



Service Priorities and Programmes
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Enhancement of Wound Care Service in Primary Health Care Settings

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Introduction

In whole year of 2016, there are total 42,212 dressing cases across WK, HKC GOPC and YCH OPD. The service need is foreseen to further elevate in view of increasing chronic care cases and early discharge patients from hospitals. To cater this increasing service demand and to maintain the quality of care to patient with limited resources, a pilot program on enhancement of wound care was implemented in WK, HKC GOPC and YCH GOPC.

Objectives

1. To review the existing wound care service in WK, HKC GOPC and YCH OPD
2. To enhance patient wound care service
3. To improve staff practice environment

Methodology

Questionnaire survey was conducted in November 2017 and feedbacks of 115 patients and 31 nurses were collected to review the existing wound care service. Improvement measures were then developed and implemented according to the results across 3 primary health care clinics at December 2017,

1. Design a wound care education leaflet to educate patients on wound care knowledge
2. Promote documentation of wound care process in CMS to enhance the continuity of wound care service
3. Set up appointment booking system for chronic wound cases to shorten patients' waiting time in clinics

A survey on patients' knowledge in wound care and staff's satisfaction was conducted in January 2018.

Result

Result & Outcome:

(1)38 patients were included in the pilot study. Their knowledge on wound care was found to improve immediately after nurses' education during the wound care procedure and could be sustained even after one week. Besides, they were more confident in wound care with mean score of 5.4 increases to 6.4 immediate after education, and was further improved to 6.9 one week after education.

(2)21 nurses showed increase satisfaction level towards wound care management and communication with patients.

Conclusion:

The initiative of wound care service enhancement in primary health care settings could improve patients' knowledge and confidence on wound care. It also increase staff's job satisfaction and enhanced patient-staff communication.