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Administrative Support on Patient Journey

- Improving the NEATS Discharge Process

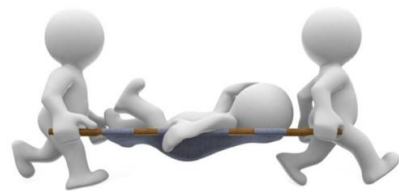
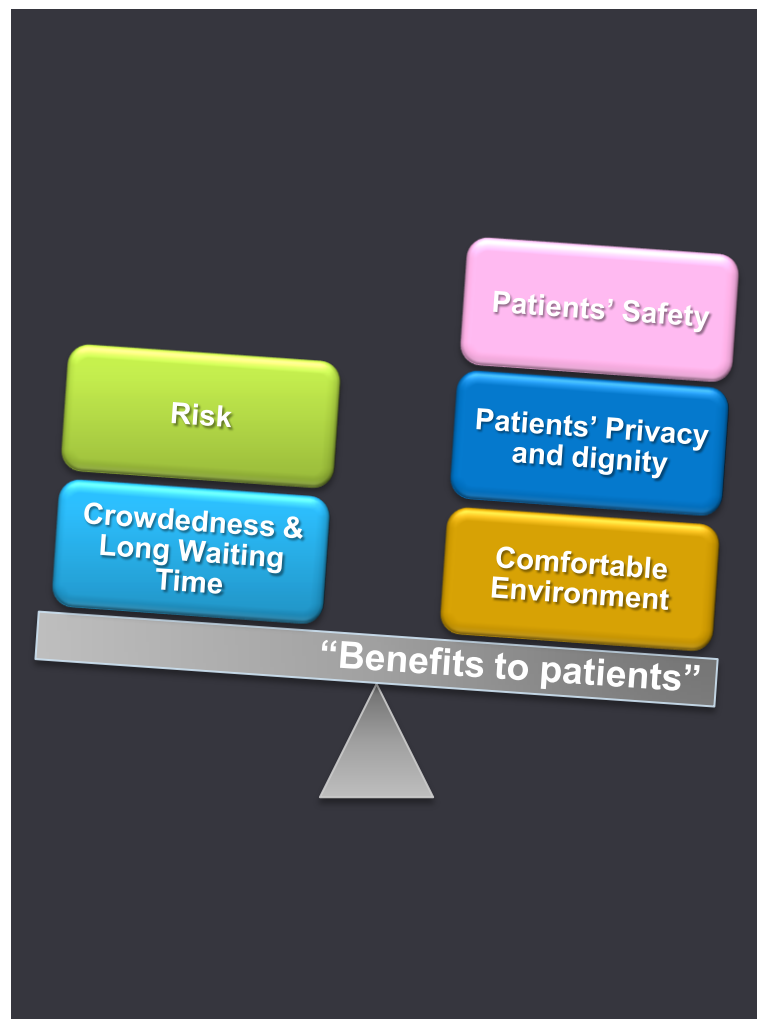
REASONS FOR ACTIONS

Without a proper transit location, bedridden and wheelchair-bound patient would need to wait at hospital lobby for discharge through NEATS (Non-Emergency Ambulance Transfer Services). This arrangement was undesirable in terms of patients' safety, privacy and dignity especially during peak hours and cold season.



OBJECTIVES

- To provide a better, safe and comfortable environment for patients who require to wait for NEATS discharge;
- To ensure the patients' safety in terms of closer and central monitoring;
- To better protect patients' privacy and dignity;
- To redesign the patient discharge workflow so as to enhance the efficiency of patient portering;
- To reduce the crowdedness at hospital lobby and main entrance.



IMPLEMENTATION

① Converting the open plan waiting area of Radiology Department into an enclosed NEATS Patients Waiting Lounge.

② Modifying the side entrance lobby and installing concrete ramps to facilitate transportation of patients to/from NEATS.

④ Merging of the processes of portering and matching the discharge time of NEATS ordering systems: NEATS computerized Transport Supporting System (NTSS) and Automatic Dispatching System (ADS).

③ Assigning a Lounge Manager to handle the patients in waiting lounge and provide one stop and transit service.



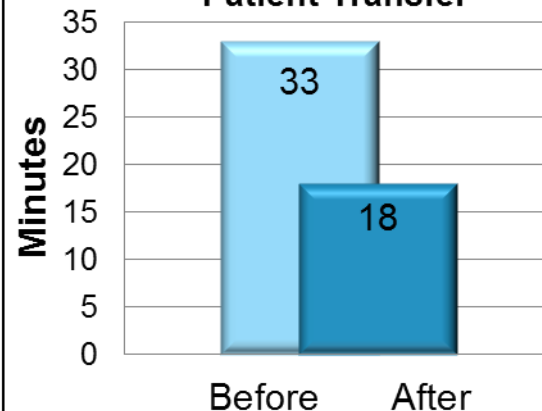
HARDWARE
SOFTWARE

OUTCOMES

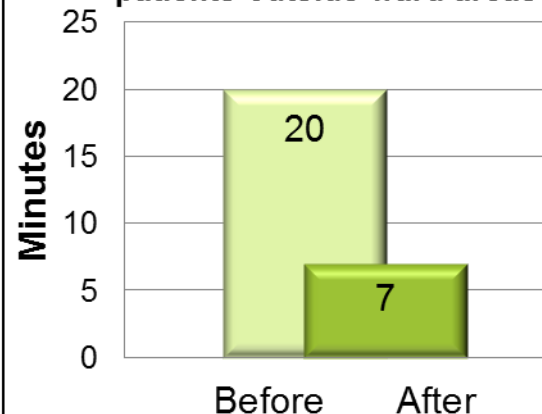
- Bedridden and wheelchair-bound patients scheduled for discharge through NEATS will no longer keep waiting at the hospital lobby;
- Patients' safety, privacy and dignity were better protected by the setting up of a proper and comfortable transit lounge;
- The average portering time on patient transfer was shortened by **45% (15 minutes)**;
- The average waiting time of patients outside ward areas was reduced by **65% (13 minutes)**;
- The overall efficiency of portering service was improved by the central monitoring arrangement at the patient waiting lounge.



Average Portering Time on Patient Transfer



Average waiting time of patients outside ward areas



CONCLUSIONS

With the setting up of the new NEATS Patients Waiting Lounge at POH, patients could experience a more comfortable and safe discharge journey. The waiting time of patients outside ward areas was greatly reduced and the overall efficiency of portering service was enhanced.

