



Service Priorities and Programmes Electronic Presentations

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Smart Portering List - More than a Patient Porter Service Communication Tool in Physiotherapy Care

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Introduction

Most patients in orthopaedic rehabilitation receives training in gymnasium, hence an accurate and reliable communication system with porter service should be in place to handle such a vast volume of patients to and fro between wards and gyms. Current patient porter list used though serve its basic purpose, its accuracy and reliability were insufficient (i.e. incorrect or missing patient information, incorrect use of equipment, wrong schedule etc.) due to heavy reliance on manual verification. The variations in format of porter list used in different teams further compromised its usability.

Objectives

To create new patient porter list with primary objective to, 1. improve accuracy of information; 2. streamline its workflow; 3. improve user-friendliness. The secondary objectives are, 1. Better allocation of resources in gymnasium; 2. Facilitate patient care plan.

Methodology

With the preset criteria in arrangement of gymnasium sessions being laid down after deliberation, a new "Smart Patient Portering List" is developed making use of the automated features provided in Microsoft Excel with improvement listed below,

1. Mistakes would be highlighted to remind verification to improve accuracy;
2. Most data fields are replaced by scroll down menu to improve accuracy and standardization;
3. Templates on different gymnasium scheduling to accommodate different ward activities were developed and can be achieved by simple "click" button;
4. Number of patients, wheelchairs and equipment used are auto-counted and listed to facilitate better arrangement of resources;
5. Information such as bed vacancy, patients' disease group and planned discharge date provide additional benefit for therapists on patient care plan and operation arrangement.

Briefing sessions were conducted to related personnel with on-going hands-on support being provided to supporting staff for familiarization.

Result

Feedbacks from physiotherapist, supporting, porter service and nursing staff were collected through questionnaire and interview.

All the respondents agreed that the information on Smart Patient Portering List is clear and accurate which could be reflected by a decrease in the incidence of incorrect patient or equipment information.

Supporting staff found it easier to prepare the list with shorter processing time.

Physiotherapist also found beneficial by the additional patient information in care delivery plan.

To conclude, the new Smart Patient Portering List provides more accurate information for patient porter service in efficient manner with additional benefit on patient care service.