



Service Priorities and Programmes
Electronic Presentations

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PQs: Psychiatirc Queuing System for SOPD

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Introduction

There are 200-300 attendances at the Psy SOPD daily. The patients have frequent conflicts & complaints over queuing problems. Some patients attend the clinic very early (eg. 2 hours before the booked time slot) while others always arrive late. The privacy of the patient is very sensitive for the patient & the escorting carer. The PQs has been installed since Sept 2012. It integrates with the HAHO OPAS simultaneously and is able to retrieve the patient data directly from OPAS. The staff can proceed the registration process even if the patient attends the clinic long before the booked time slot. It also deals with the late comers in a fair & transparent mechanism. Ad hoc change of doctor attendance & assignment of consultation room can be handled in an efficient & opened manner. Above all, the privacy of the patient can be preserved in Psy OPD.

Objectives

- to preserve the privacy of psychiatric patient in POPD - to improve the handling of patient flows at the outpatient clinic. - to provide real-time information for management of patient flows at the outpatient clinic - to increase customer satisfaction. - to shorten waiting time. - to guarantees fairness. - to avoids "cutting-in" problems.

Methodology

The patient satisfaction survey over the queuing system was carried out from 14 – 18/1/2013. Fifty questionnaires were collected.

Result

1. 80% of patients knew their current queuing situation, as they could check with the queuing information shown on the LCD displayed. 2. 94% of patients knew which consultation rooms they should attend. 3. 74% of patients satisfied with the waiting time. 4. 96% of patients satisfied the waiting hall environment as it was not so congested as before. 5. 96% of patients showed satisfaction over the overall impression of the queuing system. Conclusions: The PQs is effective in improving the handling of psychiatric patient flows at the outpatient clinic. It enhances better customer services and operation efficiency.