

Organised by :



Sole Funder :



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust

The 9th Global Conference of the Alliance for Healthy Cities
“SMARTER HEALTHY CITIES BEYOND COVID-19”

3 - 5 Nov 2021

Best Covid-19 Global Community Project Award

2021/11/05

Peter SUEN

Hong Kong Special Administration Region





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“SMARTER HEALTHY CITIES BEYOND COVID-19”

**Enabling, ensuring and empowering
uninterrupted safe provision of healthcare
with community mesh network
and telehealth**

Peter SUEN, HKSAR





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Covid-19 reminded us of SARS in 2003

ENABLE, ENSURE and EMPOWER

UNINTERRUPTED

SAFE PROVISION of Healthcare

when all came so sudden that

there were no surgical mask / alcohol rub / protective gears

our public hospital beds are always 100% occupied





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Strategics and Action

No one can manage alone or stand aloof
Paradigm shift on top of traditional wisdom

Create supplies with

COMMUNITY MESK NETWORK

Satisfy demands by **TELEHEALTH**

Control unnecessary demands by **KNOWLEDGE**





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健康城市聯盟

中國香港支部



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Traditional wisdom – protect ourselves

- Hygienic workplace and home
 - Industrial standard HEPA filtration systems
 - UV-C lights on timer
 - Bleach and disinfectant for surfaces and floorings
 - Partitioning and spacing out
 - Universal precaution procedures in place and re-training
 - Cut unnecessary physical contacts
 - ASTM surgical masks
 - Alcohol sprays and wipes
 - Vitamin C rich fruits.
- Not one single case throughout the outbreak.





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Support emotions and satisfy necessities

- Telehealth hotline for staff and carers
 - Proactive sending of encouragement messages / pictures / laughter everyday
 - Support around the clock
 - Groceries, dinner packs, fresh fruits
 - Uber taxi
 - Nursery
 - Advise on management of minor illness
 - Arrangement to private hospital for surgeries / physiotherapy
- Over 1,000 calls, all happy ending



To protect by vaccination

- We encourage vaccination
 - by example from top management
 - with cash / dinner incentives
 - Combat myths



Make our own surgical mask and share them

- Cleanrooms
- ISO13485
- Automation
- ASTM level 3 for protection
- **Because Quality Matters**
- Sell them at cost and give away millions



Electronic drug administration APP & Telehealth

- Ensure drug adherence
- Increase effectiveness of healthcare professionals
- eHealthRecord integration
- Medical consultation and pharmacist intervention online
- Reduce transportation
- Minimize use of paper

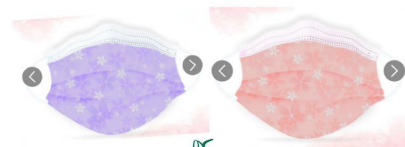


iPad® for fun & entertainment

- Gift / Loan system
- Improve mental health
- Increase sense of responsibility
- Make the whole team works



A thousand smiles on Mother's Day





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Speed up digital evolution in Care Homes & Primary Care

- Experts in care homes
- 24/7 development and UAT
- Cloud-based Management System
- APP and IoT
- API for automatic dispensing machines
- Recognized by government for funding





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No KPI, Just bring out the best of us. Thank you.

*Because Caring is
Only the Beginning*

