

Cover Story

Integrated Chinese & Western Medicine in a Miaoli Mountain Town

Launch of Sanyi Tzu Chi
Chinese Medicine Hospital



An aerial photograph showing a multi-lane highway with traffic, surrounded by residential buildings and greenery. The highway runs diagonally from the bottom left towards the top right. The surrounding area includes various houses, some with colorful roofs, and lush green trees. In the background, there are rolling hills under a clear sky.

Sanyi Tzu Chi Chinese Medicine Hospital, which was inaugurated on December 12, 2022, is the first Chinese Medicine Hospital and eighth Tzu Chi hospital in Taiwan. The hospital which is situated in Sanyi Township in the remote southern corner of Miaoli County provides holistic medical care, long-term care, and community services in form of integrated Chinese and Western medicine therapies with the assistance of the nearby Taichung Tzu Chi Hospital. The ultimate goal is to give Miaoli residents more convenient access to comprehensive healthcare services.

With a view to fostering local linkages, we harnessed the capabilities of medical teams of the Tzu Chi Hospitals in Taichung and Dalin and mobilized local volunteers to initiate a large-scale activity consisting of volunteer medical consultations and around 100 home visits. The goal was to observe, comfort, and care for local residents suffering from diseases in Miaoli towns and villages. This activity was followed by volunteer medical consultations conducted by the preparatory site of the Chinese Medicine Hospital to ensure an effective linkage of operating procedures as a warm-up for the provision of sound healthcare services of a high quality.



**By Tseng Hsiu-Ying, Lai Ting-Han, Chuo Kuan-Ling,
Chiang Po-Wei, Lu Jung-Hao, Ma Shun-Te**

**Groundbreaking ceremony
October 27, 2020**

**Establishment of the First Tzu Chi
Chinese Medicine Hospital in a
Mountain Township in Miaoli after
Two Decades of Dedicated Efforts**

Sanyi, a densely populated township surrounded by mountains, has never had a hospital. After dedicated efforts and local observations over a period of many years, the groundbreaking ceremony for the eagerly anticipated first Chinese Medicine Hospital of the Tzu Chi healthcare system was held in the Sanyi Tzu Chi Park area on October 27, 2020. Representatives of Miaoli County Government, Tzu Chi Charity Foundation, and Tzu Chi Medical Foundation and executives of each hospital participated in this glorious event to extend their congratulations. A large number of local representatives and residents were present to jointly witness the grand groundbreaking ceremony for Sanyi Tzu Chi Chinese Medicine Hospital.

Dr. Lin Chin-Lon, CEO of Buddhist Tzu Chi Medical Foundation, described the origin of the construction project in his address on occasion of this grand ceremony. Dharma Master Cheng Yen promised local residents around two decades ago that Tzu Chi would build a medical institution in their township.

However, the application process turned out to be complicated. Through the tireless efforts of the county government and local Tzu Chi volunteers and countless meetings with relevant units over many years, we accumulated the karma necessary for establishment of Sanyi Tzu Chi Chinese Medicine Hospital. Chinese Medicine-oriented hospitals are rare in Taiwan. As the first hospital of its kind in the Tzu Chi healthcare system, Sanyi Tzu Chi Chinese Medicine Hospital aims to provide direly needed medical services encompassing long-term care and rehabilitation. Complicated cases requiring further examination can be transferred to Taichung Tzu Chi Hospital. The ultimate goal is to meet the healthcare needs of local citizens.

Miaoli County Magistrate Hsu Yao-Chang pointed out that Sanyi and its neighboring townships such as Yuanli, Tongxiao, Tongluo, Zhuolan, and Dahu all have a relatively high proportion of senior residents aged 65 and above and that population aging is frequently accompanied by chronic diseases and age-related health issues. He further expressed his deep gratitude to the Tzu Chi Medical Foundation for its all-out assistance through the launch of Sanyi Tzu Chi Chinese Medicine Hospital, which will be the only hospital-grade medical institution in Sanyi.

Sanyi Tzu Chi Park not only houses

the Chinese Medicine Hospital but also a Jing Si Hall and a Humanistic Academy. Tzu Chi Charity Foundation, TIMA Central Taiwan Chapter, and community volunteers collaborate in the provision of voluntary consultation services and tracking and care services for underprivileged individuals to promote diversified health care. Lin Pi-Yu, Vice President of the Tzu Chi Foundation, asserted that the park area is capable of providing abundant healthcare services. In the future, personalized health care and long-term care for senior family

members whose children live far away will also be available. In addition to medical care, patients need mental and spiritual support. The unique humanistic aura in Sanyi and Miaoli paired with the humanistic vision of Tzu Chi compassion are the most valuable assets in this regard. We strive to perpetuate virtue and filial piety from generation to generation by sowing the seeds of love and aspire to turn Sanyi Jing Si Hall into a sanctuary for the physical, mental, and spiritual well-being of local residents.



Groundbreaking ceremony for Sanyi Tzu Chi Chinese Medicine Hospital and Sanyi Jing Si Hall on October 27, 2020; from left to right: Dr. Chien Sou-Hsin, Superintendent of Taichung Tzu Chi Hospital, Dr. Lin Chin-Lon, CEO of Buddhist Tzu Chi Medical Foundation, County Magistrate Hsu Yao-Chang, Lin Pi-Yu, Vice President of the Tzu Chi Foundation, representatives from all walks of life united in prayer for successful completion of the project



**Warm-up of voluntary
consultations and house calls
Aug. 6 to Nov. 8, 2022**

**Chinese and Western Medicine
and Long-term Care – Joint Tour
of House Calls Prior to Launch**

Sanyi Tzu Chi Chinese Medicine Hospital, which is the first Chinese Medicine Hospital and eighth Tzu Chi hospital belonging to the Tzu Chi

healthcare system, was finally inaugurated in December 2022 after a two-year construction period. On August 6, the Tzu Chi hospital team held a forum with local Miaoli volunteers to make a vocal commitment to organizing 100 house calls to familiarize local residents with the hospital services through home visits based on integrated Chinese and Western Medicine concepts paired with community care services prior to official launch of the hospital.

On August 12, Dr. Chien Sou-Hsin,



On August 12, 2022, Dr. Chien Sou-Hsin, Superintendent of Taichung Tzu Chi Hospital, Dr. Chuang Shu-Ting, Vice Superintendent of said hospital, Dr. Cheng I-Che, Director of the Division of Chinese Family and Community Medicine, and Dr. Yeh Chia-Chou, Director of the Department of Chinese Medicine, Dalin Tzu Chi Hospital proceed to Sanyi to initiate the first tour of home visits prior to the launch of the hospital.

Superintendent of Taichung Tzu Chi Hospital, Dr. Chuang Shu-Ting, Vice Superintendent of said hospital, Dr. Cheng I-Che, Director of the Division of Chinese Family and Community Medicine, and Dr. Yeh Chia-Chou, Director of the Department of Chinese Medicine, Dalin Tzu Chi Hospital proceeded to Sanyi to assume leadership roles in the first series of house calls. With a view to facilitating the identification of house call locations, the team assembled at the construction site in the Tzu Chi park area where they embarked on their tour of visits under the leadership of long-term care colleagues. As they arrived at Mr. Wen's home, the local Tzu Chi volunteers were already waiting there. The 68-year-old Mr. Wen has wounds on both lower limbs and his left toes and suffers from severe edema. He has developed cellulitis as a result of his rapidly worsening and slowly healing wounds. He has been diagnosed with varicose ulcers and has an unstable gait requiring use of a cane.

With the aid of Vice Superintendent Chuang's smartphone flashlight, Superintendent Chien knelt down and removed Mr. Wen's elastic stockings as well as the adhesive tape and dressing covering the wounds. After discovering the slowly healing wounds, he treated them while explaining to the team that dressings actually slow down the healing process and teaching them how to clean the wounds with normal saline solution



The hospital department heads assume leadership roles and act in concert to provide patient services by relying on their professionalism and integrated Chinese and Western Medicine concepts paired with community care services

and cover them with light gauze. He also reminded them not to apply elastic stockings to accelerate the healing process. He pointed out that once the patient learns how to change the light gauze dressing and other simple procedures, he can take care of himself and no longer has to wait for the nursing personnel. In addition, Director Yeh Chia-Chou utilized Chinese Medicine techniques including massage and acupuncture to treat the tendinitis on the patient's right hand. He also reminded the patient to engage in physical exercise and rehabilitation to boost the restoration of his physical functions.

The second stop was an 80-year-old man, surnamed Yeh, who had fractured his right hip bone in a fall. He had had artificial hip joint replacement surgery and



could only walk with the aid of a cane. After getting a better understanding of Mr. Yeh's condition and taking his blood pressure, Superintendent Chien asked the patient to stand up and walk a bit. Dr. Chien encouraged him to walk as much as possible since it is extremely important for elderly patients to increase their muscle strength. However, he also reminded the patient to beware of falls.

The Tzu Chi volunteer team has made a long-term commitment to building a hospital in Sanyi. Ms. Chen Yen-Ru, one of the members of the volunteer team, expressed her deep gratitude to the team of executives of Taichung and Dalin Tzu Chi Hospitals for their leadership and personal contributions to improving the health of local communities in Miaoli. She

remarked that she “had never seen such an impressive lineup! Integrated Chinese and Western Medicine therapies are really essential!”

Large-scale Warm-up Activity Consisting of Volunteer Medical Consultations Draws an Enthusiastic Response from Local Residents

In addition to the house calls, the Tzu Chi medical team also had joyful encounters with local residents in the context of stationary volunteer medical consultations. On September 18, a medical team composed of members of the Departments of Chinese Medicine of the Dalin and Taichung Tzu Chi Hospitals





On September 18, a medical team composed of members of the Departments of Chinese Medicine of the Dalin and Taichung Tzu Chi Hospitals conducted voluntary consultations involving pulse taking, symptom inquiry, and acupuncture treatments on a large scale in the Sanyi Township Library.



conducted voluntary consultations on a large scale in the Sanyi Township Library. They also made house calls all over the township in cooperation with local volunteers in celebration of the 15th anniversary of the establishment of the Department of Chinese Medicine of Taichung Tzu Chi Hospital.

“Chinese Medicine is really astonishing!” exclaimed the 55-year-old Mr. Huang who was amazed by the medical expertise of Dr. Wu Chung-Hung of the Department of Chinese Medicine, Taichung Tzu Chi Hospital, during his first experience with Chinese Medicine.

He was afflicted by lower back pain and had arrived in the waiting room very early. After taking his pulse, Dr. Wu asked him if he suffered from gastrointestinal discomfort. Mr. Huang recalled being hospitalized for a stomach ulcer last year. Dr. Wu pointed out that stomach issues can trigger lower back pain. In addition to prescribing him medication, he performed laser acupuncture. Mr. Huang was taken aback by Dr. Wu’s ability to pinpoint physical issues just by taking a patient’s pulse. A large number of enthusiastic local residents were eager to experience the magic of Chinese Medicine first-hand.



A significant number of local citizens arrived at the hospital very early to seek medical treatment and advice



A medical team composed of members of the Departments of Chinese Medicine of two Tzu Chi hospitals and over 100 local volunteers successfully accomplished its mission through the joint efforts of all members.

Within a period of only three hours, over 100 patients had received medical advice and treatment from Dr. Wu.

The pending launch of Sanyi Chinese Medicine Hospital spread like wildfire in local communities. A 75-year-old elderly lady, surnamed Chiang, made up her mind to get first dibs and rushed to the site of the volunteer medical consultations, which was a 10-minute bike ride from her house, early in the morning to wait for her turn. She stated that she used to seek medical treatment at Taichung Tzu Chi Hospital and that she was looking forward to the inauguration of Sanyi Chinese Medicine

Hospital which will provide greater convenience for local residents.

Taichung Tzu Chi Hospital is firmly committed to taking on responsibility for the planning of voluntary consultations and house calls. The site of the consultations was bustling with activity. In addition to pulse taking, symptom inquiry, and laser acupuncture, treatments provided by the Division of Acupuncture and Traumatology and health education lectures were available. The organizers had also prepared cute, uniquely designed balloons for children to forge closer bonds with local communities.



**Five-day welcome event of
volunteer medical consultations
Dec. 5 to 9, 2022**

**Dedicated Contributions to the
Construction Site Cleanup by
Staff Members of Three Hospitals
and Local Volunteers**

The inauguration of Sanyi Tzu Chi Chinese Medicine Hospital which was scheduled for December 12, 2022 was preceded by a welcome event comprised of volunteer medical consultations from December 5 to 9. Dr. Chien Sou-Hsin, Superintendent of Taichung Tzu Chi Hospital, and Dr. Chuang Shu-Ting and

Dr. Wang Jen-Shu, Vice Superintendents of the hospital, led a team of around 40 colleagues to carry out another major cleanup of the preparatory site on December 3 by taking advantage of the weekend. On the same day, around 300 local Tzu Chi volunteers and colleagues from Dalin and Douliu Tzu Chi Hospitals assembled to make a valuable contribution through their concerted efforts.

The team's tour bus departed from Taichung Tzu Chi Hospital at 7:00 am. After their arrival, Superintendent Chien Sou-Hsin and Vice Superintendent Chuang Shu-Ting led the way by picking up cleaning utensils like brooms, rags, and buckets and rushing to the treatment rooms on the first floor. They reached up

On December 3, 2022, members of Taichung, Dalin, and Douliu Tzu Chi Hospitals assemble for a major cleanup of Sanyi Tzu Chi Chinese Medicine Hospital shortly before inauguration.





Special gratitude to the Miaoli Tzu Chi volunteer team who assisted in cleaning up their homeland.

and down to mop the floors and wipe the cabinets. Vice Superintendent Wang Jen-Shu cleaned the consulting area assisted by his wife and son.

Superintendent Chien was deeply touched when he saw his colleagues roll up their sleeves to clean up without the slightest complaint. They were in high spirits despite the fact that they all had to get up so early. Vice Superintendent Wang also expressed his heartfelt gratitude for the spirit of unity, harmony, and mutual assistance displayed by staff members of Taichung Tzu Chi Hospital, Dalin Tzu Chi Hospital, and the Tzu Chi volunteers in Miaoli, which ensured the rapid completion of all required preparations coupled with the strengthening of bonds and cohesion between dharma family members and

local residents.

From the first day, Dr. Yeh Chia-Chou, Superintendent of Sanyi Tzu Chi Chinese Medicine Hospital, has been fully devoted to the preparations without a single day of rest. He is still brimming with energy and vitality and helps out wherever needed. His wife and son quietly assisted in the cleaning of the hospital in a spirit of familial solidarity. Superintendent Yeh was even more moved by the dedication and devotion displayed by close to 300 volunteers and colleagues who heeded the sudden call for help. He pointed out that the mobilization power of Tzu Chi was really a great source of relief for him.

Colleagues of Dalin and Douliu Tzu Chi Hospitals came from afar to contribute to this endeavor with the sweat of their



brows to demonstrate their comradeship with Superintendent Yeh who also hails from Dalin. The strength of spirit displayed by elderly Tzu Chi volunteers who wore waist and knee support to enjoy the bliss of dharma and cultivate the field of blessings was also truly inspiring. Due to the fact that Sanyi Tzu Chi Chinese Medicine Hospital is the crystallization of the love of numerous individuals, the hospital is deeply committed to spreading this love and compassion as far as possible to every corner of Miaoli County.

Organization of a Five-day Welcome Event to Strengthen Local Bonds through Volunteer Medical Consultations

With equipment and measures required for the preparatory site of Sanyi Tzu Chi Chinese Medicine Hospital gradually in place, a voluntary consultation event was organized from December 5 to 9. During this period, outpatient services were rendered by eight divisions including



The preparatory site of Sanyi Tzu Chi Chinese Medicine Hospital organized a welcome event comprised of volunteer medical consultations from December 5 to 9. The Miaoli medical volunteer team was in position from early in the morning. The image shows Ms. Lin Ling, one of the volunteers, explaining the outpatient schedule and how to check available services to a local patient.



Dr. Chang Ching-Hsiang conducts a thorough and detailed examination of a patient at the site of the volunteer medical consultations.

Chinese Internal Medicine, Traumatology, Acupuncture, and Western Internal Medicine with the goal of familiarizing Miaoli residents with the hospital services and giving them a better understanding of the Tzu Chi medical team stationed in Sanyi.

Mr. Hsu, an environmental volunteer, suffered a work injury several years ago that resulted in surgery to his right arm and loss of hearing in his right ear. Due to his alcoholism, he is also afflicted by heart disease. After his wife Chang Yueh-Chin retired three years ago, both of them became Tzu Chi volunteers to actively engage in environmental protection and

service provision at a long-term care institution with the goal of bouncing back and getting back on track. During the voluntary medical consultation period, Ms. Chang accompanied her husband to the consultation site to seek medical advice and treatment and improve the condition of his arm and waist.

After the doctor recommended acupuncture to relieve the fascia tightness in his arm, Mr. Hsu plucked up his courage and underwent acupuncture treatment despite his extreme fear of pain. Dr. Chang Ching-Hsiang carried out acupuncture in the patient's shoulder area in a meticulous manner. It was apparent that this treatment resulted in a gradual significant increase of the angle of rotation of the patient's arm. Acupuncture treatment in the hip area considerably alleviated conditions affecting his ability to stand or crouch. Dr. Chang encouraged Mr. Hsu to engage in rehabilitation exercises at home as much as he could. In the face of the doctor's gentle admonitions and considerate care, the taciturn Mr. Hsu felt a string urge to express his gratitude. At the same time, Ms. Chang completed her consultation with Superintendent Yeh Chia-Chou. Both husband and wife gained a first-hand experience of the kind and benevolent care provided by the doctors of Sanyi Tzu Chi Chinese Medicine Hospital. Ms. Chang shared how "Superintendent Yeh took my pulse, prescribed me some blood-replenishing Chinese herbal medicine,



At the end of each day of voluntary consultations, Superintendent Yeh convened a review meeting with his colleagues at the site of the consultations to ensure optimal preparation for the remainder of the event and the launch of the hospital.

and gave me mental encouragement and motivating goals. The doctors are not only highly professional but also professional and empathetic like loving family members, which is very commendable and praiseworthy.”

The preparations for Sanyi Tzu Chi Chinese Medicine Hospital are in full swing. All logistics support is provided by Taichung Tzu Chi Hospital on a complementary basis. In view of the fact that Chinese herbal medicine dispensing is an indispensable component of the operations of a Chinese Medicine-oriented hospital, the Medical Technology Section of the Chinese Medicine Hospital has adopted, in a pioneering move, a cutting-edge smart dispensing counter

which is the first of its kind in Taiwan. Sanyi Chinese Medicine Hospital is the first hospital of the Tzu Chi healthcare system to employ this new technology. Dr. Liao I-Ching, Director of the Medical Technology Section, points out that the smart dispensing counter accelerates the process of drug retrieval and sorting by the pharmacist thereby reducing patient waiting times. Both Chinese medicine and rehabilitation equipment were put in place, piece by piece. At the end of each day of voluntary consultations, Superintendent Yeh convened a review meeting with his colleagues at the site of the consultations to foster team and consensus building and make all required preparations to ensure optimal service quality after launch.

Tzu Chi Health Care Available in the Neighborhood – A Boon for Local Residents and Dharma Family Members

On December 7, the third day of the pre-launch voluntary consultation event, Dr. Tsai Sen-Wei, Director of the Division of Rehabilitation Medicine, was responsible for Western Medicine outpatient services,

while a total of six physicians (Chang Ching-Hsiang, Chuang Meng-Chen, Chien Chun-An, Shih Feng, Sun Mao-Hsiung, and Liu Yu-Ting) offered Chinese Medicine outpatient services. Close to 200 local residents who took advantage of these services on this day made the Chinese Medicine Hospital, which was still in the preparatory stage, bustle with activity.

“Good morning” in the local Hakka dialect could be heard everywhere.



Close to 200 local residents take advantage of free consultation services on December 7, the third day of the pre-launch voluntary consultation event.



Hospital volunteers donning yellow vests were present in every corner to serve tea, take patients' blood pressure, support patients with impaired mobility, or offer comfort and solace to family members accompanying them. Mr. Liao Ching-Huo, an elderly gentleman with graying hair, has been serving as a dedicated medical volunteer for 26 years. During this period, he has accumulated over 7,000 hours of volunteer service. He is deeply grateful for every opportunity to contribute and fulfill his role as a giver, which is his secret of staying young. He asserts that “despite the remote location of Sanyi Tzu Chi Hospital, its equipment is not outdated since Tzu Chi has made an unwavering commitment to providing people with the best services possible. This hospital has also committed to the same pledge.”

Ms. Pan Su-Ling, another medical volunteer with abundant experience, created patient files on her tablet computer for local residents, wearing presbyopia glasses. Due to her tech savviness, she can handle state-of-the-art consumer electronics with ease. Owing to the fact that her home is located in Zhunan Township at the northern tip of Miaoli County, she must depart from her home early in the morning to reach the hospital which is located at the other end of the county on time. She states with a chuckle that she is always “number one” since the hospital is usually still closed when she arrives. Although her hometown



The 92-year-old Ms. Chen has numerous sciatic nerve nodules caused by her sedentary lifestyle. Dr. Sun Mao-Hsiung relieves her pain through massage treatment.



Dr. Tsai Sen-Wei, Director of the Division of Rehabilitation Medicine, strives to give patients like Ms. Huang who suffer from a pinched nerve in the spine access to integrated therapies in the vicinity of their homes.



Physical therapist Chen I-Hao gives instructions for rehabilitation therapies for senior patients suffering from different symptoms.

Zhunan actually belongs to the Hsinchu region, she is really looking forward to the inauguration of Sanyi Chinese Medicine Hospital. She therefore decided to grasp the opportunity presented by karma and signed up for this volunteer position to benefit others and gain life wisdom. She adds that “we have to guard and protect this Chinese Medicine Hospital since it is the first of its kind in the Tzu Chi medical mission.”

Ms. Tseng Hsiu-Hua arrived at the site of the volunteer medical consultations with a group of 40 seniors from Long-term Care Facility C of Tzu Chi Houlong Community Center. When the elderly ladies and gentlemen learned that licensed physicians would care for their health,

they eagerly signed up for the event. The oldest member of this group was a 92-year-old lady, surnamed Chen. She walked into the treatment room without any help, which greatly surprised the attending doctor Sun Mao-Hsiung. While examining the patient, Dr. Sun detected numerous sciatic nerve nodules caused by her sedentary lifestyle. After receiving a massage, Ms. Chen delightedly thanked Dr. Sun, remarking that “seniors are used to enduring pain, which can cause even greater physical damage. In the future, elderly Miaoli residents will have access to nearby medical services and will no longer miss out on medical treatment due to their ability to bear pain.”



All-Out Pre-Launch Efforts Aided by the Passionate Contributions of the Support Team

In the early morning hours of December 8, the fourth day of the voluntary consultation event, local residents were already waiting for their turn to register for an appointment when the hospital opened. Superintendent Yeh Chia-Chou was also present at the entrance to greet a support team consisting of 20 colleagues from Taichung Tzu Chi Hospital. The heartwarming silhouettes of Tzu Chi medical volunteers were present in every corner of the

hospital. They greeted and chatted with local residents in the local Hakka dialect, revealing the Tzu Chi spirit of deep commitment to local communities. Ms. Liao Su-Ching, the leader of the current batch of volunteers, pointed out that all volunteer services in the hospital will be provided by all Tzu Chi areas in Miaoli in the future. During the voluntary consultation period, the lunches for all on-site personnel were meticulously prepared by community volunteers who are proficient at cooking vegetarian meals. Every morsel of food was infused with rich, rustic Hakka flavors.

A significant number of local residents



Superintendent Yeh Chia-Chou greets a support team from Taichung Tzu Chi Hospital with joined palms at the hospital entrance area on December 8, the fourth day of the pre-launch voluntary consultation event.



Medical volunteers discuss the assignment of duties on this day after early morning group practice.

came to the hospital several days in a row to seek medical advice and treatment. One of these patients was the elderly Ms. Li, who had impaired mobility due to a stroke. Dr. Chuang Meng-Chen from Dalin Tzu Chi Hospital carefully took her pulse and performed acupuncture which relaxed her bones and muscles and considerably improved her physical well-being within only a few days. Mr. Peng, who learned of this event through the news coverage on a local TV station, pays close attention to his health. However, due to his advancing age, he is afflicted with several minor ailments. During his consultation, he described all his symptoms to Superintendent Yeh Chia-Chou who made observations, listened carefully, asked questions, and felt the patient's pulse, while applying needle after needle to relieve the pain in his shoulder. After that, he taught him how to perform acupoint massage on a regular basis to maintain his physical well-being. All four health issues were successfully treated.



Dr. Chuang Meng-Chen performs acupuncture treatment for the elderly Ms. Li in a meticulous manner.

Sanyi has a high proportion of senior citizens. The establishment of the Division of Rehabilitation Medicine ensures that the needs of numerous elderly residents are met. Mr. Chen I-Hao, physical therapist of Taichung Tzu Chi Hospital, has observed that most rehabilitation issues in this cohort are associated with soreness and degeneration. Due to his passion for serving others, he is not only engaged in rehabilitation therapies but also invests significant time and effort into the planning



and placement of equipment and facilities to turn the spacious rehabilitation room into a personal exercise space for himself. Despite his extremely hectic work schedule, he still makes jokes about his work like “if I trot a bit, I can lose weight through exercise!” Due to the fact that Taichung Tzu Chi Hospital provides strong backup for Sanyi Chinese Medicine Hospital, administrative personnel who are stationed in the hospital in preparation for its launch and engage in general affairs, engineering affairs, IT, public transmission, management of supplies, electricity, and information, and placement of posters encounter staff members of the Taichung

hospital almost on a daily basis.

Sanyi Tzu Chi Chinese Medicine Hospital currently has three pharmacists. Mr. Liao I-Ching, one of these pharmacists, concurrently serves as Director of the Medical Technology Section. In addition to drug dispensing and administration, he is busy organizing and sorting Chinese and Western Medicine drugs and testing and installing the drug dispensary system in the afternoons when the outpatient department is closed. He is deeply thankful for the support provided by the Department of Pharmacy of Taichung Tzu Chi Hospital, which ensures that the small-sized pharmacy is fully stocked with all



On December 9, the last day of the pre-launch voluntary consultation event, Vice Superintendent Chuang Shu-Ting patrolled and inspected every area and provided Supervisor Li Li-Chun (first left) and Supervisor Chang Ya-Ting (second right) with numerous valuable recommendations by tapping his extensive experience.

required equipment and pharmaceuticals.

178 local residents benefited from a half day of volunteer medical consultations. After the outpatient department closed, local residents still showed up at the hospital but failed to get their desired treatment. Their last chance was the next morning, the last day of the voluntary consultation event. Despite the fact that the outpatient department was closed in the afternoon, all staff members were still extremely busy. Personnel of the Usage Permit Management Section of Miaoli County Government and the Fire Department conducted on-site inspections, which was of vital importance for hospital safety and the inauguration schedule. The team was prepared to meet the challenge. It was heartening that the quality of work of the Construction Division left a good impression on the inspection personnel. After conclusion of inspections, the members of the work team continued to schedule meetings in constant pursuit of perfection. As a matter of fact, work personnel made a determined effort to inspect all procedures, processes, and all aspects of patient flow behind the scenes during voluntary consultation periods with the ultimate goal of laying a solid foundation for the perfect launch of the hospital. All the invested efforts and the cautious attitude of the team served the sole purpose of providing residents of the greater Miaoli areas with more convenient and safer services.

Perfect Ending to the Five-Day Voluntary Consultation Event and Final Dash of the Team

December 9 marked the last day of the pre-launch voluntary consultation event. Over the five-day period of on-site medical service provision, numerous functional teams cooperated very smoothly, thereby facilitating the early discovery and tackling of problems. On this day, Dr. Chuang Shu-Ting, Vice Superintendent of Taichung Tzu Chi Hospital, led the team of nursing supervisors from station to station to remind staff members of relevant details. They freely shared their abundant experience in the field of nursing and long-term care that they had accumulated over many years for the great benefit of their co-workers, thereby strengthening confidence in a successful launch.

After an 800-day process of planning and preparations encompassing groundbreaking, construction, hardware and software installation, and stationing of personnel, Sanyi Tzu Chi Chinese Medicine Hospital finally presented itself to the public. Mr. Weng Chuan-Min, Director of the Engineering Affairs Office at Taichung Tzu Chi Hospital, states that problems can only be detected during actual operations. He expressed his gratitude to the Construction Division for observing the advanced deadline.



Generators which have been leased to solve power supply issues such as tripped circuit breakers prior to securing of a stable power supply are switched on and off as required to avoid noise nuisances at night affecting the daily routines of citizens in the same neighborhood. Cooperating businesses handle issues in a timely manner, which greatly contributes to the success of the project.

Ms. Chang Ya-Ting, Nursing Department Supervisor at Taichung Tzu Chi Hospital, shares that she participated in the whole process of learning and growth starting from the time when the hospital site was still a vacant lot. Over 100 patients came to the hospital bracing the rain to register for an appointment on the first day of the pre-launch volunteer medical consultation event. Initially, she still noticed signs of confusion and disorganization, but as the event progressed things started to go more smoothly. By now, the hospital already has a service capacity of more than 200 patients. After her reassignment to Sanyi Tzu Chi Chinese Medicine Hospital as nursing supervisor, she really appreciated the “all-out assistance and support provided by every unit of Taichung Tzu Chi Hospital, which has enabled us to get on track.”

Her most unforgettable experience was the sudden cancellation of three cleanups due to work site safety concerns after recruitment of required manpower.

She recalls wondering if any of her colleagues from Taichung Tzu Chi Hospital would show up after the hospital had “cried wolf three times. It turned out that my colleagues still eagerly participated in the cleanup. They not only cleaned the site with the sweat of their brows but also offered their blessings.” Her emotions changed from feeling apologetic toward her colleagues to true affection for them. She further pointed out that local volunteers from Miaoli, Houli, and Sanyi made countless dedicated contributions, which bears clear testimony to their deep commitment and strong sense of mission.

Acting supervisor Li Li-Chun, who previously participated in the preparations for the launch of other hospitals such as Taichung Tzu Chi Hospital, also assisted in the preliminary planning operations for Sanyi Chinese Medicine Hospital until Ms. Chang Ya-Ting took over. She spared no effort to ensure a seamless transition by conducting thorough inspections and taking care of matters at all locations in close collaboration with her colleagues prior to acceptance and takeover by the supervisor. Ms. Li utilized her “connections” by enlisting former classmates who are engaged in the production of medical bedding and clothing. These classmates created custom-made bed sheets in the colors selected by Superintendent Yeh. As a result, bed sheets for the treatment beds, hospital ward beds, and duty rooms were

produced in an urgent manner within less than two days and donated to the hospital without charging a single penny. Ms. Li deeply cherishes this friendship which is forever engraved in her heart and exclaimed “I love them to pieces!”

Some of the participants in the groundbreaking endeavor of building the Chinese Medicine Hospital are former staff members of Taichung Tzu Chi Hospital. Ms. Chen I-Chin, a former Western Medicine outpatient nurse, has been transferred to the pure Chinese Medicine environment of the new hospital. The goal is to provide staff members from different medical departments with a clear understanding of this brand-new field.

Chinese Herbal Medicine Director Liao I-Ching mentors two young pharmacists named Wang Pei-Cheng and Chen Wen-Yu in pursuit of novel experiences at Sanyi Chinese Medicine Hospital. Ms. Huang Hsiao-Chien, a staff member of the Medical Affairs Office and local daughter-in-law, served in Taichung Tzu Chi Hospital ten years ago. She was thrilled when she learned that a Chinese Medicine Hospital was about to be established in Miaoli since it will enable her to juggle family with work without a tiring commute.

The first patient waiting for her turn on the bench in the waiting room on the first day of volunteer medical consultations was Ms. Lai, who came for a follow-



The pharmacist team from Taichung Tzu Chi Hospital composed of Director Liao I-Ching (first left), Ms. Chen Wen-Yu (center), and Ms. Wang Pei-Cheng (in the back) joins the ranks of the Chinese Medicine Hospital pharmacy staff.



up appointment with Superintendent Yeh Chia-Chou. After several treatment sessions, her legs felt much better, and she had made significant progress. She points out that “I will keep coming to the hospital after its inauguration and I will follow the Superintendent’s advice to step up my rehabilitation exercises.” Another local resident, surnamed Liao, who came to seek medical advice and treatment mentioned that she had to take a bus to her rehabilitation facility in the past. Now that there is this Chinese Medicine Hospital near my home, it is very convenient for me to seek medical treatment at any time.

Around noon, Vice Superintendent Chuang Shu-Ting arrived at the Chinese Medicine Hospital with Ms. Li Li-Chun and Chang Ya-Ting to inspect all installations and equipment in the hospital irrespective of their size. Vice Superintendent Chuang had a knack for detecting overseen and neglected issues. He made sure that reminders and recommendations are provided in subtle locations of shared dressing rooms.

During this process, Vice Superintendent Chuang and Superintendent Yeh personally received a delegation led by Ms. Chang Jui-Hsien, Director of the Public Health Bureau, Miaoli County, who came to visit the hospital prior to its launch. They explained how the Smart Acupuncture Safety System will assist medical practitioners

in clinical acupuncture through its safety, recording, and management functions and innovative methods to guarantee patient safety during acupuncture treatment. The VIP guests were sincerely amazed by this new technology and praised the sound planning operations for Chinese Medicine Hospital.

**Launch completion
Dec. 12, 2022**

Inauguration of the Highly Anticipated Hospital Built on the Foundation of Love

After several twists and turns and daunting challenges, Sanyi Tzu Chi Chinese Medicine Hospital, which is the only Chinese Medicine-based Hospital and eighth Tzu Chi hospital in Taiwan belonging to the Tzu Chi healthcare system, was finally inaugurated on December 12, 2022. It took two decades of dedicated efforts and 800 days of construction planning and injection of resources of the four Tzu Chi missions and local communities to establish this hospital which places strong emphasis on mobile healthcare based on integrated Chinese and Western medicine concepts.

Dharma Master Te Jang of the Tzu Chi Jing Si Abode read the congratulatory address on behalf of Master Cheng Yen. In this address, the Master warmly thanked the Miaoli County government

team, Tzu Chi members, and the medical team for their valuable contributions to the establishment of the Chinese Medicine Hospital. In the future, we will continue to promote integrated Chinese and Western medicine therapies with the goal of turning the hospital into an all-inclusive Chinese Medicine hospital. The Master further pointed out that Chinese Medicine stresses disease prevention and that Sanyi Tzu Chi Chinese Medicine Hospital will work hand in hand with the Tzu Chi Charity, Education, and Culture

Missions to safeguard the physical and mental health of Miaoli residents. The Master's deepest wish is to relieve the pain and suffering of patients and care for the health of local residents through the wondrous dharma, skills, and talent of medical bodhisattvas. The ultimate goal is to turn the Sanyi Tzu Chi Park area into a crown jewel of smart health care based on integrated Chinese and Western medicine concepts.

Dr. Chien Sou-Hsin, Superintendent of Taichung Tzu Chi Hospital, and Dr. Yeh



At the inauguration ceremony on December 12, 2022, distinguished guests from all fields and local residents jointly unveil the nameplate for Sanyi Tzu Chi Chinese Medicine Hospital.



Dharma Master Te Jang of the Tzu Chi Jing Si Abode reads the congratulatory address on behalf of Master Cheng Yen to thank the Miaoli County government team, Tzu Chi members, and the medical team for their valuable contributions to the establishment of the Chinese Medicine Hospital.



Lee Po-Chang, Director General of the National Health Insurance Administration expresses his gratitude for the worthy contributions of the Tzu Chi Foundation to health care in Taiwan.



Huang Yi-Tsau, Director-General of Chinese Medicine Dept. of the Ministry of Health and Welfare, affirmed the benefits of Sanyi Tzu Chi Traditional Chinese Medicine Hospital to the locals.

Chia-Chou, Superintendent of Sanyi Tzu Chi Chinese Medicine Hospital, echoed the Master's address by stating that the old saying "pay one dollar when asked for 50 cents", which refers to the quality

of service provision, also applies to Chinese medicine hospitals. The hospital provides outpatient medical services based on integrated Chinese and Western medicine concepts. In addition to Chinese



Superintendent Yeh Chia-Chou and Dr. Chang Ching-Hsiang perform an auspicious lion dance to declare the firm commitment of the Tzu Chi health care team to remain unwavering in their efforts for countless eons.



On occasion of the celebration of the one-month anniversary of the launch of Sanyi Tzu Chi Chinese Medicine Hospital on January 14, 2023, an Appreciation Tea Reception attended by the whole hospital staff and their family members was held as a token of gratitude to local medical volunteers.

medicine divisions, the hospital features interdisciplinary divisions including Western Internal Medicine, Rehabilitation Medicine, and Family Medicine to ensure universal health care. Dr. Chin-Lon Lin, CEO of Buddhist Tzu Chi Medical Foundation, added that this hospital which is built on the foundation of love owes its existence to the tireless efforts of Tzu Chi members personally witnessed by him and the injection of resources from multiple sources. Ms. Lin Pi-Yu,

Vice President of the Tzu Chi Foundation, announced the official launch of Sanyi Tzu Chi Chinese Medicine Hospital with the slogan “Let’s embark on our mission as perfect guardians of physical health”. Finally, distinguished guests from all fields and local residents received a warm round of applause when they jointly unveiled the nameplate for the hospital, which marked a perfect ending to the inauguration ceremony.

Blessing and Vision
Jan 14, 2023

**Tea Reception on Occasion of the
One-month Anniversary
of the Inauguration in
Appreciation of Valuable
Assistance Provided by
Volunteers**

On occasion of the one-month anniversary of Sanyi Tzu Chi Chinese Medicine Hospital on January 14, 2023, Superintendent Yeh Chia-Chou held an

Appreciation Tea Reception as a token of gratitude for the joint efforts of the local volunteer team of Sanyi to help fulfill the mission of the hospital.

As they sang the famous song “One Family” in unison under direction of Superintendent Yeh Chia-Chou, they all made a solemn vow to join hands in taking up this sacred mission and calling and penetrate local communities and neighborhoods to turn Sanyi Tzu Chi Chinese Medicine Hospital into a truly mobile hospital.



Sanyi Tzu Chi Chinese Medicine Hospital staff members and Tzu Chi volunteers team up to safeguard the health of local residents in spirit of mutual assistance and respect.