

## (5) Securing Health and Medical Care Service Systems

The TMG has been striving in the improvement of emergency medical care and in-home medical care and establishment of local medical care system where residents can receive appropriate medical services for their symptoms and actively participate in their medical care, aiming at the realization of patient-oriented, safe and secure medical care that is available 365-days and 24-hours.

### Current Status of Medical Facilities

In the Metropolitan area, there are medical facilities of various sizes and capacities, ranging from the best university hospitals in Japan, which offer cutting-edge medical care, to community-based clinics providing close-to-home care.

#### Number of Medical Facilities

(October 1, 2019)

		(Actual numbers)			Rate (per 100,000 people)			
		Nationwide	Tokyo		Nationwide	Tokyo		
			Total	Wards		Total	Wards	
Number of hospitals	(locations)	8,300	638	421	6.6	4.6	4.4	
Number of hospital beds	(beds)	1,529,215	127,422	79,591	1,212.1	915.3	825.3	
Breakdown	General beds	(beds)	887,847	80,923	59,140	703.7	581.3	613.2
	Long term care beds	(beds)	308,444	23,892	13,455	244.5	171.6	139.5
	Beds for mental patients	(beds)	326,666	21,967	6,735	258.9	157.8	69.8
	Tuberculosis beds	(beds)	4,370	495	162	3.5	3.6	1.7
	Infectious disease beds	(beds)	1,888	145	99	1.5	1.0	1.0
Number of general clinics	(locations)	102,616	13,707	10,561	81.3	98.5	109.5	
Number of dental clinics	(locations)	68,500	10,670	8,311	54.3	76.6	86.2	
Average number of out-patients per day	(persons)	1,324,829	139,301	106,424	1,050.1	1,000.7	1,103.5	
Average number of in-patients per day	(persons)	1,234,144	102,622	62,614	978.2	737.2	649.3	
Bed occupancy rate	(%)	80.5	80.4	78.7				

Source: Ministry of Health, Labour and Welfare "2019 Survey on Medical Institutions" and "2019 Report on Hospitals"

### Tokyo Metropolitan Health and Medical Care Plan

The "Tokyo Metropolitan Health and Medical Care Plan (revised in March 2018)" (covering the period between FY2018 and FY2023), has been defined as a basic and integrated plan that clarifies TMG's plans regarding medical care. This Plan, in order to maintain and develop the medical service system in Tokyo for a time when baby-boomers reach the later stages of old age in FY2025, contains specific measures for implementing the concept of the Plan integrating the "Tokyo Regional Medical Plan" which was formulated in July 2016.

#### Basic Points and Principles of the Plan

Under the Tokyo Regional Medical Plan, four basic objectives to ensure that "everyone can continue to receive high-quality medical care and enjoy life in Tokyo with peace of mind, which is the "Grand design of the medical plan for the year 2025 in Tokyo", have been set forth.

The Tokyo Metropolitan Health and Medical Care Plan aims to achieve and promote specific measures for implementing the concept of the Tokyo Regional Medical Plan.

Tokyo where everyone can receive high-quality medical care and enjoy life with peace of mind

Four basic objectives

- I A structure to provide advanced and innovative medical care, which continues to develop in the future
- II Creation of a medical partnership system that seamlessly makes use of Tokyo's resources
- III Improved medical care that both offers cures and supports patients using a regional, comprehensive care system
- IV Acquisition and training of human resources to build the peaceful place Tokyo, where everyone can enjoy life

#### Health Care Zones

In order to carry out effective health and medical care policies, the TMG has set up primary, secondary and tertiary health care zones as geographical units to allocate health and medical care resources appropriately.

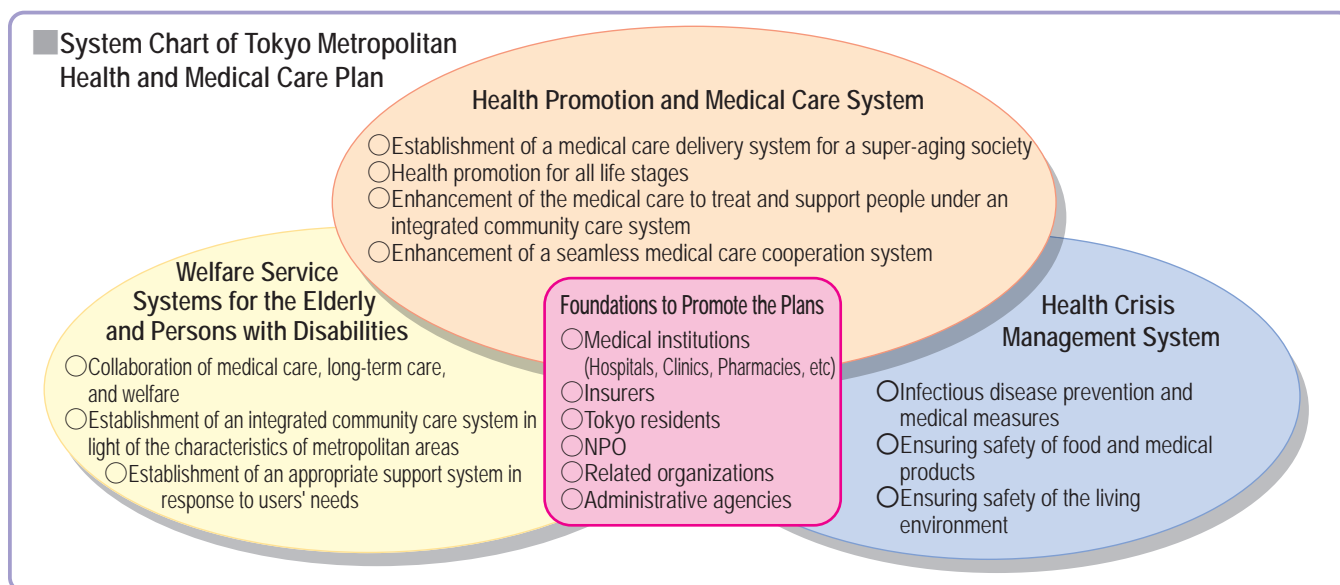
Primary	Basic zones for providing community-based health and medical care services (= Municipalities)
Secondary	Units where comprehensive health and medical care services are provided to all Tokyo residents in which appropriate number of hospital beds are secured for medical care for inpatients other than those who require special medical care services (criteria for calculating the number of necessary hospital beds for inpatients requiring long-term treatment and for general inpatients). In these zones, a functional coordination among medical institutions and with expert health care service providers
Tertiary	Special medical care services in these zones. Health and medical services for all Tokyo residents are also secured (throughout the entire Tokyo area)

## Three Pillars of the Plan and Promotional Bodies

To achieve a high-quality, safe, and secure health and medical care system, the TMG provides health and medical information from the perspective of Tokyo residents. In addition, medical institutions, administrative agencies, and Tokyo residents, as bodies promoting the Plan, play their respective roles to promote health throughout all life stages and to secure a

seamless medical collaboration system from acute stage and recovery stage to home care.

Furthermore, the TMG is enhancing the system where two elements mutually support each other: the provision of consistent services in the areas of health, medical care, and welfare, and the system to protect Tokyo residents from health crises.



## System for Promoting the Plan

The progress of the Plan and benchmarks are evaluated and examined by councils established for each disease and project. Status is evaluated and examined on a regular basis by the “Tokyo Metropolitan Health and Medical Care Plan Promotion Council”, comprising medical care service providers such as doctors and nurses, medical care service receivers, and academic experts.

Furthermore, promoting the differentiation in facility functionality and collaboration and in-home medical care is discussed by the “Coordination Committee for Regional Medical Care Plan”, comprising regional medical institutions, related medical organizations, insurers, municipalities, etc.

### Provision of Medical Information

The TMG provides information about medical institutions and provides support in which active provision of information by medical institutions is promoted so that the residents (patients) have sufficient information to identify desired medical service.

#### Tokyo Metropolitan Health and Medical Information Center

The Tokyo Metropolitan Health and Medical Information Center has been established as a general center to handle consultations on medical issues and provide information about medical institutions.

##### ○Counseling on Health, Medical Care and Welfare Affairs

Expert counselors offer advice to or consult with residents of Tokyo.

##### ○Tokyo Medical Institution Information Service “HIMAWARI”

In line with the Medical Practices Information Provision Program, the information received from medical institutions in Tokyo is disclosed on the Internet.

Medical institutions near your home or workplace are searchable by specifying a location on this Website, along with a substantial amount of detailed information such as available departments, operation hours, access, available medical and diagnostic equipment, available tests, etc.

##### ○Medical Information Service in Foreign Languages (Available languages: English, Chinese, Korean, Thai and Spanish)

Counselors offer non-Japanese residents information on medical institutions where medical services in foreign languages are available.

#### Medical Information Navigation for Reassurance in Everyday Life

Information is provided through pamphlets and the website to ensure correct understanding on how to receive emergency care and consultation services, along with details on medical costs for hospitalization, and proper use of medical institutions.

#### Tokyo Children’s Medical Care Guide

The Tokyo Children’s Medical Care Guide is a website that provides basic knowledge on illnesses and how to treat injuries for children between ages 0 to 5.

### Medical Care for International Patients

In order to cope with an increasing number of international patients, the TMG supports medical institutions that make efforts to enhance the system for accepting international patients. In addition, the TMG strives to provide medical information to international patients effectively and aims to establish a system that helps them see doctors in response to their symptoms without feeling anxiety.

#### Support for Medical Institutions

In order to promote coordination of the system for accepting international patients at medical institutions, the TMG supports medical institutions that prepare brochures for international patients and materials provided in the institutions in multiple languages. The TMG also provides training for medical institutions on how to respond to international patients and a telephone interpreting service for emergencies.

##### ○Emergency Interpretation Service for Medical Institutions (Available in English, Chinese, Korean, Thai, Spanish, and French)

A telephone interpreting service is offered to registered medical institutions that have patients in an emergency condition and cannot implement the appropriate treatment due to their insufficient Japanese skills.

English/Chinese

24 hours a day, 7 days a week

Korean/Thai/Spanish/French

Weekdays from 5:00 p.m. to 8:00 p.m.

Holidays, etc. from 9:00 a.m. to 8:00 p.m.

### **Establishment of a System which Help International Patients See Doctors in Response to their Symptoms without Anxiety**

The TMG will establish a system to help international patients see doctors without anxiety by organizing meetings to strengthen the collaboration of related agencies such as administrations, medical institutions, related organizations, and accommodation facilities and by collaborating with regional medical institutions and related agencies.

### **Improvement of Health and Medical Care Service Systems in the Community**

With the increasing and diversified demand for medical care services, the TMG has been addressing the establishment of a medical service provision system in communities by supplementing and maintaining medical services running short in local areas in quantity, quality and function.

#### **Promotion of Medical Care Cooperation System by Disease**

There are many lifestyle related disease patients with high mortality, such as cancer and strokes, and they require detailed attention covering emergency medical care through to welfare services depending on the course of the symptoms.

##### **○Establishment of Medical Cooperation System for Stroke**

The TMG aims to secure a system in which a patient who has a stroke is quickly and appropriately transported to a medical institution handling acute patients, and once the patient is out of the acute period, to establish a system to provide seamless medical and nursing care services in the community from treatment, and recovery to home rehabilitation.

##### **○Establishment of Medical Cooperation System for Diabetes**

The TMG is promoting consistent measures against diabetes, from prevention to treatment, through developing medical institutions which are capable of delivering specialized medical treatment for diabetes, working to prevent complications, and building cooperation in medical care between hospitals and clinics in the community.

#### **Rehabilitation System**

The TMG supports the rehabilitation system in communities through training for rehabilitation workers at regional rehabilitation support centers (designated in each secondary health care zone) as well as the establishment of Tokyo Metropolitan Rehabilitation Hospital, which plays a central role in rehabilitation provision. It will also support efforts to secure rehabilitation wards for convalescing patients.

#### **Development of Artificial Neuronal Connection**

The Tokyo Metropolitan Institute of Medical Science conducts clinical research in order to newly develop ways to connect nerves and methods of stimulation which match disease states utilizing uniquely developed “artificial neuronal connections (ANC)” in an aim to recover the physical functions of spinal cord injury patients and stroke patients.

#### **Dental Health Care**

The TMG has set up its own dental health objective, “Good Teeth Tokyo (Ii-ha Tokyo)”, under the Tokyo Metropolitan Dental Health Promotion Plan, which portrays ideal images of Tokyo residents. It sets forth a slogan for Tokyo residents: “enjoy meals and live your lives with smiles on your faces as long as you can.” While promoting Tokyo residents’ self-help efforts, it promotes dental health care for Tokyo residents in cooperation with municipalities, etc. It has also established the Tokyo Metropolitan Center for Oral Health for Persons with Disabilities to provide dental examinations to children (persons) with intellectual or physical disabilities. Further, to promote in-home dental treatment, the TMG is training dental care staff and long-term care staff, and is providing subsidies, etc. for use in preparing the medical equipment, etc. required for in-home dental treatment.

### **Enhancement of In-home Medical Assistance Systems**

These systems offer an in-home medical care environment ensuring that all people can live in their communities in safety and with peace of mind, even when they need medical and nursing care.

#### **Ensuring an In-home Medical Care Environment in the Community**

In order to promote cooperation between medical care and long-term care in the community, the TMG supports according to the actual situations in municipality communities, such as by developing a 24-hour medical care system, securing backup beds at hospitals, and sharing information between medical care and long-term care staff.

Further, by utilizing a common portal site for smoothly sharing patient information, the TMG promotes cooperation between medical care and long-term care-related staff utilizing digital technologies and wide-ranging cooperation between hospitals in the community.

#### **Train and Secure Human Resources Engaged in In-home Medical Care**

##### **○Training for Human Resources Engaged in In-home Medical Care**

The TMG conducts training of in-home medical care leaders who play key roles in promoting in-home medical care in the community.

##### **○Initiatives to Promote Entry into In-home Medical Care**

For doctors at clinics who have not started an in-home medical care service, the TMG organizes seminars on in-home medical care to promote their entry. In addition, it trains and secures personnel who provide in-home medical care services for children by providing training to in-home medical care doctors and other pediatric care professionals.

#### **Promoting a Smooth Transition to Life with In-home Medical Care**

The TMG promotes activities of medical institutions that assist with hospital admissions and discharges, in order to develop an environment where inpatients can transition to a life with in-home medical care without feeling anxiety. It also further promotes collaborations and information sharing among medical institutions to which patients are admitted and regional medical and long-term care staff from (before) the time of admission. In addition, it promotes mutual understanding among medical institutions to which patients are admitted and regional medical and long-term care staff.

## Program to Promote Advanced Care Planning (ACP)

In order that metropolitan residents can receive their desired medical care and long-term care, the TMG conducts training

relating to Advanced Care Planning (ACP) to improve the practical skills of medical care and long-term care staff.

## Measures against Cancer

### ■ Tokyo Metropolitan Plan to Promote Cancer Control Programs Overall Goal

Tokyo residents including cancer patients will learn about cancer and aim to overcome it.

#### Objective 1. Enhance measures for the prevention and early detection of cancer based on scientific evidences

##### ○ Measures for prevention and early detection

- Promote efforts to improve the diets and lifestyles related to physical activities in order to reduce the risk of cancer based on scientific evidence
- Strengthen efforts to prevent people including those who are underage from smoking and secondhand smoking
- Promote prevention of cancer caused by infectious diseases
- Raise the cancer screening rate and support for municipalities and workplaces to raise the cancer screening rate
- Conduct cancer screening based on scientific evidences and improve its quality

#### Objective 2. Aim for patient-oriented medical treatment of cancer

- Provide cancer treatment in light of the "total care" for patients and their families, which provides holistic support at all stages from diagnosis and treatment, to follow-up
- Enhance the system to provide multidisciplinary cancer treatment and improve the level of regional medical care for cancer
- Provide medical care for cancer in response to each life stage
- Provide seamless palliative care from the time a patient is diagnosed as having a cancer
- Promote new discoveries in cancer treatment, cancer research, and cancer registry

#### Objective 3. Aim for the establishment of communities where all Tokyo residents can live together with peace of mind and respect

- Enhance consultation support systems in response to a variety of needs
- Enhance support in response to each life stage
- Promote an accurate understanding of cancer

## Tokyo Metropolitan Plan to Promote Cancer Control Programs

The "Tokyo Metropolitan Plan to Promote Cancer Control Programs", which is a comprehensive plan to counteract cancer in Tokyo, was formulated in March 2018 to cover the period FY2018 to FY2023. The plan forecasts the accelerated aging of Tokyo residents and the diversified needs of cancer patients, and therefore calls for further enhancement and strengthening of cancer control measures.

Furthermore, it addresses new challenges such as establishment of a system of medical care services and consultation support services in response to each life stage including AYA generation.

(\*) AYA generation stands for Adolescent and Young Adult generation, and mainly refers to those between the ages of 15 and 39.

## Coordination of Structures to Deliver Cancer Treatment

In order to provide high-level cancer treatment to all residents, the TMG accredits hospitals with cancer treatment skills as high-level as the ones designated by the national government as "Cooperating Cancer Treatment Hospitals" and "Regional Cancer Treatment Hospitals", as "Tokyo-designated Cancer Treatment Hospitals", and hospitals capable of cancer treatment for specific parts of the body at levels as high as the national hospital, designated as "Tokyo Cancer Treatment Cooperation Hospitals". This comprehensively addresses specialized treatment, palliative care, medical collaboration, etc.

The TMG is also training healthcare providers about palliative care to establish a system that provides seamless palliative care, wherever patients live, from the early stages of treatment to medical care at home, and is striving to develop a system in which cancer patients can receive palliative care in the regions where they are accustomed to living.

## Promotion of Cooperation in the Treatment of Infant and AYA Generation Patients with Cancers

With the intention of improving the medical level at which infant and AYA generation patients with cancers are treated, the TMG establishes a treatment cooperation network including Cooperating Cancer Treatment Hospitals and Pediatric Cancer Hospitals in Tokyo in order to strengthen treatment cooperation systems and improve consultation and support systems. Further, the TMG conducts training targeting regional doctors, etc. to realize the early detection of cancer and the provision of appropriate palliative care.

## Establishment of a System for AYA Generation Patients with Cancers (Partially New)

The TMG is establishing consultation and support centers that can respond to the particular consultations required by cancer patients of the AYA generation in order to develop an appropriate consultation and support system for cancer patients of the AYA generation in Tokyo. Further, the TMG subsidizes the expenses relating to reproductive function conservative treatment for young cancer patients who may incur a reduction in reproductive function or lose the function due to cancer treatment.

## Promotion for Achieving a Balance between Cancer Treatment and Work

The TMG establishes model businesses which provide treatment including outpatient chemotherapy on weekday evenings and at weekends in medical institutions to support cancer patients coping with both treatment and work.

## Promotion of Cancer Research

The Tokyo Metropolitan Institute of Medical Science promotes the development of diagnosis methods of the next generation and curative medicine in collaboration with municipal hospitals

and medical institutions in Tokyo.

### Tokyo Metropolitan Portal Site of Cancer

“Tokyo Metropolitan Portal Site of Cancer” that provides various information on cancer has been launched.

## Enhancement of Emergency Medical Care

The TMG is striving to create an emergency medical care system from initial through to secondary and tertiary care, which provides appropriate medical care promptly at anytime, anyplace, and for all patients in response to each symptom.

[Primary Emergency Care]

Treatment for patients who do not require hospital admission

[Secondary Emergency Care]

Treatment for moderately sick patients who require hospital admission

[Tertiary Emergency Care]

Treatment for patients in critical condition, whose life may be at stake

### Weekend/Holiday/Nighttime Treatment Program

In order to be able to treat patients who require hospitalization (for both surgery and internal medicine) on a 24-hour, 365-day basis, the TMG guarantees access to hospital beds for emergency admissions on holidays and at night.

### Program to Improve Emergency Transportation and Patient Admission

In order to reduce the number of cases in which hospitals are unable to admit patients transported under emergency conditions, the TMG has ensured that staff other than doctors and nurses are in place to handle coordination (Emergency Medical Technician) and are improving our admissions systems.

### Tokyo Children's Emergency Center

There four facilities designated as Tokyo Children's Emergency Centers, including the Children's Medical Center, as centers that must always accept and provide prompt and appropriate lifesaving treatment, in case of a request to accept a severe emergency pediatric patient under the Children's Emergency Transportation System for patients that are difficult to continue receiving emergency treatment at other medical institutions. The Centers provides lifesaving treatment, while working as a base for medical care coordination and cooperate with other medical facilities to ensure smooth transfers between hospitals, and also conduct clinical education and training to support hospitals in the area.

### Weekend/Holiday/Nighttime Treatment Program (Pediatric)

During afternoons on holidays and nighttime every day, the TMG ensures availability of emergency hospitals 365 days a year, mainly for emergency pediatric patients requiring hospital treatment. In addition, at hospitals experiencing a concentration of patients including those with mild symptoms, nurses who can conduct triage are assigned to distinguish patients with higher urgency.

### Tokyo Pediatric Medical Care Committee

The TMG is securing and enhancing the pediatric emergency medical care system from initial to tertiary emergency care by establishing a committee comprised of medical institutions, related organizations, and municipalities.

### Regional Pediatric Care Training Project

The TMG aims to improve the standards of emergency pediatric care in regions by creating opportunities for doctors, etc. from clinics and designated secondary emergency medical institutions (pediatrics) in Tokyo to participate in specialist training courses, and by securing the human resources for providing emergency pediatric care in the regions.

### Development of an Advanced Emergency System for Transporting Patients between Hospitals Using Mobile ICU/ER

For seriously ill patients who need to be transported between hospitals, the TMG promotes activities for developing a system in which specialist medical teams are dispatched using ambulances equipped with intensive care unit (ICU) and emergency room (ER) facilities to implement measures during the transportation and provide treatment support at the requester's location.

## Tokyo Rules for Emergency Medical Care

To provide prompt and appropriate emergency medical attention, the TMG is promoting efforts under the "Tokyo Rules for Emergency Medical Care", comprised of rules on "Prompt admittance of emergency patients", "Conducting Triage" and "Tokyo Resident's Understanding and Participation".

### ○ Rule 1: Prompt Admittance of Emergency Patients

A system to promptly admit emergency patients will be developed through coordination with emergency hospitals and related organizations, by developing the "Regional Emergency Medical Care Centers" playing the key role of regional emergency care, and by assigning "Emergency Patient Coordinators" at the Tokyo Fire Department to coordinate the admittance of emergency patients across Tokyo.



#### Regional Emergency Medical Care Centers

These are medical institutions which coordinate admittance of emergency patients when an emergency medical team is not able to find a medical institution to admit in selection process based on the collaboration system among emergency medical institutions of the region along with the emergency medical team.

#### Emergency Patient Coordinators

When admittance is difficult in the region through the coordination of a regional emergency medical care center, they coordinate the admittance across Tokyo.

### ○ Rule 2: Conduct "Triage"

To protect the lives of patients who require immediate medical attention, "triage" to determine the necessity or order of clinical examination will be conducted in various situations in emergency care.

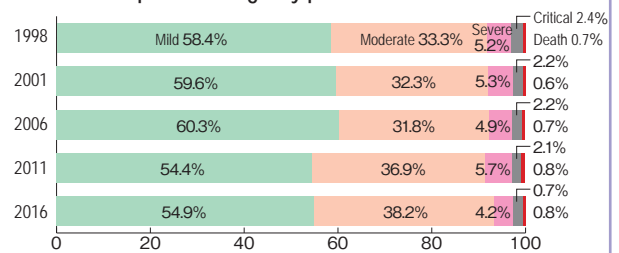


### ○ Rule 3: Residents' Understanding and Participation

In order to protect the emergency medical care system that is an important social resource, the Tokyo residents will try to use the system appropriately.



### ■ Ratio of transported emergency patient's level at the initial visit



## Enhancement of Perinatal Medical Care

The TMG ensures comprehensive perinatal medical care system to provide efficient care in communities corresponding to various risks during pregnancy, labor and neonatal so that people can give birth to and raise children with peace of mind.

### Securing the Functions of Perinatal Medical Care Center

The TMG supports the management of the perinatal medical care centers that have NICU (neonatal intensive care unit) and ability to respond appropriately in emergency situations for the pregnant women or women in labor with high risk and newborn babies and strengthens its function.

### Subsidy for Maintenance Expenses of Perinatal Medical Facilities

The TMG supports the maintenance of facilities and equipment of perinatal medical care centers to enhance the perinatal medical care system.

### Operation of Comprehensive Perinatal Medical Center for Mother

The TMG designates the "Comprehensive Perinatal Medical Center for Mother (so-called "Super Comprehensive Perinatal Center") at perinatal medical centers, which cooperates with doctors in emergency department and provides life-saving measures and always accepts the transfer request for pregnant women in severe condition.

### Coordinator for the Transfer of Perinatal Patients

The TMG allocates coordinators who mainly make adjustments for the transfer of patients between communities under the jurisdiction of the Comprehensive Perinatal Medical Center to facilitate a prompt transfer of mother and child who require

immediate medical attention.

### Securing Cooperating Perinatal Hospital (Operating on Weekends, Holidays and Night Hours)

The TMG designates "Cooperating Perinatal Hospitals" as an emergency medical institution that can address pregnant women or women in labor with medium risks while also supporting facility improvements to ensure emergency medical care for pregnant women or women in labor on weekends, holidays and night hours.

It also supports establishment of NICU at Cooperating Perinatal Hospitals.

### Establishment of Perinatal Network Group

By establishing perinatal network groups which consist of initial, secondary, and tertiary perinatal medical institutions centering on Perinatal Mother-Child Medical Centers, the TMG strengthens the cooperation system and role-sharing function of perinatal medical care facilities and creates a framework to provide medical care according to the types of risks of pregnant women (fetuses) and infants.

### Securing Cooperating Neonatal Hospital in Tama

In the Tama area with less perinatal medical care centers compared to other areas, the "Tama Cooperating Neonatal Hospital" is secured for high-risk newborn babies, to strengthen the admittance system of newborns in Tama.

### Training for Transition to In-home Care for Pediatric Patients

To ensure a smooth transition from Perinatal Mother-Child Medical Centers, etc. to home care, etc., this project provides training for different types of jobs, including doctors, nurses, physical therapists, MSW and public health nurses.

### Program to Provide Hospital Beds that Support Discharge to Home Care

For children hospitalized for long periods at NICU, interim beds will be set up before transferring to long-term home care in order to support and to promote a smooth discharge from NICU to home, while also improving the situation of beds being fully occupied at NICU and other facilities.

### Support for Transfer to Home Care of Pediatric Patients in NICU, etc.

The TMG subsidizes the costs required for attending training that requires overnight stays and the discharge coordination

meetings conducted by Perinatal Mother-Child Medical Centers and visiting nurse stations, etc. in an aim to provide full support for the smooth transition of pediatric patients in NICU, etc. to home-based medical care.

### Support for Training of Neonatal Doctors

Subsidies are provided for medical institutions that pay allowances to trainee doctors who choose pediatrics in specialized training after completing clinical training and who will be in charge of neonatal medical care in a NICU, etc., with the aim of training doctors who will work in a NICU and other neonatal medical care facilities in the future.

## Enhancement of Disaster Medical Care

Bracing ourselves for a massive earthquake, the TMG has established a system in which accurate information is gathered and swift and appropriate medical relief actions are taken.

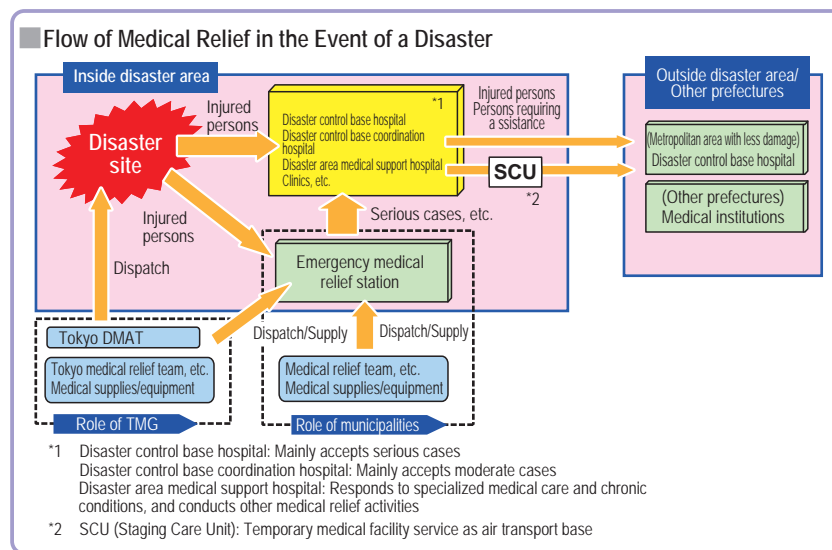
### Medical Relief Actions and Medical Supplies Stocks in Case of Disaster

In the “Tokyo Metropolitan Disaster Prevention Program”, various emergency measures in case of disaster are stipulated, such as the collection and centralization of medical information, primary medical care systems, patient transportation system for injured persons, etc. Municipal governments are responsible for the dispatch of relief parties to emergency shelters and stocking medical supplies. The TMG is responsible for the dispatch of

Tokyo DMAT and Tokyo medical relief teams, as well as the provision of medical equipment to be supplied to backup medical facilities.

### Improvement of Disaster Control Base Hospitals

The TMG maintains “Metropolitan Disaster Control Base Hospitals” to accept mainly severely injured patients in case of a disaster and organize medical relief parties. It also prepares medical supplies and equipment.



### Promotion of Earthquake-resistant Medical Facilities

The TMG provides financial assistance for hospitals in Tokyo to evaluate seismic capacity, newly construct/reconstruct, and conduct anti-seismic reinforcement constructions, aiming to further facilitate the earth-quake-resistance repair of medical facilities to ensure medical practice in times of disaster.

### Enhancement of Disaster Medical Assistance Team (Tokyo DMAT)

The DMAT (Disaster Medical Assistance Team) is a medical team consisting of doctors and nurses who have received specialist training for implementing emergency rescue services in natural disasters including large earthquakes and at metropolitan area disaster sites such as large-scale traffic accidents.

In order to enhance and strengthen the initial medical response system, certain hospitals, mainly those with Emergency Critical Care Centers, have been designated part of Tokyo DMAT.

In addition, vehicles loaded with foodstuffs, daily foods,

communications equipment, etc., are stationed at all Tokyo DMAT-designated hospitals. Furthermore, in order to save sick and injured people and secure safe activities of Tokyo DMAT in the case of a Nuclear, Biological, or Chemical (NBC) disaster, it has designated an NBC special disaster response team.

### Disaster Area Medical Associations

Relevant parties collaborate over the period spanning the immediate aftermath of a disaster over the medium to long term. This project defines associations comprised of medical-related parties, the police, firefighters, the Self-Defense forces, and the municipalities, to create a disaster-response medical system where relevant parties can collaborate effectively.

### Regional Disaster Medical Collaboration Council

Under this project, a Regional Disaster Medical Collaboration Council is put together by medical-affiliated parties and the municipalities, in every Secondary Health Maintenance Medical

block. The Council meets to consider specific policies in times of disaster, in accordance with the specific regional characteristics including specific medical care circumstances.

### Positioning Disaster Area Medical Care Coordinator

In order to ensure that necessary medical care is carried out quickly and appropriately in times of disaster, the Metropolitan Government has set up its own Disaster Medical Care Coordinator units, which are located in each of the Metropolitan Area and the Secondary Health Maintenance Blocks, to ensure smooth implementation and coordination of medical care throughout the Area.

## Improvement of Measures regarding Medical Care in Remote Areas

This project implements medical care in remote areas such as isolated islands and mountain villages.

### Tokyo Metropolitan Support Organization for Medical Care in Remote Areas

To ensure smooth and efficient implementation of the medical measures for remote areas, the Tokyo Metropolitan Support Organization for Medical Care in Remote Areas has been established to plan and make adjustments in programs. In addition, the Tokyo Remote Areas Health and Medical Care Affairs Committee, comprised of municipalities in remote areas, relevant medical institutions, academic experts, and other members, is set up within the organization to facilitate general exchange of opinions and coordinate medical care in remote areas.

### Support to Secure Healthcare Professionals

The TMG works toward ensuring a stable supply of doctors and other medical staff by dispatching doctors graduating from Jichi Medical University and doctors or dentists belonging to university hospitals and other hospitals cooperating in programs, based on the request of municipalities in remote areas, and by also providing a subsidy to municipalities in remote areas for expenses required to hire doctors and other medical staff.

The TMG has also established a facility to offer free job placement services for various medical professions and to dispatch substitute doctors, and it partially subsidizes the cost of on-site tours for medical staff organized by towns and villages of islands, in order to support municipalities in remote areas that face difficulties in securing healthcare professionals.

### Support for Medical Treatment

If an emergency patient, who cannot be treated at a medical institution at an island location, presents for treatment, the TMG has a system in place 24 hours a day/365 days a year to transport said patients to an advanced medical institution, with Tokyo Metropolitan Hiroo Hospital serving as the base hospital for the island areas, using the Tokyo Fire Department or Maritime Self-Defense Force helicopter, or other method. In addition, the patient transport system is enhanced by entering into cooperative agreements with private and national hospitals with rooftop heliports, who will also accept patients.

Furthermore, an electronic image transmission system is being utilized to support medical treatment linking medical institutions in island locations and Tokyo Metropolitan Hiroo Hospital to exchange information such as X-ray and CT images and allow island hospitals to receive advice from medical specialists while remaining in situ.

Moreover, the TMG coordinates the securing of medical special-

ists and subsidizes the expenses for providing specialized medical treatment such as for the eyes, ears, nose and throat conducted by municipalities in remote areas.

### Development of a System to Provide Medical Care

In order for medical institutions in remote areas to secure a foundation for treatment, the TMG subsidizes the expenses required for maintenance of clinics and purchase of medical equipment.

## Securing and Improvement of Medical Human Resources

This project seeks to ensure a steady flow and improvements in quality of medical care professionals—individuals capable of providing quality services, from the perspective of metropolitan residents (patients).

### Measures for Securing Doctors

#### ○Tokyo Regional Health and Medical Care Affairs Committee

This committee, which is comprised of medical personnel and Tokyo residents, considers how to secure stable medical care human resources such as doctors.

#### ○Tokyo Regional Health Care Support Center

Based on the policy to secure doctors decided by the Tokyo Regional Health and Medical Care Affairs Committee, the center promotes measures to secure doctors based on the characteristics of Tokyo, such as support for medical institutions to secure doctors, support for career development of persons who hold a scholarship loan, understanding of the actual situation of securing doctors, and sending of information on measures to secure doctors.

#### ○Tokyo Metropolitan Scholarship System for Regional Health Care Doctors

The TMG offers scholarship loans to medical faculty students in universities in Tokyo and providing educational assistance in cooperation with universities in an aim to secure sufficient numbers of doctors to work in pediatrics, perinatal, emergency medicine and remote area medical care.

#### ○Tokyo Metropolitan Project for Doctors Supporting Regional Health Care

The TMG secures health care systems in the Tama area and island areas by employing doctors as TMG employees to be dispatched to medical institutions in remote areas and public hospitals.

### Measures to Ensure Sufficient Nursing Staff

#### ○Tokyo Nursing School

The TMG owns seven nursing schools to train nurses to work for medical institutions in Tokyo. In FY2019, the seven schools had 549 graduates, which account for about 10% of the total number of graduates from nursing schools within Tokyo.

#### ○Subsidy for Costs of Operating Nursing Schools

The TMG subsidizes the costs required to operate nursing schools or training centers, in order to improve the quality of education provided and recruit nurses to make up the current shortfall in the metropolitan area.

#### ○Tokyo Nurse Plaza

To secure and improve the quality and retention rates in Tokyo, the TMG offers employment consultations, job placement, and reemployment training for public health nurses, midwives, nurses and licensed practical nurses.

#### ○Loan for Costs relating to Nursing Training

Student resident within Tokyo, who are training as public health nurses, midwives, nurses or licensed practical nurses and



who plan to work in nursing in Tokyo in the future, may access loans for the cost of their studies. This program aims to improve the retention and the quality of nurses in Tokyo.

#### ○Support Program to Promote the Retention of Nursing Staff

The TMG supports activities of hospitals to secure nursing staff by assigning employment assistants to patrol and visit hospitals and by promoting group training including regional medical institutions. The program aims to build a structure in which nursing staff can continue working free from care.

#### ○Maintenance of Training System for Newly-employed Nursing Staff

To prevent early resignation of newly-employed nursing staff, the TMG encourages the enhancement of clinical training at hospitals.

#### ○Community Support to Secure Nursing Staff in Regional Health Care

The TMG supports reemployment of nurses by offering training for and consultation on reemployment in communities.

#### ○Program to Support Career Development

In order that certified nurses, etc. can make best use of their professional qualifications in the workplace, the TMG holds seminars to promote understanding among facilities managers to increase the motivation of nursing staff to work, promote team medical care and further develop in-home medical care.

#### ○Program to Support the Continuous Employment of Platinum Nurses (New)

By considering the life plans of nursing staff from before their retirement, and providing opportunities to gain knowledge of various workplaces, the TMG supports the career continuation of nursing staff to retain their services.

#### ○Program to Promote Retention of Midwives

By supporting the temporary transfer of midwives between facilities, the TMG enhances the practical capabilities of midwives to promote their skill improvement and retention

#### ○Program to Promote the Retention of Nursing Staff in Island Areas

By making trips to island areas for training and dispatching short-term substitute nursing staff, improve the work environment and promote the retention of nursing staff working in island areas.

### Measures to Retain Medical Staff

#### ○Tokyo Metropolitan Center to Support Improvement in Medical Work Environment

The Tokyo Metropolitan Center to Support Improvement in Medical Work Environment has been established as a base to promote better work environments for healthcare professionals. The center has built a consultation system by a team of experts on labor management and health service management, and supports initiatives by medical institutions to improve work environments.

#### ○Improving the Working Environment and Supporting Reemployment of Doctors and Nursing Staff

The TMG improves the working environments of doctors and nursing staff working at hospitals, promotes reductions of turnover and retention, and supports the reemployment of doctors, etc. who have been away from work due to childbirth and child-rearing.

#### ○Improvement of the Quality of Medical Staff Members

Various workshops and lectures are conducted to address the advancing and diversifying health and medical services and improve the quality of medical staff members.

#### ○Designation and Guidance for Training Schools

Based on the national laws and regulations of training schools for medical care providers, the TMG provides approvals for designation or partial changes, and guidance. It also works as an

intermediary with the national government, and provides requests for designation or partial changes for some training.

## Ensuring Medical Safety

Medical safety measures are promoted by the TMG so that the quality of medical services is improved and all residents are provided with safe, secure and satisfying medical care.

### Authorization, Inspection and Supervision of Medical Institutions

Based on the Medical Service Law, the TMG has the right to authorize founding of hospitals and medical corporations.

It also conducts on-site inspections to check whether the institution meets predefined criteria set by the Medical Service Law, such as number of medical employees and adequate facilities.

### Medical Safety Support Center Project

The TMG supports the five Public Health Centers in Tama region, cities with health centers and Medical Safety Support Centers located in Special wards as well as consulting with residents regarding medical issues at "Patients' Voice Consultation Counter".

#### Medical Safety Support Center

Centers have been established in prefectural municipalities with cities establishing public health care centers and special wards in accordance with the Medical Care Law revised in April 2007. Centers 1) respond to requests for consultation and complaints regarding medical matters and advise medical institutions and residents; 2) provide information necessary to secure medical safety; 3) provide training on medical safety; and, 4) provide support necessary to secure medical safety in specified areas.

### Postmortem Examination and Autopsy

The Tokyo Metropolitan Medical Examiner's Office in each ward conducts postmortem examinations and autopsies according to the Postmortem Examination and Corpse Preservation Act, to find out the cause in cases of unusual death, so as to improve maintenance of social order, prevention of disease, and promotion of public hygiene.

The operation is commissioned to doctors' associations and universities, etc., in the Tama and Island areas.