Multi-targeted Measures to Successfully Solve the Ultra-long Queue of SOPD of UCH Surgery
Background

- UCH- major acute hospital of KEC cluster
- KEC serving a population of about 1 million (about 15% of HK population)
- Mostly elderly and low-income residents
- No private hospital in KEC
- UCH Surgery receives 14,000 new referral annually.
- Routine cases waiting time = 150 weeks Jan-Dec 2013 (HA average 90 weeks)
SOP new case booking WT (week) for 90th percentile of 'R' cases
Measures of shortening the queue

- *Case diversion*
- *Increase throughput*
- *System change*
- *Staff awareness*
- *Enhance discharge*
Results

[UCH, HA Overall, SUR, Routine (R), 2014 1Q - 2016 4Q]

HA Overall: NLT data of New Cases Booked before Jan 2014 is excluded.

Coordinated by Sara HO Dr, HOQ&S SM(Q&P) - Data refreshment policy

*Data last updated on 6 Mar 2017