An eight years multidisciplinary CQI project for patient empowerment program by initiating the Queuing Display Management System (QDMS) in Accident & Emergency Department (AED) in Tuen Mun Hospital (TMH).

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Keywords:
patient empowerment
waiting time
queuing system
patient satisfaction

Introduction
Increased waiting time is always the by-products of over-crowding. AED/TMH is a crowd workplace with daily attendance ranged from 550-750. Since the year of 2007, patients have no information to know the updated waiting time and other related information. There was no user-friendly system for patients to obtain attending & health information in the department. QDMS is an automatic system managing the queue of the semi-urgent & non-urgent patients in AED.

Objectives
To increase patient satisfaction on queuing system in AED/TMH To improve patient flow by minimizing enquiries regarding waiting time and flow management To enhance triage efficacy;

Methodology
A cross departmental CQI team including AED, IT section and CSC in TMH was established. The FADE Model was adopted FOCUS: Data collection, impact analysis, brainstorming, motivating and mission statement. ANALYZE: in-depth data analysis, fishbone diagram; waiting time analysis. DEVELOP: brainstorming, set up electronic system; motivating and action plan with measurement and system effectiveness evaluation. In the year of 2007, the QDMS system was launched. EXECUTE: Measuring and monitoring of action plan. A patient satisfaction survey in 2009 reflected that 72% of respondents satisfied the program. EVALUATE: Installing an ongoing process control system to ensure success. Patient satisfaction survey on the QDMS system had been conducted since the year of 2011 to 2014.
**Result**
Both staffs & patients in AED/TMH were empowered to understand the real time patient load and estimated waiting time for consultation. Patients could attain health education through the system. Total 599 questionnaires concerning the system in AED/TMH were conducted since 2011-2014. Over 90% of the respondents claimed that the information provided in the system could make them understand more on the triage system, category arrangement and the workflow. Around 98% of respondent considered that providing attending information in AED was very important, whilst 95% claimed that the system was effective in providing the ad hoc information. On the whole, over 94% of respondents satisfied the whole QDMS system. Empowerment of patient and staff in the whole health care process is not just crucial but also beneficial to both patients and staff. It was proved effectively by the experience in AED/TMH.