

HOLISTIC CARE UNIT – A NEW BREAKTHROUGH AND BRIDGE BETWEEN WARD AND EMERGENCY DEPARTMENT IN TAIWAN



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Introduction

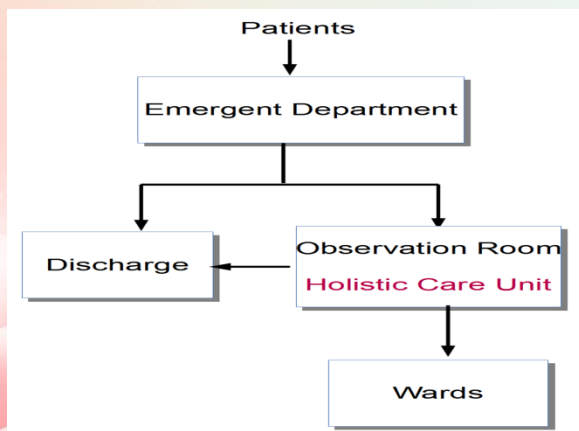
The word “holistic health” was defined in PubMed database as follows: “Health as viewed from the perspective that humans and other organisms function as complete, integrated unit rather than as aggregate of separate parts”. Modern health care emphasizes on holistic health care for improving the quality of health care.

Aims

Health insurance is very convenient in Taiwan. The patients could visit any hospital directly. The cost of medical care is also low. Hence, many patients visited emergency department of medical center because of advanced equipment and experienced physicians. The overcrowding situation at emergency department had been progressive for many years. Many healthcare workers retired from emergency department due to much working pressure. The shortage of physicians of emergency medicine significantly decreased the quality of healthcare. Accordingly, holistic care unit was established to improve the quality of medical care.

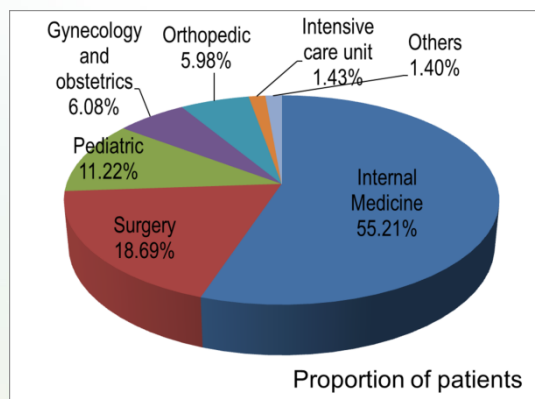
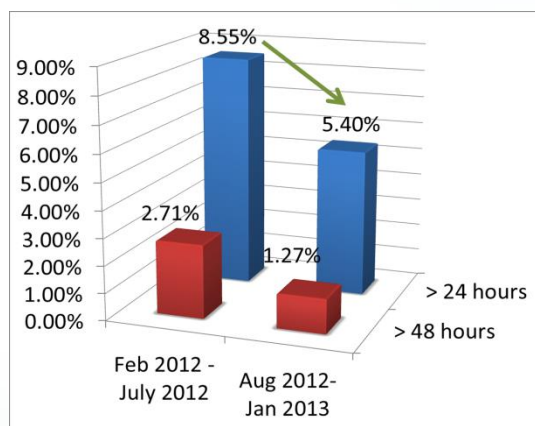
Methods

A new department, holistic care unit, was established in our hospital since July 2012. The newly founded department was a good bridge for ward, emergency physicians, radiologist, nurses and social workers. If a patient was necessary to admit, the treatment would be transferred to physicians of internal medicine from physicians of emergency department. The attending physicians dedicated at emergency department, working and cooperation with emergency physicians. Nurses and social workers also joined the team for better quality of health care. The medical care included critical patients. Clearly holistic care unit is also a relay station between emergency department and intensive care unit.



Results

The amount of patients who were treated at emergency department was 68609 persons from February 2012 to July 2012. The percentage of the patients who stayed at emergency department more than 24 hours was 8.55%, 2.71% more than 48 hours. The new section of holistic care unit was first established in July 2012. From August 2012 to January 2013, the amount of patients who were treated at emergency department was 68,295 persons. The percentage of the patients who stayed at emergency department more than 24 hours was 5.40%, and 1.27% more than 48 hours. The overcrowding situation at emergency department was greatly improved after the establishment of the new section.



Conclusions

Too long waiting time leads more complaints from patients and media. In addition, it influences quality of health care. Thus, a newly founded department, holistic care unit, has been established to improve the quality of medical care, not only physiologically but also psychologically.