



Service Priorities and Programmes Electronic Presentations

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Submitting author: Miss Tiu Lai Chu Lydia

Post title: Advanced Practice Nurse, PYNEH, HKEC

Effectiveness of Managing Service Demand in General Outpatient Clinics of Hong Kong East Cluster through launching of the Public Private Partnership Program

Lydia Tiu L C, Kwok W S, Teresa Tse W M, Kathy Cheung Y H, Michelle Wong M Y, Wanmie Leung W M

Department of Family Medicine and Primary Healthcare, Hong Kong East Cluster

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Introduction

With the increasing aging population and the epidemiological shift to chronic diseases such as Hypertension and Diabetes Mellitus, over 590 million people attend the General Outpatient Clinics (GOPCs) of Hospital Authority for primary care service. The follow-up interval is lengthening. The appointment schedule is not really flexible. The GOPC Public Private Partnership Program (PPP) rolled out in the Hong Kong Easter Cluster in October 2016. Clinically stable patients with uncomplicated hypertension, with or without hyperlipidaemia, will be invited to join the program. Participants will have 10 subsidized consultations with the private doctors per year.

Objectives

To provide choices for patient in receiving primary care services in public sector
To enhance patient access to primary care services
To promote the family doctor concept

Methodology

The program was launched in 6 GOPCs, including Sai Wan Ho GOPC, Chai Wan GOPC, Anne Black GOPC, Shau Kei Wan GOPC, Wan Tsui GOPC and Violet Peel GOPC in rotation.

A Help Desk is set up in clinics to facilitate patient recruitment. It provides ongoing support to the participants and the private doctors.

Help Desk staff approached eligible patients individually on their day of follow-up to promote the program. In addition, patient forums were organized to promote the program to patients and for on-site enrollment.

Throughout the course of the program, a PPP link nurse in each clinic would offer ongoing support to participants e.g. arrangement of laboratory investigation ordered by the private doctor.

Result

As at 31 December 2017, a total of 2164 patients were participating in the program. Over 99% of participants expressed satisfaction with the program. The primary care service in private sector is easy accessible. The follow-up interval is shorter and thus allows a closer monitoring of their chronic medical conditions. At the same time, patients staying in GOPC could have more frequent review of their chronic diseases. This is a very innovative experience for us to collaborate with private doctors to strive to achieve the objective of continuity of care using a holistic approach.