



Service Priorities and Programmes
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An Enhancement Program to improve quality of wound care in General Outpatient Clinics, Kowloon East Cluster

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Introduction

Wound care is one of the core services in general outpatient clinic (GOPC). The service is delivered episodically without designated time and booking; thus care quality is jeopardized. A wound care enhancement program was implemented by providing patients with designated booking and treatment plan to promote their wound healing and care quality. The program also aims at empowering patient with wound care knowledge and promoting patient satisfaction of the service.

Objectives

1. Enhance the continuity of care in wound management so to optimize wound healing
2. Empower patient with knowledge of self-care on wound
3. Promote patient satisfaction in wound care
4. Increase positive experience for nurses on providing wound care

Methodology

The program included training workshops with focus on assigning individualized treatment plan and patient education. Patients with selected chronic wounds were recruited in this program. Designated sessions were booked for their continuation of wound care and monitoring of the wound healing process. When the treatment completed and their wound healed, these patients were invited to complete a questionnaire for evaluating the effect of the program. Participating nurses were also invited to complete separate questionnaire to evaluate their feedbacks.

Result

The program was conducted in Kwun Tong Community Health Centre (KTCHC) and Po Ning Road General Out-patient Clinic (PNRGOPC) from June to October 2017. Total 136 patients were recruited and 94 (69%) returned the completed questionnaires.

The overall satisfaction rate is 96.8% (91). Among the respondents, 98.9% (93) were satisfied with individualized treatment plan and the arrangement of follow-up appointment. 98.9% (93) respondents agreed that the program could enhance nurse-patient relationship. 91.1% (92) respondents agreed that the program should be continued. All respondents 100% (94) recognized their wound care knowledge was enhanced and were willing to take self-care of their wounds.

For nurses' feedback, total 29 nurses participated in this program and 97% (28) agreed the program could enhance nurse-patient trust relationship and 86 % (25) agreed it could improve the care continuity provided to patients. 62% (18) and 66% (19) of nurses expressed better job satisfaction and enhanced ability on wound care respectively.

Patients showed high satisfaction to the program on the continuity care to their wounds and the designated booking for them. Nurses also found job satisfaction in this program regarding to better rapport with patients and skill enhancement.