



Service Priorities and Programmes
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**A series of quality improvement measures to enhance patient experience at
Dietetics outpatient clinic**

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Introduction

Patient-centered care (PCC) is an approach to the planning, delivery, and evaluation of healthcare that is grounded in mutually beneficial partnerships among health care providers, patients, and families. Patient-centered care is proven to be effective in improving patient satisfaction and clinical outcome. Healthcare institutions have been applying patient-centered care to improve quality and safety.

Objectives

Dietetics Department of North District Hospital uses patient-centered care approach as one of the service quality measures, and this review investigates what are the benefits to the outpatient service by introducing a series of patient-centered care enhancement measures.

Methodology

Sixty-seven service evaluation questionnaires were collected for the baseline assessment in August 2015. Two major PCC elements, 1) patient engagement and involvement in their treatment and 2) choice or an alternative of the intervention, were ranked below the average. According to the report by Australian Commission on Safety and Quality in Health Care, a series of PCC enhancements was developed and implemented at the Dietetics outpatient clinic. The measures include: 1) encourage staff to attend training program on patient communication skill, 2) display patient satisfaction survey result at the Dietetics clinic, 3) engage and empower patient by providing educational video as a part of the treatment, and 4) display messages at the Dietetics clinic to encourage patient to involve in their treatment planning. Sixty-four post-intervention questionnaires were collected in August 2016 to evaluate the effectiveness of the measures.

Result

Mean scores of both major PCC elements in the post-intervention were increased

significantly. Patient engagement and involvement in their intervention improved significantly from the baseline score of 4.28 ± 0.50 to the post-intervention score of 4.48 ± 0.59 (95% CI -0.61 to -0.21) with a p-value < 0.05 . Choice or alternative of the intervention improved significantly from the baseline score of 4.09 ± 0.57 to the post-intervention score of 4.44 ± 0.62 with a p-value < 0.01 (95% CI -0.47 to -0.04). The present review indicates that patient experience is enhanced by the PCC improvement measures at the Dietetics outpatient clinic.