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## **Hospital as a Sheltered Workshop to Improve the Disabled People's Resilience with Working Capability and to Re-join Our Society**

(Work in Progress)

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### **ABSTRACT**

The hospital with sheltered workshops can provide both medical care and vocational training that help the disabled patients improve not just their health but also re-build their confidence to re-join our society. The fundamental support for the sheltered workshop is legally the People with Disabilities Rights Protection Act and medically the hospital institutions. This case is about how we can learn from the Bei-tou hospital of Tri-Service General Hospital, which has been contributed to the sheltered workshop for their patients by cooperating with the Labor Bureau of Taipei City Government since April of 2012.

*Keywords:* Sheltered workshop, disabilities right protection act, post-traumatic stress disorder,

### **INTRODUCTION**

The hospital with sheltered workshops can provide both medical care and vocational training that help the disabled patients improve not just their health but also re-build their confidence to re-join our society. The term sheltered workshop refers to an organization or environment that employs people with disabilities separately from others, usually with exemptions from labor standards, including but not limited to the absence of minimum wage requirements. This case study tends to demonstrate how we can learn from the Bei-tou hospital of Tri-Service General Hospital, which has been contributed to the sheltered workshop for their patients by cooperating with the Labor Bureau of Taipei City Government since April of 2012.

### **REAL WORLD DISASTERS**

Life is not easy for each individual, particularly for disabled people who suffered physical damage and mental trauma. For the past six years, it happened the tragedies that killed and injured hundreds of people, such as the aircraft crash in Kee-long river in Taipei city that killed 43 people in 2015, the Ba-xien Paradise powder explosion in New Taipei city that injured 499 people in 2015, the train crash of Puyuma in I-lan county that killed 18 people in 2018 and also the train crash of Taroko in Hualien county that killed 49 people in 2021. Such kind of adversity, misfortune, and tragedy caused not only serious casualties tolls but also left alive people to disable, and it takes a long way to go to restore from the post-traumatic stress disorder, PTSD.

On Friday, April 2, this year, an express train of Taroko running fast along the east coast of Taiwan, unfortunately, derailed after colliding with a crane truck that was just on tracks. Forty-nine people died in the accident of human error, while hundreds of others in this train were treated for injuries. Many of the victims of the crash were traveling to Hualien and Taitung to pay respect to their ancestors during the Tomb-Sweeping holiday

### **HOPITAL HELPS RE-JOINING OUR SOCIETY**

Medical cares are so important to restore our patients physically and mentally. Together with the Department of Labor, Taipei City Government, the Bei-tou hospital of Tri-Service General Hospital have been performing the sheltered workshop for the disabled people since 2016 and had trained them with medical cares and also to live their lives on their own at the workshop. Finally the workshop of Bei-tou hospital also help the improved disabled people of its workshop to apply working opportunities outside, and there were 2 of the 3 applicants from 2017 to 2019 successfully got the offer letter respectively issued by a shoe manufacture & sales company as a graphic designer and the other by Melaleuca Taiwan as a sales dealer.

Although the numbers of working out of the sheltered workshop is not many, the disabled people are still working with good cares, no matter cleaning, cooking or fixing coffee, and living on their own in the hospital surroundings, in which we share the same society.

In addition to the Labor Department of Taipei City Government, the sheltered workshops also need the other governmental resources to support such as the Social Welfare Department of Taipei City Government to provide financial sponsorship like working incentive, long-term psychological consultation program, and so on. The other cities and countries are more or less the same to learn from Taipei and take care of them.

**CASE BACKGROUNDS**

Besides, Tri-Service General Hospital Bei-tou Branch has been doing further and more like a sheltered workshop by providing their patients with a regular vocational class consisting of mechanical training, sales and booking skills as well as psychological consultation at the geothermal valley shop located in Bei-tou hot spring area, the business and working space supplied by Taipei city government and run by the Tri-Service General Hospital Bei-tou Branch.

Table 1: Professional of Tri-Service General Hospital Bei-tou Branch, 2020

Type	Doctor	Nurse	Pharm <sup>1</sup>	Psych <sup>2</sup>	SW <sup>3</sup>	OT <sup>4</sup>	MT <sup>5</sup>	GA <sup>6</sup>
Personnel	47	166	14	10	8	12	6	96

Note: 1= pharmacist, 2= psychologist, 3= social work, 4= occupational training, 5= medical technology, 6= general affairs.

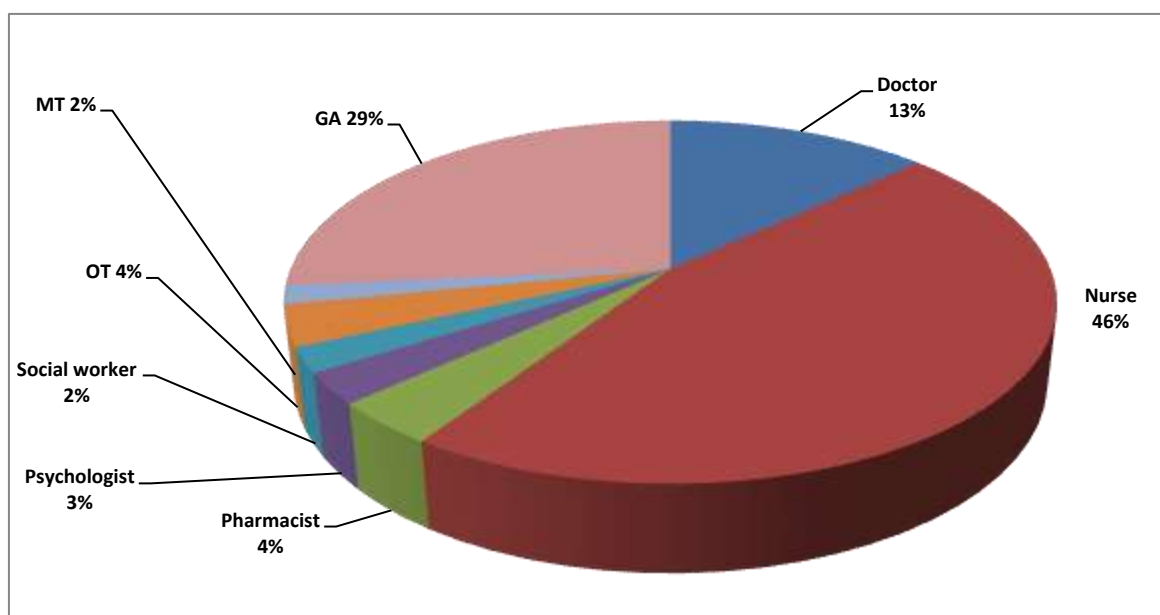


Figure 1: Pie of Professional of Tri-Service General Hospital Bei-tou Branch, 2020

With medical care and vocational training, disabled patients can not only improve their health but also rebuild their confidence to re-join our society. This is what we want to share that the Bei-tou hospital of Tri-Service General Hospital has been contributed to the sheltered workshop for their patients by cooperating with the Labor Bureau of Taipei City Government since April of 2012.

The fundamental support for the sheltered workshop is legally the People with Disabilities Rights Protection Act and medically the hospital institutions. For more than one year, we have been fighting against the pandemic, and we can understand those who ran into adversity, misfortune, and tragedy.

Accordingly, the sheltered workshop, take this geothermal valley shop, for example, is very much in need, and the key success factors are the “walk to talk” enforcement and collaboration between the Bei-tou hospital of Tri-Service General Hospital and the Labor Bureau of Taipei City Government.

**PROPOSED METHODOLOGY**

The next step of this study is to make certain focus groups, such as the sheltered professional, the family or relatives of the disabled people, and the companies that provide working opportunities to them. And then to research further by case study methodology to collect more information and to introduce a better procedure and a possible bridge between the sheltered workshop and the real occupational workplace.

By applying the sub-information analysis and the indepth interviews with the professionals on medical care, vocational training, teaching strategy and social adaptation, we are to construct a platform among hospital, industry and the governmental agencies ( labor Department of Labor and Department of Social Welfare) in order to streamline the process and evaluate the performance.

Finally we decide to use Grounded Theory to prove and find out the key success factors that how the disabled people overcome the PTSD and re-join our society.

### CONCLUSION

This study suggests that the hospital with sheltered workshops can provide both medical care and vocational training to help the disabled patients improve not just their health but also re-build their confidence to re-join our society. We have provided a preliminary case backgrounds of Bei-tou hospital of Tri-Service General Hospital, which has been contributed to the sheltered workshop for their patients by cooperating with the Labor Bureau of Taipei City Government since April of 2012.

Currently, we are still in the preliminary stage of the cases study. In the next, we will conduct more literature search on how hospitals, acts as the sheltered workshop, help their patients re-join the society. Moreover, we will conduct more interviews with the senior, middle, and operational levels of managers in the case hospital in order to identify how they train the patients, performe the relevant processes, and evaluate the training performance. The grounded theory approach will be also conducted in order to identify the critical success factors of re-joining patients to our society.

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