



Service Priorities and Programmes
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Patient empowerment in KCC GOPCs-enhanced health education via traditional and multimedia means

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Introduction

Patient education is the corner stone of family practice. Current GOPC settings are suboptimal in terms of hardware and software facilities, which restrict the scope and amount of medical knowledge conveyed to patients.

Objectives

This project aimed at utilizing different means and platforms to provide more vivid format of health education to patients and their caregivers in GOPCs.

Methodology

Group seminars were held from September 2015 to December 2017 at YMTJC GOPC. The talk was delivered by a multidisciplinary team including doctors, nurses, physiotherapists, occupational therapists, dietitians, social workers, optometrists and pharmacists. The topics were under three main themes, namely Mental Wellness, Healthy Aging and Healthy Lifestyle. Participants survey was collected at the end of each seminar.

New education videos were created by our in-house production team which allowed us to tailor made the contents to best suit our patients' needs. The themes varied from introduction to existing programs e.g. smoking cessation, integrated mental health program to skills transfer e.g. insulin injection.

Signage TVs are new hardware that was installed at various waiting areas within the clinics to provide a platform to display educational images and videos.

Result

18 seminars were delivered during the project period with a total of 249 participants. 99%-100% of participants agreed or strongly agreed that the content delivered were clear, the length of the seminars was adequate, there were opportunities for sharing, satisfied with the venue and satisfied with overall arrangement. 6 education and training videos were made from February 2015 to December 2016. A total of 17 signage TVs were installed at 6 GOPCs of KCC. 56 digital posters were digitally enhanced and uploaded to all the signage TVs.

Conclusions:

Group seminars held by a multidisciplinary team, in-house videos production and full utilization of signage TVs were effective means to bridge the gap in patient education in the busy GOPC setting.