



Service Priorities and Programmes Electronic Presentations

Convention ID: 204

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Collaboration with St Teresa's Hospital in Tseung Kwan O Hospital

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Keywords:

Collaboration

safety

efficiency

Introduction

Overall, there is a sudden increase service demand of surgical and medical specialties in Tseung Kwan O Hospital (TKOH) during the summer surge period since July 2017. The Ambulatory Surgery Centre, Anaesthesia & Operating Theatre Services (A&OT) and Surgery Department took the opportunity to join the collaboration program with St Teresa Hospital (STH) so as to alleviate the growing service pressure.

A set of laid out selection principles and workflow logistics are designed. The patients would be transferred on the same day after surgery. This program achieved a promising result that ensured high- quality patient outcomes and spare more capability to cater for the surge of medical patients if necessary.

Objectives

1. To ease the workload pressure in general wards by diverting suitable surgical patients to STH
2. To enhance the service provision through public private- partnership (PPP) by maintaining patient safety and efficiency of our services

Methodology

Patients from Fast Track Surgery Program had been selected to join the STH collaboration program. The patients were transferred to STH on the same day after operation. To ensure patients safety, a set of well-structured guiding principles with workflow logistics with emphasis on vigilant screening and pre-operative assessment, operating list management, and pre-discharged assessment were implemented. In addition, the nurse coordinator conducted a post- discharged phone follow up and patient satisfactory survey at 1-2 days after patients' discharge to provide postoperative care support and collect the patients' feedback.

Result

A total of 17 patients were transferred to STH. The total number of bed days occupied

was 50, and the average length of stay was 2.9 days. One patient was referred back to TKOH due to post-operative bleeding. However, the patient was stable and no wound bleeding was noted, and the patient was discharged afterwards.

For postoperative follow up, all patients were stable with minor complaints such as wound pain. The overall feedback on the project was positive from the patients involved as reflected by the satisfaction scores of 4.82/5. All respondents were found to be friendly and appreciated the phone follow-up. They satisfied with our services provided like the transport arrangement, information delivery, and post-discharged arrangement.

In conclusion, this program symbolizes a succession the service delivery through PPP which effectively reduced the workload in general wards and attained better patient outcomes.