Patient Journey In Pulmonary Rehabilitation Unit
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Introduction
Patients and carers are often unfamiliar with people, environment, facilities and schedule of ward setting. They may feel anxiety and difficult to cooperate with health care providers in treatment progress and discharge planning. Possible problems including conflicts, misunderstanding, repetition of work and even affect treatment effect will be as the results.

Objectives
(1) To gain better understanding of the ward operation and treatment schedule for patients and carers; and (2) To improve trustworthiness among healthcare professionals, patients and carers

Methodology
To develop and design two boards (1) Ward Activities Time-table; and (2) Patient Journey in Ward and to post up at ward entrance. Questionnaire to collect feedback from patients, carers and health care providers.

Result
40 questionnaires were returned. 100% agreed that the message on ward activities and patient journey board were clear. 100% agreed that the new initiative could improve communication and trustworthiness between patients/carers and hospital staff.