



**Service Priorities and Programmes**  
**Electronic Presentations**

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**To support major clinical department during seasonal surge by value-added services of an ambulatory centre**

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**Introduction**

The service scope of the ambulatory day centre includes Surgery, Orthopaedics and Traumatology, Medicine, Gynaecology, Oral-Maxillofacial and Dental Unit. Majority of the admitted cases had been arranged with appointment for undergoing investigational or therapeutic procedure in the Endoscopy Unit or Department of Radiology; or for elective operation in Operating Theatre.

In recent years, the length of seasonal surge period every year has been extended by the huge services demand to nearly the whole year.

**Objectives**

It was intended to fully utilize the remaining capacity of the integrated ambulatory day centre to share and support the work load of the other major clinical department, so as to relieve the other departments' stress induced from high occupancy rate.

**Methodology**

On top of the scheduled and planned elective cases for the centre, with no input of any additional resources, services are extended to admit other departments' cases including elective and ad-hoc cases. The value added services including admit cases for Combined Endoscopy Unit procedures; elective OT cases; cases to Radiology for investigation / treatment procedure; special collaboration program with Department of Surgery to admit different types of drain problem cases; and cases pending for discharge from other departments. Usually those cases could be discharged on the same day and thus assist major clinical department to vacate the in-patient beds for admission of acute cases.

**Result**

The value added services of the ambulatory centre significantly supported major clinical departments to release the in-patient bed resources and increase the admission capacity of the hospital, especially during the seasonal surge or bed crisis period.

With evaluation of three years' service data of the ambulatory centre, the yearly in-patient bed days supported by the value-added services of the centre had been increased from 231 (year 2015) to 621 (year 2017), which was 168% increase. And, the proportion of the value-added services had been increased from 3.9% (year 2015)

to 9.0% (year 2017) of the total number of yearly cases of the centre.