Engagement of New Community Resource for Carers of Chronic patients in Hong Kong East Cluster

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Keywords:
Carer support
Chronic illness
Community Engagement
SMARTCare Movement
Advocacy
Community resources

Introduction
It is understandable that carers’ stress were significant but not addressed in Hospital Authority Service. Community & Patient Resource Department (C&PRD) invited Community Rehabilitation Network (CRN) to start a project in 2011 to care for the carers of Chronic patients with Department of Medicine of PYNEH as strategic partner. The Project on SMARTCare Movement (SMARTCare 齊喜動~長期病患者照顧者支援計劃) was granted 3 years fund from Community Investment Inclusive Fund (CIIF).

Objectives
1. To advocate clinical and community partners about carers stress 2. To establish communication channel in hospital to support carers 3. To invite community resources to render carers service in hospital & in community

Methodology
CPRD acted an interface to strengthen engagement through: 1. To co-work with CRN by giving advice and evaluating the service progress 2. To mobilize clinical participation by inviting senior clinical management to the Steering Committee, setting up a Professional Advisory Group in PY with 13 clinical partners & developing referral
system 3. To arouse concern to carers in PY by arranging CRN presentations & promotion to clinical partners 4. To identify key community partners in HKEC to SMARTCare including residents’ leaders, district councilors, church representatives

Result
About 600 carers were referred from wards, programs & Patient Support Station in the past 3 years and mainly referred by 10 specialties in PYNEH. A Carer’s Club was established in HKEC with 2 network points 聚腳點 and caring atmosphere in the community was nurtured. In late 2013, the project was rolled out to TWEH. The project was granted the award of Outstanding Project and started a new phase with the support of CIIF for next 3 years by renaming as SMARTCare 有您友里計劃. Besides, HKEC & PYNEH was granted the award of Outstanding Partnership to recognize our effort. The SMARTCare movement, as a pioneer project, mobilizes community resources to establish a care network for carers. As a strategic partner, CPRD plays an active role to mobilize clinical engagement and community partnership for better post-discharge care.