

Forging Ahead in Pursuit of our Mission – Harnessing the Innate Energy of Healthcare

By Chao You-Chen Superintendent of Taipei Tzu Chi Hospital

Eight years after its inauguration in May 2005, Taipei Tzu Chi Hospital participated in its first and second medical center accreditation in 2013 and 2016, respectively. After meeting the accreditation criteria and accomplishing its five major tasks, we were classified as a quasi-medical center. As a result of the extensive preparations and concerted efforts of all staff members, we earned the unanimous praise of the accreditation committee members during the on-site inspections, marking the first stage of the accreditation process, and successfully passed the second-stage evaluations of the aforementioned five major tasks in the 2023 accreditations. This represents a perfect outcome.

Dharma Master Cheng Yen once confided to me that she sincerely hoped that everyone would cherish this hospital and care for all Tzu Chi volunteers and every patient seeking medical treatment in the hospital with the same level of love and dedication shown to a family member. I still have a fresh memory of my frequent chit-chats with Ms. Jun Lien, a fellow disciple of Mr. Wu Fu-Chuan, a great supporter and benefactor of the hospital since the construction process who had to be hospitalized for treatment of a leg fracture sustained in an accident, during my ward visits shortly after I had joined the hospital. Little did I know that Ms. Jun Lien would be



hospitalized soon after due to a gallstone which caused her immense pain since it was stuck in the common bile duct. Although the surgeon was able to extract the gallstone with the aid of endoscope, post-surgery recovery was slower than expected due to complications caused by peritonitis, which resulted in substantial exudate release on a daily basis.

Despite being in intense pain, she remained calm and composed and expressed her deep gratitude for the dedicated efforts of the medical team without a single word of complaint. She even kept encouraging others. Unfortunately, a second surgery proved futile to save her life. I recall my mind being in turmoil since I couldn't understand how treatment by the best doctors for such a perfect patient could still result in such a tragic outcome. I firmly believe that wherever she is now, she keeps urging our medical personnel not to lose heart and persist in their efforts. During her funeral, I silently made a vow to her that, as a superintendent, I would lead my

colleagues in our constant pursuit of advances and care quality improvements.

After passing the medical center accreditation in 2016, and despite the fact that we were only awarded “Quasi-Medical Center Status”, I made a special trip to Hualien Tashe Hall to tell Ms. Jun Lien that we had missed the mark by only a very narrow margin and that we would redouble our efforts next time. Upon completion of the on-site inspections (first stage of the accreditation process) this year, I paid Ms. Jun another visit to reaffirm that we had not relented in our efforts and would definitely succeed this time. As a matter of fact, we have set ourselves the highest quality standards in the fields of occupational classification, clinical care professionalism, and cultivation of humanistic spirit. We view this accreditation as a stimulus and an external validation of our ongoing pursuit of excellence.

The all-out development of a medical center not only involves healthcare professionalism but also innovative and original research, findings and discussions that are followable, and revision of past treatment methods on the foundation of such research. In addition, the government entrusts medical centers with numerous tasks and missions such as support for remote townships that lack medical resources, strengthening of vertical and horizontal links in the field of healthcare, enhancement of the quality of medical care in their respective regions, spearheading the implementation of healthcare policies, provision of overseas medical assistance. Taipei Tzu Chi Hospital is actively committed to the fulfillment of these responsibilities.

The excellence of the Taiwanese healthcare

sector is reflected in its incessant pursuit of the highest standards, competition in doing good deeds, and unwavering commitment to improving patient care services. Taipei Tzu Chi Hospital has earned the trust of countless patients from Taiwan and overseas areas. Our distinctive, all-inclusive medical care features include non-amputative treatment of diabetic foot ulcers, peripheral vascular treatment, minimally invasive surgery to reduce the incidence of total knee replacement, funnel chest and severe scoliosis corrective surgery, emergency ECMO treatment for patients who have suffered out-of-hospital cardiac arrest (OHCA), sophisticated foot and ankle surgery, diagnosis of rare diseases affecting children, pulmonary rehabilitation, digestive endoscopy treatment, radial and coronary artery bypass surgery, and all-encompassing organ transplantation.

Dharma Master Cheng Yen, the founder of Taipei Tzu Chi Hospital, is an eminent religious leader, philanthropist, educator, and philosopher. I'd like to avail myself of this opportunity to express my sincerest gratitude to the Dharma Master for serving as a benefactor of the hospital through her ongoing guidance, trust, encouragement, and blessings and to all Tzu Chi volunteers for their support of Taipei Tzu Chi Hospital through concrete action and their selfless sacrifices. They serve as perfect role models that we strive to emulate.

Finally, I would like to thank all staff members from the bottom of my heart for working together in unity, harmony, and solidarity to build this place of enlightenment and awakening. Let us persist in our efforts to pursue excellence and forge ahead in fulfillment of our mission of safeguarding lives, health, and love.