



Yuli, Kuanshan

**End-of-the-Year Blessing
January 21, 2012**

On January 21, at 6:15 in the morning, Master De Min, Master De Chen, CEO Chin-Lon Lin, and directors of the Hualien Tzu Chi Hospital traveled by train or car to deliver care packages and blessings to the hospital personnel in the southern area. They first stopped by Kuanshan Tzu Chi Hospital, thanking all the medical staffs who stayed on duty



Jing Si Abode's Master De Min is wishing a young patient speedy recovery.

during the Chinese New Year holidays and for their hard work in the past year.

It was sunny that morning. The medical staffs and volunteers of Kuanshan Tzu Chi Hospital were anxiously waiting for the guests in the lobby. They greeted the arriving group with a warm and sincere welcome, and then followed with discussion. Medical examiner Chi-Hsiung Huang began thanking Master Cheng Yen for establishing Kuanshan Tzu Chi Hospital, and Dr. Lin for his concern of



At the Kuanshan Tzu Chi Hospital lobby, Hospital Superintendent Poon is delivering red-envelops to staffs and visitors.

With good-fortune bags, personnel at the Yuli Tzu Chi Hospital can feel the love from the big family of Tzu Chi. All staff stayed on duty during Chinese New Year holidays, safeguarding patients' lives.



the hardware of the hospital. People in the rural areas now have access to quality medical service at the level of a university medical center. Nurse Shu-Chuan Luo joined the medical team in July of 2011. She was a graduate and a foundation-funded student of Tzu Chi College of Technology. When she shared her thoughts, her bright smiles and sincere words fill the place with energetic life.

"It's far from home here, but our school colleagues often encourage and care for us to make us feel like home here. In Kuanshan Tzu Chi Hospital, we play various roles, besides working in the patients' ward; we also support the emergency room service, sometimes even the security service. We have had many new experiences, such as participating in free clinics in rural areas. This January, I went to Yunnan to participate in a Tzu Chi's winter distribution. Now, I am working on the musical performance

of Water Repentance. We are all very happy, and wish to continue serving at the Kuanshan Tzu Chi Hospital." Shu-Chuan Chang, director of Hualien Tzu Chi Hospital's Nursing Department, complimented her sharing as a good example for new staff.

After the discussion, Master De Chen and De Min, Dr. Lin, and Superintendent Win-Him Poon began distributing the



wisdom red-envelops, as well as good-luck bags filled with apples and glutinous cupcakes. The souvenirs represent a smooth life and good fortune to all staffs and volunteers. Afterwards, they visited inpatients on the third floor to deliver a New Year blessing. They also gave red-envelopes and good-luck bags to the staff that were still on duty on the first floor. Poon specially introduced Clinical Laboratory Unit's team leader Hong-Dian Su. Su assisted the hospital in obtaining an annual contract on clinical laboratory analysis. Although Su is the only person in his department, his out-of-hospital services led to an increase in revenue of several hundred thousand dollars to the hospital.

At noon, they continued to visit the Yuli Tzu Chi Hospital. They first went to the fifth floor patients' ward to deliver good-luck bags and red envelops, then

continued to the frontline service units thanking medical members for their sacrifice during the holidays.

Hospital Superintendent Yu-Ling Chang also shared his personal experience, "Many patients, especially those first-timers, are nervous when we do our rounds. If they are like grandpa or grandma, I would greet them in Japanese. A simple 'O-Hi-Yo' can make them feel like home. If it is a tribal elder, I will say 'where a-la-la?' which means, where does it hurt? A grandma was so happy that I spoke her language. She then replied, 'my head is a-la-la, my feet also a-la-la, and my waist also a-la-la.' How do we know where she is really in pain? So I applied pressure to the area. If grandma truly is painful, she will say, "a-la-gu" (hurts very badly). And, the longer she drags the "gu" sound, the more painful she is." Everyone laughed at his encounter. Although it is funny, it was meant to calm patients and breakdown the gap of communication, and to improve the trust between doctors and patients.

The number of patients increased dramatically during the Chinese New Year. Although there was limited manpower, with the big family's support and encouragement, all medical personnel of the Kuanshan and Yuli Tzu Chi Hospital continue to safeguard patients' health by staying on duty during the holidays.

