



## Service Priorities and Programmes Electronic Presentations

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### **Streamline patient journey: our effort in enhancing clinical handover process in Shatin Hospital(SH) and Cheshire Home Shatin (SCH) Physiotherapy**

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#### **Introduction**

Clinical handover is the transfer of information and professional responsibility and accountability for some or all aspects of care for a patient, or group of patients, to another person or professional group on a temporary or permanent basis. Failures in clinical handover have been identified as a major cause of preventable harm to patients. (ASCQHS, 2010 & 2011 Sydney). To ensure a smooth transition of care and address the needs of our consumer/ patient for ongoing care upon discharge, Physiotherapy Departments (PT) in Shatin Hospital (SH) and Cheshire Home Shatin (SCH) strived to establish and strengthen the collaboration of information transfer in clinical handover process. Started from early 2016, the clinical handover practice and staff feedback were reviewed and electronic discharge summary in Clinical Management System (CMS) with essential mandatory information was implemented in selected cases to standardize and facilitate clinical information transition. In the past two years, we regularly evaluated our staff compliance in completing discharge summary and satisfaction result was achieved. Sharing sessions of audit results and strategies in empowering the clinical handover process were made. Clinical guidelines in clinical handover in PT departments have been updated to standardize the handover process. From 4Q 2017 onward, we started the implementation of electronic discharge summary to all discharge cases in SH and SCH. We also update our patient assessment / progress in CMS for our SCH residents.

#### **Objectives**

To enforce a smooth transition of care and address our consumer/ patient's ongoing care needs among Physiotherapy Departments (PT) in Shatin Hospital (SH), Cheshire Home Shatin (SCH) and all external customers in our health care system.

#### **Methodology**

A working group was formed to review current clinical handover process in PT departments between two hospitals. Staff opinion survey and feedback were collected to formulate an electronic patient discharge summary template in CMS. Regular audit

was performed periodically to monitor the staff compliance in completing discharge summary and mandatory information in CMS. Sharing session in audit results and improvement strategies in furnishing the clinical handover process were made as required.

**Result**

Overall satisfactory result with compliance rate above 93% of completing discharged summary and 99.4 % in completing mandatory information were achieved in two half-year audit result in two hospitals. The CMS input of completing all discharge summaries to all patients in SH and SCH started by the end of 2017 with regular review annually.