be proud of her.**

beaten frequently. Yet what my father did will serve as the best example for us as his children. My father has been a fighter for life and is a brave warrior of life. We are proud of him.” Taking the advantage of the occasion, Mr. Lee expressed his love for his parents in a loud voice, “I love you.” The Lee family were then seen to hug together in sobbing tears with gratitude. After that, Dr. Lee was wheeled to the front by Dr. Yeh Tien-How. Audiences were seen to offer bouquets of flowers as tokens of appreciation and blessings, and were requesting to take pictures with Dr. Lee, who had been silently smiley throughout the night. Despite that he had to labor for speech, he uttered something that surprised each

and every one at the gathering, “There has been nothing remarkable enough in what I did to arouse you and cause your inconvenience,’ a response to the crowd that was foretold by Dr. Lee’s daughter. Remarkable!

Like patients, Yuli Tzu Chi Hospital staffs had regarded Dr. Lee as a grandpa. Ms. Chiang Wen-Chen, R.N. and paramedic to Dr. Lee, gave him a hug before speech. “I have been working with Yuli Tzu Chi Hospital for nine years. I thank him for being willing to serve for Yuli. Dr. Lee was always smiley, and on the way back from house calls, instead of a reprimand for being slow or any possible mistake, he would disclose the tips for wound care, especially the



**Dr. Lee Sen-Chia and his family went to Hualien Jing Si Hall to celebrate the 31st Anniversary of Hualien Tzu Chi Hospital.**

tips for how to change bandage on a wound. I am grateful for having such fond memories with him. Each and every time when GrandD was back from Kangshan to Yuli, he'd bring fruits he grew and the local produce and delicacies for the staffs to taste. May he have peace and safe in the days to come." Ms. Chiang's sharing was followed by a dozen of nurse staffs signing the song "A World of Love" to express their love toward GrandD.

Following the song was the dance "When Nostalgia Strikes" performed by a score of golden-agers from Sanmin Fuqizhan. The performers were dressed in the Hakka fabric that featured bright floral design on the crimson, a.k.a. Hakka Red, ground. Their vigor and agility were

an astonishing sight to behold. Even more astonishing was the disclosure of a fact. The audience was caught amazed when they were told that among the performers was a madam, who was 97 of age. The golden-ager performers concluded their performance with a group wish by shouting, "Dr. Lee, we love you. Cheer up!"

### **In Your Wake We Sail**

Dr. Lee Chin-San, who was convinced by GrandD to join Yuli Tzu Chi Hospital in 2011, shared his fond memories he had with his eldest brother with the audience. "I am 12 years younger than my big brother. We were





born and grew in different generations. His is Silent Generation, and mine, Baby Boomer. As the Chinese saying goes, 'The big brother is like a father.' He took the best care he could of me. He was the one who saw me to my first day at the elementary school. He paid close attention to the education of his younger brothers and sisters when he was out of town working his medical degree." Dr. Chin-San shared not only his fond memories with his big brother, but he also shared the pains of fighting against the cancer. A while ago, he was diagnosed with a stomach cancer, and was treated with an operation. He could feel the hardship his elder brother had gone through in the chemotherapy, and the courage to maintain a normal life treating the patients.

### **Awesome! Oh, some!**

"Dad, you are awesome," said Meng-Fang in Taiwanese to her father, Dr. Lee. "Oh, some(what)!" replied in Taiwanese Dr. Lee in his hallmark shy smile. The familiar tête-à-tête between the daughter and her father had turned the audience's tears into laughter. Meng-Fang thanked everyone that came to give his father their blessings. "Thanks to all of you, I've come to know what my father had achieved. The images and recordings mean so much to my father as well as to the family members."

### **A Shy Surgeon Speaks Loud in Action**

On Aug 12, Dr. Lee arrived at the celebration ceremony of the 31st anniversary of Hualien Tzu Chi Hospital held at the International Conference Hall of Jing Si Hall at Hualien. He was wheeled and accompanied by his family, and doctors and staffs of Tzu Chi Hospitals, among whom were Superintendent of Yuli Tzu Chi Hospital, Dr. Chang Yuh-Lin; Deputy Director of Cancer Center, Hualien Tzu Chi Hospital, Dr. Liu Dai-Wei; cancer patient manager, RN Ms. Lin Ying-Hui; and Chief Nurse of Chest Medicine wards for hospitalized patients, Ms. Chang Su-Wen. Dr. Lee was seen to stand from the wheel and walked by himself onto the stage, step by step at a slow but steady pace. "I am Lee. I don't talk much. I [am] shy. I talk [with] difficulty and stop a lot. I shy [away from] talk and let others do it." In the labored speech, one could easily notice the impact of the spread of cancer cells to the brain, which had hampered Dr. Lee's language abilities. Dr. Lee's perseverance had touched the audience and brought the sympathetic tears from them. Dr. Lee's course of fighting the cancer and maintaining a regular medical care service had spoken loud for him as a role model humane doctor who prioritizes the health of his patient above his own pains, if not life.

In a footage from several years ago, Dr. Lee expounded the belief that guided

his practice of medicine throughout the life, “The ethics is of the utmost import to us as a doctor. The saving of life is above all else. To save many a life is an unforgettable delight.” Dr. Lee’s bucket list had been realized through the coordination of his family, friends, colleagues, patients and the many ones who have been touched by his altruism. With the air of “Love’s Horizons”, the docudrama of Dr. Lee’s life story, on Da Ai from Aug. 16 throughout to Sep. 14 2017 in the evening, Dr. Lee’s life has touched still many others to seek, and move beyond, the horizons of love he had chartered.

At 7:25 in the morning on Sep. 15, ten hours after the finale of “Love’s

Horizons” was aired, Dr. Lee Sen-Chia forsook his wreck body that could no longer bear the lightness of a breath. Moments later, he was ready and embarked on a journey he’d travelled over the past more than 7 years. The van that carried Dr. Lee’s body made one last round circling Yuli Tzu Chi Hospital, where he had devoted the last chapter of his life to, en route to Tzu Chi University. The hearse arrived at the Great Giving Hall at the Medical Simulation Center of the University at around 2:15 p.m., where Dr. Lee will rest in temporary peace before coming back as a silent mentor in March 2018 to further medical education and science for a lifetime’s perfection of a philanthropist doctor.



**On Sept. 15, 2017, the deceased Dr. Lee Shen-Chia was sent to Tzu Chi University to be a Silent Mentor, simulation surgery body donor, for further medical education.**

# Articulate Mentors

## A Retrospect on The Tzu Chi Standardized Patient Program

By Kao Sheng-Po

Director of the Tzu Chi Standardized Patient Center and Attending Physician in  
the Department of Obstetrics and Gynecology, Hualien Tzu Chi Hospital







**The Tzu Chi standardized patient program was launched in March 2006. The photo shows Dr. Wu Yung-Kang and Dr. Wu Kun-Chi demonstrating in person the proper interactions between doctor and patient to the volunteers.**

When you or your family are ill, can you accept a medical intern with poor communication and physical examination skills pressing on you or your family's body? If your answer is negative, or you are hesitant to answer, has it ever crossed your mind that the meager opportunities these medical interns have - unlike drivers who can practice in driving schools as much as they want before taking the test—before stepping up to the frontline and start saving lives?

Patients are the best teachers, period. They allow medical interns and

new medical staffs to practice and acquire proper medical skills. However, when the environment does not provide learning opportunities to these novices, how are we to expect these future medical professionals to produce satisfactory services?

You may not know that, at home or abroad, there is a group of people who are neither patients nor actors, but are willing to accept acting lessons in order to portray themselves as real patients in facial expression, body language, tones, and knowledge of diseases. They

can accept poor diagnostic skills and physical examination of the students, and remain consistent in appearance and disease-related responses in spite of the inadequate these interns are clinically, so that every one of them may receive a fair chance; these performers would also respond with feedback after a class or exam according to students' or examinees' performances, giving them a chance to rectify mistakes while remain confident. These feedbacks can enhance the motivation and assertiveness of each and every examinee, and guide them in becoming competent medical professional in empathy and skills.

These “non-actors”, known for their consistency and accuracy in their performances that always meet a certain standard, are called standardized patients. Because of their tolerant and systematic feedback resemble that of an ideal educator, Master Cheng Yen referred to these standardized patients in a morning assembly as “articulate mentors”.

The Tzu Chi standardized patient program was organized and implemented in March 2006 by Dr. Wu Yung-Kang. With no guidelines to follow and no resources at hand, he assumed the pivotal responsibility of this medical education reform. Fortunately, near hundred Tzu Chi volunteers nationwide rallied by Sister Yen Hui-Mei assembled at Hualien Tzu Chi Hospital on March 12, 2006, and under





**In April 2013, the Objective Structured Clinical Examination (OSCE) of the licensing examination for standardized patient officially incorporated the qualification examination for step 2 medical licensing examination. Standardized patients were subsequently employed in the examination of registered nurse, nurse practitioner, and medical staff.**

the guidance of several clinical instructors, DaAi T.V. director Hsiao Chu-Chen, and the valiant effort of the medical students, the first team of “articulate mentors” that integrated the four major missions of Tzu Chi - Charity, Medicine, Education, and Humanities - was born, setting a precedent in Taiwan where volunteers

assume the roles of standardized patient.

These Tzu Chi volunteers were by no means professional actors. However, they willingly and contentedly accepted instructions from medical and acting professionals, without any prior knowledge of the matter and without any monetary rewards, work hard to meet



the standards of professional actor. They were prepared to allow medical students to make inquiries and perform physical examinations on them for no reason other than selfless devotion to medical education. By that pure and adamant thought alone, these mentors overcome obstacles from home, from work, and from their missions, prioritize the study and tests of standardized patient program above all else. They know that education cannot wait, and even more so for lifesaving medical education.

This thought of selflessness had brought innovative changes to the medical education of Tzu Chi that led to a steady advancement of its standardized patient program. During a standardized patient workshop held by Hualien Tzu Chi Hospital in July 2006, attending scholars from medical centers worldwide praised the achievements of Tzu Chi and its program. Many medical schools and colleges began to follow Tzu Chi's footstep and recruit hospital or church volunteers to perform as standardized patients. They also invited Tzu Chi to share its experience regarding the standardized patient program. A tidal wave of reform in medical education soon swept across the medical field in Taiwan.

The reform of medical education by Tzu Chi went beyond the success of its standardized patient program and the recruitment of volunteers. For the longest time, the progress of medical

education in Taiwan depended on either hiring foreign scholars to speak, or by experience sharing among medical schools, the two sole sources which new medical knowledges were acquired and teaching strategies and plans based upon. Not only is it likely to cause biased or fragmented concepts and fails to construct a comprehensive view, it can also be detrimental to the consolidation and advancement to the overall medical education. The standardized patient program in Taiwan was faced with such predicament at the time.

On a medical convention in March 2008, Master Cheng Yen mentioned a reference to the term standardized patient made by Dr. Tony Jer-Fu Lee, dean of the college of life science. Few days after the convention, Master Cheng Yen had a hour long conversation with Dean Lee in a chance encounter. Few days after that, Dean Lee delivered an excellent news—he had arranged Dr. Hsieh Ming-Chen and I to attend a week-long standardized patient workshop at Southern Illinois University.

Since the workshop was comprehensive in terms of concepts and practical training, soon after my return to Taiwan I held a two-day standardized patient workshop in June 2008 that was designed with both theory and practice. The workshop has helped over 200 educators from over 20 schools to date.



A book launch was held in Sept. 2013 for “Mastering Standardized Patients”, a book that compiled seven years of Dr. Kao Sheng-Po's practical experiences. He drew on the volunteers effects of bruises and bamboo stab wounds. (Photo shows articulate teacher Ms. Hsieh Mei-Lin)

As the training program of standardized patients and trainers in Taiwan gradually matured, in April 2013, the Objective Structured Clinical Examination (OSCE) of the licensing examination for standardized patient officially incorporated the qualification examination for step 2 medical licensing examination. It was a significant reform in the history of Taiwan's medical education. A major facilitator, or facilitators, behind the successful reform were the articulate mentors across the nation.

With the success at hand, the ministry of health and welfare went a step further. It launched a subsidy program for the expenses of teaching hospitals that included all nine medical categories, applied the education and evaluation of standardized patients on all medical personnel to ensure medical quality and patient interest. All these accomplishments could be traced back years ago to the altruistic dedication of the numerous standardized patients.

The confidentiality agreement in the



The sixth Tzu Chi medical education day was held on Nov. 5, 2016, which coincided with the ten decade anniversary of the standardized patient center, where international scholars were invited to share their views and experiences, and Tzu Chi standardized patient volunteers participated to acquire new knowledge.





**To prepare for the examination of Post-Baccalaureate Chinese Medicine, Tzu Chi University, the instructors of Chinese medicine from all six Tzu Chi hospitals assembled to discuss with the standardized patients. Top: Dr. Lin Yu-Ning (right) from Hualien Tzu Chi Hospital and Dr. Shen Yi-Ying from Kuanshan Tzu Chi Hospital; bottom: Dr. Lin Ching-Wei(1st right) from Hualien Tzu Chi Hospital and Dir. Chen Chien-Chung(2nd right) from Taichung Tzu Chi Hospital, and Ms. Hsieh Mei-Lin.**



**The seniors of Post-Baccalaureate Chinese Medicine, Tzu Chi University awaits the examination. Examiners will be present when the students diagnose their patients in the consulting room, while the observing examiner will be in the back of the room and observe through a one-way mirror.**

standardized patient criteria, however, prohibited these articulate mentors from disclosing the nature and details of their acting to a third party, which includes friends, relatives, and even families. No one knew of their involvement and contribution, and the secrecy had led to frequent misunderstanding and disgruntlement from their families, coworkers, and fellow volunteers. Been wronged by others did not waver the resolution of these articulate mentors, as they continued to fulfill their commitment contentedly for the sake of medical education.

In 2016, a decade after the launch of Tzu Chi's standardized patient program, an opportunity was taken not only to retrospect the history of the program, but to pay tribute to these discreet contributors. Without the altruistic and valiant giving of these articulate mentors, the reform would have no been possible. Their noble deeds are no less than the silent mentors and their great sacrifice.

With these words I would like to express my immense gratitude and appreciation to the contribution of these mentors, as well as the courage of Dr. Wu Yung Kang to take on the responsibility alone. The prosperity we see today in the progress of standardized patient program in Taiwan would not be if not for them. I hope in the coming decades to train more



**Hualien Tzu Chi Hospital also invited standardized patients to participate in the training of new pharmacists and nutritionists.**

medical personnel excelling in profession and compassion, in order to live up the expectations and sacrifices of Dr. Wu and the numerous mentors.

I would like to take the time to thank again for everyone's commitment and dedication. Thank you!



# A Marriage of Doctor and Standardized Patient

By You Shou-Hua

Before Dr. Kao Sheng-Po was in charge of the standardized patient center, his wife, Sister Cheng Chiu-Chin, was primarily a housewife, taking care of their two children, and engaged in voluntary work in the community during her spare time, leading a fulfilling life. Because of her commitment to family, Sister Cheng did not participate in the standardized patient program at launch.

As an obstetrician, Dr. Kao was already occupied with clinical and teaching duties, and was always on call because of the uncertainty in delivery time. After accepting the position leading the standardized patient center, his sense of mission towards medical education strengthened. And to promote the training of standardized patient, he travelled here and there during his off-days, training new educators and sharing his experience.

Witnessing Dr. Kao's working day and night for the medical students due to the center's limited human resources and support, Sister Cheng decided to contribute. Her very first assignment was to be a timekeeper and change batteries in an OSCE examination for nurse



**Sister Cheng Chiu-Chin, the wife of Dr. Kao Sheng-Po, is involved in the standardized patient program. The most frequent role she portrayed was a mother carrying her sick children to the hospital.**



**Sister Chou Yen-Hsin(right below) realized that she is more than happy to be a teacher for the examinees after she became involved in standardized patient training, during which she felt a sense of personal growth.**

practitioner. Without her, Sister Cheng said with a smile, her husband might very well be the instructor, timekeeper, and examiner.

So in addition to chores at home and voluntary work in the community, Sister Cheng allocated a portion of her time in the center, hoping to ease the burden of Dr. Kao, and that was how she began her involvement in the training sessions of standardized patient. As a former nurse, she was quick into her role. The most frequent role she portrayed was a panicking mother carrying her sick children to the hospital.

The standardized patient center plays a critical role in medical education, Sister Cheng Chiu-Chin said. A decade had gone by, with most of the volunteers grew old, recruitment and training became



priority. She hopes that more and more young people are willing to involve in the program, since OSCE clinical skill training and assessment continues to be in demand of new standardized patients, and the implementation of the program in the training sessions of all medical personnel had only begun.

# Do Not Be Afraid of Tattoos

**By Yu Sheng-Chuan**

I remember in was in 2014 when I received an invitation from a fellow volunteer. The term “standardized patient” had a fresh and yet strange ring to it. Out of curiosity, I attended the training course, during which I had a comprehensive knowledge of what the term entailed and how to diligently portray a patient. After that I tried my best to allocate time to participate in training and hospital performance.

In the few trainings and performances I learned about some responses of physical pathologies and other medical knowledge that were beneficial to me. I tend think of this as part of the voluntary service.

During my first participation in the national examination, I was extremely nervous and scared that I might mislead the examinees with bad acting. Fortunately, that did not happen. The most impressionable moment in my service as a standardized patient was when a student froze when he saw the tattoo on my body after removing my clothes. “Don’t mind the tattoo on my body, in future you will meet a plenty of patients with tattoos,” I



told him. He was able to relax after that and resumed physical checkup.

Three years after acting as standardized patient, it is my wish that after every performance of mine, a student can pass an examination.