



Service Priorities and Programmes
Electronic Presentations

Convention ID: 167

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Standardization of Risk Assessment and Management Program (RAMP) patient journey and nursing staff practice to improve service quality and practice

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Keywords:

Risk Assessment and Management Program

Standardization

patient journey

improve service quality

Introduction

RAMP has started in FM & PHC, HKEC in August 2009. The program aims at providing risk assessment, timely intervention and education to Diabetes Mellitus (DM) patients and Hypertension (HT) patients to prevent complications. After the 1st round of RAMP service in 3 clinics, the program rolled out to other urban clinics.

Outreaching RAMP service at outlying island clinics was started in 2013.

Standardization of care is important. It can improve service quality, promote equity of patient services, staff can share the same protocol, workflow and enhance communication. It can continue monitoring of staff performance and outcome.

Objectives

1. Improve service quality and efficiency of RAMP. 2. Standardize patient journey, increase the patient experience in RAMP service. 3. Ensure the service standards and provides guidance to nurses on RAMP service. 4. Continuously monitor the standardized performance of staff.

Methodology

1. Review patients' journey of RAMP in different clinics. 2. Seek opinions from team members. 3. Standardize the workflow and patients' journey. 4. Conduct briefings to staff 5. Launch revision sessions to nurses on how to perform risk assessment and intervention for DM & HT cases 6. Set documentation template of DM and HT intervention in Clinical Management System 7. Conduct spot checks on workflow 8. Conduct documentation audits of DM & HT risk assessment and intervention yearly 9. Spot checks on DM and HT risk assessment and documentation by RAMP APNs monthly 10. Review the audit and spot check reports and takes actions to improve according to the recommendations 11. Continue getting feedback from staff for improvements

Result

-In 2017, RAMP patients' journey and workflow of FM & PHC was standardized in all clinics -DM risk assessment and intervention documentation audit were conducted:
-The compliance rate of DM risk assessment documentation audit was 95.7%. -The compliance rate of DM intervention documentation audit was 96.1% -The compliance rate on spot check was 97% Standardization of care can improve service outcomes. Supervisor can easily monitor staff performance and give feedback for improvements. The same practice in different clinics will decrease staff adaptation problem in the staff rotation plan. *Further audit and spot check will be rolled out to RAMP HT.