



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

**Convention ID:** 540

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**Successful & Sustainable Management for Urology Patients by Family Medicine One-Stop Triage Nurse Led Clinic**

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**Keywords:**

Nurse Led Clinic

Urology Nurse Led Clinic

Triage

Family Medicine

Urology

**Introduction**

Male Lower Urinary Tract Symptoms (LUTS) which is one of the heavy burden for routine urology service and affected most patients' quality of life and health. Also due to limited urologist manpower, patients usually need to wait for 68 weeks up to 5 to 6 years for specialist consultation. Therefore, early behavioral therapies conducted by urology specialist nurse could facilitate better care, prevent complications and assist better utilization of medical manpower as a strategy. In early 2009, the Family Medicine One-Stop Triage Nurse Led Clinic was established and collaborating service with Tai Po Wong Siu Ching and Fanling family medicine clinic to triage patients for specialty care. Total 87.5% patients had feedback that urology nurse had managed their symptoms successfully with triple shorten waiting time. In 2012, The Nurse Triage Clinic's effectiveness and efficient were reviewed for the management of the urology patients.

**Objectives**

(1) To review the data of the Family Medicine One-Stop Triage Nurse Led Clinic (2) To evaluate the triage system effectiveness and outcomes

**Methodology**

From January to December 2012, the clinical data with parameters on waiting time, caseload, triage referral destination and patient management outcomes were reviewed.

**Result**

In 2012, 66 patients with LUTS were newly referred from Tai Po Wong Siu Ching and Fanling family medicine clinic. The patient waiting time for the nurse clinic is 8 weeks which was ten times shorten compared to the urologist clinic (68 weeks) where sustainable improvement in shorten patient waiting time was continue to note compared in 2009. Total 42.2 % of cases were closed within 8 to 36 weeks in 2012

which higher achievement rate was noted compare to 26.2% in 2009. And 83.1% patients were successfully treated without any surgical or pharmacological intervention from urologist. Overall, this triage service had a remarkable and sustainable outcomes meanwhile effectiveness and efficient on male LUTS management was optimally demonstrated. This triage nurse led clinic is extremely useful in decrease patient waiting time and reduce urologist workload.