

Hospital volunteers participate in community integrated screening services in Taiwan

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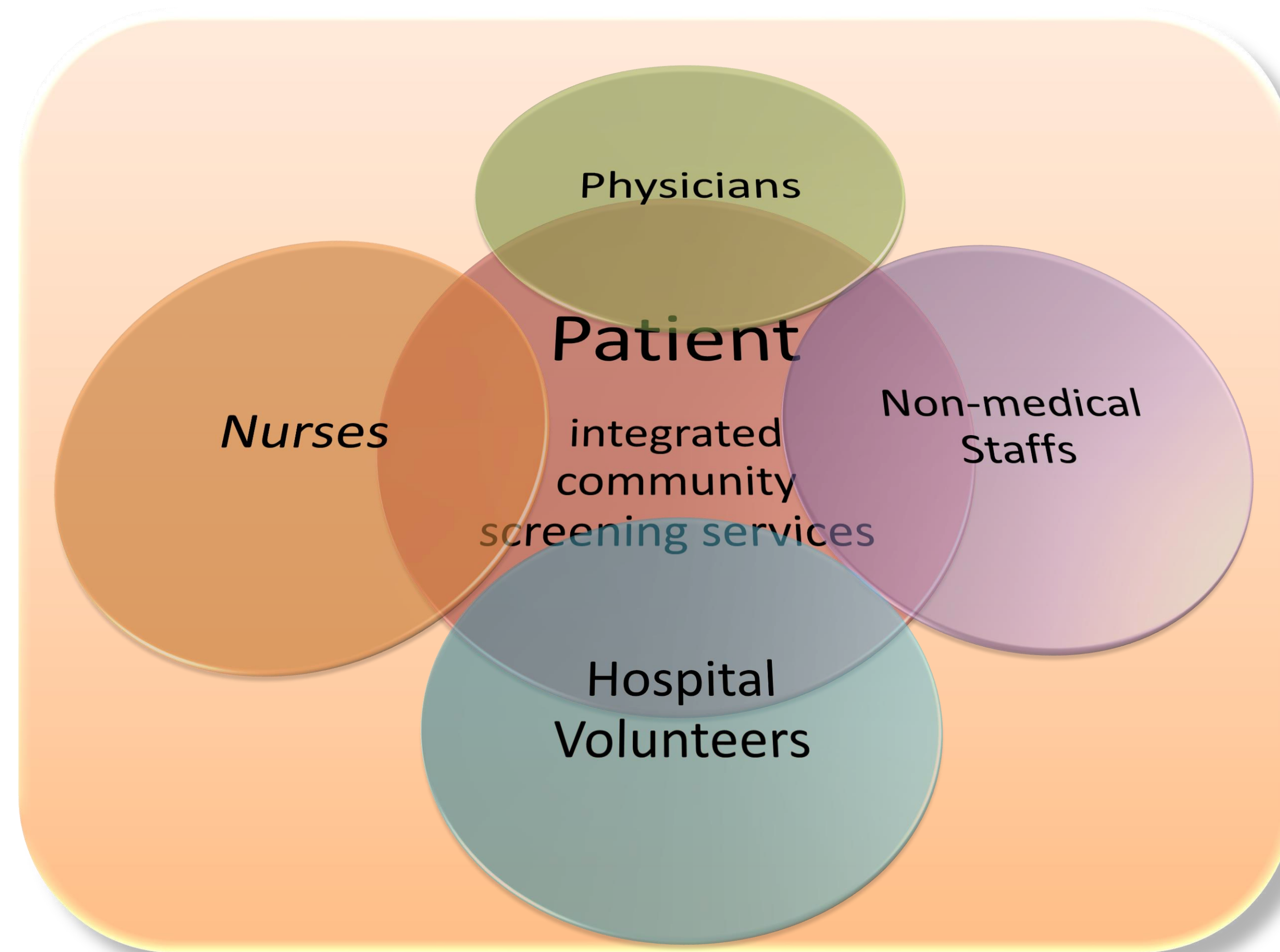
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Introduction

Good health starts with preventive care. In order to implement disease prevention and control, early detection, early prevention and treatment are very important. In Taiwan, regional hospitals assist government health units in promoting community integrated community screening services and establish a preventive medical cooperating model between government health units, regional hospitals, and community residents. The content of integrated community screening includes adult preventive health screening, as well as four cancer screenings including colorectal cancer, oral cancer, breast cancer and cervical cancer. In addition to providing necessary referral care services for community residents with abnormal screening items, also expected to identify and follow-up high-risk groups of chronic diseases and cancers through this activity, and then to provide health education and health care.

Method

The first task of the community integrated screening plan is to recruit screening team members. Screening site members include doctors, nurses, and non-medical staffs. Base on the screening of 200 people per session, the non-medical staff needs more than 20 people. To solve recruiting problem, the hospital invites hospital volunteers with basic medical knowledge to join the team and encourages hospital volunteers to extend services to the community. The hospital had two screenings in 2022 to 2023. Each time, 200 community residents participated in the screening, and 10 hospital volunteers participated in the service, accounting for half of the non-medical staff. The ratio of community residents to volunteers was 20:1. The project that volunteers assist is non-medical, such as assisting people to register and fill in information, explain the process, route guidance to each screening station, support inspection services, take back samples, and assist with questionnaire surveys.



Result

The addition of hospital volunteers not only supplements the shortage of non-medical staff, but also allows medical staff to focus more on professional work, including collecting various specimens, Pap smear screening, X-ray photography, electrocardiogram, Health consultation, etc., and due to the positive and enthusiastic service attitude of the volunteers, good service quality is provided to the community residents. Several people who were received the service said that the volunteers' participation in the screening team made the screening process more smooth. People could feel the volunteers' thoughtfulness and care during the process, and the entire screening service was very satisfactory. In addition, a questionnaire survey of 10 volunteers who participated in the service found that participating in direct community services allow volunteers have a high sense of accomplishment. Allow volunteers achieve the goals of lifelong learning, health, happiness, and social participation. The satisfaction survey reached 94.4%, and most volunteers have a high willingness to continue participate in community services.

Conclusion

The participation of hospital volunteers in the integrated community screening services help improving the quality of the overall service, not only enhance the insufficient manpower of the screening team, but also enable medical professionals to function, and allow community residents to experience high-quality services. We should include hospital volunteers as an important human resource for community screening team and encourage more hospital volunteers to not only serve in hospitals but also actively join the ranks of community screening services, and can maximize the effectiveness of community integrated screening services.

