



Service Priorities and Programmes Electronic Presentations

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Creating a Better Patient Journey and Healthy Working Environment -through Clinic Renovation and Staff Engagement

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Staff Engagement

Introduction

STFA Leung Kau Kui clinic is one of the KCC GOPCs. The clinic has provided quality primary health care to the public in Kowloon City District since 1985. In order to cope with the increasing public demand for primary outpatient care, the change of demographic population, increasing complexity of chronic disease management, and enhance the clinic environment, the clinic underwent the HAHO renovation project from Oct 2016 to July 2017. A newly acquired area, formally a badminton court is used for clinic service expansion.

Objectives

- 1) To redesign the new rooms and nursing station for expansion of quality patient care
- 2) To improve clinic environment, staff changing room/ toilet facilities and storage capacity
- 3) To enhance patient journey, patient flow and patient care efficiency
- 4) To increase staff engagement and job satisfaction

Methodology

The renovation project consists of 3 phases. Among the 3 phases, all staff were engaged in various working groups to facilitate the renovation progress and ensure smooth clinic operation.

The first phase involved setting up of new consultation rooms, therapy room, server room, medical record office and pharmacy store in the new area. Enquiry counter and Medical Record Office was enhanced. In addition, a new queue management system, CCTV system and panic alarm were installed in the waiting halls and nursing station to enhance patient journey, efficiency of patient care, clinic security and safety.

In phase 2, the nursing station and dressing room and part of consultation rooms were renovated. Migration of existing nursing service and consultation to the newly renovated area was required.

In phase 3, fever room, education room, female changing room and staff rest room were renovated to ensure the quality infection control and fever cases management, better patient education and staff welfare.

Conduct staff satisfactory survey on the renovation project.

Result

The ultimate goals were achieved. The standing queues were obviously decreased in waiting hall. Staff area including changing rooms and toilets were improved. Storage area for linens and clinic stocks were designated.

For staff satisfactory survey, questionnaires were sent to all clinic staff after the renovation period. 96.3 % staff agreed on the enhancement of clinic environment, 99.2 % staff are happy to take part in the renovation project. 96.7% staff response to increase sense of belonging, and job satisfaction after renovation project. In conclusion, the renovation project created a staff friendly, healthy working environment to boost up team spirit, staff engagement and quality service.