

# Cultivating Compassion and Wisdom by Treating Patients as Family



**By Lin Shinn-Zong, M.D., Superintendent,  
Hualien Tzu Chi Hospital**

On Jan. 5, 2019, our Douliu Tzu Chi clinic in Douliu, Yunlin County was upgraded to a hospital. The medical staff from all seven of our Tzu Chi hospitals gathered in Douliu Tzu Chi Hospital, encouraging each other with Master Cheng Yen's reminder: Be empathetic to our patients. The prominent feature of Tzu Chi Medicine is humanities—the provision of patient-centered care. It is precisely why our team performed splendidly year after year in clinical care and innovative research.

Looking back at 2018, not only was Hualien Tzu Chi Hospital awarded one silver, one bronze, and seven symbols in the Symbol of National Quality Award (SNQ), we put our care and attention for Parkinson's patients into action by developing a individualized motion-sensor mobile vehicle in a corporate collaboration that can move backward, rotate in situ, and is both practical and safe to operate, winning us the recognition of National Innovation Award 2018.

The director of Functional Neuroscience Division Chen Hsin-Yuan once witnessed the inconveniences of patients with movement disorders, such as Parkinson's disease, as they move in and out of the clinic on a wheelchair in constant fear that they would bump into something here and there. "What if the radius of gyration of a wheelchair is reduced further, would that solve the inconveniences," he thought to himself. This motor-sensor mobile vehicle, which borrowed its concept from Segway, is capable of reducing the radius of gyration and rotate in situ with exclusive patented designed control platform, granting patients simple and responsive control as they navigate through confined spaces. When the vehicle comes to a stop, the control handle can be removed from the panel and be used as a walking cane.

Ever since its founding 25 years ago, the Tzu Chi Stem Cells Center has achieved numerous international breakthroughs. By upholding the ideal of Master Cheng Yen, "Find selflessness in ourselves and trust love in others", and with the help of passionate volunteers, the center illustrated to the world the great love of Taiwan, and their effort was awarded silver in National Biotechnology Medical Quality Award.

The ward team of Urology Division, Nursing Department enhanced their quality of care with "Resolution for a lower urinary tract surgery patient with urinary catheter induced bladder discomfort". They integrated narrative medicine, created innovative evaluation chart by redesigning words and language used, combined with multimedia promotions and health education posters to satisfy the needs of the patient and persons of different education level, and successfully improve the discomfort for the post-surgical patient with urinary catheterization, as well as shortened the term of indwelling catheter after a prostate surgery from three days

to one. The effort was recognized by the review board and was awarded bronze in National Biotechnology Medical Quality Award.

Other winners of the SNQ awards include the Cardiology Ward of Nursing Department and their innovative approach in improving the success rate of cigarette cessation, and the Voiding Dysfunction Treatment and Research Center and their dedication in studying the pathological mechanisms of various voiding dysfunctions and innovative treatments. The center uses video urodynamics testing to establish accurate clinical diagnosis and precision medicine to draft Taiwan's guide to lower urinary tract symptoms (LUTS), Asia's guidelines to Interstitial cystitis diagnosis and treatment, and Taiwan's guidelines to neurogenic lower urinary tract dysfunction treatment and diagnosis. The center, renowned in Asia, is also the only video urodynamics training center in Taiwan.

What's worth mentioning is the NaoTrac Autopilot Neurosurgical Navigation Robot we co-developed with Brain Navi Biotechnology Co., Ltd that won the National Innovation Award 2017. On Nov. 7, 2017, the world-first application of NaoTrac's autopilot surgical robot in brain surgery was completed. While operating on a patient with hydrocephalus caused by intraventricular infection, the robot assisted the surgeons in implanting a drain into the patient's brain ventricle in one try. This surgery became a milestone in global smart healthcare, receiving significant attention in Taiwan Healthcare Expo. It is also a demonstration of Taiwan's capability in medicine and medical material research to develop the world's most advanced medical material such as surgical navigation robot.

In accordance with the Ministry of Health and Welfare's New Southbound Policy, "One Country, One Center," Hualien Tzu Chi

Hospital has continued its collaboration with the Philippines. On top of strengthening the trainings of and interactions between medical personnel from both nations, the Philippines's former Secretary of Health Dr. Ona and his wife paid a visit to Hualien Tzu Chi Hospital. Dr. Ona's wife is a specialist in hematology and oncology. They visited the Tzu Chi Stem Cells Center and the kidney transplant center, met with Master Cheng Yen, and learned more about Taiwan's current national health insurance system.

Hualien Tzu Chi Hospital Medical Team is committed to a steady progress, driven by love and empathy for our patients. We continue to evolve and improve our teamwork based on talent training and quality improvement and benchmark learning, aiming to improve the quality of our clinical care and dedicating to research and development, all to manifest, and globalize, Master Cheng Yen's medical ideal and great love in this world.

