

# Symposiums

<b>S2</b>	<b>Partnering with Patients</b>	<b>10:45 Convention Hall A</b>
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## **Hospital Authority City Forum — Partnering with Patients**

### **醫管局城市論壇 — 醫患同行**

#### **Discussion Panel Members:**

*Tsang KP, Alliance for Patients' Mutual Help Organisation, Hong Kong*

*Leung KP, Executive Committee, Alliance for Patients' Mutual Help Organisation, Hong Kong*

*Yip SWL, Public Complaints Committee, Hospital Authority, Hong Kong*

*Dai D, Primary and Community Services, Hospital Authority, Hong Kong*

*Siu KLS, Doctors' Union, Princess Margaret Hospital, Hong Kong*

*Wong YL, Department of Medicine and Therapeutics, Prince of Wales Hospital, Hong Kong*

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Patient engagement is the key driver in transformation of healthcare delivery system. Evidences show that when patients become active participants in their care, they are more motivated to assume responsibility for managing their own health. When that happens, the results are better outcomes for the patient, and lower costs and better performance for the hospital.

Patient engagement is also the cornerstone of quality and safety in patient care. Community and patient feedback is important for setting hospitals' service directions and identifying systemic deficiencies while reinforcing public confidence in healthcare system. Besides, individuals can also be benefited through participation in their care process, such as better management of the disease, increased satisfaction towards the service received, and greater trust towards their healthcare providers. Patients' knowledgeable and active involvement can also foster a close patient-professional cooperation, partnership and relationship.

In this forum, guests from different perspectives, patient advocates to healthcare providers, management to front-line workers, will be invited to share their experience and the challenges they met in patient engagement.

We believe that in order to realise the benefit of patient engagement, we will have to change the way we deliver care. We must move from a model where care is delivered to the patient to one that care is delivered with the patient. Healthcare services, despite all the scientific and technological advances are still human services. While there will always be patients to care for, the more their voice is heard, the more our healthcare system can move forward.