

# 与时并进 *To Move with the Times*



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## 顾客服务意见调查

本处就灭火及救援服务进行顾客服务意见调查，以便向市民提供更优质的服务。有关调查已经完成，本处现正研究顾问报告。

## Customer Satisfaction Survey

A customer satisfaction survey on fire-fighting and rescue services with a view to enhancing the quality of our services to the public had been completed. The consultancy report is being studied.

## 辅助医疗服务质素保证系统

辅助医疗服务质素保证系统已于二零一零年八月全面推行，以改善辅助医疗救护服务质素保证工作的效率及成效。这个新购置的电脑辅助评估工具，可监察辅助医疗人员的临床表现。前线救护人员输入的所有救护车出勤电子记录会经电脑运算，并对照根据辅助医疗程式而订的既定规则，从而确定医疗程式是否已予遵守。这个系统有助前线人员审阅救护车出勤记录，并凸显已采用医疗程式的个案。

## Paramedic Services Quality Assurance System

The Paramedic Services Quality Assurance System was fully implemented in August 2010 to improve the efficiency and effectiveness of quality assurance activities of paramedic ambulance service. It is a newly acquired computer-aided assessment tool to monitor the clinical performance of paramedics. All electronic Ambulance Journey Record completed by frontline ambulance personnel are computed by the system for the determination of protocol compliance based on the pre-set rules in accordance with the paramedical protocols. The system has facilitated frontline officers in reviewing the Ambulance Journey Records and highlighted those cases with protocol activation.



救护人员在救护车透过救护车出勤电子记录输入病人资料  
Ambulance personnel inputs e-ambulance journey record inside an ambulance



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## 救护车出勤电子记录

救护车出勤电子记录系统透过电脑化设备，输入伤病者的资料，以取代传统手写出勤记录的做法。这个系统提供数码化平台，备存重要的伤病者资料，以供进行分析，并有助优化辅助医疗服务质素保证系统。新系统已于二零一零年年中全面使用。

## e-Ambulance Journey Record

An electronic Ambulance Journey Record (e-AJR) System is a computerised system designed for documenting patients' data through electronic means with a view to substituting traditional hand writing ambulance journey record. The e-AJR system provides a digital platform for capturing important patient data for analysis and enhances the Paramedic Services Quality Assurance Scheme. The new system was fully implemented in mid-2010.

## 救护车调派分级制

政府拟于本港推行救护车调派分级制，目的是为最有需要的伤病者提供更快捷有效的紧急救护服务。公众咨询的结果显示，大部分回应者都同意，应按照召唤的紧急程度，订定调派救护车的优先次序。

## Medical Priority Dispatch System

The Government has planned to implement a Medical Priority Dispatch System (MPDS) with a view to providing more effective ambulance response to people in critical need. The outcome of a public consultation showed that most of the respondents agreed that ambulance responses should be prioritised in accordance with the degree of urgency of the calls.

由于公众普遍支持救护车调派分级制的原则及主要框架，本处已着手探讨改善紧急救护服务以配合上述的原则。

In view of the public's general support for the principles and broad framework of the MPDS, the Department has started exploring the way of enhancing emergency ambulance services in line with the above principles.

## 高空拯救队

高空拯救队将于二零一一年年中成立，由66名来自特种救援队的成员组成。所有成员均已接受为期五周的进阶训练，以便在各种高空拯救行动中，执行涉及使用绳索及专门装备的救援任务。

高空拯救队的主要职务是执行高空拯救行动，例如涉及缆车、塔式起重机、桥塔、建筑地盘棚架及高楼大厦吊船的事故。

## 核生化部队

随着工业急速增长、科技持续发展，核生化物料的使用亦日趋增加。本处有需要成立一支核生化部队，提供优质而全面的紧急服务。

核生化部队将包括四支核生化分队，由182名前线消防人员组成，负责处理核生化紧急事故。核生化分队成员已接受专业训练，深入掌握处理核生化事故的相关技能。此外，15名人员在美国伊利诺消防学院接受进阶训练后，获得核生化专业人员资格。预期核生化分队将于二零一一年投入服务。

## 消防训练学院

现今社会瞬息万变，为应付种种挑战，消防处积极计划将现时的消防训练学校重新建造为一所国际级消防训练学院。消防训练学院位于将军澳百胜角，占地十多公顷。

为提升训练水准，以加强消防处人员的专业能力，拟兴建的消防训练学院是一所设备全面的训练组合，内部设有多种独立训练场地及区域，分别用以进行不同的特定训练项目，教授各种专门技巧及知识。消防训练学院亦可提供多种不同训练，包括最基本的消防及救护训练以至大型灾难事故处理方法，使本处属员的专业能力更臻卓越。消防训练学院可望于二零一五年落成。

## High Angle Rescue Team

The High Angle Rescue Team will be formed in mid 2011. The team will consist of 66 members who are recruited from the Special Rescue Squad. All the members would have undergone a five-week advanced training to perform rescues involving the use of ropes and specialised equipment for various high angle rescue operations.

The main duty of the team is to carry out rescue operations at high angle locations such as cable cars, tower cranes, bridge towers, scaffoldings at construction sites and suspended working platforms of high rise buildings.

## HazMat Team

The rapid industrial growth and on-going scientific development have increased the use of hazardous materials (HazMat). There is a need for the Department to develop a HazMat Task Force to provide a high quality and comprehensive emergency service.

The task force will include four HazMat Teams, comprising 182 frontline fire personnel, to respond to HazMat emergencies. The team members had been extensively trained and acquired relevant skills in handling HazMat incidents. In addition, 15 officers had been certified as HazMat specialists after receiving advanced training in the Illinois Fire Service Institute in the USA. The HazMat Teams are expected to be put into operation in 2011.

## Fire Services Academy

To cater for challenges from the ever-changing world, the Department is actively planning for the redevelopment of the existing Fire Services Training School into a Fire Services Academy of international standards. The academy will be situated at Pak Shing Kok in Tseung Kwan O with an area over 10 hectares.

To enhance training standard and to strengthen professionalism of Fire Services Department personnel, the proposed academy will be a fully integrated complex comprising a wide array of independent training sites and sectors, each specialised to provide skills and knowledge for specific training objectives. The Fire Services Academy will have the capability to provide an infinite range of training challenges, from the most basic fire and ambulance training to ways of dealing with major disasters, enabling the professionalism of Service members to rise to new heights. The construction of the Fire Services Academy is expected to complete in 2015.



1 高空拯救示范  
A demonstration of high angle rescue

2 核生化部队成员进行清洗演练  
A decontamination drill by the HazMat Team