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Implementation of On-site Physiotherapy Service in the Department of Accident & Emergency in Tin Shui Wai Hospital

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Introduction

Tin Shui Wai Hospital (TSWH) Accident & Emergency service was commenced on 15th March 2017. As in-patient service was not started yet and patients requiring admission would be transported to other hospitals in NTWC. It is important to minimize unnecessary transportation and admission. With significant number of patients attending Accident & Emergency Department (AED) with musculoskeletal pain, on-site physiotherapy service was provided in AED for early examination and intervention in order to improve pain management and hence facilitate safe discharge to community.

Objectives

(1) to provide early onsite physiotherapy consultation for quality of service enhancement; (2) to facilitate the discharge planning through early physiotherapy intervention; (3) to minimize hospital admissions.

Methodology

Patients who received on-site physiotherapy service (including physical examination, pain management, mobility training and education) at AED of TSWH from 15th March 2017 to 31st December 2017 were recruited for data analysis. Outcome measures included: (1) Numerical Pain Rating Scale (NPRS); (2) discharge destination; and (3) patient satisfaction level. Paired t-test was used to analyze the data.

Result

From 15th March 2017 to 31st December 2017, 396 patients (178 male and 218 female; mean age of 52.21+/-17.21years old) attended AED and received on-site physiotherapy service. 62.37% of patients had chief complaint of spinal pain whereas 37.63% of patients had chief complaint of peripheral pain. NPRS was significantly decreased from 6.59 to 4.32 ($p < 0.05$) after on-site physiotherapy service. With significant reduction in pain level, 94% of patients can be discharged without admission. Moreover, patients satisfied with the service with mean satisfaction level of 5.26 out of 6.

Conclusions:

On-site physiotherapy service in AED was effective in reducing pain level, facilitate safe discharge and minimize unnecessary hospital admission with good patient satisfaction.