

Service Priorities and Programmes Electronic Presentations

Convention ID: 572

Submitting author: Ms Pui Mei, Amy CHAU

Post title: Hospital Manager, Castle Peak Hospital, NTWC

Enhancing quality of services through relocation of Siu Lam Hospital LING HF, CHAU PMA, CHAK SWJ, NG CHC, YUEN YCD

Keywords:

relocation cost saving service alignment

Introduction

The old premises of the Siu Lam Hospital ("SLH") had been in use for 40 years, the dilapidated premises and the lack of space caused undesirable conditions in the aspects of patient rehabilitation, infection control, and working environment of the staff. A project of relocating the SLH to the Block B of the Castle Peak Hospital ("CPH") has been planned since year 2009, and was completed in Apr 2012. To further rationalize the development of the mentally handicapped service in the cluster, the mentally handicapped units located in Tuen Mun Hospital ("TMH") were also relocated at the same time.

Objectives

To ensure the development of an appropriately balanced health care system with capacity and capability to deliver lifelong, holistic and seamless services to the general public.

<u>Methodology</u>

1. Renovation of 10 wards in Block B of CPH and external area in the vicinity to cater for the need of the new SLH 2. Setting up of an Allied Health Centre adjacent to the new SLH 3. Continuous communication with stakeholders both within and outside the Hospital 4. Rationalizing the combined Administration Services Department of SLH and CPH by outsourcing the services subsequent to the natural turnover of supporting staff since 2008 5. Providing healthier, higher quality, more durable and efficient working and living environments for building occupiers.

Result

1. Significant improvement in the provision of ward space has been achieved upon the relocation of SLH in April 2012. The more spacious ward environment is also equipped with separate day rooms and rehabilitation gardens to offer modern and quality care for patients with severe intellectual disability. 2. The new SLH was awarded Gold Standard in accordance with Building Environmental Assessment Method (BEAM) for new building (4/04 version), Excellence Class of Indoor Air Quality (IAQ) Objectives and Certificate of Registration for compliance with the Energy Efficiency of Lighting, Electrical and Air Conditioning Installations. 3. Modern health care facilities, like the ceiling hoist system greatly enhance the daily needs of patients

and facilitate patients' activities. 4. The integration of the administrative support for CPH and SLH by phases since 2008 generated over \$2M saving, which was deployed to the pressure areas of the hospital to improve operational efficiency and strengthen the quality of existing services. The supporting services for wards are further strengthened by implementing the central domestic services.