ONE CHART TO IMPROVE ATTENDANCE RATE OF PATIENT TRAINING SESSIONS AND ACTIVITIES

Project Leader: Ms. Kitty Mak DOM/SCH
Member: Mr. Yeung Wai WM/IU/SCH
Ms. Chan Lai Wa DWM/DU/SCH
Mr. Chu Wing Tak DWM/IU/SCH
Ms. Lam Pui Ling RN/DU/SCH
BACKGROUND

- Patient-centered care
- Multidisciplinary Care Team
  - PT & OT sessions
  - MSW Activities
  - Nursing care routines
- Same time slot
  - => Crashes
- Wastage
INTENDED IMPROVEMENT

- Enhance successful rate of patients attending different activities
- Reduce wastage
IMPROVEMENT ACTIONS

- Patient activity chart
  - One page summary of daily patient activities
  - Identify crashes of activities earlier
  - Make appropriate arrangement in advance
WORKFLOW

1. Early planning of activities
   - (pm shift of 1 day before)
2. Identify crashes
3. Adjustment / rearrangement of activities
IMPLEMENTATION

- Pilot in 3 wards in Sep 2018
- Full implementation in all wards in Oct 2018
Successful Attendance Rate

BEFORE

85%
80%
75%
70%
65%

AFTER

84.30%

11.3%

RESULTS
103 questionnaires returned (out of 176 staff)
• (Nurse = 68; Supporting staff = 35)
• Return rate = 58.5%
RESULT OF QUESTIONNAIRE

- Overall Satisfaction = 4.02 (out of 5)
- Average time to prepare the chart = 6.4 min (range from 3-15 min)
- Majorities agreed that
  - the chart improved the **successful rate** of patients to attend activities (85%)
  - **time** for preparing the chart was acceptable (64%)
  - the chart **reduced disturbance** during ward routines (54%)
WAY FORWARD

- Add “Other Activities”
  - E.g. Follow-up, home-leave
- Enhance communication
ACKNOWLEDGE

- Prof. Herman Lau, HCE BBH/SCH/SH
- Dr. Elsie Hui, COS M&G
- Dr. Winnie Ng, AC M&G
- Dr. Yuk Ka Lok, AC M&G
- Ms. Angela Kwok, GM(N)
- Ms. Kitty Mak, DOM
- SCH Infirmary and Disabled Unit colleagues
- Ms. Christine Leung, PTI; & PT colleagues
- Ms. Janet Chong, OTI; & OT colleagues
- Ms. Jamie Wan, SWO; & MSSU colleagues
- Ms. May Lam, SF; & SSD colleagues
THANK YOU