



Service Priorities and Programmes Electronic Presentations

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Improve Patient Experience in General Outpatient Clinics

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Introduction

Patient experience is a component of health care quality, it includes several aspects of health care delivery that patients value highly when they seek and receive care, such as getting timely appointments, easy access to information and good communication with health care providers. Improving patient experience is a key step in moving toward patient-centred care. An effectiveness and safety of care is essential to providing a complete picture of health care quality.

There are 10 General Outpatient Clinics (GOPC) of the Hong Kong East Cluster, with an average attendance of around 45,000 per month. Services provided include GOPC consultation, dressing and injection, vaccination, Family Medicine Specialist Clinic, risk assessment and management programs, and Nurse and Allied Health Clinic services, etc. Some patients are not familiar with the clinic environment, service provision, and find it confusing in their patient journey.

Objectives

To improve patient experience by understanding the patient journey and consultation process, providing easy access to health and disease information, having good communication with clinic staffs, encouraging appreciation and welcoming suggestions for service improvement.

Methodology

Since Jan 2017, we installed patient journey boards in 7 clinics (excluding 3 outlying island clinics); designed clinic information leaflets, aligned patient appreciation and suggestion sheets with the department; installed new designed patient appreciation boards in all 10 clinics; posted staff on-duty name lists in different stations of the clinic to enhance communication and staff accountability; installed patient recourse corners for easy access to health and disease information.

Result

Patient experience was improved and reflected in the patient satisfaction survey. The findings from the survey were positive and encouraging. Over 80% of patients had a good experience during receiving services in GOPC (diagram 1). Also, around 500 patients

expressing their thanks and appreciation to clinic staff, there are 30.8% increase compared with previous year (Diagram 2).

Conclusions:

The increasing expectations from patients drive us to focus on the patient experience in GOPC. All the improvements enhance the linkage between clinic staff and patients. Patient also can easy access the health information which they can more adherent to their own health. This win-win situation not only improves the patient experience, but also boosts up the quality of health care in GOPC.