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Establishment of a Gender-Friendly and Respectful Medical Environment in the Post-Pandemic Era

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Abstract

The ongoing COVID-19 pandemic has greatly affected medical environment and professionals; the medical system is still heavily taxed by stressful preventive measures against COVID-19 and the need to ensure uninterrupted health care two years into the pandemic. Because medical professionals constantly face the risk of infection, many medical institutions have implemented policies to look after the mental well-being of their employees. Similarly, Taiwan's Ministry of Health and Welfare has established the 1925 Hotline to provide nationwide counseling and mental health services. Investigations on the physical and mental health of medical institution employees have revealed that negative emotions induced by the uncertainties associated with the COVID-19 pandemic, such as uneasiness, depression, and anxiety, have substantially affected medical professionals' workplace identification and family life and resulted in physical and mental exhaustion and career change intention. This study examined the establishment of a post-pandemic gender-friendly and respectful medical environment for medical professionals to reasonably access medical resources and perform telemedicine, thereby improving their quality of life and alleviating the stress and anxiety induced by the uncertainties associated with the COVID-19 pandemic.

Keywords: post-pandemic era, coronavirus disease, gender-friendly job, medical environment

後疫情時代性別友善與尊重的醫療環境

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摘要

近兩年來，嚴重特殊傳染性肺炎(COVID-19)衝擊醫療環境及工作人員，醫療照護體系仍存在緊繃、醫療不中斷的考驗。在此過程中，醫療團隊秉持著專業照護與關懷的態度，面對疫情的風險。許多醫療機構對醫療同仁進行心理關懷，衛生福利部提供全國民眾防疫心理健康諮詢、成立「安心專線1925（依舊愛我）」服務。防疫期間，醫療機構員工身心相關的調查中指出疫情的多變對醫療人員帶來不安、憂鬱及焦慮等情緒，確實影響對工作環境的認同、身心疲倦、家庭生活及轉職的需求。本文將探討後疫情時代，如何營造性別友善與尊重的醫療環境相關配套措施，讓醫療人員在疫情期間可合理運用資源與科技醫療的遠距看診等促進友善平等的工作環境，進一步提升其應有的生活品質，減輕疫情的不確定性引起的擔心及焦慮。

關鍵詞：後疫情時代、嚴重特殊傳染性肺炎、性別平等工作、醫療環境