與時並進
To Move with the Times

顧客服務意見調查

本處繼二零零六年就緊急救護服務進行顧客服務意見調查後，現正就滅火及救援服務進行類似的顧客服務意見調查，以便向市民提供更優質的服務。預計顧問報告將於二零一零年完成。

輔助醫療服務質素保證系統

消防處就輔助醫療服務而新購置的電腦輔助「質素保證系統」，採用了新設計的程序。該系統的特色是能夠自動評估醫療程序是否已予遵守，並且執行有關措施，以改善輔助醫療救護服務質素保證工作的效率及成效。系統已經開始實際試行，並將於二零一零年全面推行。

電子救護車出勤記錄

二零零九年年底，消防處於港島試行電子救護車出勤記錄系統。該系統取代了傳統手寫出勤記錄的措施，而方法是透過電腦化設備輸入資料。電子救護車出勤記錄的數碼模式可以方便取得資料，以供進行質素保證工作及處理統計數據，從而提升輔助醫療救護服務的長遠專業發展。預期新系統會大大改善質素管理工作的效率，而該系統的試驗計劃亦將於二零一零年年中推展至九龍及新界。

Customer Satisfaction Survey

Subsequent to the Customer Satisfaction Survey on emergency ambulance service in 2006, the Department is conducting a similar survey on fire-fighting and rescue services with a view to enhancing the quality of our services to the public. It is expected that a consultancy report will be completed in 2010.

Paramedic Service Quality Assurance System

The newly acquired computer-aided Quality Assurance System adopts newly designed process with emphasis on automation in the assessment of medical protocol compliance and implements measures to improve the efficiency and effectiveness of quality assurance activities of paramedic ambulance service. The system has been put on trial run and will be fully implemented in 2010.

E-Ambulance Journey Record

An electronic Ambulance Journey Records (e-AJR) System was launched on a trial basis on Hong Kong Island at the end of 2009. The system will substitute traditional hard copy journey record by means of data input through computerised equipment. The digital format of the e-AJR can facilitate the capturing of data for quality assurance and statistics processing and enhance the professional development of paramedic service in the long run. It is expected that the new system will greatly improve the efficiency of quality management. The trial will be extended to Kowloon and the New Territories in mid-2010.

救護人員在救護車內輸入出勤紀錄資料
An ambulance personnel inputs journey record data inside ambulance

救護車調派分級制

政府擬於本港推行救護車調派分級制，目的是提升緊急救護服務水平，為最有需要的傷病者提供更快捷的服務。為期四個月的公眾諮詢於二零零九年七月展開。當局會進一步分析並研究集得的數據資料，以決定計劃的實施細節。

Medical Priority Dispatch System

The Government has planned to implement a Medical Priority Dispatch System with an objective to enhance the quality of emergency ambulance service by providing quicker response to people in greatest need. A four-month public consultation period was launched in July 2009. The data collected will be under further analysis and study to decide on the implementation details of the scheme.

參與四川地震搜救的特種救援隊成員獲行政長官嘉獎
SRS members who took part in search and rescue work in Sichuan Earthquake are awarded by the Chief Executive

特種救援隊

特種救援隊共有830名成員,由消防和救護人員組成,配備重型切割及爆破工具、電子搜索儀器和強力的承重支撐系統,以加強進行大型救援行動的能力。

特種救援隊於九月出動處理西九龍環球貿易廣場建築地盤的工業意外,當中一個位於30樓的工作平台突然塌下,直墮至10樓。特種救援隊於數以噸計的瓦礫底下掘出六名工人。

坍塌搜救專隊

坍塌搜救專隊於二零零九年十一月成立,從特種救援隊中挑選約120名消防和救護人員組成。該隊的成員須接受專門訓練,內容包括進階搜救技巧及先進設備的運用。坍塌搜救專隊的主要職責,是在本港或外地發生的構築物坍塌、山泥傾瀉或其他重大事故中,搜救瓦礫底下的被困者或被埋者。

Special Rescue Squad

The Special Rescue Squad (SRS), comprising 830 fire and ambulance personnel, is equipped with advanced equipment including heavy-duty cutting and breaking machines, electronic searching devices and powerful load-bearing supporting system to enhance its capabilities in handling major rescue operations.

In September, the squad attended an industrial accident at the construction site of International Commerce Centre in West Kowloon in which a working platform on the 30th floor was collapsed and fell down to 10th floor level. Six workers were extricated from tonnes of debris.

Urban Search and Rescue Team

The Urban Search and Rescue (USAR) Team was set up in November, 2009. The Team consists of some 120 fire and ambulance personnel who were selected from the Special Rescue Squad. USAR members received specialised training including advanced search & rescue techniques and the use of sophisticated equipment. Their main duty is to carry out search and rescue of victims trapped/buried underneath rubbles after structural collapse, landslide or other major incidents occurred locally or overseas.