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Post title: Participants can find the right way to their destination by the guide of mock-up of new wayfinding tools. The access information of Hospital is delivered more efficiently. Meanwhile, this enhancement of access information can lower the workload of staff a, NTWC, Mr

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Keywords:
Engaging patient and community partners for reviewing of Wayfinding system in Tuen Mun Hospital
Patient Engagement
Community Partnership
Wayfinding
Research study

Introduction
AS - Cluster Administrative Services

Objectives
Designed in 80s and built in 1990, the Tuen Mun Hospital was the first and only hospital in Tuen Mun. It has around 1800 beds, the buildings on this ever-expanding site were constructed over several decades, with the last major addition completed in 2007. It has buildings and premises of disparate ages which are interconnected at multiple levels and over roads and bridges. This complex presents a very difficult wayfinding challenge. Increasing emphasis has been given to the patient satisfaction for ensuring an outstanding patient experience. It includes the quality of healthcare service, patient-doctor relationship, clear instructions, etc. Moreover, the patient journey starts from the wayfinding experience which will largely affect the satisfaction rate of the patient. With the ever development of the hospital services and sites, the need to review the wayfinding system is becoming more pressing.

Methodology
The objective of above program are as below: 1. Review deficiencies of existing wayfinding system 2. Identify attributes crucial for good system (from user perspective) 3. Identify needs for improvement 4. Review on effectiveness of improved measures

Result

1. Formation of Multi-disciplinary professionals in different hospital departments including Community Services Center, Facility Management, Health information and Record Office, Quality and Safety and Public Affairs.
2. Arrange Pre-experimental user-sensing simulated visits with 5 target groups of participants with specific needs, and post-experimental visit with Mock up improvement
3. 3 ways to collect data including Questionnaires, One to One personal Interviews and Novice-expert Cohort Meeting
4. Length of experimental journeys were measured, and analyzed; Satisfaction level to wayfinding system were being measured.