



Service Priorities and Programmes
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Patient Portering Service for Operation Theatre – A Continuous Quality Improvement Project to Shorten Patient Portering Time

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Introduction

In Kwong Wah Hospital, patient portering service for Operation Theatre (OT) contributes to about 17% of the total service volume. Efficient patient portering service for OT not only ensures patient receives surgical operation in timely manner but also helps in smooth operation of the OT. A continuous quality improvement project initiated since August 2012.

Objectives

To improve portering service by shortening the patient transportation time to and from OT.

Methodology

(1)Data analysis using data from Automatic Dispatching System (ADS) to evaluate the peak patient portering service hours of OT for manpower deployment and identify cases with long portering time for cause investigation; (2) feedback collection from OT nurses through meetings and enhanced communication on reporting of problematic cases; (3) conduct end to end site survey by following the frontline staff to perform OT patient portering to understand real time situation and difficulties; (4) engaging frontline staff by inviting suggestions for service improvement and thus motivating them to work for the same objective.

Result

For the period between October and December 2012, the average patient transportation time to and from OT was shortened by 4% - 6% compared with the same period of 2011. Before the project, 82% of patient transfer cases from wards to OT completed within 30 mins and 49% of patient transfer cases from OT returns to wards completed within 30 mins, it increased to 84% and 53% respectively for the period between October and December 2012. The results revealed that patient transportation had been more efficient after implementation of various measures. The improvement is encouraging. For continuous quality improvement, further evaluation on the service would be made to identify areas for further improvement.