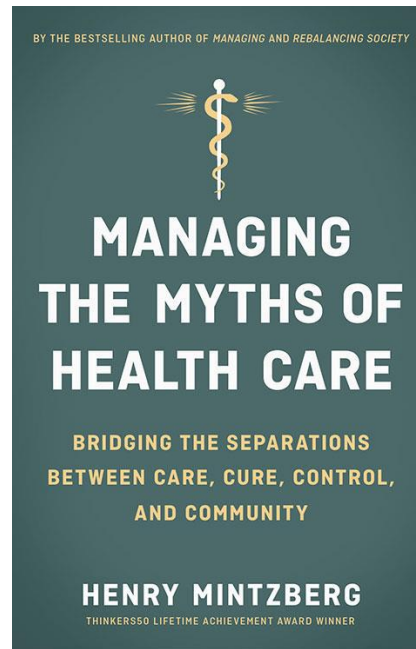


Managing The Myths Of Health Care 讀書會



PART II: Organizing 9. Differentiating

醫審及藥材組 陳昌志 杜安琇

本書總覽

- ▶ PART I : MYTHS #1~#9
- ▶ PART II : ORGANIZING
 - ▶ Differentiating 分化
 - ▶ Separating 分離
 - ▶ Integrating 整合
- ▶ PART III : REFRAMING



本章大綱

- ▶ 健康照護的專業角色(the Specialized Players of Health Care)
- ▶ 健康照護的四個象限(the Quadrants of Health Care)
 - ▶ Cure 治癒
 - ▶ Care 照護
 - ▶ Control 管控
 - ▶ Community 社區
- ▶ 健康照護的實踐(the Practices of Health Care)




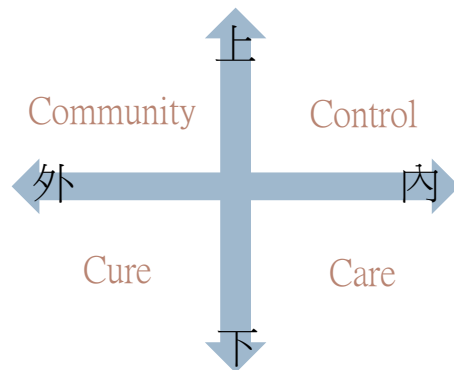
健康照護的專業角色

- ▶ 使用者(users)
 - ▶ 在健康照護系統又稱為「病人」
 - ▶ 我們自己或群體共同的行為可以造成更好或更壞的不同結果
- ▶ 提供者(providers)
 - ▶ 醫療人員
- ▶ 支持者(supporters)
 - ▶ 藥品及材料儀器廠商、義工、研究人員、捐贈者
- ▶ 行政工程師(administrative engineers)
 - ▶ 在醫院、保險公司、政府機關之系統分析師、會計師、經濟學家
 - ▶ 開發及運用行政管理程序、技術、工具、結構，用以控制費用
- ▶ 管理者(administrators)
 - ▶ 醫療執業單位主管、病房護理長、機構管理者、政府主管機關



健康照護的四個象限

- ▶ 所有角色(玩家)都玩同一種遊戲？
 - ▶ 操場上有人持橄欖球、有人踢足球、有人打籃球
 - ▶ 突然間踢足球的人將球踢向打籃球的人，喊道：“緊急情況：我們眼科有人心臟停止跳動啦！”
- ▶ 健康照護體系的專業人員在不同的象限發揮不同功能
 - ▶ 畫一個瑞士十字架 ，軸線為「管理」之四個方向
 - ▶ 產生四個象限cure, care, control, community
 - ▶ 健康照護的專業人員處於不同「象限」，相當於醫院裡四個完全不同的世界



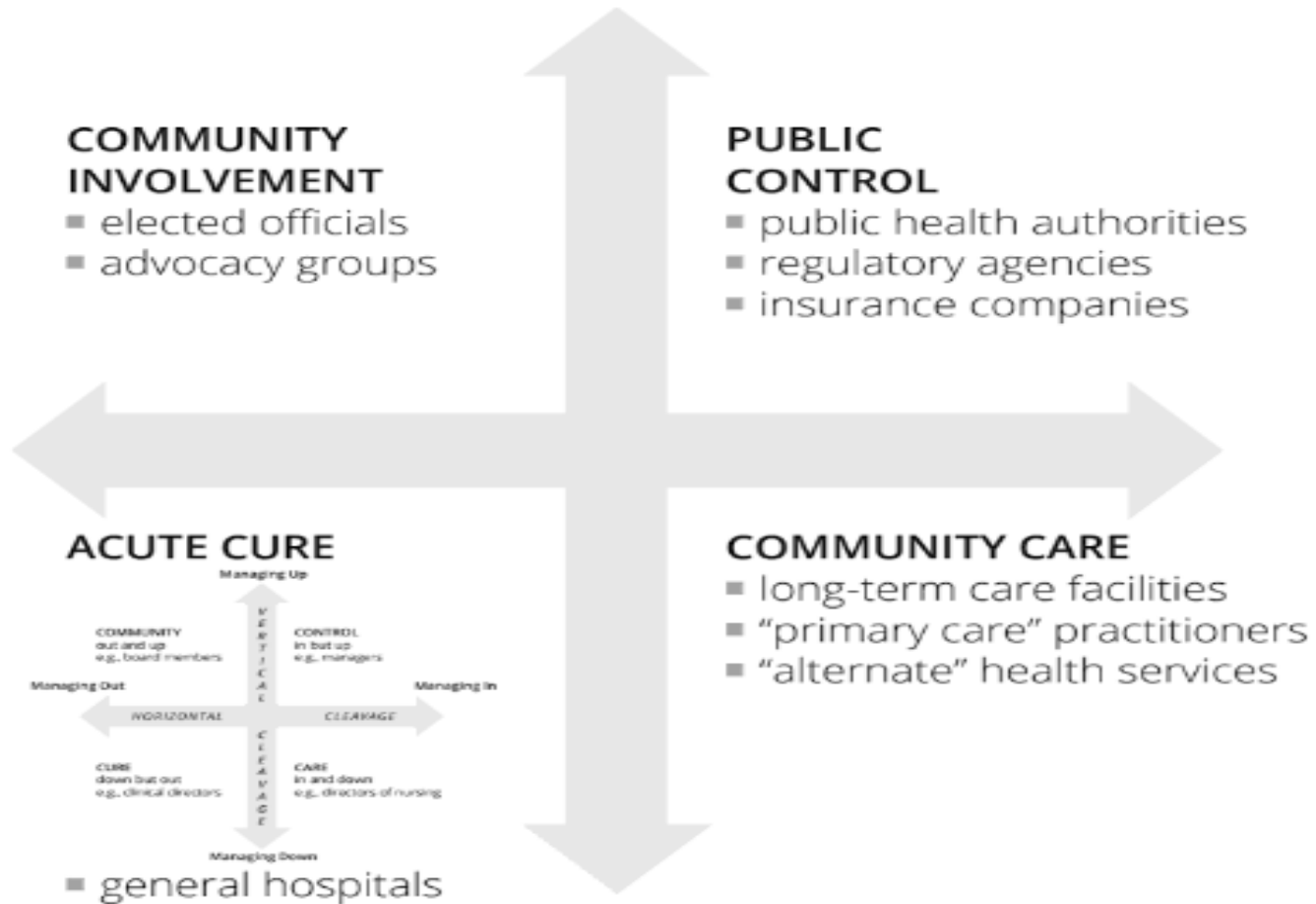
健康照護的四個象限-急性照護機構

FIGURE 2 **Quadrants in Health Care:
Four Worlds in the Acute Institution**



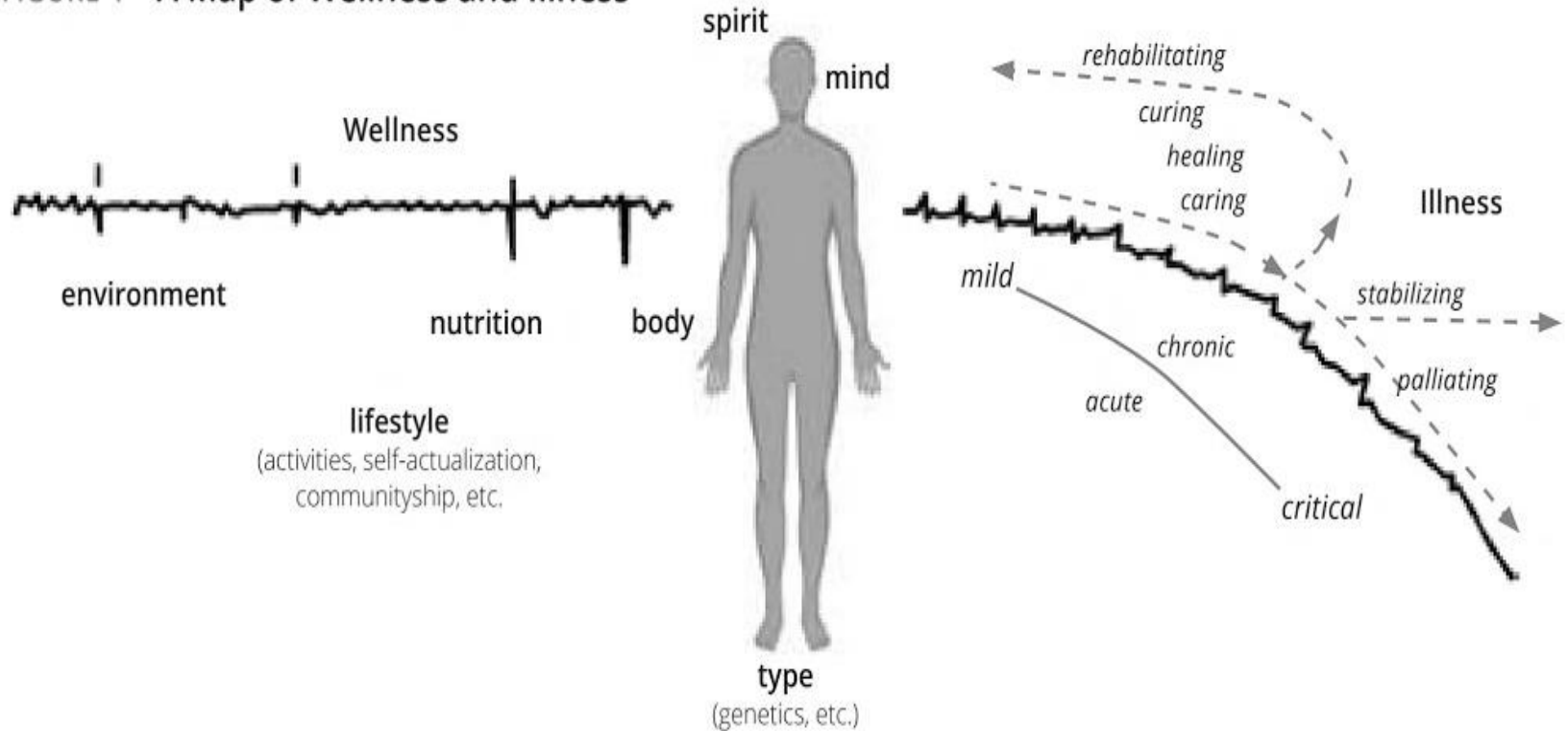
健康照護的四個象限-整體社會觀點

FIGURE 3 Four Worlds in Society at Large



健康照護的實踐

FIGURE 4 A Map of Wellness and Illness



健康照護的實踐(續)

FIGURE 4 A Map of Wellness and Illness *continued*

		Forms of Intervention			
		Promotion of Health	Prevention of Illness	Treatment of Disease	
<i>Mediation</i>	Education	Attitudes Relationships Affiliations	Meditation	Hypnotism	Psychotherapy
<i>Manipulation</i>	Exercise	Yoga Massage	Biofeedback	Physiotherapy	Chiropractic/Osteopathy Energy Healing
<i>Ingestion</i>	Diet	Vitamins Eco-Recovery	Herbal Medicines	Homeopathy	Pharmaceuticals
<i>Incursion</i>		Innoculation	Acupuncture	Dentistry	Surgery

Note: Forms of intervention listed are meant to be suggestive, not comprehensive, and tentative. Their placement suggests their most common, but not exclusive, application.



本報告參考書目

- ▶ 書名：MANAGING THE MYTHS OF HEALTH CARE
- ▶ 作者：HENRY MINTZBERG
- ▶ 出版年：2017

