

New York Times _ *South Korean Hospital Scrutinized in MERS Outbreak*

http://www.nytimes.com/2015/06/18/world/asia/south-korean-hospital-scrutinized-in-mers-outbreak.html?_r=0

1. 病人有肺炎，為等床在急診停留 3 天以上
 - (1) 病人沒有明確 TOCC 史因此未採取適當的隔離防護措施
(同時顯示出疫情資訊不透明所造成的嚴重後果)
 - (2) 有肺炎但在一般觀察區等床
 - (3) 病人有時候還可以外出閒逛
 - (4) 急診過度擁擠
2. 習慣到大醫院就醫
 - (1) 健保制度使醫療費用低廉，病人到各級醫院就醫的限制低，沒有就醫門檻；而醫院必須藉由多收病人以符合經營成本與獲利需求
 - (2) 病人習慣到多家醫院診所求診(doctor shopping)以尋求多方診療意見或轉診至大醫院的機會
 - (3) 沒有辦法直接進到大醫院住院的病人就到急診等床，造成大醫院急診壅塞現象
3. 探病及看護文化興盛
 - (1) 沒有管制探病訪客人數，病房內人數眾多像跳蚤市場
 - (2) 習慣有家人或聘請私人護士/看護陪病
 - (3) 病例確診後無法追蹤曾經有哪些訪客曾經暴露在共同環境中
4. 曾經照護過確診病例的醫護人員在發病前持續提供許多病人診療照護→是否在工作期間確實做到持續配戴口罩？報導中並未提及。



The New York Times | <http://nyti.ms/1enybO5>

ASIA PACIFIC

South Korean Hospital Scrutinized in MERS Outbreak

By **CHOE SANG-HUN** JUNE 17, 2015

SEOUL, South Korea — It is the jewel of South Korea’s medical service: a 1,900-bed hospital of steel and glass owned by the Samsung conglomerate. It is also where a 35-year-old man whose symptoms were misdiagnosed as pneumonia languished for three days in an overcrowded emergency room and hallway, where he coughed up sputum teeming with the Middle East respiratory syndrome virus and exposed dozens.

Doctors of the renowned hospital, the Samsung Medical Center in Seoul, were the first to confirm the disease, known as MERS, in another patient a week earlier but failed to make the connection between the two cases. Investigators now say the misdiagnosed patient, awaiting a vacant bed in a general ward upstairs, wheezed and expectorated in common areas with no oversight, turning into a MERS “superspreader.”

The mistakes by the Samsung Medical Center are now the focus of much that has gone wrong to escalate the MERS crisis in South Korea, the worst outbreak beyond Saudi Arabia, where the disease first appeared in 2012. As of Thursday, nearly half of all 165 confirmed MERS cases in South Korea have been traced to Samsung, historically regarded as the nation’s best hospital.

Several hundred of its patients are under quarantine in the hospital or elsewhere, either because their infections have been confirmed or they are under observation for symptoms. Nearly 300 of its 3,900 medical and other staff members are under similar quarantine. Other hospitals have refused

to accept patients from Samsung for fear of infection. By Sunday, it stopped taking new patients as it struggled to prevent the virus from further spreading beyond its gleaming compound.

“We offer our deep apologies to all MERS patients and those quarantined because of our employees,” said Song Jae-hoon, the medical center president, bowing before television cameras.

Until now, Samsung’s reputation for quality had gone unchallenged. South Koreans looked no further than its list of patients: Lee Kun-hee, the country’s richest man and the chairman of the Samsung conglomerate, has been hospitalized there, in a 20th-floor V.I.P. room, since his heart attack last year.

Nobody was surprised when Samsung diagnosed the country’s first case of MERS on May 20, attributing the discovery to its medical skills.

Calling Samsung a general hospital hardly explains its place in South Korea’s system.

In South Korea, when a parent gets sick, it is widely considered a filial duty for the children to mobilize all connections to secure a bed in Samsung or in a few other megahospitals, including one run by another family-controlled conglomerate, Hyundai, that they believe provide the best care.

When that strategy fails, patients are often taken into the hospitals’ emergency rooms, where they can wait for days for a bed in a general ward.

The Samsung hospital beds were usually filled, with 1,800 patients, and a long waiting list. Each day, 8,500 outpatients passed through.

But it was not just the fame of Samsung that attracted patients. Medical service is so affordable under the country’s universal medical insurance system that “there is no threshold at hospitals,” said Kwon Jun-wook, a senior Health Ministry official.

“Patients go to hospital as if they go shopping,” Mr. Kwon said, referring to the practice of hospital hopping to get a second opinion or to get a referral to one of the megahospitals, some of them with more than 2,000 beds.

Low medical fees also mean that hospitals must treat as many patients as possible to stay profitable. The big hospitals get more crowded as family members and private nurses they hire stay with patients. It is also

important to social etiquette for South Koreans to visit hospitalized relatives, friends and colleagues, often with gifts like fruit boxes. Church members cluster around a patient's bed, praying and singing.

The overall scene looks, as Koreans like to say, like a "flea market."

It is this overcrowded hospital condition that a World Health Organization mission said had made the otherwise modern South Korean hospitals particularly vulnerable to MERS. All those in the country who have the virus were infected in hospitals. Of them, 65 were relatives, friends or family-hired caretakers who contracted the disease while they were visiting or looking after hospitalized patients.

"The Samsung Medical Center is a national hospital in the sense that there are no regional boundaries in medical service in the country and everyone wants treatment there," said Kim Woo-joo, head of the Korean Society of Infectious Diseases. "The MERS outbreak was a stress test of our medical system, revealing its problems."

At Samsung, the system began faltering when the 35-year-old man, whom investigators called Patient No. 14, arrived at its emergency room on May 27, a week after Samsung discovered the first case.

Patient No. 14 had been infected by the first patient when both were in the same hospital south of Seoul in mid-May. But neither he nor Samsung doctors had any clue that he was infected. Unlike the first case, he had no record of having visited the Middle East.

Samsung doctors diagnosed his case as pneumonia. But with no room in wards upstairs immediately available, he waited in the overcrowded emergency room for three days and sometimes loitered outside, investigators say.

It was not until May 29, when the Korean Centers for Disease Control and Prevention told them about the man's possible link to the first case, that the emergency room doctors were alarmed, according to Samsung officials. By then, the man had become the biggest superspreader in the outbreak, infecting people in South Korea's best hospital.

"It's the nation that was penetrated," Chung Doo-ryeon, a Samsung doctor, responded during a parliamentary hearing last week, when lawmakers criticized the hospital for failing to control the outbreak. But

blunders continued.

After Patient No. 14 tested positive on May 30, the hospital listed 893 people who may have come in contact with him in the emergency room and placed them in quarantine or in self-isolation at home. But it failed to trace many visitors who had been in the room.

About half of the 81 cases that were traced to the Samsung hospital were found outside that list. Not bound by quarantine, they had gone about their lives, riding subways and visiting saunas. Some visited other hospitals when fever and other symptoms occurred. A Samsung doctor continued to work until he developed symptoms last week. An employee at Samsung carried 76 patients, some in wheelchairs, before he tested positive on Friday.

The breach in the quarantine at Samsung complicated the national battle against the disease.

So far, a total of 165 MERS cases have been found in 14 hospitals, including 23 deaths. But before the disease was diagnosed, the patients also passed through 69 other hospitals, raising fears that they may have infected people there. In some train stations, the local authorities have used heat-detecting cameras to stop potential MERS carriers from entering their towns. More than 6,700 people are in quarantine or in self-isolation at home, many of them after visiting the Samsung hospital.

“What pains us the most is our failure to contain Patient No. 14 at the Samsung hospital,” said Kwon Deok-cheol, a senior official at the government’s MERS response headquarters.

Mr. Kwon said the government planned to overhaul the country’s “hospital culture,” such as unrestrained visits. But critics also blamed a “Samsung-style management” for the crisis.

The mass-circulation daily newspaper Chosun Ilbo said of Samsung Medical Center in an editorial this week, “It’s fair to say that their tendency to put profit and efficiency before public health prevented them from taking more decisive pre-emptive steps to contain the virus.”

The Samsung conglomerate, the biggest among the enormous South Korean corporate empires that have been compared to “tentacles of an octopus,” moved into the hospital business when it opened the Samsung

Medical Center in 1994. Opening a modern hospital was said to reflect the wish of Mr. Lee, the conglomerate's chairman, who used to travel to the United States for cancer treatment.

A version of this article appears in print on June 18, 2015, on page A6 of the New York edition with the headline: South Korean Hospital Faces Scrutiny Over Mistakes in MERS Outbreak.

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MERS 照妖鏡 南韓亂象大現形

醫院唯利是圖、賣春女轉戰台灣...

【編譯林翠儀/綜合報導】南韓爆發中東呼吸症候群冠狀病毒感
染症(MERS-CoV)疫情，也暴
露了多種亂象，日本產經新聞報
導指出，出現最多感染病例的首
爾三星醫院，延宕封院的措施遭
批評為獲利考量，連帶也使母企
業南韓最大財團「三星集團」被
質疑與當局掛勾。此外，南韓國
會議員提案將「MERS」改為較
不恐怖的名稱，南韓電玩公司在

新公布遊戲中加入「MERS」角
色；甚至還有南韓女性因為觀光
客減少所以跨海到台灣賣春，各
種失態行為令人匪夷所思。

三星醫院為三星集團設於首爾
的一家綜合醫療設施，一九九四
年十一月開幕，被譽為南韓最高
級的醫院。現任院長宋在勳歷任
大韓傳染學會理事長、亞太傳染
病研究基金會理事長，是南韓著名
的傳染學專家；但三星醫院卻在

報導指出，三星醫院採取財團
式經營，注重效率和收益，詳細
計算每個醫生的「營業額」，這
種以營收為最優先的經營方式，
被質疑是造成延宕封院的主因。

南韓MERS 20死 世衛：全球警訊

召開緊急會議 指韓管控未達標 助長疫情

【編譯管淑平/綜合報導】南韓
十七日新增一人死於「中東呼
吸症候群冠狀病毒感染症」(MERS-CoV)，這波疫情迄今已
造成二十人死亡。世界衛生組織
(WHO)警告，南韓醫療工作
人員和民眾缺乏對此病毒的認識
，以及醫院的防疫、疫情管控制未
達標準，是助長疫情擴散的主要
因素。WHO助理幹事長福田敬
二說，南韓這次MERS疫情是對

各國的「警鐘」。
世衛十六日針對南韓MERS疫
情召開緊急委員會會議，十七日
發表會議結論，指出助長南韓疫
情迅速傳播的五大原因，除前述
兩點外，還包括患者被安排長時
間待在擁擠的急診室、韓人會前
往多家醫院尋求不同醫師意見，
以及家人陪伴患者和探病習慣等

。世衛指出，南韓MERS病毒並
未突變，也沒有證據顯示出現社
區感染；疫情未達國際公共衛生
緊急狀態，不建議採取旅行、貿
易限制，也沒必要在入境點實施
檢查。但這波疫情顯示，在移動
頻繁的世界，「所有國家都應為
出現像這次和其他嚴重感疾病
的意料之外可能性做好準備」。

十七日新增的死亡病例是一名
五十四歲婦人，另又增八例確診
病例，其中四例在首爾三星醫院
感染，總計已達一百六十二例。

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健保制度可能惡化MERS

2015/06/18 朱真一

留美退休醫師

【韓】國爆發的中東呼吸症候群冠狀病
毒感染症(MERS)嚴重疫情，世界
衛生組織的專家表示：「規模
大且複雜」，會有更多病例。還好「目前沒
有發現證據顯示，病毒在社區中持續傳
播」，主要都源自醫療機構，而且病例都源
自第一位自中東回來的商人。

世衛前幾天的專文，及國際的媒體分析
報導，都說韓國MERS會變成如此嚴重的疫
情，是因為韓國的醫療照顧系統。過於擁擠
的急診室和醫院病房是主因，還有病人有
「挑醫院」的習慣，多去幾家醫院檢查，醫
師不熟悉MERS疾病。

紐約時報更指出，韓國醫療照顧系統，
導致了問題更趨嚴重。「患者認為，最大的
醫院擁有最好的醫生。為了能轉入這些醫
院，患者相互爭搶、連哄帶騙，還會搬出大
人物來增加自己的機率。家屬和外部看護人
員與患者在擁擠的急診病房裡共處一室。
他們往往會留在病房陪伴患者，並承擔大部
分的護理工作一擦汗、倒便盆、更換床
單」。

MERS於2012年首先在中東被發現，
目前已超過1300多病例，韓國是沙烏地阿
拉伯外最大的疫情區。最先發現MERS病毒
的埃及及英國並沒有爆發成災，從Wikipedia
網站看來西歐各國及美國，都有從中東輸入
的零星幾位病患。連亞洲的菲律賓及馬來西
亞都有過一兩個病人，那些國家沒釀成大災
情。MERS傳染力遠低於2003年肆虐中、
港、台等地的SARS，韓國這已非常開發的
國家怎會「淪落」到如此地步？

家屬看護成傳染媒

韓國第一位感染者5月11日發燒和咳
嗽，經過兩家醫院，於5月18日到首爾的三
星大醫療中心，知道他去過中東，懷疑他患
有MERS，才進行了隔離，於5月20日診斷
為MERS。前8~9天，病人在各醫院，因沒
隔離而接觸過不少人。幾個醫院以後有幾十
位MERS病患，接著有第二代、第三代病
患。政府還「壟斷信息」，有人認為是否為
了保護大型醫院的商業利益，不讓人知道，
還說這種壟斷根植於韓國的獨裁歷史。

韓國這次疫情，上面所寫尤其是《紐約
時報》指出的問題，看來就是台灣的寫照，
「挑醫院」及擠入大醫院而導致院內擁擠，
家屬和外部看護人員與患者在擁擠急診處或
病房，家屬承擔大部分的護理工作及「壟斷
信息」這幾點，台灣的情況可說是一模一
樣。

上網查，韓國也有強迫性的全國性健
保，雖不知其給付如何，網上資訊說病患仍
要負擔部分的醫療費用，而且醫院要用家屬
和外部看護人員，擔任不少護理工作，給付
可能相當低。MERS若一旦傳入，台灣的疫
情可能一樣會很嚴重。台灣2003年SARS及
目前韓國的MERS疫情是很好教訓。

要避免醫院成為再傳播的溫床，不能
(或少)讓醫療工作者、家屬、外部看護及
醫院擁擠的其他病患及家屬，變成「院內感
染的病原者」。因為台灣健保給付太低，沒
有足夠經費，無法雇用護理助理員，而必須
依賴家屬或雇用外部看護，這些人容易成為
不能控制的傳染媒。醫院照顧及健保制度，
應從韓國疫情學習，宜考慮改進之道。

MERS失控 韓三星集團道歉

175例確診病例 85例是在「最大傳染源」三星首爾醫院感染



三星首爾醫院 處理MERS連串疏失

- 5月20日**，該院診斷出南韓首例MERS患者，卻未提高警覺，採取管制急診室出入等措施。
- 5月27日**，南韓第14例MERS病患誤診為肺炎，讓他在眾人來去的急診室與走廊咳三天，恐數十人被傳染。
- 5月30日**，第14例患者確診後，院方列出可能與他接觸的893人名單接受隔離，但遺漏許多探視者。
- 6月12日**，一名急診室約聘保全員確診，確診前幾天就已出現症狀仍繼續工作，期間接觸超過兩百人。
- 6月13日**，一名三星醫師5月27日在急診室接觸過MERS患者，卻未被隔離，持續看診，6月13日確診。
- 6月14日**，該院宣布暫停門診、停止收治患者。南韓輿論痛批三星以營利優先，沒有早點採取斷然措施。
- 6月23日**，確診175名病例，源頭追蹤到三星醫院的病例有85人，包括求診患者、家屬、醫院員工和探病者。

三星首爾醫院成為南韓MERS最大傳染源，三星集團少主李在鎔召開記者會向全民鞠躬道歉。歐新社

【編譯田思怡／綜合報導】南韓三星集團繼承人、三星電子副董事長李在鎔廿三日在首爾總公司召開記者會，為三星首爾醫院成為中東呼吸症候群(MERS)疫情的最大傳染源向全民道歉。南韓的一百七十五例確診病例中，有八十五例是在三星首爾醫院感染。

除了三星首爾醫院爆發大規模感染外，一名MERS的確診患者曾入住三星集團旗下的濟州島新羅酒店，為確診第四十一例。消息在十八日曝光後，酒店負責人李在鎔的妹妹李富真廿二日前往濟州島處理危機，暫停飯店營運。

這是三星集團首次正式道歉，三星首爾醫院之前已兩度道歉。在三星電子董事長李健熙去年心臟病發住進自家醫院後，他的獨子、四十七歲的李在鎔成為三星集團的實際負責人。李在鎔上月出任三星生命公益財團理事長，成為醫院營運的負責人。

李在鎔說：「三星首爾醫院未能控制感染和病毒擴散，造成社會大眾極大的痛苦和憂慮，我為此鞠躬道歉，尤其向不幸身亡的患者家屬，以及正在接受治療的患者和隔離者致歉。我們辜負社會的期望與信任。」李在鎔承諾改革醫院，特別是急診室，專家認為急診室過度擁擠是病毒快速傳播的重要因素。

三星首爾醫院院長宋在焄也說：「我們的初步反應有缺失。我們深感抱歉。」三星首爾醫院之前宣布停止門診和接受新任院病患至本月廿四日，但目前疫情並未結束，停診時間勢必延長。

好消息是，成為「超級傳播者」的十四例已痊癒。這位患者被三星首爾醫院誤診為肺炎，在醫院急診室咳了三天，將MERS病毒傳染給數十人，包括一名孕婦。這名孕婦在病情好轉後，於廿三日剖腹生產，生下一個男孩，母子均安。

南韓廿三日新增三例確診病患，累計一七五例，其中廿七人去世，五十四人痊癒，仍有二八〇五人隔離。

資料來源／綜合外電 製表／編譯組 聯合台

三星集團繼承人為MERS失控道歉 韓名醫坐鎮敵不過大意2字

【記者吳佳珍／台北報導】三星集團為醫院管理不力道歉，衛福部疾病管制署長郭旭天未被注意，導致疫情快速擴散。

另外，南韓首例MERS病例於五月廿日在三星首爾醫院確診，卻到廿九日才公布接觸者名單，推測初期不公布名單是為了保護患者，但反而造成疫情擴散，若一開始就能快速追蹤病例，疫情將更快獲得控制，這些都顯示韓方在許多防疫環節上未掌握得當。

郭旭天說，三星首爾醫院的急診室案例，可讓國內幾家急診室的醫院警惕，疾管署也與各醫院討論如何避免重蹈南韓覆轍，主要結論仍在落實急診室的感控措施，例如詢問旅遊史、職業別、接觸史及群聚(TOC C)，一發現疑似病例就應隔離；患有各類感染病的病患都不應留在急診；若急診室病患出現發燒、咳嗽等症狀，應加以隔離。

