Improving clinical efficiency on workflow of dressing in GOPC

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Introduction
GOPC is the key provider of daily wound dressing service in the community. Both the number and complexity of dressing are rising in GOPCs. The average waiting time for dressing service is more than 30 minutes in Ma On Shan Family Medicine Centre (MOS FMC) causing patients' dissatisfaction and crowding of patients at the waiting lobby. Like most of the GOPCs, the treatment room of MOS FMC caters injection, blood taking and dressings. The original design of the treatment room could not meet the increasing service demand. At times when complex cases occupied the cubicles for a long time, other relatively simple cases have to be kept waiting. In addition, inconvenient to accessing dressing instrument and materials further lengthened the turnover time. In order to improve the clinical efficiency, the clinic initiated a service improvement project in December 2014.

Objectives
To reduce the waiting time for dressing and to minimize crowding of patients at the waiting area.

Methodology
The service improvement project started with the collection of the opinion of the staff in the clinic. The project team decided to increase the number and, at the same time, the flexibility in the use of the cubicles. Bulky furniture is removed. Two more cubicles are designed and could be used flexibly for dressing and other functions. In addition, standardizing the storage of commonly used dressing items keeping in each cubicle is another high-lighted improvement. Replacing the centralize storage, a cabinet with optimal quantity of dressing items was placed in each cubicle. Items are now placed under clearer categories and more accessible.
Result
A total of 60 patients are evaluated for the waiting time before and after the service improvement project (Pre =30 & Post =30). Paired t-test shows the patients have shorter waiting time (17.46±2.87) after the improvement project when compared to that of the patients before (29.70±4.22). The reduction in waiting time is statistically significant (t=19.88, P=0.000). The staff (n=13) working in the clinic shows 100% satisfaction on the improvement project.