

Internet-based OT The experience of a local organization reaching out to Chinese living anywhere

《網上職業治療》
一個地方機構如何外展至生活在各方的華人

Teresa Chiu

Background

研究背景

- Internet-based OT can help to address access barriers created by distance, language, and time differences.

《網上職業治療》能有助因距離、語言、及時間差別而不能獲得服務的大眾取得服務。

- In this presentation, I will share with you the experiences of how OTs in a local organization have reached out to many Chinese living in different places.

我會跟你分享一個地方機構的《職業治療員》，如何能直達生活在各方的華人。

Study site – Toronto, Canada

研究地點 - 加拿大多倫多



Chinese in Toronto

在多倫多的華人

- In 2001, there were 420,000 people who lived in Toronto spoke Chinese as their first language, or 19% of Toronto's allophone population.

多倫多有四十二萬居民以說華語為主，等同於約兩成操非英語或法語的多倫多人口。

- Most Chinese living in Toronto immigrated from Taiwan and Hong Kong in the 80s and 90s, and more recently from China.

多倫多的華人，大多數在八十及九十年代從台灣或香港移民到加國，而近期則多數來自中國。

Chui T, Tran K, Flanders J. 2005

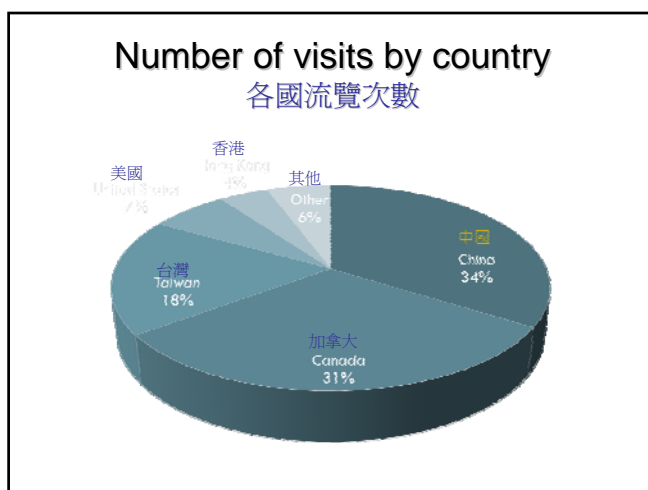
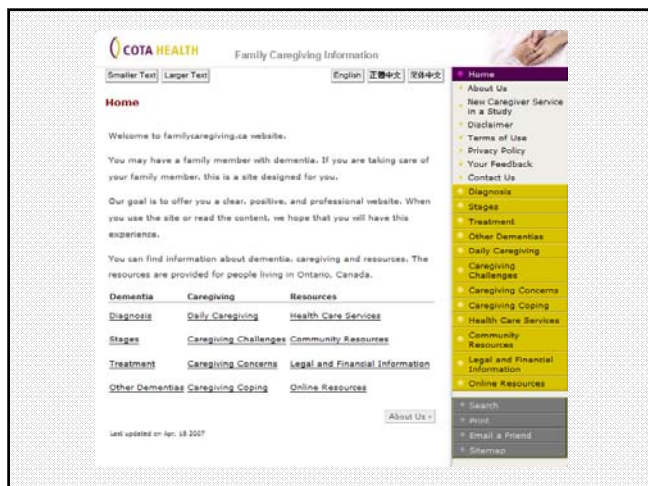
Study 1 第一項研究

www.familycaregiving.ca



www.familycaregiving.ca

- Is available in 3 languages: English, Traditional Chinese, and Simplified Chinese.
網站提供三種語言：英語、正課中文、及簡體中文。
- Provides over 400 pages of information
這網站提供四百多頁的資訊。
- Describes dementia, everyday caregiving, and caregiver coping
詳細說明有關健忘症，日常照護，及照護者如何適應的資訊。



Unexpected visitors

出乎意外的訪客

- The information website was originally designed for caregivers living in Ontario.

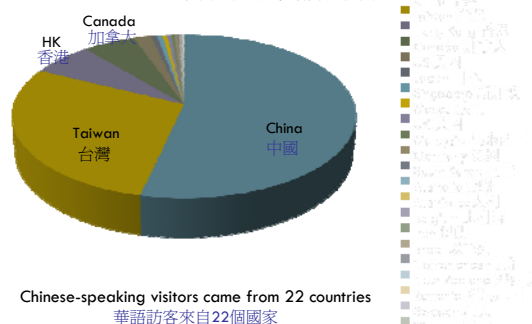
所提供的照顧者資訊網站，原本是設計給安省居民的。

- Beyond our expectation, the information has sought by users in 40 countries. The largest user group came from China, not Canada.

可是出乎意外地，訪客來自四十個國家。而人數最多的國家是中國，而非加拿大。

Chinese-speaking visitors by country

各國的華語訪客



Visit by cities in Taiwan

來自台灣各城市的訪客



Users in Taiwan made 495 visits via 18 cities
來自台灣18個城市的訪客共到訪495次

Visit by cities in China

來自中國各城市的訪客



Users in China made 916 visits via 130 cities
來自中國130個城市的訪客共到訪916次

China

中國

- The largest number of visitors, who came from 130 cities from all regions
數量最多的訪客，來自中國各區一百三十個城市。
- The number of OTs available in China is limited, and perhaps information about dementia caregiving too.
而中國的《職業治療員》人數十分有限。而有關健忘症及照顧的資訊也可能同樣缺乏。
- Showed the potential of using the Internet to reach out to many family caregivers in China
這顯示通過互聯網，直達中國各地眾多的家庭照顧者是可行的。

Taiwan and Hong Kong

台灣及香港

- There are Chinese-speaking OTs in Taiwan and Hong Kong.
台灣及香港皆有操華語的《職業治療員》。
- However, many people still search for information about dementia and caregiving on the Internet.
可是，仍有大量市民上網找尋有關健忘症及家庭照顧的資訊。
- Why?
為甚麼?

Non-Chinese speaking countries 非華語國家

- Among the Chinese-speaking users who came from 22 countries, ¾ lived in a non-Chinese-speaking country.

來自22個國家華語的訪客，其中四份之三生活在非華語國家。

- Chinese-speaking OTs are not always available in these countries.

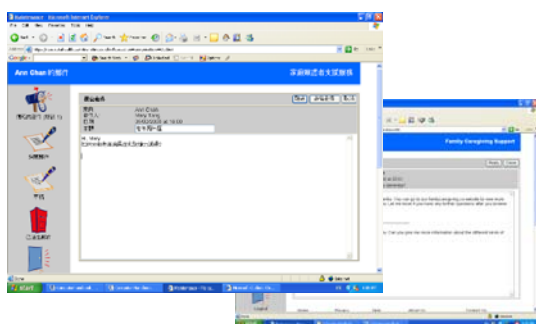
並不是每個非華語國家，都有操華語的《職業治療員》。

- Accessing support services via the Internet may be an important source of information by the Chinese-speaking caregivers in these countries.

對生活在這些國家的華裔照護者，通過互聯網接受華語服務，可能是一個重要的資訊來源。

Study 2 第二項研究

Personalized Email Support 個人電郵支援



Service and outcomes 服務及成效

- Caregivers can communicate with an OT via an dedicated an email account for 6 months.

參加者可通過一特定電郵戶口，跟《職業治療員》在六個月期間通訊。

- The results showed the benefit of the service: Regular service users had a decrease in caregiver burden compared with an escalation of caregiver burden in non-users.

結果顯示，當參加者在六個月期間經常使用服務，他們在照顧上的擔憂及問題有所減輕；而不使用服務的參加者，在六個月後，他們在照顧上的擔憂和問題卻有所增加。這結果顯示此服務的效益。

Sharing the care 分工合作照顧親人

- This study has found that in many families, there were more than one family member who provided the care.

這研究發現，多個家庭會有多過一個家屬去照顧親人

- ✓ "My mom is the full-time caregiver. I take care of dad part time. My sister who lives with us helps out. Two other siblings who do not live together also help out."

"照顧我爸爸最多的是我媽媽，我也有幫手照顧爸爸，我妹妹跟我們一起住，所以她也有幫手。另外有兩個不跟我們一起住的弟妹也有幫手。"

Caregiving from a distance 遠距離照顧

- Many participants who did not live in Canada also shared the care

很多的參加者雖然並不住在加拿大，可是他們亦會跟住在加拿大的家人分工合作，一起照顧親人。

- ✓ "I lined up my family members who lived in Hong Kong and Taiwan to call my mom every week..."

"我叫我住在香港及台灣的兄弟姐妹及姨甥、侄仔，每星期輪流打電話給阿媽..."

- ✓ "My brother who lived in Singapore is very involved with the care."

"我的哥哥住在新加坡，他都幫很多手。"

Unanticipated attritions 出受意料的退出

- We also reviewed why participants dropped out.
我們亦研究參加者中途為何退出。
- Expected reasons of attrition: hospitalization or nursing home admission.
預料參加者退出的原因，主要為被照顧的親人要入院或已入住老人院。
- Unexpected reasons:
可是，也有出乎意料的原因：
 - ✓ Moved to another country
移民到別處
 - ✓ Returned to Hong Kong for a few months
回港數月
 - ✓ Caregiver passed away
照顧者離世

What does it mean? 這些結果有何義意?

- It may mean that we need to support multiple members in the same family instead of one primary caregiver.
這可能是表示在一個家庭內，我們需要幫助多個家屬。
- It may mean that some caregivers who seek information on the Internet live in China, Hong Kong, Taiwan or other countries, but their family member with dementia is in Toronto.
也可能是從網上找尋資訊的家屬是住在中國、台灣、香港或其他國家、而患病親人卻是住在多倫多。
- It may mean that we need to have a service model for family caregivers who share the care, including many who live abroad
這可能是表示，我們須要提供服務給多個分工合作的家屬，包括住在國外的家屬。

DISCUSSION AND CONCLUSION 討論及總結

Limitations 不足之處

- Website usage statistics was limited to the visit counts. Whether the website contents were useful to them remains unknown.
只能收集使用者之到訪次數，至於網站內容是否能幫助他們，仍是未知之數。
- The personalized email support has not been tested in Chinese-speaking countries. More work is needed to evaluate its feasibility and effectiveness in other countries.
還未曾在操華語的國家，對電郵支援服務進行效益研究，其可行性及成效仍待探討。

What have we learned? 我們知道些甚麼?

- The www.familycaregiving.ca website can reach many Chinese-speaking Canadians.
www.familycaregiving.ca 網站能夠外展至眾多操華語的加拿大人。
- Chinese-speaking caregivers living in China, Taiwan and Hong Kong have strong information needs.
在中國、台灣、香港的照顧者都需要資訊及支援服務。
- Chinese-speaking caregivers living in many non-Chinese-speaking countries seek information via the Internet
生活在非華語國家的華人、都通過網上尋找中文資訊。
- Other than the primary caregivers, family members who share the care from a distance also have information needs.
每位分擔照顧老人的家屬均需要資訊。

What we don't know... 我們還不清楚...

- Why is that so many Chinese caregivers look for information on the Internet?
為何這麼多住在各方的華裔照顧者，會在網上尋找資訊呢？
- What kind of information is most useful to them? Can all their needs be met by the information website?
那一類的資訊對他們最有用？而網站能否滿足那些需要呢？
- How many caregivers are providing care from a distance? What do they need? What can we do to help them?
有多少照顧者現在要遠距離照顧親人呢？他們有何需要呢？我們可以怎樣幫助他們呢？

Conclusion

總結

- We have learned more about the needs of Chinese caregivers and about what we don't know.

我們從經驗中學習到華裔照護者的需要，以及我們還未清楚的地方。

- Hope that we can stimulate more thinking on this topic.

提高大家對這個題目的思考。

- To seek for an answer that can benefit Chinese caregivers living anywhere.

從而找尋答案，幫助住在各方的華人。

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Thank you!

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Questions and Comments

詢問及意見

teresa.ml.chiu@gmail.com