

Capitalizing on Patient Engagement Gaining Accreditation as an Extensive Achievement

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Hospital Accreditation

新界東聯網

威爾斯親王醫院及北區醫院 喜獲認證

威爾斯親王醫院及北區醫院於去年9月分別進行機構認證評審，結果全面
通過。威爾斯親王醫院及北區醫院的各項項目更被評定
為「優異級別」(Extensive Achievement)



Prince of Wales Hospital

North District Hospital

Criterion: 1.6.1

Consumers/ patients, carers and the community participate in the planning, delivery and evaluation of the health service.



★ *The first Cluster in the Hospital Authority received this recognition.*

Marslow Theory for Patient Centered Care

Self-actualization :

- Patient engagement / Partnership
- Patient rights / patients' Charter

Esteem :

Patient Groups

Love & Belonging :

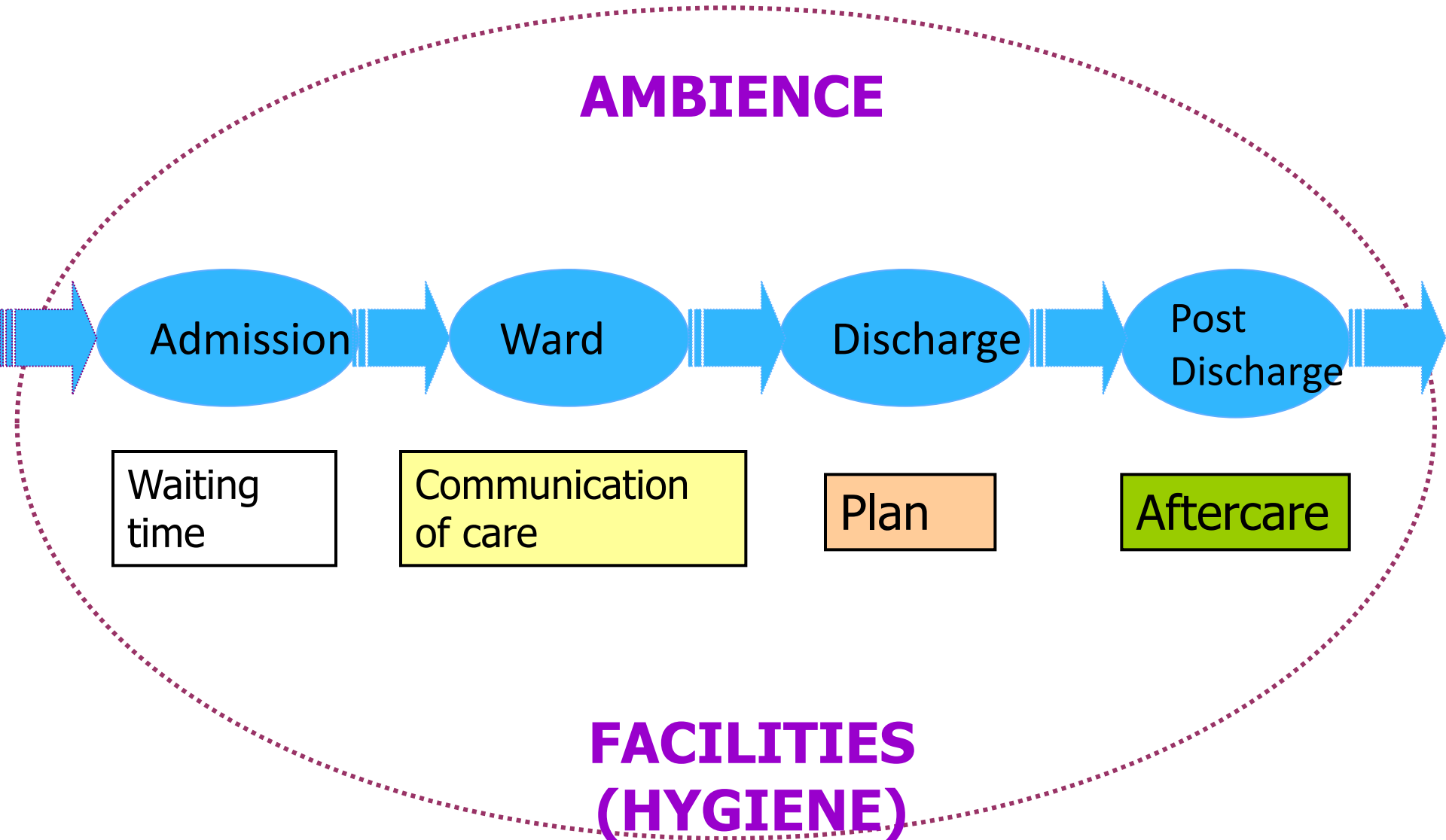
Communication with Patients

Safety : Patient Safety

Base Needs : Clinical Care

Patient Journey

AMBIENCE



Waiting
time

Communication
of care

Plan

Aftercare

**FACILITIES
(HYGIENE)**

I. Engaging Our Patients in Service Improvement

- ① Invited Patient Representatives to Hospital Committees
- ② Patient Satisfaction Survey
- ③ Patient Focus Groups
- ④ Annual PR&E Forum



1. Invited Patient Representatives as Members of Hospital Committees

NTEC PR&E Committee

- ❑ Established in April 2010 with representative from Alliance for Patients' Mutual Help Organization , representing 19% of Patient Self-help Groups (PSG) in NTEC
- ❑ Apr 2012 - evaluated patient representation of the committee. Invited representative from HK Society for Rehabilitation as member
- ❑ The new membership now represents 65% of PSG in NTEC



Other Committees with Community Partners as Members



Community Collaboration
Coordination Committee



Hospital Governing Committee of PWH

Cluster-based Annual Plan Meeting with Patient Group



4th Annual Plan Meeting with Hong Kong Alliance of Patients' Organizations Limited on 3 Oct 2013

2. NTEC Patient Satisfaction Survey (PSS)

- Since July 2009 — Invited discharged patients / relatives to give feedback on service for continuous improvements;
- In June 2012 — Reviewed content of questionnaire and invited frontline staff and patients to comment on the questions set for the survey.

Quarterly Result Uploaded onto Hospital Internet

|English | 首頁 | 流動版 | 網頁指南 | 字型大小 A A A



威爾斯親王醫院 一站通



新病人賬單系統

暑期義工大學堂

《醫博》

住院病人意見調查

我想...

威爾斯親王醫院住院病人意見調查結果截至2013年12月

威爾斯親王醫院 住院病人意見調查



結果截至
2013年12月



[知道探病時間](#)

[知道如何到達威爾斯親王醫院](#)

[預約專科門診新症](#)

[申請醫事報告](#)

[成為威爾斯親王醫院義工](#)

[了解病人權利及反映意見](#)

[讚賞員工](#)

[關於威爾斯 +](#)

[申請病人資料](#)

[臨床服務 +](#)

[位置及交通+](#)

[服務程序及收費+](#)

[病人資源+](#)

[探病時間](#)

[聯絡本院+](#)

常用連結



威爾斯親王醫院慈善信託基金
PRINCE OF WALES HOSPITAL
CHARITABLE FOUNDATION



香港中文大學
威爾斯親王醫院醫療中心
CUHK - PWH Medical Centre



多媒體

常用醫院表格

我們正討論

Feedback from Patients

Please improve the service / support of Health Care Assistant given to patients. Attitude of some senior nurses is poor. We understand the workload is heavy but maintain good service to patients is important.



很多謝醫生很忙也回覆我們的查詢。同時多謝配藥處的藥劑師隔了一天仍打電話跟進吃藥的情況。



II. Listening to the Voices of Our Patients

Improvement Measures Taken with Reference to PSS Results

- ❑ Provide training to enhance communication between frontline staff and patients
- ❑ Enhance public toilet hygiene



3. Patient Focus Group Meetings

□ 5 Focus Group Meetings have been conducted since 2012



Neurosurgery



Cardiology



Clinical Oncology



Ophthalmology & Visual Sciences



Patient Relations Service

Feedback and Follow-up Actions

Feedback from patients

Follow-up actions taken

Communication skills of some junior doctors should be improved. (NS)

Senior doctors enhanced coaching and training to juniors, and interview patients / families with them

An Intern inserted a needle into the patient's skin over ten times while performing venipuncture. (NS)

Enhanced skills of Housemen and encouraged them to ask for assistance if needed

The cleanliness of female toilets was not up to standard. (CCC)

Reminded cleansing contractor to maintain hygiene standard. Conducted refresher training periodically.

III. Creating a Culture of Partnership

4. Annual Patient Relations & Engagement Forum 2011



- Date: 17 June 2011
- Attendance: 338 (Patients - 11%)



Annual Patient Relations & Engagement Forum 2012



- Date: 31 July 2012
- Attendance: 318 (Patients - 22%)



Annual Patient Relations & Engagement Forum 2013



✦ TRUST ✦
JUSTICE &
COMPASSION
信任：公平與仁心



- Date: 5 July 2013
- Attendance: 215 (Patients - 44%)



Organization Wide Survey (OWS) in Sep 2013

□ Invited patients to join the interview with surveyors



Surveyor's Assessment Report

Organisation Wide Survey - Survey Team Summary Report

Organisation: Prince of Wales Hospital

Orgcode: 095949

Function: Clinical

Standard: 1.6

Criterion: 1.6.1

Consumers / patients, carers and the community participate in the planning, delivery and evaluation of the health service.

Organisation's self-rating: MA

Surveyor rating: EA

The survey team find these initiatives commendable and believes that the commitment of the hospital to consumer participation and the practical measures employed justify an increase of the rating from the self-assessed Marked Achievement (MA) to Extensive Achievement (EA).

Thank you

