Meeting needs, filling gaps: an integration of a written pamphlet and a multimedia orientation programme to patients to promote continuous quality improvement in surgical ward

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From 2010 to 2011, there had been a great change in the hospital.

Redistribution of sub-specialties, wards and manpower.
INTRODUCTION

- Challenges after renovation:
  - New ward nature (mixed gender)
  - New environment
  - Long waiting time
  - Repeated individual orientation
INTRODUCTION

- Multimedia production team
- Tailored-made admission video and written pamphlet
OBJECTIVES

• To promote better services and knowledge to our patients and their relatives.

• To streamline healthcare service and avoid duplicated works among ward staffs.

• To act as a multimedia guide to patients and their relatives which allow them to get more familiar to ward environment and ward operations, and facilitate them to adherence to hospital policy.
METHODOLOGY

Video information VS Written information

Stable and clinical admitted patient

Unstable and emergency admitted patient
METHODOLOGY

Ward nature

Ward infection control measures

Ward environment

Ward protection time of AOM

Ward operation
METHODOLOGY

- Individual orientation
- Group orientation
METHODOLOGY

Pre-questionnaire

Post-questionnaire

Ward nature

Ward environment

Ward operation
WARD NATURE

*Introduction of mixed gender ward*
WARD ENVIRONMENT

Introduction of patient cubicle, isolation rooms and CCTV
WARD ENVIRONMENT

Operation of beds and call for assistance facility
WARD PROTECT TIME OF AOM

Explaining the importance of **NO** disturbances during AOM
WARD INFECTION CONTROL MEASURES

Hand hygiene

感染控制措施
RESULT AND OUTCOME

- 154 Patient who met the inclusion criteria were invited to participate the program from 2011 to 2012.

- Their demographic and baseline understanding of ward settings were comparable.

- More than 90% of patients showed more familiar to ward environment and operations after the orientation (Wilcoxon Signed Ranks Test for pre and post questions, p<0.001) and over 99% of them were satisfied with the orientation program.
**CONCLUSION**

- **Patients and relatives**
  - Understanding level
  - Confident
  - Participation
  - Communication
  - Trust
  - Conflict

- **Nursing and supporting staffs**
  - Team spirit
  - Job satisfaction
  - Communication
  - Quality care
  - Duplicated work
CONCLUSION
Thank You