

# 與時並進

*To Move with  
the Times*



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## 顧客服務意見調查

本處就滅火及救援服務進行顧客服務意見調查，以便向市民提供更優質的服務。有關調查已經完成，本處現正研究顧問報告。

## 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.

## 輔助醫療服務質素保證系統

輔助醫療服務質素保證系統已於二零一零年八月全面推行，以改善輔助醫療救護服務質素保證工作的效率及成效。這個新購置的電腦輔助評估工具，可監察輔助醫療人員的臨床表現。前線救護人員輸入的所有救護車出動電子記錄會經電腦運算，並對照根據輔助醫療程式而訂的既定規則，從而確定醫療程式是否已予遵守。這個系統有助前線人員審閱救護車出動記錄，並凸顯已採用醫療程式的個案。

## 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.



救護人員在救護車內透過救護車出動電子記錄輸入病人資料  
Ambulance personnel inputs e-ambulance journey record inside an ambulance



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## 救護車出動電子記錄

救護車出動電子記錄系統透過電腦化設備，輸入傷病者的資料，以取代傳統手寫出動記錄的做法。這個系統提供數碼化平台，備存重要的傷病者資料，以供進行分析，並有助優化輔助醫療服務質素保證系統。新系統已於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，目的是為最有需要的傷病者提供更快捷有效的緊急救護服務。公眾諮詢的結果顯示，大部分回應者都同意，應按照召喚的緊急程度，訂定調派救護車的優先次序。

## 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.

由於公眾普遍支持救護車調派分級制的原則及主要框架，本處已着手探討改善緊急救護服務以配合上述的原則。

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.

## 高空拯救隊

高空拯救隊將於二零一一年年中成立，由66名來自特種救援隊的成員組成。所有成員均已接受為期五周的進階訓練，以便在各種高空拯救行動中，執行涉及使用繩索及專門裝備的救援任務。

高空拯救隊的主要職務是執行高空拯救行動，例如涉及纜車、塔式起重機、橋塔、建築地盤棚架及高樓大廈吊船的事故。

## 核生化部隊

隨着工業急速增長、科技持續發展，核生化物料的使用亦日趨增加。本處有需要成立一支核生化部隊，提供優質而全面的緊急服務。

核生化部隊將包括四支核生化分隊，由182名前線消防人員組成，負責處理核生化緊急事故。核生化分隊成員已接受專業訓練，深入掌握處理核生化事故的相關技能。此外，15名人員在美國伊利諾消防學院接受進階訓練後，獲得核生化專業人員資格。預期核生化分隊將於二零一一年投入服務。

## 消防訓練學院

現今社會瞬息萬變，為應付種種挑戰，消防處積極計劃將現時的消防訓練學校重新建造為一所國際級消防訓練學院。消防訓練學院位於將軍澳百勝角，佔地十多公頃。

為提升訓練水準，以加強消防處人員的專業能力，擬興建的消防訓練學院是一所設備全面的訓練組合，內部設有多種獨立訓練場地及區域，分別用以進行不同的特定訓練項目，教授各種專門技巧及知識。消防訓練學院亦可提供多種不同訓練，包括最基本的消防及救護訓練以至大型災難事故處理方法，使本處屬員的專業能力更臻卓越。消防訓練學院可望於二零一五年落成。

## 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.



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- 1 高空拯救示範  
A demonstration of high angle rescue
- 2 核生化部隊成員進行清洗演練  
A decontamination drill by the HazMat Team