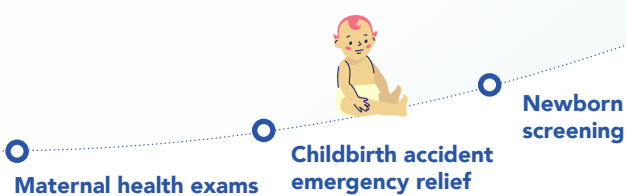
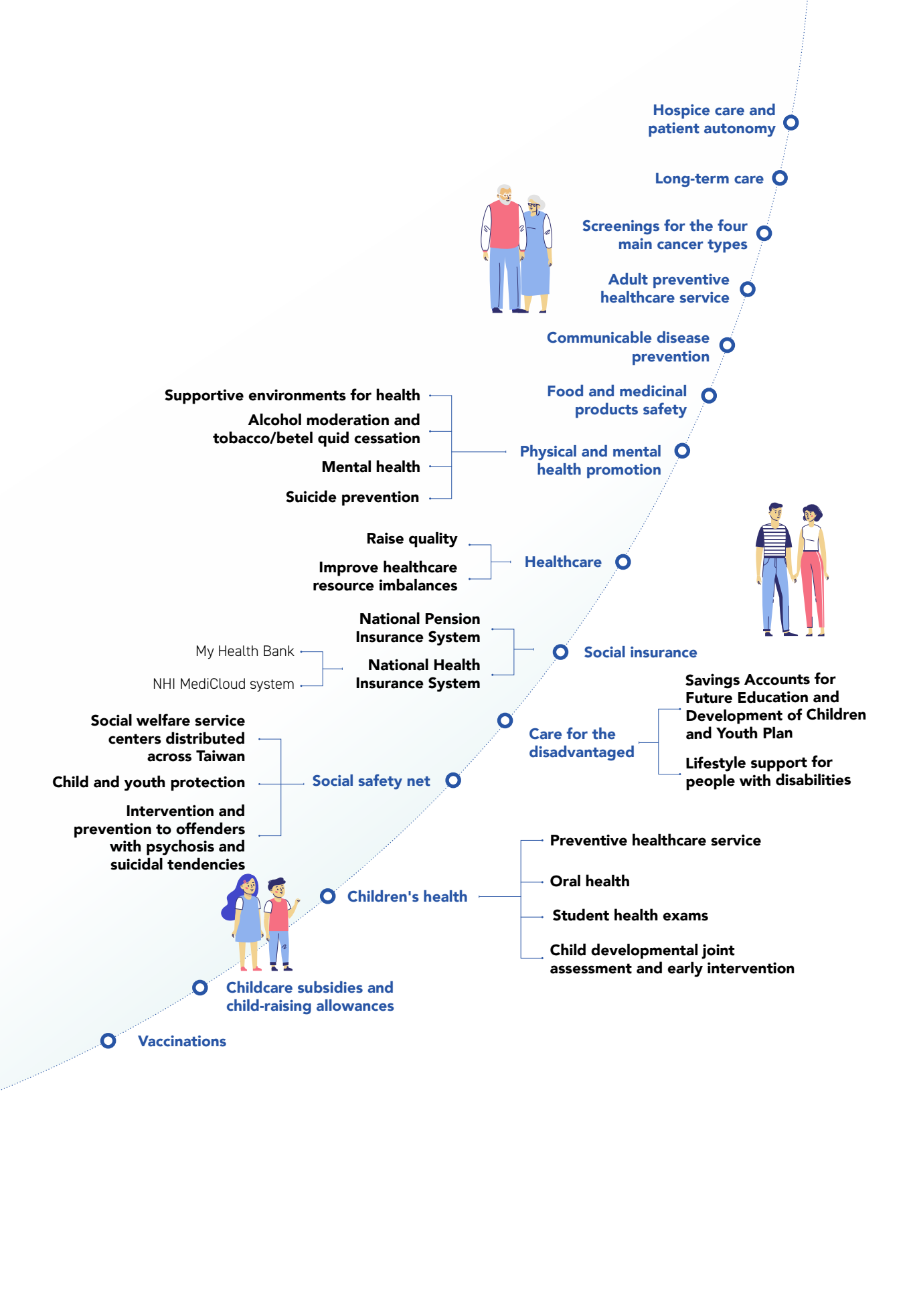


**Ministry of
Health and Welfare**

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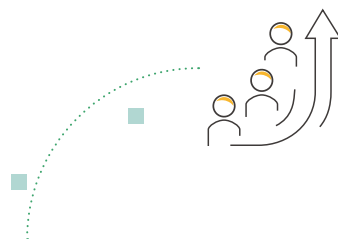
Implement Holistic Healthcare and Promote Happiness

Foreword

The pursuit of holistic healthcare, happiness, and the well-being of all people is the Ministry of Health and Welfare's (MOHW) duty and mission, and the primary goal behind the MOHW's policies. We hope to provide comprehensive life-course care to every person in Taiwan.

Health and well-being are the cornerstones of a happy life. The MOHW aims to provide living environments that promote worry-free child-rearing, healthy development, and active aging. At the same time, we offer social welfare benefits and policies that support health equity and social equality.

The MOHW upholds these principles to protect people's health and happiness. In 2019, CEOWORLD magazine recognized Taiwan as having the best healthcare system among the 89 countries it surveyed. We realize the global village concept by actively participating in international affairs. We offer a helping hand when friends are in need.



Safeguarding Health Starting from Age 0

Taiwan's robust national health insurance supports healthcare system development, medical innovations, and expansion of care capacity. Thus investments in preventive care increase to keep people healthy by warding off sickness.

Whole Course Obstetric Care

The MOHW provides reproductive health consultations, maternal health exams, maternal health education pamphlets, and other support. These programs extend the reach of the MOHW's comprehensive care to the period before birth.

The Health Promotion Administration (HPA), MOHW offers a free consultation hotline, app, and website for obstetric care. Besides providing valuable health knowledge, these tools help manage prenatal exams and maternal health records. People can use them to seek out government resources and assistance before, during and after pregnancy.



To alleviate risks to women during childbirth and ensure that timely relief is available in case of accidents, the "Childbirth Accident Emergency Relief Act" has been in effect since 2016. As birth approaches, the MOHW is there to provide comprehensive support and help welcome a new life into the world.

Building a Road to Healthy Development

Children are the future of the country! On the way to healthy development, the MOHW invests in greater protection for newborns and assistance for parents. Since 1985, Taiwan has offered nationwide newborn screening for congenital metabolic disorders. In October 2019, we increased the number of screening items to 21 and began to fully subsidize hearing exams for citizens within three months of birth. Patients with congenital hearing impairments can then benefit from early intervention.

In recognition of the important role vaccines play as a source of immunity for children, the Taiwan Centers for Disease Control (Taiwan CDC), MOHW offers publicly funded vaccines. From birth to the beginning of elementary school, children qualify for a series of routine vaccinations that prevent a total of 15 infectious diseases. In order to help parents understand their children's health and development status, the HPA offers seven sessions of children's preventive healthcare services to children younger than the age of 7. Fluoride gel applications are offered to children younger than 6 years.





As children reach school age, the MOHW continues to monitor their health and development. The Department of Mental and Oral Health offers fluoride rinse treatments for schoolchildren between the ages of 6 and 12, dental sealant treatment for children's molars, and fluoridated salt to enhance oral health and prevent tooth decay. Besides, the HPA cooperates with the Ministry of Education to implement health-promoting school action plans. These support oral health, visual health, healthy body weights, tobacco and betel quid use prevention, sex education (including HIV prevention and treatment), and National Health Insurance (including medication safety). Through these initiatives, healthy living concepts take root starting at a younger age.

To support developmentally delayed children, the Social and Family Affairs Administration (SFAA), MOHW organizes resources from related agencies and guides every city and county in establishing at least one Children's Development Joint Assessment Center. These centers offer screenings, reports, referrals, joint assessments, treatments, family support, and follow-up services. Added together, these services amount to early intervention for developmentally delayed children and their families.

Building a Robust Childcare Environment

To help parents alleviate the economic pressures of raising a child, the SFAA develops childcare policies. Besides distributing child-raising allowance, the administration provides public and quasi-public childcare services.

Parents need high-quality childcare in order to pursue their careers. Therefore, in addition to providing community-based public day care centers, the SFAA contracts trained nannies and private day care centers to open quasi-public childcare services. These increase childcare capacity. Subsidies are provided based on household income levels. The services are valuable support to working parents.



Achieving Mind-Body Balance to Lead a Happy Life

Apart from managing medical care, the MOHW promotes social welfare with a wide variety of policies that help people balance their physical and mental health.

However, as lifestyle changes, family support systems are weakening. Stress increases when there is a need to care for children and elders. Moreover, food safety, acute communicable diseases, and chronic diseases are all causes for concern. Temptations abound, from tobacco and alcohol to illicit drugs and internet addictions, which can lead to domestic violence and other social ills. These are serious issues in a modern society that must be confronted.

To provide a stable, healthy, and dignified life, the government acts proactively to intervene. It seeks to eradicate or mitigate social ills to bring greater harmony to families and foster tighter knit communities, which supports sustainable social wellness and development.





A Community-based and Family-centric Social Safety Net

To increase protection for people, the MOHW launched the Strengthening Social Safety Net Plan. The plan gathers internal resources from the SFAA, the Department of Protective Services, the Department of Social Assistance and Social Work, and the Department of Mental and Oral Health. Externally, it brings together the Ministry of the Interior, the Ministry of Education, the Ministry of Justice, and local governments. By combining public and private resources with the central and local government systems, the MOHW weaves a strong social safety net capable of aiding everyone. When people face threats in their living situation or environment, the safety net provides the basic support they need to survive.

The Strengthening Social Safety Net Plan establishes a community-based protection system with family-centric integration services. Social welfare service centers distributed across Taiwan provide consultations, guidance, parental education, critical relief, referrals, and other forms of support.

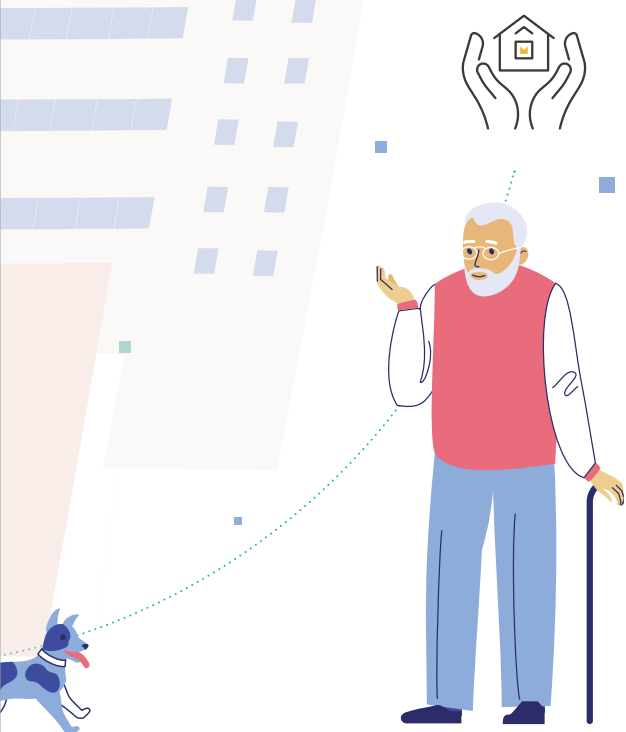
In addition, to avoid serious cases of child abuse and the irreparable harm caused, the Department of Protective Services established Children and Youth Protection and Medical Care Regional Centers. Taiwan has seven centers that strengthen front-line prevention by using technology and professional expertise to assist in identifying whether child abuse took place. At the same time, hospital medical teams help diagnose and treat child abuse victims while enhancing the identification and prevention skills of frontline medical workers. Furthermore, to lower the risk of recidivism and increase suicide prevention effectiveness among offenders with psychosis and suicidal tendencies, the MOHW relies on professional social workers to help intervene and prevent.



All departments and agencies cooperate to link on-campus and off-campus educational resources, assist with job referrals for disadvantaged people, and prevent crime. They meticulously build a safety net that offers comprehensive protection and supports every community member in need of care.

Building Happy Communities That Care for Women, the Disadvantaged, and the Disabled

To protect the rights of disadvantaged groups and uphold social equality, the Taiwanese government actively seeks to implement the United Nations' Convention on the Rights of the Child, the Convention on the Rights of Persons with Disabilities, and the Gender Equality Policy Guidelines. These measures eradicate various forms of discrimination, strengthen the rights of children and people with disabilities, and enhance social participation. At the same time, they help to build a gender-equal society.



Using these principles as a basis for action, the Department of Social Assistance and Social Work implemented the Savings Accounts for Future Education and Development of Children and Youth Plan. This joint savings mechanism between parents and the government helps disadvantaged children and youth accumulate funds to be used towards their future education and career development. Each month, parents save a small sum of money for their children. The government matches the contribution. Together, they build savings that will help disadvantaged children to enroll in higher education, undertake career training, or pursue entrepreneurial ventures. These opportunities can help children to break the cycle of poverty.

Taiwan referred to the World Health Organization's International Classification of Functioning, Disability, and Health when establishing a new system to identify people with disabilities, assess their needs, and provide tailored services. People who meet disability standards receive monthly living expense subsidies to ensure that they remain financially secure. To further enhance quality of life and social participation for people with disabilities, other individual care options available include home care, rehabilitation, and adult foster care.

To support quality of life of people with disabilities, in addition to subsidizing the assistive devices, the MOHW consolidated related services in assistive technology resource centers. These centers offer personal evaluations and device information, repairs and maintenance. Furthermore, considering the heavy physical and mental burden placed on family caregivers, these centers offer on-call and short-term respite care, home visits, and other support services.



Safeguarding Basic Lifestyle Needs and Rights to Healthcare Equality

To ensure that people have basic safeguards that protect their way of life, many countries offer social insurance with supplementary insurance premium subsidies. Social insurance ensures that disadvantaged people maintain access to insurance. National Pension Insurance and National Health Insurance are two different types of social insurance.

As the life-expectancy and elderly population in Taiwan rise, traditional family structures are changing, fewer families are able to carry on their traditional role of caring for the elderly. The National Pension Insurance system was therefore launched in 2008 to provide

economic security to the elderly. People between the ages of 25 and 65 who meet certain conditions can enroll in the program. If they pay their pension premiums on schedule then they will qualify for payouts in accordance with regulations. Either they or their families will receive basic economic guarantees.

To protect the health of people in Taiwan, in 1995 the government launched the National Health Insurance (NHI) system. This new system merged 13 different types of existing insurance that supported medical costs for 59% of the population, including Government Employees Insurance, Labor Insurance, Farmers' Insurance, etc., to form a new state-run, single-payer public insurance system that now covers more than 99% of the population. Satisfaction rates towards NHI have continually stayed above 80%.

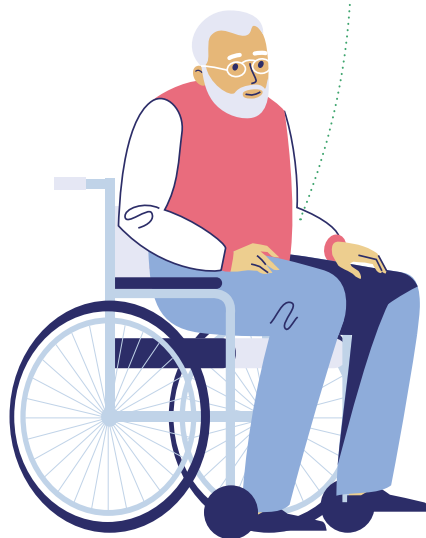


Using Cloud-based Medical Information to Support Patient-centered Care

At its core, NHI is a form of mutual assistance based on social insurance principles. In other words, the system acts as a mechanism for people to share the financial risks of getting sick. The scope includes all forms of necessary medical treatment, such as outpatient, inpatient, dental services, traditional Chinese medicine, and nearly 16,000 items of prescriptions. The MOHW is the primary competent authority that oversees the system and the National Health Insurance Administration (NHIA) is the insurer that is responsible for health insurance implementation, healthcare quality, and information management.

After 25 years the NHI system has accumulated the nation's largest personal health information database. Prioritizing information security, the NHIA collects and organizes the data and applies cloud computing technology to provide information to doctors for reference and offer health insurance information to the general public. To ensure medication safety and to improve the quality of care, the administration built the NHI MediCloud system. Doctors and pharmacists can use the system to check a patient's medication records, operative reports, discharge summaries, etc. The individual cloud service My Health Bank is also available for people to check their recent doctor visits and medication records as well as preventive healthcare information which allows them to better understand health condition and engage in self-health management.





Effective Use of Medical Resources to Create a Win-win Environment for Medical Workers and Patients

The development of Taiwan's medical technology and the establishment of its health insurance system have been the major contributors to the rising health status of its citizens. In 2017, the Economist Intelligence Unit ranked Taiwan second in Asia Pacific for healthcare efficiency and innovation. With limited health resources, however, appropriate government planning is needed to sustain the health insurance system.

For efficient use of medical resources, the NHIA reinforce the referral system to gradually change people's behavior of seeking out medical care and raise visit rates, the HNIA adopted six strategies: increasing primary care service capacity, adjusting copayment fees, raising insurance payment standards for hospital treatment of severe illnesses, strengthening cooperation between hospitals and clinics, enhancing management of medical foundations, and strengthening public promotion. Through these strategies, the goals of reinforcing the referral system and efficiently using of medical resource could be achieved.



Strengthening Doctor-Patient Communication and Reducing Urban-Rural Medical Resource Disparities

To improve the quality of patient-centered medical care service, the Department of Medical Affairs implemented a number of policies. It built the Taiwan Patient Safety Reporting System to support a culture of patient safety. It established the Platform for Shared Decision Making, which together with the HPA's Shared Decision Making platform uses pictorial explanations and the latest evidence-based medical findings to help doctors and patients make joint healthcare decisions. These tools improve doctor-patient communication.

To combat medical resource disparities in rural townships and offshore islands, the MOHW promotes localization of healthcare, emergency medical evacuations, and talent training and retention. Medical equipment expansion, upgraded local emergency medical care and rescue capabilities, and medical telecommunications further enhance healthcare capabilities. To ensure that offshore island patients with critical injuries or illnesses receive proper care, an aeromedical transfer system is used to evacuate patients for treatment. Additional measures to augment primary care mechanisms and medical staffing in rural areas include retention incentives for government-sponsored doctors to encourage them to stay and continue serving the local community.



Comprehensive, Tight Control over Food and Medicinal Products Safety

To protect consumers' health and rights to food safety, the Taiwan Food and Drug Administration (TFDA), MOHW has continued collaborating with groups from various fields to implement a management system that extends from farm to plate. Steps include management and control at production sources, promotion of self-management within industries, enhanced testing and monitoring, and encouraging participation and oversight from the general public. Harsher penalties punish unscrupulous vendors. A wide range of government agencies work together to plug any food safety gaps. The TFDA introduced comprehensive management policies,



including reviews, inspections, and testing, to oversee food, drugs, medical devices, and cosmetics. The safety, effectiveness, and quality of these goods must be ensured to prevent the general public from being exposed to illicit or harmful products. Chinese medicine has also become widely used for health enhancement. The Department of Chinese Medicine and Pharmacy continues to strengthen the management of Chinese medicinal ingredients and encourage quality improvements in order to better protect people's health.



Seamless Disease Prevention to Keep People Healthy and Worry-free

Frequent global interactions have opened channels for communicable diseases to spread more easily and rapidly. As a leader in epidemic prevention, the Taiwan CDC oversees multiple disease control measures, monitoring, and testing tasks. It closely watches epidemic situations in Taiwan and abroad while providing important information and health education to the general public. When epidemics are underway, the Taiwan CDC commits targeted resources to assist with local disease prevention efforts. Border management, distribution of medical supplies materials, and quarantine planning are all carried out with the primary objectives of lowering the risk of infection among the general population and reducing the rate of spread of the disease.

Early Adoption of Health Protective Behavior for Healthy Living

The government and the general public work together to improve Taiwan's ability to counter the threat of acute and communicable diseases. Their efforts lead to an increase in average life expectancy, but detrimental factors remain, particularly harmful lifestyle behaviors and poor eating habits.

Among Taiwanese men and women aged 20 years and above, the prevalence of hypertension and hyperlipidemia remains above 20%. As lifestyles change, the age at which people develop chronic diseases is falling. If this trend continues, risk of disability will rise. The MOHW has therefore been a long-time proponent of health promotion and preventive medicine.





To alleviate the impact of chronic disease, the MOHW established a control framework that includes preventive healthcare, regular examinations, disease care, and disability mitigation. We build supportive environments of health promotion to communities, schools, workplaces, medical institutions, and other settings. We advocate the importance of healthy lifestyles, including balanced diets, healthy waistlines, and regular exercise to the public; furthermore, we help people counter the temptation to use tobacco, alcohol, betel quid, and illicit drugs. These initiatives include tobacco and betel quid cessation, drug and alcohol addiction treatment, and rehabilitation. Subsidized therapy is offered to addicts and barriers to treatment are removed. Officials also list internet addiction as an emerging issue that should be closely monitored.

Discovering diseases early is vital as it enables treatment to begin as soon as possible. People who are at least 40 years of age qualify for adult preventive healthcare services once every three years at more than 6,800 medical institutions across the nation. People who are 65 years or older qualify once every year. To counter cancer, which has long been the leading cause of mortality in Taiwan, the MOHW offers screenings for the four main cancer types (cervical cancer, oral cancer, colorectal cancer and breast cancer) and provide publicly funded HPV vaccinations for junior high girls in Taiwan to further prevent the prevalence of cervical cancer.



Living a Long and Happy Life

Happy Aging and Care for the Elderly

In 2018, Taiwan officially became an aged society, underscoring the importance of the MOHW's efforts to support longevity and healthy lives for the nation's people. Strategies include health promotion and preventive medicine to slow the effect of aging and mitigate the impact of diseases on seniors' life. Additional principles to raise the quality of life for seniors include healthy aging, active aging, and aging in place.

Elderly people have abundant life experiences that make them valuable parts of families and society. Taiwan's recognition of their contributions is shown by each of the nation's 22 cities and counties committing to promote Age-friendly Cities, giving it the highest coverage rate in the world. The MOHW helps local governments examine the living environments of their elderly residents and makes improvements and recommendations for hardware and software services in the urban settings. The goal is for all cities and governments to build age-friendly environments that include age-friendly healthcare institutions.

Long-Term Care Offers a Helping Hand to the Disabled Elderly

As the population ages and service needs become more diverse, demand for long-term care (LTC) for the increasing number of people who are disabled or have dementia is rising. In 2017, the MOHW therefore launched the National 10-Year Long-Term Care Plan 2.0. People only need to dial the 1966 LTC Service Hotline or apply directly to their local government's LTC management center for applications and evaluations. The LTC providers offer qualified applicants care services, physical and daily life care services, and assistive device purchases and leasing. They arrange living environment improvements to eliminate barriers and provide transportation and respite care services. Easy access to these services provides peace of mind to disabled people.





Aging with Dignity

Aging and death are natural parts of the life cycle, but when physical capabilities become permanent disabilities, quality of life may become a greater concern than length of life. To respect the treatment desires of sick patients nearing the end of their life, since 1996 the MOHW has offered hospice care. With the subsequent passage of the "Hospice Palliative Care Act," these rights were put into law. Within 10 years of the start of hospice services, Taiwan's quality of palliative care was named the best in Asia on the Economist Intelligence Unit's 2015 Quality of Death Index. It placed sixth overall among the 80 countries surveyed. In 2019, Taiwan advanced further with implementation of the "Patient Right to Autonomy Act," making it the first nation in Asia to have passed both hospice and palliative care legislation and patient right to autonomy legislation. For terminally ill patients with diseases that no longer respond to treatment, as part of a shift towards holistic care, patients are given autonomy over the type of treatment they receive. This enables the terminally ill and their families to have the highest quality of life possible during trying times.



The population of elderly people with dementia has increased significantly, underscoring the need for urgent action. To provide support, the HPA launched the Dementia-friendly Communities Project. The project seeks to create living spheres centered around dementia patients and household caregivers. In these spheres, people with dementia can lead a respectable, worry-free and safe lifestyle in a familiar and friendly environment. Community network connections expand care resources, so that patients and caregivers have easy access to resources and support.



Taiwan Can Help and Taiwan is Helping

International Cooperation and Assistance

In the era of globalization, with increasing trade and travel, public health has crossed borders and become a topic of international concern and attention.

Taiwan not only cares for its own people but also supports others by participating in international health efforts. The MOHW's Office of International Cooperation leads these initiatives while gathering international health information and gauging public sentiment. Taiwan hosts international health meetings as well as bilateral and multilateral dialogues and discussions to burnish its global image. It seeks to join international health organizations while helping others to build medical capacity. To support Taiwan's health diplomacy, the MOHW cooperates with the Ministry of Foreign Affairs to conduct international health aid programs.



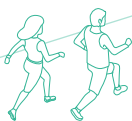
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■ Health Happiness Fairness Sustainability



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