



Service Priorities and Programmes Electronic Presentations

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CQI project on blood taking service at ShauKeiWan Jockey Club GOPC

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improved clinic environment

Introduction

Blood taking service provided on a first-come-first-serve basis at SKWJCGOPOC. Most patients arrived to queue up at the first hour in the morning for blood taking, leading to long waiting time over 30 minutes and overcrowded clinic environment. The situation became worse during the period of renovation works. These may endanger patient safety, affect the efficiency of work and even provoke patient complaints.

Objectives

The objectives are to formulate new workflow on blood taking service, shorten patient waiting time, increase efficiency in blood taking procedure and improve clinic environment.

Methodology

Patient were assigned to specific timeslot for blood taking. 30 quota would be allocated in 30 minutes timeslot with different colour labels. Before implementation, all clinic staff were clearly briefed the workflow. Questionnaires were designed and given to patients randomly from 11-12 April 2017. 52 samples were collected with response rate 93%

The questionnaires included patient waiting time, level of patient satisfaction on new workflow of blood taking and clinic environment

A five point scale questionnaires was used ranging from very satisfied to very unsatisfied.

Result

The new workflow and schedule of blood taking service is highly desirable.

The waiting time is shortened from 30mins to 10 minutes.

Good response of overall patient satisfaction level.

Clinic environment is improved.

Overall feedbacks from patients and staff are positive.