

ENSH –Certificate Process

ENSH-認證程序

Global Network For Tobacco Free Health Care Services

全球無菸健康照護服務網絡

Participation Guidelines for Tobacco-free Health Care Services 參與全球無菸健康照護服務網絡指引

Categorisation with the ENSH-Global Network for Tobacco free Health Care Services is a great achievement, but more importantly, this situation needs to be both maintained and improved. 落實 ENSH 全球無菸健康照護服務標準條文是一個重要的目標，但更重要的是後續的維持與改善。

To retain or improve its current category status, the healthcare organisation must complete and return the ENSH SELF-AUDIT QUESTIONNAIRE **ANNUALLY**. The self-audit questionnaire provides data on achievements and progress for all participants and all data is treated as confidential unless otherwise specified. 爲了維持目前的分類，請填妥問卷並回饋給ENSH，我們將每年重新審視條文內容的適當性。本問卷提供的數據將使所有參與者在ENSH全球無菸醫院網絡更加進步。所有數據都將爲保密，除非另有規定。

On completion of the **ENSH Self-Audit Questionnaire**, the healthcare organisation is registered with the ENSH and is eligible to be awarded with the appropriate certificate – Membership, Bronze, Silver or Gold. 在您填寫完成本問卷並經過審核通過後，您的組織將可收到全球無菸健康照護服務網絡會員認證之證書，代表您的組織符合金、銀或銅獎之參賽資格。

<p>GOLD</p> <ul style="list-style-type: none"> • Standard 1-10 • Tobacco free Health Care premises (inside and outside plus campus) • Systematic smoking cessation program • Fully implemented and regularly reviewed tobacco free policy monitoring system • ENSH Audit (100%) for 3 years <p>金獎</p> <ul style="list-style-type: none"> • 標準 1-10 • 無菸健康照護承諾（室內與室外再加上園區） • 提供系統性的戒菸計畫 • 完全遵行監測系統並定期檢視無菸政策 • 每三年進行 ENSH 自我檢核（100%） 	<p>The ultimate level: a complete implementation of European Standards 1-10 indicating a tobacco free premise (inside and outside, including campus), a systematic tobacco cessation program and a continuous policy monitoring.</p> <p>最高等級：完整的落實標準 1-10，意指落實無菸承諾（包括室內、室外及園區），系統性的戒菸服務與持續性的政策監督。</p> <p>Grading Criteria: a total score of 168 points (100%), section 1-10 for three consecutive years as indicated through completion of the ENSH Self Audit Questionnaire (achievement of silver status is not a pre-requisite for this category).</p> <p>評分標準：標準條文共計 10 大項目，總分爲 168 分，連續三年透過自我檢核表，完成自我檢視。</p>
<p>SILVER 銀獎</p> <ul style="list-style-type: none"> • Standard 1 to 10 • Training • Smoking Cessation • No cigarettes sales • Health Promotion program • Regional activities • Evaluation <p>銀獎</p> <ul style="list-style-type: none"> • 標準 1-10 • 訓練 • 戒菸 • 禁止菸品販售 • 健康促進計畫 • 區域性活動 • 評價 	<p>The third level: high level of implementation of ENSH Standards 1-10 for tobacco free hospitals and Healthcare Services.</p> <p>第三等級：於健康照護服務機構內推動落實 ENSH 標準 1-10。</p> <p>Grading Criteria: implement at least 126 points (75%) of total score, section 1-10 of the ENSH Self Audit Questionnaire (achievement of bronze status is not a pre-requisite for this category).</p> <p>評分標準：醫院自我檢核標準 1-10，共獲得總分 126 分以上者，可以申請角逐銀獎。</p>

<p>BRONZE 銅獎</p> <ul style="list-style-type: none"> • Standard 1 + 2 • Working Group • Strategy • Communication <p>銅獎</p> <ul style="list-style-type: none"> • 標準 1+2 • 工作小組 • 策略 • 溝通 	<p>The second level: demonstrates health Care service management commitment, activity of working group and communication of tobacco free policy.</p> <p>第二等級：說明健康照護服務機構管理的承諾、工作小組的活動以及無菸政策的溝通</p> <p>Grading Criteria: implement more than 30 points (75%) of Sections 1+2 of the ENSH Self- Audit Questionnaire. 評分標準：醫院推動評核標準 1-2，共獲得總分 30 分以上者，可以申請角逐銅獎。</p>
<p>MEMBERSHIP</p> <ul style="list-style-type: none"> • Commitment from the Management • Self audit • Contact person <p>申請入會</p> <ul style="list-style-type: none"> • 主管的承諾 • 自我檢核 • 聯絡人 	<p>The first level: definite expression of intent to progress towards the attainment of a Tobacco free Health Care environment. 第一等級：明確表達願意實現一個無菸健康照護環境的意圖。</p> <p>Grading Criteria: completes and returns the ENSH Self audit Questionnaire and a signed Letter of Commitment by Management Team. 評分標準：完成 ENSH 自我檢核表，以及由管理團隊簽署承諾書並繳回。</p>

*** ORGANISATIONS CAN ONLY RETAIN THEIR CATEGORISATION CERTIFICATE BY COMPLETING ANNUALLY THE ENSH AUDIT QUESTIONNAIRE * 請依據下列條文自我檢核**

Please return your completed ENSH Self-Audit Questionnaire, along with Action Plans to:
http://www.xchsf.com/enshselfaudit/self_audit_index.html

您可以在這個網址填報自我檢核表及行動計畫

Standard 1: Commitment 標準 1：承諾	No / Not implemented 完全未做	Less than half implemented 落實未達一半	More than half implemented 落實超過一半	Yes / Fully implemented 完全落實
1.1 The healthcare organisation documents specify commitment to a policy towards the implementation of the ENSH Standards. 1.1 健康照護機構公開採納 ENSH 標準並展現實踐該標準的政策承諾。				
1.2 The healthcare organisation does not accept any sponsorship from the tobacco industry. 1.2 健康照護機構的無菸政策包括禁止接受任何來自菸商的贊助或經費。				
1.3 A policy working group or committee is designated to coordinate the development, implementation and monitoring of the tobacco-free policy . 1.3 成立一工作小組或委員會，以發展及支持無菸政策的實施與監測。				
1.4 A senior manager has responsibility for the actions of the policy working group or committee. 1.4 指派一位高階主管擔任工作小組或委員會之召集人，監督並負責無菸政策。				
1.5 Financial and human resources are allocated in the healthcare organisation's operational plan and/or contract to implement and monitor the tobacco-free policy . 1.5 在該機構之營運計畫或合約中，有載明相關的行動並配置經費與人力，以進行政策之溝通、實施與監測。				

<p>1.6 All staff understand their responsibility to take action in the implementation and management of the tobacco-free policy.</p> <p>1.6 所有員工了解他們的責任，採取行動去執行及管理無菸政策。</p>				
<p>Standard 2: Communication 標準 2：溝通</p>	<p>No / Not implemented 完全未做</p>	<p>Less than half implemented 落實未達一半</p>	<p>More than half implemented 落實超過一半</p>	<p>Yes / Fully implemented 完全落實</p>
<p>2.1 All healthcare personnel (including teachers, students and transient staff) are informed of the organisations tobacco-free policy.</p> <p>2.1 員工溝通系統的方向應是從高階主管到中階主管到所有員工（例如：透過政策佈達、書面通知、到職程序或新進人員介紹）。所有健康照護人員（包括教師、學生及短期工作人員）要被通知該組織的無菸政策。</p>				
<p>2.2 All contract and outsourced employees working within or in direct contact with the healthcare organisation are informed of the tobacco-free policy.</p> <p>2.2 對於合約廠商或外包服務，亦要求其配合機構的無菸政策並使其員工周知。</p>				
<p>2.3 All patients/residents (in and out-patients) are informed of the healthcare organisation's tobacco-free policy.</p> <p>2.3 對於病人（包括門診、住院），應在入院前告知：本機構採行嚴格的無菸政策並提供戒菸支持。</p>				
<p>2.4 Public is informed of the healthcare organisation's tobacco-free policy.</p> <p>2.4 健康照護機構應公開告知醫院的無菸政策。</p>				
<p>Standard 3: Education & Training 標準 3：教育訓練</p>	<p>No / Not implemented 完全未做</p>	<p>Less than half implemented 落實未達一半</p>	<p>More than half implemented 落實超過一半</p>	<p>Yes / Fully implemented 完全落實</p>
<p>3.1 Policy briefing/instruction is provided for all personnel on how to approach tobacco users and inform them of the organisations tobacco-free policy.</p> <p>3.1 機構確認所有員工都有獲得關於政策的指導或說明，知道如何向吸菸者告知機構的無菸政策。</p>				
<p>3.2 Managers and clinical personnel are provided with mandatory policy briefings/ instruction.</p> <p>3.2 主管與臨床人員一律須接受政策指導或說明。</p>				
<p>3.3 Brief intervention training is offered and available to all personnel.</p> <p>3.3 提供所有員工有關戒菸簡短介入的訓練。</p>				
<p>3.4 Key clinical personnel are trained in motivational and tobacco cessation techniques.</p> <p>3.4 提供相關臨床人員有關動機增強與戒菸技巧的訓練。</p>				
<p>Standard 4: Identification & Cessation Support 標準 4：吸菸辨識與戒菸支持</p>	<p>No / Not implemented 完全未做</p>	<p>Less than half implemented 落實未達一半</p>	<p>More than half implemented 落實超過一半</p>	<p>Yes / Fully implemented 完全落實</p>
<p>4.1 A systematic procedure is in place to identify and document the tobacco status of all patients/residents.</p> <p>4.1 機構有一套系統性的程序，能辨識及記錄所有病人的吸菸狀態（包括被動吸菸），以便提供適當的協助、支持與治療。</p>				
<p>4.2 The systematic procedure includes and records the passive smoking status (in accordance with national definition) of all patients/ residents (including babies/children).</p> <p>4.2 此套程序包括辨識及記錄有被動吸菸風險的病人（包括胎兒及兒童），以便提供適當的協助與支持。</p>				
<p>4.3 A tobacco cessation service or direct access to cessation service is available for patients/ residents (in-patients and out-patients).</p>				

4.3 機構有戒菸服務，或有使用戒菸服務的直接管道，可幫助病人戒菸（包括住院與門診病人）。				
4.4 Interventions to motivate tobacco users to quit during the healthcare stay are documented in patient/ resident care plans 4.4 在所有吸菸者的照護計畫中，使用具最佳實證的戒菸方法與動機增強技巧。				
4.5 NRT/Pharmacological therapy is available within the organisation. 4.5 將藥物治療納為戒菸服務中不可或缺的一環。				
4.6 Specific resources have been allocated for cessation support activities within the organisation. 4.6 配置特定人力與經費以落實戒菸服務。				
4.7 The cessation service provided or accessed by the healthcare organisation, has in place a systematic one year follow-up procedure. 4.7 機構的戒菸服務或其所使用的戒菸服務，有系統性的轉介與監測系統，使所有吸菸者在一年時能獲得追蹤。				
4.8 Information on tobacco and tobacco cessation methods are widely available in the organisation 4.8 將菸害與戒菸方法的資訊，廣泛提供給員工、病人與社區。				
Standard 5: Tobacco Control 標準 5：菸害管制	No / Not implemented 完全未做	Less than half implemented 落實未達一半	More than half implemented 落實超過一半	Yes / Fully implemented 完全落實
5.1 The campus (grounds) and property owned by the healthcare organisation are completely tobacco-free . 5.1 機構已實現並持續維護為一個完全無菸的園區（包括室外空間）。				
If 5.1 is fully implemented, a total score for this section is automatically awarded IF NOT questions 5.1 – 5.5 must be completed 如果 5.1 為完全執行，則以下標準 5 各項皆為滿分				
5.2 All facilities used by staff & visitors are tobacco free including all eating, work and common areas 5.2 供員工與訪客使用的所有飲食區域、工作區域、治療區域、共同空間與設施，一律禁止吸菸。				
5.3 All facilities used by patients/residents are tobacco free including all treatment, eating and common areas. 5.3 供病人使用的所有工作區域、治療區域、飲食區域、共同空間與設施，包括運輸工具，一律禁止吸菸。				
5.4 All transport, terrace and balconies operated and owned by the healthcare organisation are completely tobacco free . 5.4 機構擁有或使用的所有屋頂陽台、露台與運輸工具，一律禁止吸菸。				
5.5 If tobacco is used, it is completely away and separate from designated tobacco free areas, windows and entrances. 5.5 如有例外，僅允許在一與無菸區域完全區隔並遠離入口與接待區的特定區域吸菸。				
Standard 6: Environment 標準 6：環境	No / Not implemented 完全未做	Less than half implemented 落實未達一半	More than half implemented 落實超過一半	Yes / Fully implemented 完全落實
6.1 Signage indicating the tobacco free policy is visible to staff, patients/residents and visitors. 6.1 有張貼解說標誌，表明機構的無菸立場。				
6.2 Smoking areas are not allowed, but if some still remain ashtrays are only found in these areas. 6.2 吸菸區是不被允許的，但是若機構需要有吸菸區域，應加以清楚界定並僅允許在此區域有菸灰缸。				

6.3.1 Staff are never exposed to passive smoking. 6.3.1 員工絕不會暴露到被動吸菸，且若有此情況會加以記錄。				
6.3.2 Patients/residents are never exposed to tobacco use or passive smoking. 6.3.2 病人絕不會暴露到被動吸菸，且若有此情況會加以記錄。				
6.3.3 Visitors are never exposed to passive smoking. 6.3.3 訪客絕不會暴露到被動吸菸，且若有此情況會加以記錄。				
6.4 Tobacco is not sold or available anywhere within the healthcare organisation. 6.4 機構有一政策，禁止在機構內任何地方有菸品的販售、提供或廣告。				
Standard 7: Healthy Workplace 標準 7: 健康職場	No / Not implemented 完全未做	Less than half implemented 落實未達一半	More than half implemented 落實超過一半	Yes / Fully implemented 完全落實
7.1.1 All personnel are informed of the healthcare organisation's tobacco-free policy during the recruitment process. 7.1.1 在招募員工時即使其知道機構的無菸政策及其連帶意涵。				
7.1.2 All personnel employment contracts require a commitment by staff to the healthcare organisation's tobacco-free policy 7.1.2 在員工僱用合約（包括子合約以及外包廠商合約）中，要求員工許諾遵行機構的無菸環境與文化。				
7.2 Staff tobacco use prevalence is monitored annually. 7.2 機構有一套程序以辨識及記錄員工的健康狀態（包括吸菸習慣），每年進行員工的吸菸狀況之監測，以便提供適當的協助、支持與治療。				
7.3 A tobacco cessation service or direct access to a cessation service is available for all staff. 7.3 機構有戒菸服務，或有使用戒菸服務的直接管道，可幫助員工戒菸。				
7.4 Non-compliance by personnel is managed within existing local disciplinary procedures. 7.4 將無菸政策納入懲戒程序中加以管理，並與僱用架構/政策或法令要求一致。				
Standard 8: Health Promotion 標準 8: 健康促進	No / Not implemented 完全未做	Less than half implemented 落實未達一半	More than half implemented 落實超過一半	Yes / Fully implemented 完全落實
8.1 The healthcare organisation has participated in one or more local, national or international tobacco free activities within the last 12 months. 8.1 在過去 12 個月機構與當地社區或其他伙伴推廣及辦理地方性、全國性與國際性的無菸活動。				
Standard 9: Compliance Monitoring 標準 9: 遵行度監測	No / Not implemented 完全未做	Less than half implemented 落實未達一半	More than half implemented 落實超過一半	Yes / Fully implemented 完全落實
9.1 The tobacco-free policy is internally monitored and reviewed annually. 9.1 機構的政策工作小組或委員會負責確保政策的年度監測，包括溝通、戒菸服務與遵行度系統。				
9.2 The quality of the tobacco free action plan has been reviewed and updated within a three year period. 9.2 對無菸政策的行動計畫有近三年內的定期回顧及更新，以滿足資訊、教育與訓練的需求，確保品質。				
Standard 10: Policy Implementation 標準 10: 政策落實	No / Not implemented 完全未做	Less than half implemented 落實未達一半	More than half implemented 落實超過一半	Yes / Fully implemented 完全落實

10.1 The healthcare organisation completes the ENSH self-audit questionnaire annually.				
10.1 機構每年完成 ENSH 自我檢核表，以落實所有步驟。				
Maximum Total: 總分				

Scoring:

No / Not implemented = 1 // Less than half implemented = 2 // More than half implemented = 3 // Yes / Fully implemented = 4

計分方式：

完全未做=1分，落實未達一半（少於50%）=2分，落實超過一半（大於50%）=3分，完全落實=4分