



Service Priorities and Programmes
Electronic Presentations

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Shared Decision Making for Recovery-Oriented Service: Co-Production of Ward Vocal Announcement (“We Concern”) by In-Patients, Visitors, Nurses and Supporting Staff

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Introduction

In striving for Recovery-Oriented Service, Shared Decision Making and Co-Production were adopted for making Ward Vocal Announcement which is conventionally paternalistic. It should be meaningful as the rhetoric ‘no decision about me, without me’. Vocal announcement is effective to disseminate messages of concerns in a standardized and consistent manner. In this project, two pieces of vocal announcement (one for patients and one for visitors) were made. They not simply serve the purpose of orientation, but also are capable to empower in-patients and visitors to build safe ward environment, cultivate harmonious atmosphere and promote considerateness.

Objectives

(1) To enhance Recovery-Oriented service through Shared Decision Making and Co-Production. (2) To co-produce the specific Ward Vocal Announcement for in-patients and visitors with their concerns acknowledged. (3) To build safe ward environment with harmony and considerateness.

Methodology

A Co-production Model with seven steps was adopted.

(1) Commitment: To introduce and share the idea of Recovery-Oriented Service by Shared Decision Making and Co-Production.

(2) Consensus: To invite stakeholders of in-patients, visitors, nurses and supporting staff.

(3) Recognition: To perform opinion collection and sharing for the concerns.

(4) Implementation: To finalize the vocal announcement and set broadcasting schedule after trial runs.

(5) Awareness: To design and post up posters in patient area and visiting room.

(6) Operation: To commence and integrate it as a routine.

(7) Review: To evaluate the outcome with ongoing update on further ‘concerns’ whenever necessary.

Result

- The Ward Vocal Announcement was named as 'We concern' in English and 《關顧資訊》 in Chinese upon agreement made from stakeholders.
- Two versions were produced, one for patients (院友編) and one for visitors (探訪者編).
- Trial-run of the initial several versions with revision of content and scheduling of broadcasting time, and poster-making were completed in sequence.
- Upon agreement, the content of two vocal announcements was fixed and they were started to be broadcasted twice a day respectively in Jan 2018, i.e. 11am and 4pm for patients; 9:30am and 6:30pm for visitors.
- An evaluation would be conducted in Feb 2018.