Streamlined Intra-tympanic Steroid Injection Procedure in Outpatient clinic of Yan Chai Hospital

PANG Yuen Lai (WM, SOPD)
Yan Chai Hospital
Kowloon West Cluster
Background

• **Timely** management of patients suffering from **sudden sensorineural hearing loss** by **ITS (Intra-tympanic Steroid)** is crucial for recovery.

• Treatment in ward as day-case is costly and time-consuming, and overload ward admission

• ITS service was started in the outpatient clinic since **July 2018**.

Objectives

- ↑ Patient overall satisfaction
- ↓ Hospital admission, alleviate ward overcrowded
- Shortened patient total treatment time
Service Flow of ITS Injection (ITS) in ENT SOPD (2 times / week)

- Screening Referral
- 1st Visit: Assessment, Diagnosis, PTA
- 2nd Visit: Fit for Injection (1st dose)
- 3rd Visit: (2nd dose Injection)
- 4th Visit: (3rd Dose Injection) + Next Follow Up repeat PTA
- 5th Visit: (4th Dose Injection)
Evaluation method

- Questionnaire to evaluate patient satisfaction.
- Nursing audit to evaluate staff’s knowledge & skill, standardized outcome measures and quality of care.

Result

23 patients participated the survey
- 100% respondents were satisfied with the service
- 8 nurses & 8 PCAs have great improvement in the procedure after training
Patient Admission

From July 2017 – Feb 2018
• 95 admission for ITS

From Jul 2018 to Feb 2019
• 14 admission for ITS

Patient journey
• The average waiting time from registration, Shroff, procedure, completion of treatment to patient leaving OPD was shortened
• ↓ 6 hours 33 minutes when compared with the day admission cases.
Conclusion

• The patients’ feedback reflected that outpatient ITS was providing good environment, smooth discharge arrangement and clear discharge education.

• It significantly improves patient journey, enhances effective use of hospital beds, and to decrease access block in Emergency Department and the overall cost paid by each service user.

• Similar models are applicable to other departments to promote patient satisfaction, and to make good use of the limited resources.