Service Priorities and Programmes

Electronic Presentations

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Role of Patient Resource Centre in enhancing post discharge support ~ engaging clinical & external partners to build up a caring network along patient journey

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Introduction

Community & Patient Resource Department (C&PRD) of PYNEH has set up for 2 decades with 3 Patient Resource Centers serving Chronic ill patients, Cancer patients and Mental ill patients & carers. Not only the medical and nursing care, but also the psychosocial support and the community resources are crucial to patients and their carer for keeping good quality of life along patient's journey. Therefore, CPRD emphasizes on the collaboration with clinical and community partners especially in enhancing post-discharge support.

Objectives

1. To advocate patient empowerment in hospital 2. To emphasis the sustainability of rehabilitation in the community 3.To build up communication channel to improve service quality 4.To support system and resource building for patients and carers between hospital & community

Methodology

C&PRD enhanced post-discharge support through (1)To develop psychosocial /empowerment programs with community partners. Programs enrolment via OPAS upon discharge was used. Patient Support Stations in Outpatients Departments, Community Resource Kit with QR codes and the Smart patient boards outside wards enabled easy access of community resources. (2)To strengthen mutual support networks by promoting patient groups towards independence and developing various peer volunteer services. Peer Volunteers Trainings and Surveys on Peer Volunteers Service were conducted to enhance service quality. (3)To be strategic partner of 2

projects funded by Community Inclusive Investment Fund to build up carers or family networks in local districts. (4)To enhance communicate with partners about service collaboration, e.g. Annual Patient Association Forum and Service meeting. (5)To support Community referral system, platforms and panels, staff orientation of community service organized by Community Service, HKEC

Result

C&PRD echoes the core values of Patient Resource Centre endorsed by HAHO and focuses on psychosocial service & community engagement. In 2015, C&PRD would conduct 64 psychosocial programs and have engaged with 28 internal partners & 34 external partners. Collaboration has been reviewed regularly and engagement would be kept for further initiative. For patents' wellness, clinical partners play an expert role to treat patients while community partners help sustain rehabilitation in the community. C&PRD, as an organizer, advocator and a bridge, promotes and expands medical-social interface in a proactive way to enhance post-discharge care.