



Service Priorities and Programmes
Electronic Presentations

Convention ID: 491

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Reorganization of Physiotherapy service to enhance effectiveness and manage the increasing demand in psychiatric day hospital

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Keywords:

priority physiotherapy program
enhance service effectiveness
manage increase demand
psychiatric day hospital
physical rehabilitation
sessional based program

Introduction

Clinical researches showed psychiatric patients have higher morbidity and mortality rates than that in general population. Physiotherapist plays an important role in promoting their physical health. The increase service demand and limited manpower of physiotherapy service in psychiatric day hospital had negative impact on safety, treatment effectiveness and staff morale. In order to improve the quality of rehabilitation, physiotherapy department of Shatin Hospital reorganized existing blanket coverage service to sessional based program based on patient's need.

Objectives

- To enhance effectiveness of services through prioritization according to patients' needs
- To enhance service quality and patient safety

Methodology

By reviewing existing patients' need of physical rehabilitation, reorganization of physiotherapy services by priority sessional-based programs were formulated. These were pain management and physical wellness program with preset time frame. Patients being recruited were based on their motivation level and physical needs. Primary outcomes included physical fitness and self-image for physical wellness program. For pain management, the outcomes were numeric rating scale and self-efficiency. The secondary outcomes included the feedback from staff and patients that collected from questionnaire.

Result

With reviewing half-year data, 55 patients completed physiotherapy programs (39 in physical wellness program and 16 in pain management respectively). In physical wellness program, the fitness outcomes which included the muscle strength (i.e leg

press, chest press and handgrip) and self-body image showed significant improvement ($p < 0.05$). Their body composition (body mass index and percentage of fat) were also improved compared with the result in previous service model. For pain management, there was significant reduction in numeric rating scale of pain from 7.78 to 2.56 ($p < 0.05$). The feedback from patients and staff were positive with rating greater than 8 out of 10. Both parties found the service quality was improved through better supervision as well as space and equipment utilization. For physiotherapists, the increase in staff to patient ratio (from 1:40 to 1:25 in one gymnasium session) could enhance safety and quality through better individual attention and supervision. Their work satisfaction was also increased. This service priority strategy can enhance the effectiveness and safety in physiotherapy rehabilitation. It provided a starting point for designing programs in other rehabilitation settings to manage the increasing demand.