The Engagement of Disease Management through an Innovative Patient Resource Corner (PRc) in HKEC GOPC

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Primary Healthcare

- Treatment and Care for Acute and Chronic Diseases
- Health Risk Assessment and Disease Identification
- Prevention of Acute and Chronic Diseases
- Self-management Support
- Participation in Health Promotion

Patient Empowerment & Engagement

“Primary Healthcare” definition according to Primary Care Office, Department of Health
Needs of GOPC Patients

• Ageing population increasing service needs
  – Serving 500,000 patients per year in HKEC GOPC & FMSC
• Target patient group → chronic ill patients
  – Around 60% patients are chronic ill patients
• Multi-disciplinary service model
  – Patient engagement for Lifestyle & behavioral changes
• Limited space & guidelines updates
Strategies

- New service delivery model
- Chronic disease management
- Self management & empowerment
- Community as partner

Existing Programs in Chronic Disease Management

- Nurse and Allied Health Clinics (NAHC)
- Anti-smoking
- Integrated Mental Health Program (IMHP)
- Multi-disciplinary Risk Factor Assessment and Management Programme (RAMP)
- Patient Empowerment Programme (PEP)
- DM Conversation Map
Unique Collaboration Approach

FM&PHD
Doctors, Nurses, PT, OT, Dietitian, CP, Pharmacist

Community Partners
Patient Associations, NGOs, Volunteers

PYNEH PRC
Social Workers

病人資訊站
Patient Resource Corner
Objectives

To raise patients’ concern on health protection and prevention of diseases

To empower patients for better self-management

To navigate patient to appropriate community resources and service

To engage volunteers in the patient care process

To collaborate with patient self-help groups

To offer self-help simple health checks questionnaires facilities
Features of GOPC PRc

- User-friendly Interface
- Informative Contents
- Real-time Updated Content Management
- Self-management of Patient
- Facilitation by Volunteers
- Extendable
The working group has highly involved in the design of a user-friendly interface, which facilitates easy manipulation by elderly patients with no expert knowledge on IT technology.
PRc Kiosk System (web-based)

自我測試及評估

以健康主題分類

以身體系統分類

Level 1
PRc Kiosk System (web-based)
PRc Kiosk System (web-based)

Level 3
Health Information Website
GOPC doctors & social workers have tailor-made over 100 sets of comprehensive and up-to-date disease related information, community resources information and health checks questionnaires.
哮喘病

甚麼是哮喘病?
哮喘病是一種常見的慢性呼吸系統疾病。病發時，患者支氣管壁會因發炎而腫脹，並會對某些化學物質產生過敏反應，令呼吸道變窄，以致患者出現呼吸困難、咳嗽、喘息及咳嗽伴帶痰。

哮喘病的分類

- 敏感性：常見於小童，部分特異敏感，患者或家屬成員常有過敏性鼻炎、鼻炎等。
- 内發性：常見於成年人，一般與遺傳及環境無關。

誘發哮喘的因素

- 呼吸道感染
- 食物或異 物敏感
- 空氣污染
- 氣候因素
- 情緒因素
- 創傷或感染
- 荷爾蒙因素
- 遺傳因素

哮喘的症狀

哮喘病通常是在晚上或黎明時分，病發時患者會：

- 咳嗽
- 喘息（氣管會發出又長又急的聲音）
- 痛楚
- 胸口有壓迫感
- 呼吸困難
- 严重時可出現呼吸衰竭，甚至因缺氧而死亡。
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<thead>
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<th>機構/中心</th>
<th>地址</th>
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<th>早期檢測</th>
<th>日間訓練</th>
<th>家庭訓練評估</th>
<th>小組活動</th>
<th>照顧者支援</th>
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<th>照顧者</th>
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備註：以上資料以東區及灣仔區為主並供作參考，詳情請直接聯繫有關機構。
資料來源：港島東醫院聯網社會服務
Health Checks Questionnaires

Sample
Real-time Updated Content Management

A specially designed system which allows the PRC work group to publish, edit and modify the information at any time.
PRc Content Management System (CMS)
http://www.hkefmprc.org/StaffLan/CMS/ (for authorized persons only)
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Self-management of Patient

Doctors can further engage patients to use the PRc with a barcode card system, which makes it simpler for doctors to distribute specific information to patients.
## PRC Barcode Card System

<table>
<thead>
<tr>
<th></th>
<th>A (雜項)</th>
<th>B (呼吸、精神)</th>
<th>C (血壓、心臟)</th>
<th>D (糖尿病)</th>
<th>E (糖尿病)</th>
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<tbody>
<tr>
<td>1</td>
<td>腳癱及甲癱</td>
<td>慢性阻塞性肺病</td>
<td>膽固醇</td>
<td>運動與糖尿病</td>
<td>甚麼是糖尿病</td>
</tr>
<tr>
<td>2</td>
<td>白內障</td>
<td>哮喘壓縮吸入器</td>
<td>血壓紀錄表</td>
<td>低鹽飲食秘技</td>
<td>如何預防糖尿病</td>
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<tr>
<td>3</td>
<td>痛風症</td>
<td>認識哮喘藥物</td>
<td>高血壓治療方法</td>
<td>外出進食的要訣</td>
<td>自我檢測血糖</td>
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<tr>
<td>4</td>
<td>接種流感疫苗</td>
<td>甚麼是哮喘</td>
<td>高血壓藥物認識</td>
<td>降膽固醇降三酸甘油脂</td>
<td>血糖紀錄表</td>
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<td>5</td>
<td>足跟膜炎</td>
<td>失眠</td>
<td>甚麼是高血壓</td>
<td>升糖指數知多少</td>
<td>如何處理低血糖?</td>
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<td>6</td>
<td>妥善處理頸痛</td>
<td>抑鬱症</td>
<td>中風</td>
<td>糖尿病者食物選擇</td>
<td>如何處理高血糖?</td>
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<td>7</td>
<td>妥善處理腰痛</td>
<td>焦慮症</td>
<td>冠心病</td>
<td>胰島素</td>
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<td>8</td>
<td>膝部骨關節炎</td>
<td>自我鬆弛法</td>
<td>骨質疏鬆症</td>
<td>良性前列腺肥大症</td>
<td>口服降糖藥</td>
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</table>

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![Barcode Card System Diagram](image-url)
Facilitation by Volunteers

The PRc Volunteer Team comprising of persons who are enthusiastic and energetic has been established.
PRc Volunteer Team

• Provide assistance to patients-in-need
• Introduce and promote the PRc services
The PRc with a web-based system can be easily extended to other GOPCs by simply investing on hardware.
From 0 to 1
Patient Satisfactory Survey

- Period: Jan to Mar 2015
- Total no. of patients/carers: 200
- Total no. of valid questionnaire: 200
Profile

Gender

- Male: 103, 52%
- Female: 97, 48%

Age Group

- Below 36: 54, 27%
- 36-45: 40, 20%
- 46-55: 34, 17%
- 56-65: 52, 26%
- Over 65: 20, 10%

n=200
User-friendly?

- User friendly: 198, 99%
- Non-user friendly: 2, 1%

n=200
Strengthen your awareness on disease prevention?

- Strongly disagree: 1
- Disagree: 1
- Agree: 86
- Strongly agree: 112

n=200
Strengthen your self-management?

- Strongly disagree: 1
- Disagree: 1
- Agree: 84
- Strongly agree: 114

n=200
Comments from Users (99% Satisfied)

- The assessment forms are very useful.
- The information are rich.
- The image is big enough and very clear.
- Can learn more, especially on health diet.
- Very nice, printed materials for future reference is a good idea.
- The assessment forms are very useful.
Future Plan

- Expand the PRc service to other GOPCs in HKEC
- To collaborate with patient self-help groups/ NGOs to set up counter at PRc
Acknowledgement

Team members:
Dr. Michelle Wong (1), Ms Kimmy Chan (1)(2),
Dr. Daniel Chu(1), Dr. Wong YF(1), Dr. Wangie Leung (1), Dr. Leung WM(1),
Dr. Wendy Kwan(1), Mr. Jimmy Wong (1), Ms Annow Chow (1),
Ms Chiu MC(1), Ms Daisy Wong (2), Mr. Zero Chan(1)

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