Introduction
The Fast Track Protocol Driven Service (FTPDS) in the Accident and Emergency Department of Kwong Wah Hospital was commenced in early 2013, amidst an atmosphere of increased service demand from complex cases presentation and manpower shortage in healthcare professionals, among an aging population with longer life expectancy. The FTPDS service is manned by experienced nurses with Post Registration Certificate Course (PRCC) qualification who have undergone extensive practical based in-house training program i.e. lectures, workshops, clinical assessment and OSCE- type simulation. The progress of staff competencies development was evidenced from training logbook. The initiative was aimed at alleviating long waiting time (WT), improve patient outcomes and enhance staff and patient satisfaction by treating patients with minor condition by experienced and qualified nurses.

Objectives
To shorten the WT and length of stay (LOS) of patients within the boundaries of a total of seven protocols focusing on minor wounds, minor scald injury, nasogastric tube insertion (NGT), acute retention of urine (AROU), needle stick injury (NSI), fish bone in throat (FBI) and skin abscess requiring incision and drainage (I&D)

Methodology
Trained nurses would scrutinize cases from a pool of semi-urgent (Cat IV) and non-urgent categories (Cat V) for suitability for FTPDS based on established inclusion and exclusion criteria, and with mutual consent. The nurses would carry out
comprehensive history taking, focused physical examination and appropriate treatment with holistic patient care. Emergency medicine specialist physician would support on areas such as issuance of further investigation, drug prescription and medical certificate.

**Result**

During the pilot phase in early 2013, there were around 4 service sessions per week. From 1Q 2014, the service volume gradually increased to 12-14 sessions with two shifts coverage daily per week. In 2014, there were 49.5% (770) minor wounds; 20.1% (313) FBI; 11% (172) scald injury; 8.8% (137) AROU; 7% (111) I&D, NSI, NGT and 3.4% (53) others (such as animal bite injury) among a total of 1566 cases. There was an average of 108 minutes shortening in WT between cases of FTPDS and non-FTPDS cases of Cat IV patients in December 2014, and a 457 minutes shortening in the longest waiting case. In future, there would be service expansion through ~Increase in number of protocols ~More experienced nurses will be enrolled and trained ~Service quality would be evaluated through staff and patient satisfactory survey ~Re-attendance rate will be assessed and telephone follow-up performed to monitor treatment outcome.