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COMMUNITY HEALTH SERVICES IN HKEC

Infrastructure is important !

Elderly Disable Cancer Psy Paed Chronic Health Ortho

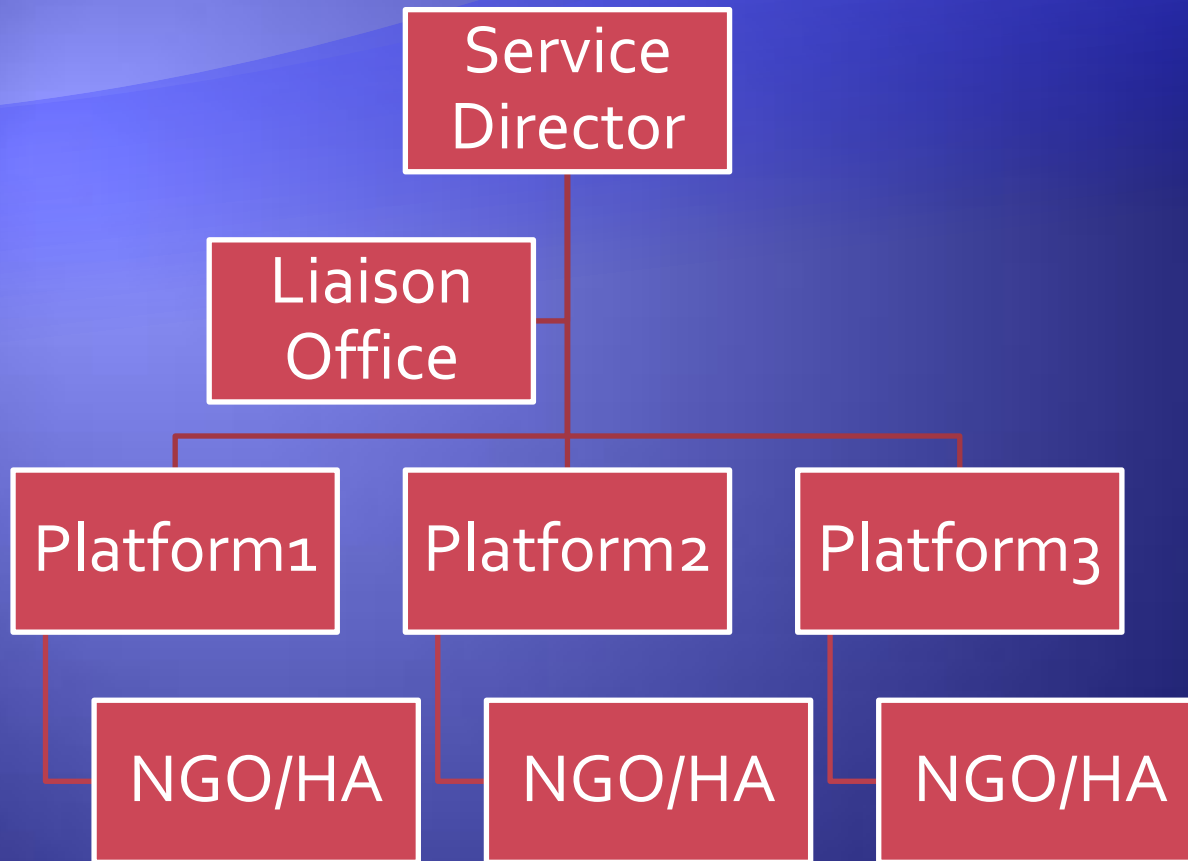
Communication & Data Interchange

Protocols and Guidelines

Evaluation

Staff Training ...

Infrastructure is important !



Key Successes

- ◆ Robust structure with protocols since 2006
- ◆ Cluster wide and territory wide liaisons
- ◆ Dedicated staff at liaison office as integrator
- ◆ CGAT/ICM/PEP/PCP/CCDS....
- ◆ Co-chairmanship of committees (HA+NGO)
- ◆ Annual Symposium x 7

Obstacles / Constraints

- ◆ Front line staff ignorant of community services
 - ◆ Need more education and incentives understanding
- ◆ Still inadequate front line users direct dialog between HA / NGO
- ◆ Patient still reluctant to be empowered
 - ◆ More education at public level
- ◆ Inadequate resources
 - ◆ CCE should take note

Towards Integration

- ◆ Good infrastructure
- ◆ Good integrator – Clinician + MSW
- ◆ Case Manager as Integrator – Call Center / CNS / ICM / CCDS
- ◆ Communication Channel is essential – organization & patient channels
- ◆ Frequent meet-ups and joint ventures