Telecare Service Applied to Health Promotion in Workplace

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Introduction
Telecare service has been used and promoted recently in Taiwan. Based on the subsidy from the relevant government agencies, most projects try to apply telecare service to patients with stroke, diabetes or other chronic diseases, the initial results of implementation have been remarkable gradually.

Objectives
According to the domestic law in Taiwan, employees have no special requirements prior to the daily physical condition assessment, in addition to routine annual health check. Consequently, it will be not easy for the employees to detect physical conditions in different situations.

Material and methods
The project has been executed from 2010, and 16 factories enrolled; moreover, physiological data of employees including blood pressure, pulse, and blood sugar were collected through healthcare-box to the “Healthcare Call Center” via a network or wireless transmission technology. The center provides 24-hour monitoring and emergency treatment of abnormal data, and medical consultation as well. The average measurement rate of employees was 50.34%.

Results and conclusions
225 questionnaires were delivered to the employees and there were 149 responders. The demographic data showed that 65.3% were male, 46% were aged 45-64 years, 31-45 years of age to 39.5%. With regard to “tracking and monitoring of health status”, it demonstrated the higher service satisfaction with 78.4%, and the higher satisfaction of emergency medical treatment and medical consultation also reached to 73.3%. As to “arrangement back to clinic”, only 51.8% of responders were satisfied. There are 33.3% participants with abnormal data were taking further treatment. To sum up, it is still positive to have telecare applied to workplace health promotion or disease prevention, although the part of this project is in low rate of measurement revealing the new health care model not yet widely accepted; therefore, how to increase employee participation in health promotion is incentive to continue.