



Service Priorities and Programmes
Electronic Presentations

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Submitting author: Ms Tammi LO

Post title: Nurse Specialist, PMH, KWC

Safe Arrival and departure of patient using Non-Emergency Ambulance Transport Service (NEATS) / Easy-Access Transport Service (ETS) transportation to Geriatric Day Hospital (GDH)

Lo LFT (1)

Geriatric Day Hospital, Lai King Building, Princess Margaret Hospital

Keywords:

GDH Transportation

Safety Arrival and departure to GDH

Introduction

GDH handles 65 clients' arrival and departure through various transportation means at different time slot daily and about 90% of the clients using the NEATS / ETS service. It is up most important to ensure all clients using NEATS/ETS transportation service are arrived and departed to and from GDH safely. It is also noted that there was incomplete or absent of transportation information (client list) from the transportation providers (NEATS) to GDH which caused difficulty in checking the correct client and total number of client on arrival and departure by GDH staff. It would further delay the safety check and causing extra manpower / time to trace the information from various stockholders before the checking could be conducted. Since it is involved various parties namely Hospital Administration (NEATS, ETS, Portering service etc.) and GDH, so it is necessary to have an agreed workflow to facilitate the safe transfer of clients on arrival / departure and effective communication among GDH and the related teams when handling clients' transportation arrived and departed to GDH.

Objectives

1. To align and develop the agreed workflow of safety check of GDH clients on arrival and departure with input of concerned teams.
2. To ensure GDH staff understand the safety check workflow and report to supervisor timely when any variance arise
3. To monitor the compliance of client safety check on arrival and departure in GDH

Methodology

1. Communicate with stakeholder to understand the role of each stakeholder by the end of April 2017.
2. Draft the workflow of checking client's safety on arrival and departure at GDH for stakeholder comment by end of May 2017.
3. Confirm the workflow by end of June 2017
4. Brief concerned staff about the workflow of the safety check by July 2017.
5. Conduct staff satisfaction survey and compliance of safety check of

clients arrival and departure according to the agreed workflow by December 2017.

Result

- The workflow of client safety check was developed and on trial in May 2017. Workflow was confirmed in June 2017 and work as regular practice with smooth operation.
- staff survey was conducted in December 2017 as follows:
 - 12 samples (4 nurses, 6 supporting staff and 2 ISS staff) were recruited with 100% satisfaction with the workflow of the patient safety check.
- 2 compliance surveys were conducted to check the compliance of providing client transportation list and communication channel in December 2017 which was observed that the stakeholders were 100% compliance to the agreed workflow.
- Since the implementation of the agreed workflow of the safety checking, there is no incident of client missing or reported safety related issue of client using the NEATS/ETS transportation on arrival or departure in GDH.