「全球無菸健康照護服務網絡認證」標準條文

Standard 1：Governance and commitment **The healthcare organisation has clear and strong leadership to systematically implement a tobacco-free policy** **標準 1：管理與承諾** **明確且堅定地領導健康照護機構有系統地實施無菸政策。**	
IMPLEMENTATION CRITERIA 實施準則	SELF AUDIT TOOL 自我檢核工具
1.1 The healthcare organisation has clear policy documents towards the implementation of the Global Standards. 1.1 健康照護機構明文規定執行國際標準。	1.1 Policy documents of the healthcare organisation show commitment to implementation of all the Global Standards. 1.1 健康照護機構之政策文件顯示承諾執行所有國際標準。
1.2 The healthcare organization prohibits the acceptance of any sponsorship or funding from the tobacco industry, as well as the sale of their products and associated devices/e-cigarettes. 1.2 健康照護機構禁止接受任何來自菸商的贊助或經費，亦禁止銷售菸品或電子煙等相關器具。	1.2.1 The healthcare organisation prohibits the acceptance of tobacco industry sponsorship and funding. 1.2.1 健康照護機構禁止接受菸商的贊助及經費。 1.2.2 The healthcare organisation prohibits the sale of tobacco products and associated devices/e-cigarettes. 1.2.2 健康照護機構禁止銷售菸品或電子煙等相關器具。
1.3 The healthcare organisation identifies clear accountability for all levels and aspects of policy implementation. 1.3 健康照護機構在所有各層級和各面向之政策執行都有明確的權責。	1.3.1 A senior manager has responsibility for the implementation of the tobacco-free policy. 1.3.1 高級主管負責政策執行。 1.3.2 Accountability is assigned at all levels and for all aspects of policy implementation. 1.3.2 各層級皆分派權責以執行各面向的政策。
1.4 The healthcare organisation's staff employment documents (including subcontracts and documents with other agencies that work within the healthcare organisation) require commitment by all staff to the organisation's tobacco-free policy. 1.4 在員工僱用文件（包括子合約以及外包廠商文件）中，要求所有員工許諾遵行機構的無菸政策。	1.4.1 Staff employment documents require staff commitment to the healthcare organisation's tobacco-free policy. 1.4.1 員工雇用文件要求員工許諾遵行機構的無菸政策。 1.4.2 Subcontractor documents require staff adherence to the healthcare organisation's tobacco-free policy. 1.4.2 外包廠商文件要求員工遵循機構的無菸政策。

1.5 The healthcare organisation seeks relevant representation to develop and to implement a strategy and action plan based on the self-audit and policy monitoring and evaluation results. 1.5 健康照護機構尋求相關的代表者，此代表應基於自我檢核和政策監測／評估結果而發展並執行策略與行動計畫。	1.5.1 The strategy and action plan is developed and managed by an implementation team. 1.5.1 由工作小組發展並管理策略及行動計畫。 1.5.2 The strategy and action plan is reviewed annually taking into account the results of the self-audit, monitoring and evaluation results. 1.5.2 每年將自我檢核、監測及評估的結果納入考量以檢視策略及行動計畫。
1.6 The healthcare organisation allocates the human and financial resources necessary for all aspects of policy implementation. 1.6 健康照護機構配置執行各面向政策所需之人力與經費。	1.6 Financial and human resources are allocated according the strategy and action plan. 1.6 依據策略及行動計畫配置人力與經費。
Standard 2：Communication **The healthcare organisation has a comprehensive communication strategy to support awareness and implementation of the tobacco-free policy and tobacco cessation services.** **標準 2：溝通** **健康照護機構有全面性的溝通策略，以支持醫院無菸政策與戒菸服務的知曉度及落實情形。**	
IMPLEMENTATION CRITERIA 實施準則	SELF AUDIT TOOL 自我檢核工具
2.1 Interactive and targeted media is used to communicate the organisation’s tobacco-free policy and availability of tobacco cessation services to all staff and subcontractors before and during employment. 2.1 運用互動性及針對員工的媒介，在雇用員工／外包員工之前與雇用期間，說明機構的無菸政策及提供之戒菸服務。	2.1 All staff and subcontractors are informed about the healthcare organisation’s tobacco-free policy and tobacco cessation services. 2.1 告知所有雇用員工及外包員工有關機構的無菸政策及戒菸服務。
2.2 Interactive and targeted media is used to communicate the organisation’s tobacco-free policy and availability of tobacco cessation services to all service users prior to and/or on admission. 2.2 運用互動性及針對服務使用者的媒介，在服務使用者到醫院前或在醫院期間，說明機構的無菸政策及提供之戒菸服務。	2.2 All service users are informed about the organisation’s tobacco free policy and tobacco cessation services. 2.2 告知所有服務使用者有關機構的無菸政策及戒菸服務。

2.3 Interactive and targeted media is used to communicate the organisation's tobacco-free policy and availability of tobacco cessation services in the community including specific target groups. 2.3 運用互動性及針對社區族群的媒介，對社區及特定族群說明機構的無菸政策及提供之戒菸服務。	2.3 The community including specific target groups is informed about the healthcare organisation's tobacco-free policy and tobacco cessation services. 2.3 告知社區（包括特定族群）有關機構的無菸政策和戒菸服務。
Standard 3：Education and training **The healthcare organisation ensures appropriate education and training for clinical and non-clinical staff.** **標準 3：教育及訓練** **健康照護機構確保對臨床及非臨床人員皆有合適的教育及訓練。**	
IMPLEMENTATION CRITERIA 實施準則	SELF AUDIT TOOL 自我檢核工具
3.1 Policy briefings and instruction are mandatory for all staff, including managers. 3.1 所有員工（包括主管）一律須接受政策指導及說明。	3.1 All staff including managers participate in policy briefings and instructions. 3.1 所有員工（包括主管）一律須接受政策指導及說明。
3.2 The healthcare organisation ensures that all staff know how to approach tobacco, associated devices/e-cigarette users, including visitors, to inform them of the tobacco-free policy and tobacco cessation services. 3.2 健康照護機構確保所有員工都知道如何向菸品／電子煙使用者（包括訪客）告知無菸政策與戒菸支持。	3.2 All staff are instructed on how to approach tobacco and associate devices/e-cigarette users to inform them about the tobacco-free policy and tobacco cessation services. 3.2 教導所有員工如何向菸品／電子煙使用者告知無菸政策與戒菸支持。
3.3 All clinical staff are trained in brief advice and best care measures for tobacco addiction/dependence in line with researched best practice. 3.3 提供所有臨床人員符合最佳實證之簡短勸戒、菸品成癮／依賴最佳照護方法的訓練。	3.3 All clinical staff are trained in brief advice to motivate tobacco and associated devices/e-cigarette users to quit. 3.3 訓練所有臨床人員鼓勵菸品／電子煙使用者戒菸之簡短勸戒技巧。
3.4 Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice. 3.4 提供相關臨床人員符合最佳實證之戒菸動機增強技巧的訓練。	3.4 Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice. 3.4 提供相關臨床人員符合最佳實證之戒菸動機增強技巧的訓練。
Standard 4: Identification, diagnosis and tobacco cessation support **The healthcare organisation identifies all tobacco users and provides appropriate care in line with international best practice and national standards**	

標準 4：吸菸辨識、診斷與戒菸支持
機構能辨識所有的吸菸者，提供符合國際最佳實證與國家標準之適當照護。

IMPLEMENTATION CRITERIA 實施準則	SELF AUDIT TOOL 自我檢核工具
4.1 The healthcare organisation has a systematic procedure in place to identify, diagnose and document the tobacco addiction/dependence status of service users (including users of associated devices/e-cigarettes). 4.1 健康照護機構有一套系統性的程序，能辨識、診斷及記錄服務使用者的菸品（包括電子煙）成癮／依賴狀態，以便提供適當的協助、支持與治療。	4.1 All tobacco/associated devices/e-cigarette users are systematically identified and have their addiction/dependence status diagnosed and documented. 4.1 有系統地辨識、診斷及記錄所有菸品／電子煙使用者之成癮／依賴狀態。
4.2 The healthcare organisation has a systematic procedure in place to identify and document all service users including babies, children and pregnant women who are exposed to secondhand smoke/e-cigarette vapour. 4.2 健康照護機構有一套系統性的程序，能辨識及記錄暴露於二手菸／電子煙霧的所有服務使用者，包括嬰兒、兒童與孕婦。	4.2 All service users exposed to second-hand smoke/e-cigarette vapour are identified and document. 4.2 所有暴露於二手菸／電子煙霧的服務使用者，能被辨識出並予以紀錄
4.3 Information about the risk of tobacco consumption (including the use of associated devices/e-cigarettes) and tobacco cessation methods is widely available for all service users. 4.3 所有服務使用者容易取得有關使用菸品（包括電子煙）的風險和戒菸方法的資訊。	4.3 Information about the risk of tobacco consumption (including the use of associated devices/e-cigarettes) and tobacco cessation methods is widely available. 4.3 有關使用菸品（包括電子煙）的風險和戒菸方法的資訊是容易取得的。
4.4 All identified tobacco and associate device/e-cigarette users receive brief advice in line with best researched practice. 4.4 所有辨識出的菸品及電子煙使用者，能依循最佳實證接受簡短勸戒。	4.4.1 All tobacco and associated devices/e-cigarette users receive brief advice in line with best researched practice. 4.4.1 所有菸品及電子煙使用者依循最佳實證接受簡短勸戒。 4.4.2 All interventions to motivate tobacco users to quit are documented 4.4.2 紀錄所有鼓勵菸品使用者戒菸的介入措施。

4.5 The service user's care plan identifies and meets the needs of the tobacco and associated devices/e-cigarette users and those identified as exposed to secondhand smoke/e-cigarette vapor. 4.5 服務使用者的照護計畫能辨識並符合菸品（電子煙）使用者、暴露於二手菸（電子煙霧）者之需求。	4.5 Tobacco and associated device/e-cigarette users and those exposed to secondhand smoke/e-cigarette vapor have their needs identified and documented in the care plan. 4.5 菸品（電子煙）使用者及暴露於二手菸（電子煙霧）者之需求能被辨識出並記錄於照護計畫中。
4.6 The healthcare organisation has a tobacco cessation service or a referral system to a service that provides treatment for tobacco addiction/dependence in line with researched best practice. 4.6 健康照護機構提供符合最佳實證之戒菸服務或轉介系統，以提供菸品成癮／依賴之治療。	4.6 All tobacco and associated devices/e-cigarette users have access to a tobacco cessation service that provides treatment in line with researched best practice. 4.6 所有菸品／電子煙使用者皆可使用符合最佳實證之戒菸服務。
4.7 The tobacco cessation service considers the therapeutic requirements of different service user groups (i.e. pregnancy, pre-operative, mental illness, disability) in line with researched best practice. 4.7 戒菸服務能符合最佳實證，考量不同服務使用族群（例如：懷孕、術前、精神疾病、殘障）的治療需求。	4.7 The tobacco cessation service addresses the needs of different service user groups through specific treatment guidelines or protocols in line with researched best practice. 4.7 戒菸服務能符合最佳實證，藉由特別的治療指引或程序以滿足不同使用族群的需求。
4.8 Pharmacological support is available for the treatment of tobacco addiction/dependence, in line with researched best practice. 4.8 提供符合最佳實證之藥物支持以治療菸品成癮。	4.8 Pharmacological support is available to tobacco users in line with researched best practice. 4.8 提供菸品使用者符合最佳實證之藥物支持。
4.9 The tobacco cessation service used by the organisation follows up cessation service users in line with researched best practice. 4.9 機構的戒菸服務能依據最佳實證追蹤戒菸服務使用者	4.9 The tobacco cessation service has a procedure to follow up cessation service users in line with researched best practice. 4.9 戒菸服務能依據最佳實證，有追蹤戒菸服務使用者的流程。
Standard 5: Tobacco-free environment **The healthcare organisation has strategies in place to achieve a tobacco-free campus.** **標準 5：無菸環境** **機構有策略以達成無菸園區。**	
IMPLEMENTATION CRITERIA 實施準則	SELF AUDIT TOOL 自我檢核工具

5.1 The healthcare organisation has completely tobacco-free buildings (including associated devices/e-cigarettes). 5.1 機構建築已完全無菸（包括電子煙）。	5.1 All buildings within the organisation are completely tobacco-free (including associated devices/e-cigarettes) . 5.1 機構內所有建築已完全無菸（包括電子煙） 。
5.2 The healthcare organisation has completely tobacco-free grounds and transport systems (including associated devices/e-cigarettes). 5.2 機構室外空間及運輸工具已完全無菸（包括電子煙）。	5.2 The grounds and transports systems of the organisation are completely tobacco-free (including associated devices/e-cigarettes). 5.2 機構室外空間及運輸工具已完全無菸（包括電子煙）。
5.3 The healthcare organisation has clear and unambiguous signage that defines the products prohibited and identifies boundaries for buildings and grounds of the tobacco-free campus. 5.3 機構在適當位置張貼清楚明確的禁菸標示，並標明無菸園區（建築及室外空間）範圍。	5.3 Signage identifies prohibited products and the tobacco-free campus boundaries for buildings and grounds. 5.3 標示禁菸並標明無菸園區（建築及室外空間）範圍。
5.4 The healthcare organisation prohibits the sale, distribution and advertisement of tobacco products and associated devices/e–cigarettes, anywhere within the organisation. 5.4 機構內任何地方，皆禁止菸品（含電子煙）之販售、提供或廣告。	5.4 Tobacco and associated devices/e-cigarettes are not sold, distributed or advertised within the organisation. 5.4 機構內禁止菸品（含電子煙）之販售、提供或廣告。
5.5 The healthcare organisation has a procedure in place to ensure that all service users, staff and visitors are never exposed to secondhand smoke/e-cigarette vapor within the boundaries of the tobacco-free campus. 5.5 機構有程序以確保所有服務使用者、員工和訪客在無菸園區範圍內，絕不會暴露到二手菸及電子煙霧。	5.5 There is a procedure to record and prevent secondhand smoke/e-cigarette vapor exposure. 5.5 有程序以紀錄並避免二手菸／電子煙霧之暴露。
5.6 Any exceptional circumstances of tobacco use by service users are managed by a procedure that is consistent with the denormalisation of tobacco. 5.6 如有任何可能使用菸品的例外情形，醫院應制訂管理措施，避免讓吸菸成為常規行為。（註：臺灣不允許例外情形）	5.6 All exceptional circumstances are managed by a procedure that is consistent with the denormalisation of tobacco consumption. 5.6 如有任何可能使用菸品的例外情形，醫院應制訂管理措施，避免讓吸菸成為常規行為。（註：臺灣不允許例外情形）
5.7 The healthcare organisation has a procedure in place to document and manage any breaches of policy including incidents of exposure of staff, service users or public to secondhand smoke/e-cigarette vapor.	5.7 A procedure is in place to register all incidents and to manage all policy breaches. 5.7 有程序以登錄所有事件並管理所有違反無菸政策情形。

5.7 機構有程序以紀錄並管理任何違反無菸政策的情形（包括職員、服務使用者或大眾暴露於二手菸及電子煙霧之事件）。	
Standard 6: Healthy workplace **The healthcare organisation has human resource management policies and support systems that protect and promote the health of all who work in the organisation.** **標準 6：健康職場** **有人力資源管理政策與支持系統，以保護和增進所有在機構工作人員的健康。**	
IMPLEMENTATION CRITERIA 實施準則	SELF AUDIT TOOL 自我檢核工具
6.1 The healthcare organisation has a comprehensive workplace health promotion program. 6.1 機構有全面的員工職場健康促進計畫。	6.1 The healthcare organisation has a comprehensive workplace health promotion programme. 6.1 機構有全面的員工職場健康促進計畫。
6.2 The healthcare organisation has policies that emphasise the pro-active and exemplary role of staff in the implementation and support of the workplace tobacco free policy. 6.2 機構政策強調員工在執行及支持職場無菸政策的積極、模範角色。	6.2 Organisational policies describe the pro-active and exemplary roles of staff in the implementation and support of the workplace tobacco free policy. 6.2 機構政策描述員工在執行及支持職場無菸政策的積極、模範角色。
6.3 The healthcare organisation has a process in place to identify and record the health status of staff (including tobacco and associated devices/e-cigarette use); and after appropriate help, support and treatment as necessary. 6.3 機構有一套程序以辨識及記錄員工的健康狀態（包括使用菸品及電子煙的情形），並視需要提供適當的協助、支持與治療。	6.3 There is a process in place to identify and motivate tobacco and associated devices/e-cigarette users to quit 6.3 有程序以辨識並鼓勵菸品／電子煙使用者戒菸。
6.4 The healthcare organisation has a tobacco cessation service or direct access to a cessation service for the purpose of helping their staff tobacco users to quit. 6.4 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。	6.4. Staff have access to a tobacco cessation service. 6.4 員工有使用戒菸服務的管道。
6.5 The healthcare organisation has a clear procedure in place within existing local disciplinary measures to manage policy non-compliance by staff. 6.5 機構在現有的院內懲戒措施中納入明確程序以管理員工違反政策的情形。	6.5 Non-compliance by staff is managed within existing local disciplinary procedures. 6.5 以現有的院內懲戒程序管理員工違規情形。
Standard 7: Community engagement	

The healthcare organisation contributes to and promotes tobacco control/prevention in the local community according to the WHO FCTC and/or national public health strategy. **標準 7：社區參與** **根據 WHO FCTC 及／或國內公共衛生策略，在社區辦理及推廣菸害防制活動。**	
IMPLEMENTATION CRITERIA 實施準則	SELF AUDIT TOOL 自我檢核工具
7.1 The healthcare organisation works with community partners and other organisations to promote and contribute to local, national and international tobacco-free activities. 7.1 機構與當地社區夥伴或其他組織推廣及辦理地方性、全國性與國際性的無菸活動。	7.1 The healthcare organisation works with community partners and other organizations to promote and contribute to local, national and international tobacco-free activities. 7.1 機構與當地社區夥伴或其他組織推廣及辦理地方性、全國性與國際性的無菸活動。
7.2 The healthcare organisation works with community partners to encourage and support the users of tobacco and associated devices/e-cigarettes to quit; it takes into account the needs of specific target groups (women, adolescents, migrants, disadvantaged and other cultural groups). 7.2 機構與社區夥伴合作，將特定族群（婦女、青少年、移民者、弱勢族群）需求納入考量，鼓勵並支持菸品／電子煙使用者戒菸。	7.2.1 The organisation works with community partners to encourage and support tobacco and associated device/e-cigarette users to quit. 7.2.1 機構與社區夥伴合作，鼓勵並支持菸品／電子煙使用者戒菸。 7.2.2 The organisation works with community partners to address the needs of specific target groups (women, adolescents, migrants, disadvantaged and other cultural goups) 7.2.2 機構與社區夥伴合作以滿足特定族群（婦女、青少年、移民者、弱勢族群）的需求。
7.3 The healthcare organisation shares best practice to support others in the development and implementation of tobacco-free policies. 7.3 機構分享表現卓越之處，並支持其他健康照護機構發展與執行無菸政策。	7.3. The healthcare organisation shares best practice in the development and implementation of tobacco-free policies. 7.3 機構分享在發展及執行無菸政策上表現卓越之處。
Standard 8: Monitoring and evaluation **The healthcare organisation monitors and evaluates the implementation of all the Global Standards at regular intervals** **標準 8：監測和評估** **健康照護機構定期監測與評估所有國際標準執行情形。**	
IMPLEMENTATION CRITERIA 實施準則	SELF AUDIT TOOL 自我檢核工具
8.1 The healthcare organisation has internal and external review processes to monitor the	8.1.1 A internal process is in place to review the implementation of the standards at least annually.

implementation of all standards and takes into account feedback from staff and service users. 8.1 機構有內部與外部審查程序以監測所有標準之執行，並將員工與服務使用者的回饋意見納入考量。	8.1.1 設置內部程序，至少一年一次審查標準執行情形。 8.1.2 The review process takes into account feedback from service users and staff. 8.1.2 審查程序將員工與服務使用者的回饋意見納入考量。 8.1.3 The healthcare organisation participates in external review activities 8.1.3 機構參與外部審查活動。
8.2 The healthcare organisation has processes to collect key data, including the self-audit results, to inform the annual action plan and to ensure quality improvement. 8.2 機構有收集關鍵資料（包括自我評核）、告知年度行動計畫、確保品質改善的程序。	8.2.1 Data collection processes are in place, including the self-audit, to monitor implementation of the tobacco free policy. 8.2.1 設置資料（包括自我評核）蒐集程序以監測無菸政策執行。 8.2.2 Data collected is used to improve implementation and the annual policy action plan. 8.2.2 收集的資料用以改善政策執行及年度行動計畫。