

東華三院戒煙綜合服務中心 服務報告

Tung Wah Group of Hospitals
Integrated Centre on Smoking Cessation
Service Report



東華三院戒煙綜合服務（灣仔總辦事處）

Tung Wah Group of Hospitals Integrated Centre on Smoking Cessation (Wan Chai Head Office)

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東華三院
Tung Wah Group of Hospitals

140
TWGHs 140th Anniversary
東華三院一百四十周年



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服務背景 Service Background



東華三院於2009年1月獲衛生署委託，承辦本港首個由非政府機構營辦的戒煙綜合服務先導計劃，於港九新界四個地區（旺角、灣仔、沙田、屯門）設立四間戒煙診所。由於近年市民對戒煙服務需求殷切，東華三院於2010年再獲衛生署增撥資助至經常費用一千萬元，並獲東華三院董事會撥出灣仔東新商業中心十七樓全層作為設立總辦事處之用，為市民提供一站式及社區為本的戒煙綜合服務。

In January 2009, the Tung Wah Group of Hospitals was commissioned by the Department of Health to undertake a pilot project of smoking cessation in four districts (including Mong Kok, Wan Chai, Shatin & Tuen Mun) in Hong Kong. In 2010 in view of the pressing demand for smoking cessation services, the Department of Health increased the annual subvention to 10 million dollars, providing support for an additional smoking cessation clinic. The Board of Directors of the Tung Wah Group of Hospitals lent its support by giving the centre approval for using the 17th floor of the Tung Sun Commercial Centre as Head office to provide a one-stop and community-based smoking cessation services to the public.



跨專業團隊 Multi-Disciplinary Professional Team

戒煙綜合服務由跨專業團隊提供，成員包括醫生、臨床心理學家、護士、輔導員、社工及健康服務幹事；團隊成員曾接受美國 Mayo Clinic 的煙草依賴治療專家證書課程，獲取有關的專業資格。

The Tung Wah Group of Hospitals Integrated Centre on Smoking Cessation (ICSC) comprises multi-professionals including medical officers, clinical psychologists, nurses, counsellors, social workers and health promoters. Accreditation as Tobacco Treatment Specialists has been given by the Mayo Clinic of the United States of America.

服務宣言 Mission Statement

我們確認 We affirm

煙草對個人、家庭及社會帶來的不良影響。
the negative impacts of tobacco on individuals, families and the society.

我們提倡 We promote

無煙、健康、均衡的生活。
a smoke-free, healthy and well-balanced lifestyle.

我們致力 We pledge

提供預防與治療並重、實證為本及有效的專業服務，協助有意戒煙者擺脫煙草依賴，重拾身心靈健康。
to provide professional treatment and prevention services to those who want to abstain from tobacco dependency.



治療模式 Treatment Model

在治療的過程中，戒煙綜合服務以個人化評估及多元化的治療模式及策略，針對戒煙者不同的需要及處境，協助他們達到戒煙的目標。綜合戒煙治療包括藥物治療、心理評估及治療、個人及小組輔導等。

We believe that every smoker is unique with different needs. As such, individualized assessment with application of diverse counselling techniques and strategies will be utilized to help clients achieve their treatment goals. Our treatment programmes include pharmacotherapy, psychological assessment and treatment, individual and group counselling.

首先，在熱線輔導的過程中，透過尼古丁依賴評估（Fagerstrom Test of Nicotine Dependence），幫助吸煙者了解個人對煙草的依賴程度，鼓勵吸煙者戒煙及接受治療。初次面談時，輔導員會運用動機面談技巧，提高吸煙者對戒煙及處理問題的動機，並協助他們訂立治療目標。

Initial assessment will be performed during hotline counselling to help smokers understand the severity of nicotine dependency. Motivational Interviewing techniques will be used to encourage smokers to receive treatment during intake counselling.

在醫療方面，醫護人員會協助吸煙者評估身體狀況，並向他們講解尼古丁對腦部的改變及停煙時可能出現的退癮癥狀。此外，醫護人員亦會向吸煙者提供各種戒煙藥物的資訊，並在適用藥的情況下免費處方8-12週的戒煙藥物。

At the medical treatment phase, health care professionals will provide physical check-up for smokers and explain the effects of nicotine on brain as well as possible withdrawal symptoms during abstinence. Our health care professional team will also introduce different pharmacotherapies and prescribe 8 to 12 weeks free medication to reduce smokers' cravings for tobacco if appropriate.

在輔導方面，輔導員會以個人化評估了解吸煙者的吸煙狀況及過往的戒煙經驗，讓吸煙者全面地了解引致吸煙行為的各種因素，並在治療時針對處理吸煙問題的根源，包括認知上的誤解、自我形象、情緒處理、家庭及社交困難等。例如，認知行為治療可以針對吸煙者對戒煙的誤解及迷思，幫助吸煙者明白其吸煙行為如何被思想及情感控制；配合正確戒煙資訊、改變思想方式及重拾控制情緒的能力，從而減低吸煙的衝動。

A comprehensive and individualized assessment will be conducted to evaluate the tobacco consumption level and to learn about past quitting attempts. Different strategies to instill change will be used, including cognitive behavioral therapy. Practical exercises and skills will be introduced to help smokers change their thinking patterns and better control their emotions.

預防復吸 Relapse Prevention

要有效地協助戒煙者維持無煙的新生活，我們十分著重協助戒煙者重新建立健康生活模式，包括健康飲食、定期運動、培養興趣、投入正常的社交生活、訂立生活方向及目標等。

To assist smokers maintain a smoke-free life and prevent relapse, our treatment stresses the importance of developing a healthy lifestyle. It is necessary for clients to develop a balanced diet, participate in recreational activities as well as regular exercise, build up social relationships and set positive life goals.

吸煙者往往錯誤地相信可以藉吸煙來舒緩壓力及情緒，他們需要重新學習一套實際可行的問題解決技巧，以打破不斷藉著依賴煙草來處理情緒的循環。

In order to break the cycle of smoking and reliance on tobacco to cope with stress or other negative emotions, clients will be taught to adopt a new set of problem solving and relaxation skills.

重新建立社交及家人的支持亦是促進吸煙者邁向成功戒煙的重要一環。適當地引入家庭支援，提供正確的戒煙資訊，可以協助吸煙者增強戒煙的決心。家人亦必需了解正確戒煙方法及學習正確回應方法，例如：如何適當處理偶吸及復吸、提供健康飲食及給予適當的鼓勵等。這不但讓吸煙者感受到家人的支持，而且可以增強戒煙的信心，為健康家庭生活建立良好的基礎。

Rebuilding positive social relationships and soliciting family support are vital in the journey of recovery. Information on smoking cessation, healthy diets, helping family members respond to possible relapse and teaching family members to embrace are part and parcel of the treatment process.

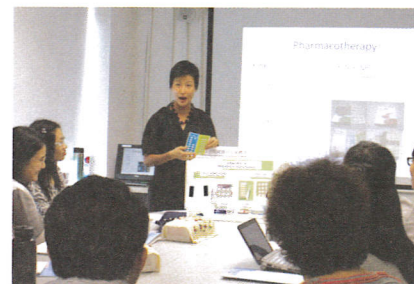
小組輔導 Group Counselling

除了個人輔導，小組輔導可以讓戒煙者認識如何處理高危吸煙情況及控制心癮，提升他們戒煙的決心及動力，重建健康新生活。戒煙者可以在小組中認識持共同目標的朋友，互相鼓勵及支持。戒煙者的家人也可以藉參與小組聚會認識二手煙對家人的影響、戒煙者的心理轉變過程、戒煙階段，以及家人擔當的角色。

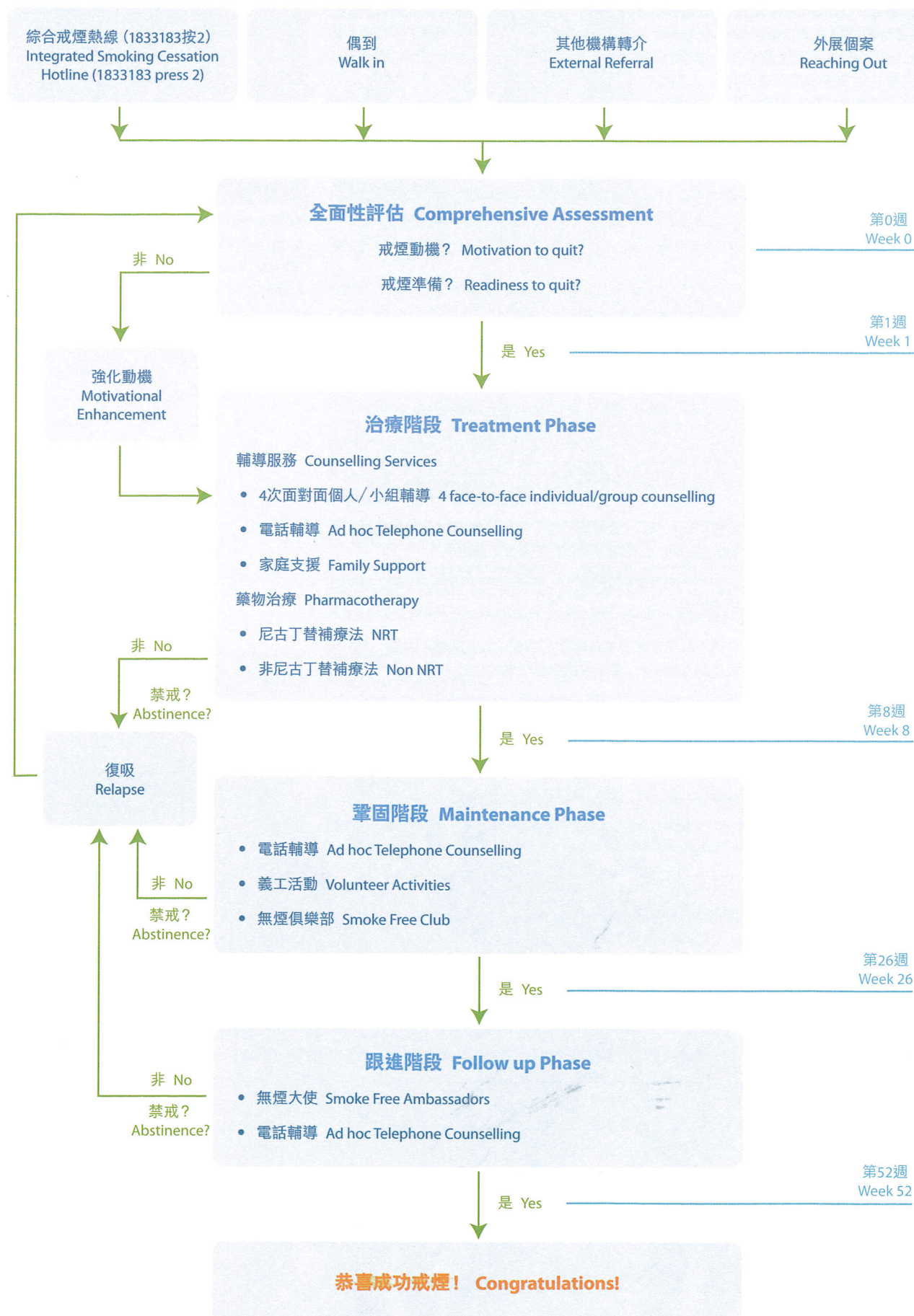
In addition to individual counselling, we provide group therapy to reinforce smokers' motivation to quit smoking and facilitate their mutual support.

戒煙綜合服務為吸煙者及其家人舉辦一連串的治疗及支援小組，包括：
ICSC has organized a series of therapeutic and mutual support groups. These include:

- 戒煙小組**
Smoking Cessation Group 著重認識尼古丁成癮及其對腦部的影響，糾正吸煙者對戒煙的錯誤思想及信念，學習正確戒煙方法及如何實踐戒煙目標。
this treatment group aims to help smokers understand nicotine dependency and its negative effects on the brain, help them identify and address their irrational and distorted thinking.
- 預防復吸小組**
Relapse Prevention Group 透過不同的單元，讓組員了解不同高危情況對復吸的影響，學習處理情緒，從而增加面對生活壓力的能力。
quitters identify different high risk situations and practise coping strategies.
- 無煙俱樂部**
Smoke Free Club 透過小組活動啟發組員轉變生活模式及發展個人興趣，並藉著組員的互相支持，強化維持無煙生活的決心。
through mutual support, quitters learn to develop new lifestyles, expand their interests and reaffirm their quitting decision.

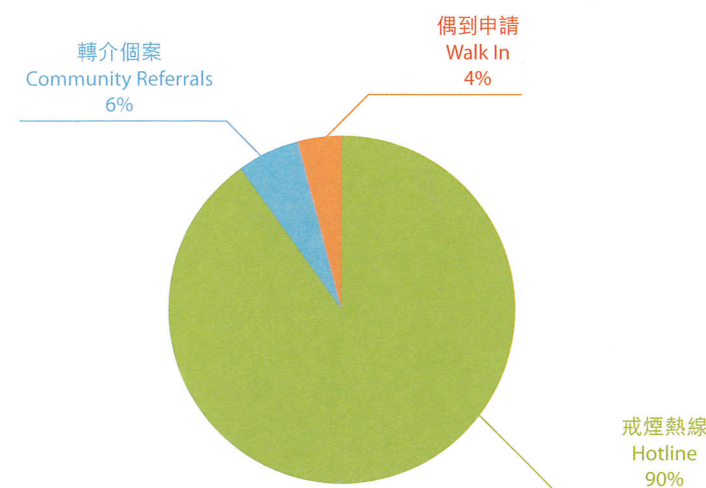


服務流程 Service Flow Chart

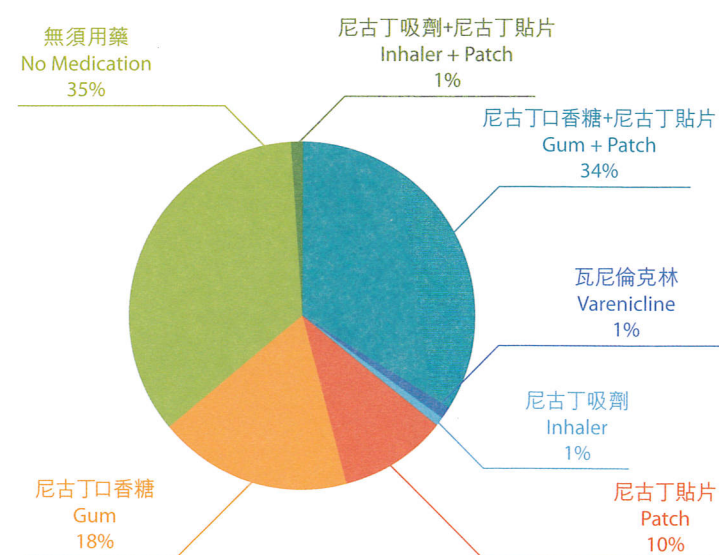


服務統計 Service Statistics

- 由2009年1月至2010年8月，中心已合共處理4,190宗熱線輔導個案。
From Jan 2009 to Aug 2010, 4,190 calls have been handled by our integrated smoking cessation hotline.
- 本中心的累積面談個案不斷增加，至2010年8月為止，已為3,685名吸煙者提供戒煙面談評估及戒煙資訊，當中有1,570位接受戒煙治療服務。
3,685 smokers have received face-to-face assessment and information about quitting and treatment. Out of which 1,570 were successfully engaged to receive smoking cessation treatment.
- 百分之九十的服務使用者來自戒煙熱線。
90 percent of service users were referred from integrated smoking cessation hotline.



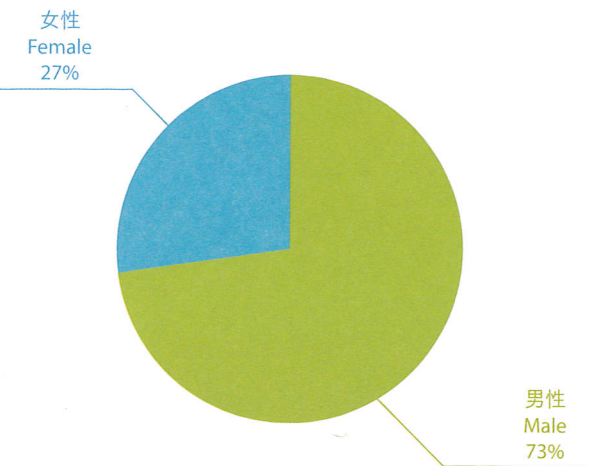
- 百分之六十五的服務使用者使用藥物治療。
65 percent of service users used pharmacotherapy.



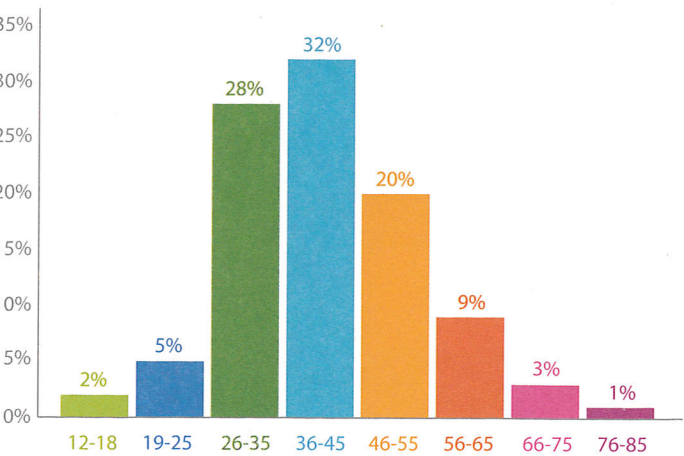
- 二十六週的戒煙率為百分之四十四。
44 percent of service users abstained from smoking at 26th week follow-up.
- 五十二週的戒煙率為百分之四十。
40 percent of service users abstained from smoking at 52th week follow-up.

服務使用者背景
Profile of Service Users

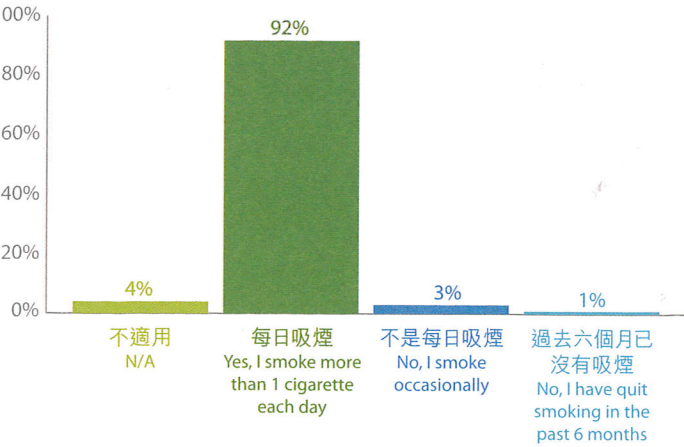
1. 超過七成服務使用者為男性。
Over 70 percent of service users are male.



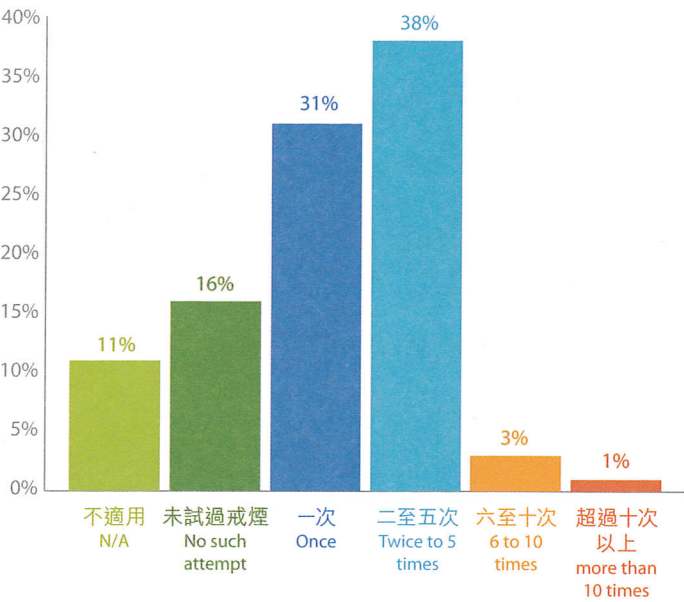
2. 約三分之一的服務使用者年齡介乎36至45歲。
About one-third of service users aged between 36 and 45.



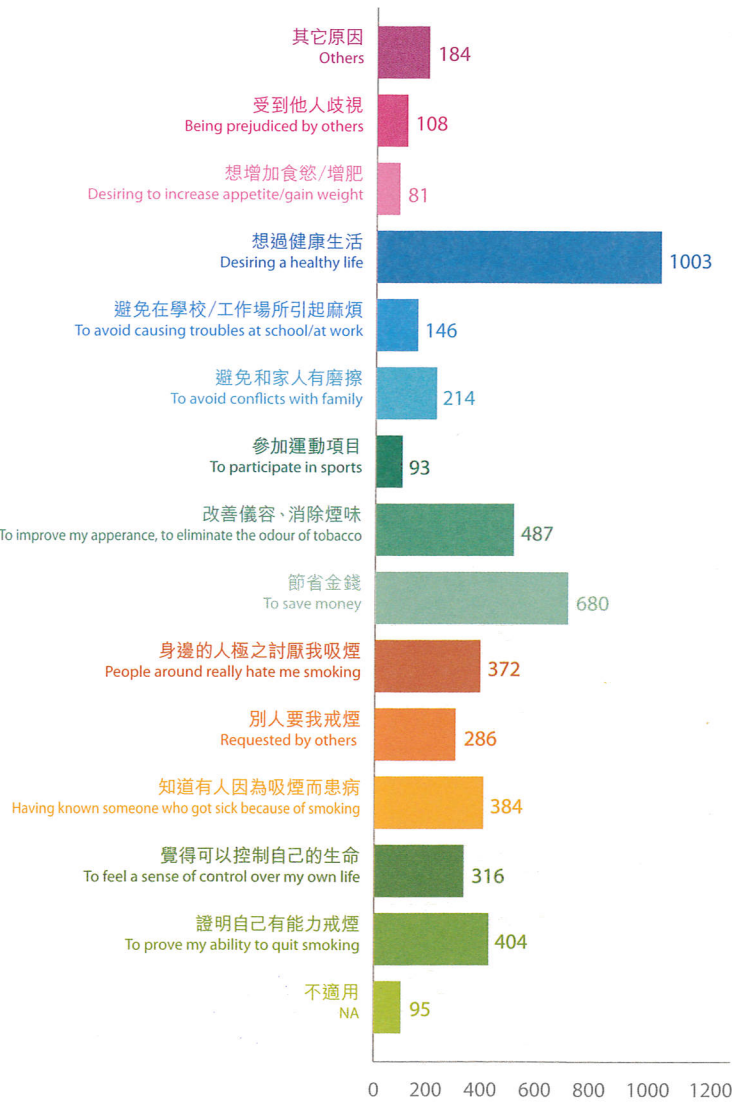
3. 大部份的服務使用者每天均有吸煙的習慣。
Majority of service users (92 percent) are daily smokers.



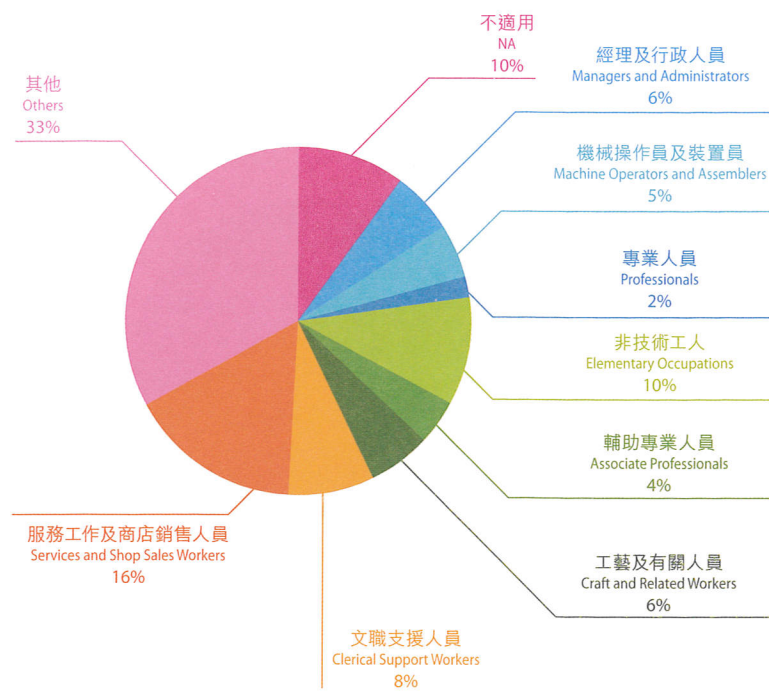
4. 當中超過七成的服務使用者表示在使用服務前曾嘗試戒煙但不成功。
Over 70 percent of service users had failed in previous quit attempt(s).



5. 『希望過健康生活』及『節省金錢』為大部份服務使用者戒煙的推動因素。
“Desiring a healthy life” and “To save money” are the major reasons to quit smoking.



6. 服務使用者來自不同的行業。
Service users are from various occupations.



社區教育及宣傳
Community Education and Publicity



形式 Format	活動名稱 Activity	日期 Date	詳情 Details
社區教育 Community Education	講座 Educational Talk	2009年1月至2010年7月 January 2009 to July 2010	共舉辦131次學校講座，為超過12,662名中小學生介紹吸煙的禍害及戒煙服務。 131 School Talks to introduce hazards of smoking were held in schools with over 12,662 primary and secondary school students participated.
	青少年戒煙小組 Smoking Cessation Group for Young Smokers	2009年1月至2010年7月 January 2009 to July 2010	共為324名曾嘗試吸煙的學生提供成長小組，內容包括協助認識吸煙成癮的過程、拒絕朋友邀請及建立正面自我形象。 Personal Growth Groups focusing on understanding nicotine addiction, assertive skills on refusing smoking invitation, establishing positive self image were offered to 324 students with smoking experience.
	企業戒煙講座 Smoking Cessation Talk for Enterprise	2009年1月至2010年7月 January 2009 to July 2010	共舉辦13次講座予本港企業（包括SONY及奧迪斯電梯公司）的員工，介紹吸煙的禍害，無煙工作間的好處及戒煙服務。 13 Seminars were held for corporations (including SONY and OTIS Elevator Company) to introduce hazards of smoking, benefits of smoke-free workplace and the smoking cessation service.
	2009年世界無煙日 World No Tobacco Day 2009	2009年5月31日 31 st May 2009	動員超過50名家長、幼兒及成功戒煙者於本港四個地區進行巴士巡遊，向社區人士推廣無煙生活及戒煙服務。 A Bus Parade was held with over 50 parents, children and quitters participating to promote smoke-free life and smoking cessation service at four districts in Hong Kong.
	2010世界無煙日 World No Tobacco Day 2010	2010年5月 May 2010	於銅鑼灣行人專用區設立社區展覽及攤位，提升社區人士對吸煙與兩性的影響之認識，並為吸煙者進行一氧化碳測試及皮膚測試，提升戒煙動機。 Community Exhibition was organized in Causeway Bay Pedestrian Zone to raise public awareness on gender-specific hazards of smoking. Skin test and Carbon Monoxide test were conducted to motivate smokers to quit smoking.



專業培訓
Professional Training

東華三院戒煙綜合服務自2009年1月成立至今，一直十分重視與不同專業團體交流分享，為本地及海外有志推動控煙工作的專業人士提供培訓。過去曾提供予本地及海外團體的專業培訓及交流如下：

Since the service launching of ICSC in January 2009, the management of Tung Wah has provided staunch support to ICSC. Resources are given to provide professional exchange and training to ICSC staff and our multi-disciplinary partners. Local and overseas professional training and exchange delivered are listed below:



形式 Format	團體 Organisation	日期 Date	參與人數 No. of participants
12 專業培訓 Professional Training	香港西醫公會 Hong Kong Doctors Union	21/6/2009	120
	香港牙醫學會 Hong Kong Dental Association	16/7/2009	36
	香港家庭醫學學院 The Hong Kong College of Family Physicians	8/8/2009	120
	香港懲教署 Hong Kong Correctional Services	18/9/2009	40
	煙草依賴治療專家證書培訓課程 Certified Tobacco Treatment Specialist Course (Hong Kong)	1-5/2/2010	35
	博愛中醫部 Pok Oi Hospital - Chinese Medical Services	19/3/2010	40
	香港執業藥劑師協會 The Practising Pharmacists of Hong Kong	25/5/2010	50
	東華三院青少年及家庭服務單位 TWGHs Youth & Family Services Units	23/6/2010	60
	香港大學醫學院本科學生 MBBS Students, the University of Hong Kong	27/7/2010, 10,17/8/2010, 5,19/10/2010	80
	煙草依賴控制研討會暨戒煙熱線專業證書課程 Seminar on Management of Tobacco Dependence cum Quit-line Professional Certificate Workshop	22-24/8/2010	40



形式 Format	團體 Organisation	日期 Date	參與人數 No. of participants
13 分享會 Sharing	香港吸煙與健康委員會 COSH	9/4/2009	8
	病人權益組織 Patients' Rights Association	23/4/2009	3
	澳洲 Quit Victoria Quit Victoria, Australia	26/8/2009	3
	世界衛生組織西太區無煙草行動 Tobacco Free Initiative, Regional Office for the Western Pacific, WHO	18, 24/9/2009	10
	台灣董氏基金會 The John Tung Foundation, Taiwan	6/2/2010	2
	香港防癆心臟及胸病協會 The Hong Kong Tuberculosis, Chest and Heart Diseases Association	7/4/2010	6
	懲教署 Hong Kong Correctional Services	12/5/2010	11
	廣東省護理人員 Health Care Professionals, Guangdong Province, PRC	13/8/2010	30
	台灣兒童暨家庭扶助基金 Taiwan Fund for Children and Families	3-5/10/2010	30

服務推廣 Service Promotion

形式 Format	活動名稱 Activity	日期 Date	詳情 Details
服務推廣 Service Promotion	戒煙綜合服務開展禮 Launching Ceremony of Integrated Smoking Cessation Services	2009年2月7日 7 February 2009	推廣一站式及社區為本之戒煙先導服務。 Promote Tung Wah Group of Hospitals ICSC one-stop and community-based smoking cessation pilot services.
	「談兩性戒煙的不同」新聞發佈會 “Gender difference in smoking cessation” News Propaganda	2010年5月31日 31 May 2010	提升市民對女性吸煙問題的關注及推廣關注性別需要的戒煙輔導服務。 Raise public awareness on smoking problem of female and promote gender-specific smoking cessation treatment.
	媒體訪問 電視 無線電視 — 『東張西望』 亞洲電視 — 『時事追擊』 電台 香港電台 — 『精靈一點』 Media Interview Television TVB — “Scoop” ATV — “Shi Shi Zhui Ji” Radio RTHK — “Be Smarter”	2009年9月, 2010年6月11日 September 2009, 11 June 2010	應邀出席訪問節目及意見分享環節, 介紹中心服務及戒煙資訊。 Introduce ICSC services and provide information about smoking cessation in television and radio interviews.
	印製服務宣傳及教育單張 • 戒煙綜合服務中心簡介 • 「無煙勝有煙」標貼 Service Promotion and educational leaflets • ICSC service leaflets • “Smoke-Free” stickers	2009年2月至2010年7月 February 2009 to July 2010	推廣戒煙綜合服務及提供防煙和戒煙教育資訊。 Provide informative and educational materials on prevention of smoking to the general public.
	東華三院戒煙綜合服務中心網頁 ICSC webpage http://icsc.tungwahcsd.org	2009年5月 May 2009	提供服務資料及網上教育。 Provide service information and public education on the centre website.
	Facebook「識得戒」專頁 Facebook link	2010年5月至現在 May 2010 to present	提供服務資料及推廣無煙文化。 Provide service information and promote smoke-free life on web.
	大型廣告板 『唔係眼花, 而係老化』 Billboard “Smoking causes early aging!”	2010年6月15日至現在 15 June 2010 to present	於灣仔商業區懸掛大型廣告, 推廣戒煙熱線服務。 To raise public awareness, especially young female smokers, on hazards of smoking and promote smoking cessation hotline.
	社區展覽 • 認識吸煙的禍害及戒煙服務 Community Exhibition • Understanding hazards of smoking, benefits of quitting and resources of smoking cessation services	2009年2月至現在 February 2009 to present	於全港各區屋村及商場舉行展覽, 提升市民對吸煙禍害的認識及推廣戒煙服務。 Organize exhibitions at public housing estates and shopping arcades to raise public awareness on hazards of smoking and to promote smoking cessation services.

未來方向 Future Directions



戒煙綜合服務將持續熱誠地為戒煙者提供專業服務。未來發展方向包括:

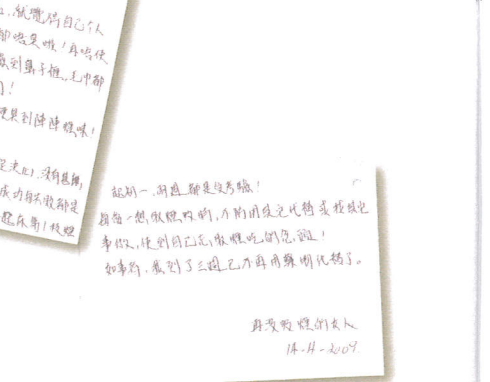
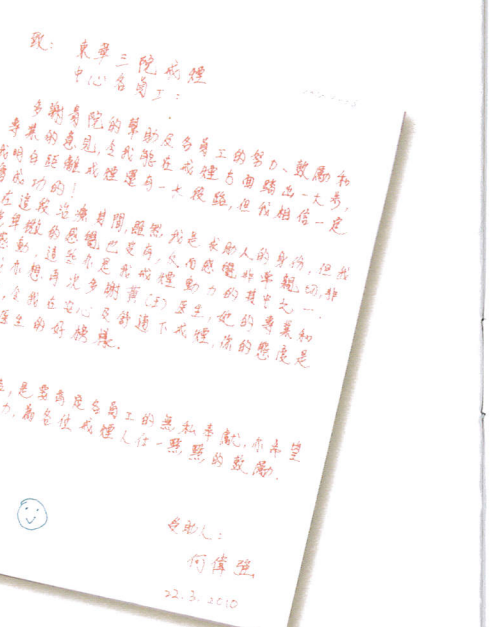
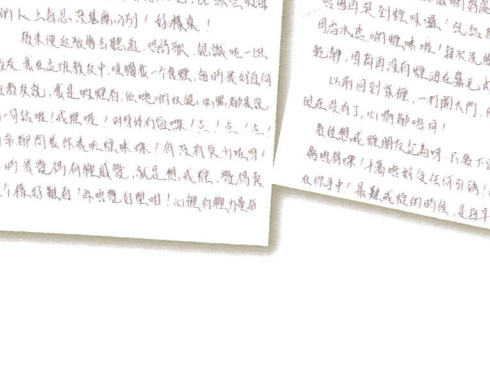
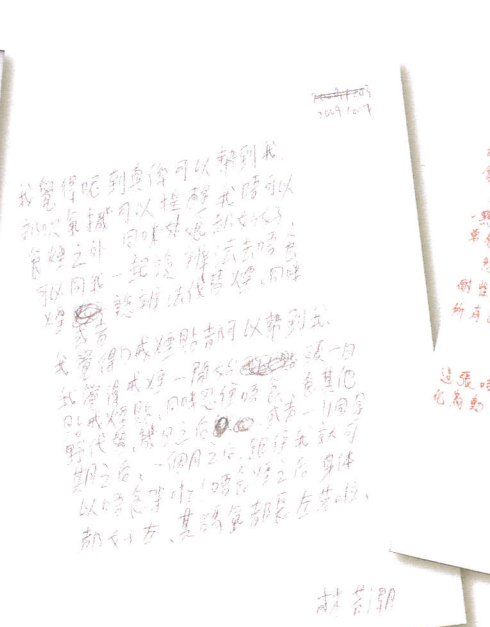
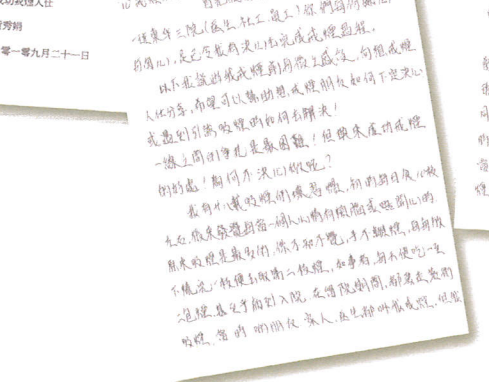
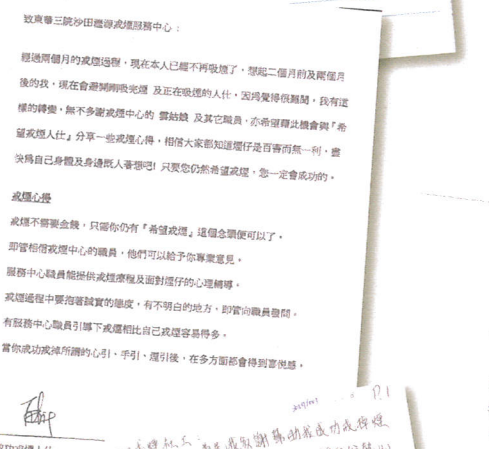
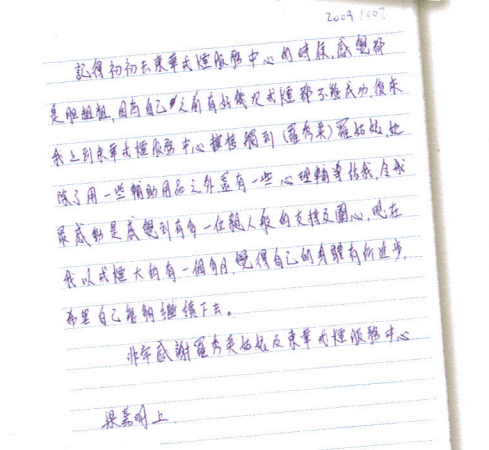
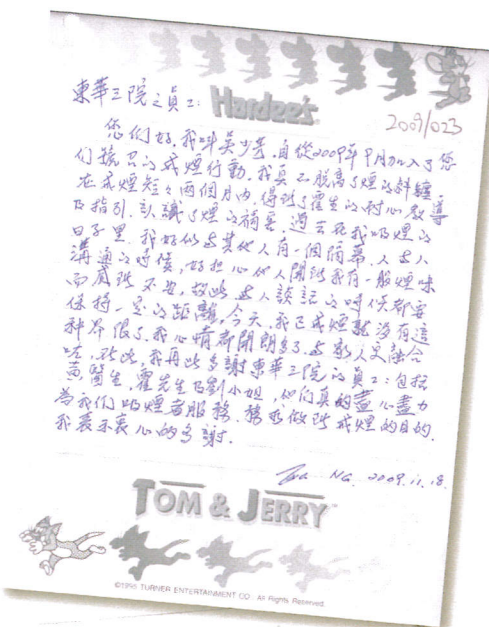
T.W.G.Hs Integrated Centre on Smoking Cessation will continue to provide its services in a professional and passionate way. Our visions for the future include:

- 建立一個本土化及具成效的戒煙治療模式
Develop an indigenous and effective treatment model
- 針對需要作出研究, 以實證為本推行服務
Provide evidence-based practice through research on the effectiveness of different treatment modalities in the Chinese Community
- 致力推動本地煙草依賴治療專家的培訓
Promote capacity building and competence training for local tobacco control specialists
- 與本地及海外控煙專家分享戒煙治療經驗, 推動跨專業合作, 致力提高服務質素
Promote inter-professional exchange and collaborations to enhance service quality



服務使用者心聲

Words from Service Users



鳴謝

Acknowledgement

衛生署
Department of Health

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