



Service Priorities and Programmes Electronic Presentations

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Ensuring the Quality of Patient Information Leaflet

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Patient Education Pamphlet

Patient Satisfaction Survey

Master List

Introduction

Education pamphlet is created and given to patients for information dissemination by various departments. The quality of patient information leaflet is also monitored by individual department. As the nature and quality of patient information takes an important role in the quality of care, the governance of the information providing to patient should be enhanced.

Objectives

To review the content of patient information leaflet.

To upload the information leaflet on in-house website.

Methodology

1.Develop the workflow of approval patient leaflet / pamphlet and standardize the template of patient information pamphlet/ leaflet. All requests for patient approval/ amendment/deletion patient information pamphlet should be submitted to Document Control Steering Committee for vetting. 2.Consolidate a master list of patient information leaflet and upload to the patient information leaflet website. 3.Review all patient information leaflet or pamphlet by Document Control Steering Committee. 4.Conduct 10 patient satisfactory surveys for collecting consumer feedback in patient information leaflet annually.

Result

To ensure the quality of the leaflet.

To facilitate frontline staff in searching for the leaflet through in-house online platform. Over 90% of all patient information leaflet was reviewed and updated in Our Lady of Maryknoll Hospital. It is expected that the review of all of the leaflets will be completed by 1st quarter 2018. All leaflets have adopted the most updated templates. Patient satisfactory survey in fall prevention pamphlet was conducted while the survey for Dietetic Department is underway.The master list of patient information leaflet was uploaded to the patient information leaflet website in November 2017.