



## Service Priorities and Programmes Electronic Presentations

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**Submitting author:** Ms Shun Yin LAI

**Post title:** Registered Nurse, NDH, NTEC

**We step forward a little bit, patients get warm-hearted a lot (花多啲心思, 病人窩心啲)**

*Lai SY(1), Ng SYK(1), Lau WY(1), Wong WY(1), Chan MN(1), Liu HP(1)  
(1)Department of Surgery, North District Hospital*

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### **Introduction**

Healthcare services has evolved from the past's provider-centred care to nowadays' patient-centred care. Previously we used patient satisfaction survey to evaluate quality of care patients received. The ratings are more subjective, and maybe influenced by patients' own past experiences. High ratings may indicate adequate care but not high quality of care; where as low ratings may indicate the problems that may be hindered by the average scores of the survey.

To reflect the real situations patients encountered, objective experiences would be asked. The result can help us identify our advantages and weak points, to acknowledge the good and improve the bad; for achieving quality improvement.

### **Objectives**

- 1) Receive comments and suggestions from the patients
- 2) Identify the good points that need to be acknowledged; identify the bad points that need attention, provide better quality of care to our patients

### **Methodology**

A meeting with patient representatives was held. 3 main areas for improvement were identified: hot water supply, night snack provision and level of brightness at night.

First, patients expressed that there is no hot water supply individually as not everyone could have brought their own insulation bottle. For this point, we have placed 2 hot water electric kettles in the corridor, providing 24-hours hot water supply.

Next, patients expressed that as early dinner is provided at around 18:00; they would feel hungry later. Therefore we have started to provide night snack (biscuits, milk) to patients at around 21:30 every night.

Lastly, patients told us they could not sleep well at night as the ward's lightings are too bright, as usually we would have 19 lights operating at night; after modification, only 2 lights at the nurse station are turned on. Other than providing better environment for patients' sleeping, we would have saved 89.5% of energy for lighting at night time.

## **Result**

By providing better quality of care, patients are satisfied with our modifications and service. The program was reviewed after 1 month's time.

We have prepared a questionnaire for our patients which includes 2 questions: can the program improve the comfortability during their stay and if the patients are satisfied with our program; and patients can express other comments about the program in the last part of the questionnaire.

We have collected completed questionnaires from 30 patients. All patients (100%) agree the program can improve the comfortability during their stay. And 93% of the patients are satisfied with our program. Moreover, they have also expressed some encouraging comments: they can sleep better after taking some milk, "It's good to have warm water as the hospital's environment is quite cold" and "Previously, the ward was noisy and bright, although it is still noisy now, but it is better to have a darker environment for sleeping".

In conclusion, this project converts just a little extra effort into great improvement in patients' comfortability in a green way.