Effective Collaboration to Respond to COVID-19: Taiwan Model

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Declaration: I DO NOT have any financial relationship with a commercial interest in the past 12 months.

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- Former Director-General, Department of Medical Affairs, Ministry of Health and Welfare, Taiwan
- Former CEO, Joint Commission of Taiwan
- President, Asian Society for Quality in Health Care (ASQua)
- Board, International Society for Quality in Health Care (ISQua)
Taiwan: 550 Cases and 7 Deaths (Oct. 24)

OXFORD Study, September, 2020

IMF report October, 2020
Drawing Right Lessons from SARS Outbreak

• Global:
  • Infected: 8,096
  • Deaths: 774

• Taiwan:
  • Infected: 346
    (medical staff: 105)
  • Deaths: 73
    (medical staff: 10)

A hospital in Taipei was lockdown in 2003
Taiwan Model

Government Proactive Measures and Quick Responses

Public Awareness & Community Engagement

Civic Technology & Innovation

Well-prepared and Responsive Medical System

Transparent Information

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Government Proactive Measures and Quick Responses (1)

- Amending “Communicable Disease Control Act” in 2004
- Strengthening Taiwan CDC’s infrastructure, manpower and organization efficiency
- Establishing Central Epidemic Command Center (CECC) for national coordination
- Establishing communicable disease control medical network
- Enhancing communicable diseases surveillance and reporting system
### Government Proactive Measures and Quick Responses (2)

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<tr>
<th>Action</th>
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<tr>
<td>Activating tight border control and travel restriction</td>
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<td>Activating CECC as the highest commanding system for inter-ministry collaboration</td>
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<tr>
<td>Taking precision testing strategies and comprehensive infection investigation</td>
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<td>Controlling and rationing strategic material and establishing domestic mass production lines</td>
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<tr>
<td>Supporting medical delivery system enough masks, PPEs stockpile, manpower, and finance</td>
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<td>Expanding testing laboratories and investing vaccine &amp; medication R&amp;D</td>
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## Well-prepared and Responsive Medical System

<table>
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<th>Initiative</th>
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<td>Initiating contingency plan for emerging communicable disease with rehearsal every year</td>
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<td>Establishing an infection control team by infection specialists and nurses</td>
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<td>Preparing for forward triage and fever screening out of main campus</td>
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<td>Maintaining enough ICUs, isolation wards and PPE stockpile for 30 days</td>
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<tr>
<td>Activating infection control plan align with CECC’s guidance in COVID pandemic</td>
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<td>Taking every effort to avoid nosocomial infections and protect medical workers</td>
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# Public Awareness and Community Engagement

1. Establishing community networks as the units of infection containment
2. Advocating awareness and self-discipline during pandemic
3. Adhering to CECC guidance (such as wearing mask, social distancing, etc.)
4. Enforcing social cohesion: everyone has responsibility and can contribute
5. Mobilizing all resources to support the government and healthcare systems
Civic Technology and Innovation

- Engaging Taiwan’s Information and Communication technology
- Leading by government tech minister and civic ICT experts
- Tracking quarantine/isolation, rationing masks purchases, etc.
- Linking individual’s medical information and immigration record
- Adopting telemedicine and AI-driven applications for patients
Transparent Information

- Keeping the community informed by daily press conference host by CECC
- Advocating governmental infection control policies and international trends
- Delivering correct message and refuting rumors
- Collaborating community opinion leaders and medical experts
- Reducing public anxiety and enhancing social solidarity
Conclusion

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Government Proactive Measures and Quick Responses

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