

急診壅塞， 是無法解決的難題？ 還是不願面對的真相？

Emergency Department Overcrowding:
An Intractable Problem or an Unspoken Truth?

楊坤仁 Kun-Jen Yang *



摘要

急診壅塞的問題在臺灣已經存在十數年，多年來已有不少學者提出解決急診壅塞的對策及建議，然而今年急診壅塞情形更是加劇，台灣急診醫學會與衛生福利部亦對此發出聲明及提出對策。本文認為解決急診壅塞的重點不在政策，而是制度失靈背後的結構矛盾與人性困境，急診壅塞必須從系統性根本：健保給付、評鑑制度、政治因素，以及法律保護四個面向去思考，並提供醫院及民眾誘因，才能增加改變的動機，進而影響就醫文化，保障病人安全。

Emergency department (ED) overcrowding has plagued Taiwan's healthcare system for over a decade.

*嘉義長庚醫院急診醫師 (Emergency Department, Chang-Gung Memorial Hospital in Chia-Yi, Taiwan)、英國雪菲爾大學醫學教育博士候選人 (PhD Candidate, University of Sheffield, UK)

關鍵詞：急診壅塞 (emergency department overcrowding)、病人安全 (patient safety)、評鑑 (hospital accreditation)、對策 (countermeasures)

DOI: 10.53106/241553062025060104001

Numerous scholars have proposed solutions and policy recommendations, yet the situation has only worsened in recent years. In response to the intensifying crisis, both the Taiwan Society of Emergency Medicine and the Ministry of Health and Welfare have issued statements and countermeasures. This article argues that the root cause of ED overcrowding is not merely policy failure, but rather the structural contradictions and human dilemmas underlying systemic dysfunctions. To address ED overcrowding effectively, a fundamental and systemic approach is required, examining the roles of national health insurance reimbursement, hospital accreditation standards, political pressures, and legal protections. Additionally, providing proper incentives for both hospitals and the general public is essential to drive behavioral change, shift healthcare-seeking culture, and ultimately ensure patient safety.

壹、前言

日前急診壅塞情形再度加劇，急診壅塞不僅造成醫療人員負擔，也嚴重影響病人就醫權益，這使得台灣急診醫學會（下稱急診醫學會）不得不提出聲明呼籲衛生福利部（下稱衛福部）及社會大眾共同重視此議題，衛福部亦依據急診醫學會的訴求迅速召開各部門會議商討對策。其實急診壅塞並不是一個新興議題，早在十幾年前就有學者為文探討相關應對¹，然而十幾年過去，壅塞情況卻有增無減，本文將先由急診壅塞的

1 江旺財、李衛華、廖芝倩，台灣急診室壅塞的初探，輔仁醫學期刊，13卷4期，2015年12月，223-231頁；胡勝川，如何因應急診壅塞，台灣醫療改革基金會，2015年5月18日，<https://www.thrf.org.tw/archive/1050>（瀏覽日期：2025年5月18日）。