

Masterclasses

M12.3**What Matters to Patients?
Insight from Patient Experience and Satisfaction Survey
Programmes and Way Forward****13:15 Convention Hall C****Information Giving at Patient Discharge: Patient Discharge Information Summary Pilot Project***Tang KS**Quality and Safety Division, New Territories West Cluster, Hospital Authority, Hong Kong*

There is much we can learn from Albert Einstein's observation:

"If you can't explain an idea to a nine-year-old, then you don't really understand it."

How often are our patients discharged from acute hospital without understanding what they need to do? Much of the time, elderly patients just do not understand their medication or appointments. The situation is made worse by the time constraint of medical staff, and even more so under the pressure of bed crisis.

While the doctors and nurses are hard hit by the time to communicate with patients, a succinct summary page can serve an additional role of patient education. That is the reason why we will pilot a Patient Discharge Information Summary for elderly patients discharged from acute medical wards. The summary page is designed to deliver simple and easy-to-understand information, including salient medication and drug-related take-home-messages, clinic and allied health appointments. All is written in plain language.

To minimise overloading of information, the summary will only target those common drugs that matter to patients, and the crucial drug information that patients need to remember. In other words, everything should be made as simple as possible, but not simpler.