

Unofficial Translation

First National Health Assembly
Agenda 3.13

Resolution 1.13 13 December 2008

Promotion of Relationship between Patients and their Relatives and Medical Personnel

The First National Health Assembly,

Having considered the report on the Relationship between Patients and their Relatives and Medical Personnel,

Taking note of and concerned with the change that has occurred in the relationship between patients and medical care givers which has traditionally formed the most important basis for the healthcare system in which the medical care givers are the main source of help, governed by moral and ethical principles, for patients who trust and follow their advice. Such a relationship has changed to a healthcare system as a “service”, consisting of service providers and receivers, which has become more like a commercial medicine leading to conflicts as witnessed in a greater number of disputes and litigations.

Noting several major causes of problems that occur in the relationship between patients and their relatives and medical personnel, such as no disclosure of information between each other, a sense of injustice from public health services under different health service regimes, negative relationships, an imbalance between the demands of the patients and the quality of service providers, including limitation regarding personnel and equipments as well as demands to see improvements and mistakes corrected, thus reflecting the fundamental problems in the healthcare system and reduced trust,

Adhering to the important principles in the promotion of the relationship between patients and their relatives and medical personnel as follows: 1) development of humanistic healthcare system, 2) promotion of mutual trust, and 3) promotion of and support for participation from all sectors,

Taking note of three major objectives in problem solving, i.e. 1) to ensure a safe medical service system, 2) to provide fairness to all parties, and 3) to maintain good relationships between patients and medical personnel during the medical care and foster a long-term cordial and social cooperation to develop a health system that society can truly depend on, while the ultimate objective is to ensure healthy people and social wellbeing,

Commending the progress of the work and various measures designed to promote the relationship between patients and their relatives and medical personnel, especially the work carried out for this purpose by the Working Group on Public Policy under the National Committee on Health Personnel,

Hereby has resolved to:

1. Agree with the development of a policy to promote the relationship between patients and their relatives and medical personnel which is being undertaken by the National Health Commission Office;
2. Endorse the provisions of the recommendations on the promotion of the relationship between patients and their relatives and medical personnel in the attached annex;
3. Call upon the Secretary-General of the National Health Commission to:
 - 3.1 Submit the provisions of the recommendations in Resolution 2 above to the committees concerned for further action;
 - 3.2 Disseminate, coordinate, support and take action to ensure that agencies, organizations and partner networks throughout the country will follow the guidelines for solving problems of the relationship between patients and their relatives and medical personnel in a wide-ranging manner;
 - 3.3 Monitor the implementation of the guidelines for solving problems of the relationship between patients and their relatives and medical personnel and report the progress to the National Health Assembly every two years.
