



Service Priorities and Programmes
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A 2-year multidisciplinary task group: patient empowerment program on the ethnic minority groups over communication enhancement in Pok Oi Hospital Accident & Emergency Department

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Introduction

There are more than 300 thousand ethnic minorities in HK (~5% of HK population) living in HK. Effective communication between ethnic minorities and health care workers are crucial. Hence, a pioneer program had been conducted since 2011 in POHAED to improve and enhance our communication with them. We cooperated with the HK Christian Service, Administrative Services Department (ASD), and Community Health Centre (CHC) to arrange Health Talk and Health Promotion program to the ethnic minority groups. A set of total 7 languages (Nepal, Urdu, Punjabi, Tagalog, Thai, Bahasa, Hindi) were made and recorded into DVD format by the NGOs' and POHAED in 2011. It aimed to introduce the flow of POHAED and the services provided by Pok Oi Hospital. We discovered that some cue card could be made in Triage Station and Consultation room to facilitate the health assessment and communication between ethnic minority groups.

Objectives

To enhance the ethnic minorities understanding the services of POHAED To minimize misunderstanding during the consultation between the minorities between health care workers Enhance the communication between the minorities and the health care workers

Methodology

We invited the School of Design (Hong Kong Polytechnic University) and HK Christian Service, ASD, and CHC to explore the possibility of making a set of cue card to be used. Prepare the investigation and questions frequently to be asked into the cue card Arrange the different minorities' volunteers to translate the information into their language in Nepal and Urdu Prepare the cue card into each consultation room and triage station Brief the staff for the purpose and usage of this cue card

to minorities Evaluate and analyze the feedbacks from the minorities used this translated cue card information

Result

The progress of this program is as following: The cue card about the investigation and questions frequently to be asked was completed Total 2 languages of cue card were made by the task force group Ethnic Minority Networking Group for POHAED service utilization was setting up in order to enhance communication between ethnic minorities in POHAED Effective cross culture communication is needed in NTWC because the population of the ethnic minorities is increasing in our service area. It is not only a communication and information enhancement program, it is a 2-way communication program. In a great extent, this patient empowerment program is indicating to ethnic minorities that they are also taken to be serious in Hospital Authority. Moreover, it was an important strategy to enhance the physical health and life quality of ethnic minorities in a long run.