



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Promotion of consumer participation in a child & adolescent mental health ward**  
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*Child & Adolescent Mental Health Centre*

**Keywords:**

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**Introduction**

Ward E2 of Tuen Mun hospital is a mixed gender mental health ward consists of 20 beds. It mainly takes care of children under 18 with mental/behavioral problem. The in-patient service was moved from Castle Peak Hospital to Tuen Mun Hospital in May 2011 to reduce the stigmatization of admission to a Mental Health Institution. The promotion of consumer participation during hospitalization was considered to be an important element in patient's treatment journey. It has proven that it could improve patient safety, efficiency and outcome. Children & adolescents have the same rights and responsibilities to their treatment plan as adults and should be included in the consumer participation exercise.

**Objectives**

To promote consumer participation in a Child and Adolescent Mental Health Ward To promote children's charter

**Methodology**

Methods The following activities were completed from 2011-2012 to enhance consumer participation and children's charter in E2 ward: An orientation booklet was designed in 2011 with the help from children and parents to decrease the anxiety before admission Biweekly community meeting was held for children since 2012 to collect feedback Promotion of children's Charter to staff since 2012 Conduct patient/parent satisfaction survey upon discharge since 2012

**Result**

Results : 1 ) The following improvements were done after collecting feedback from children in the children community meeting: Redesigned the ward routine with the children including postponed the wake up time during non-school days Improved the facilities to enhance the therapeutics value of the intervention for example, installing a clock inside the quiet room to decrease their anxiety during behavior training 2) A patient satisfaction survey was done upon patient's discharge from April –Dec 2012. 38 surveys were collected, 67% of total discharges; among the respondents, 66 % were from children, 26 % were from parents. The patient satisfaction survey reflected that over 95 % clients were either very satisfied / satisfied with the admission

procedure, ward facilities, care plan and treatment process. The mean score of the survey were 98.2 / 110. The suggested area for improvement from the survey include: More space for visiting, extend visiting hours. Conclusion The promotion of consumer participation in a child & adolescent mental health ward has taken at a variety of informal levels. Focus groups of discharged children may be other options to seek feedback. The attitude of staff towards consumer participation and limited staff knowledge on the area would be the barriers of consumer participation.