

A Six-year Analysis of an ENP Clinic in Hong Kong

Chung JYM, Lee KH , Cheng CH, Wong KY,
Rainer TH, Cheung NK

Accident & Emergency Department
Prince of Wales Hospital, NTEC



Background:

- Nurses manage patients with minor injuries in A&E, PWH (since 2007)

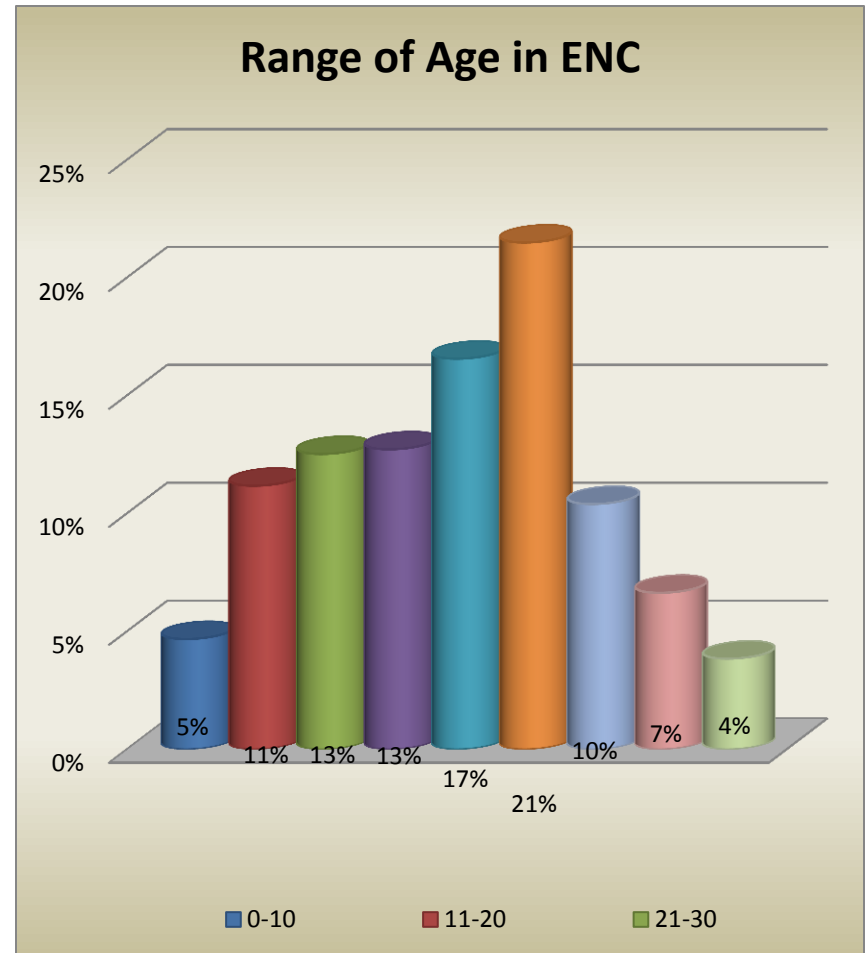
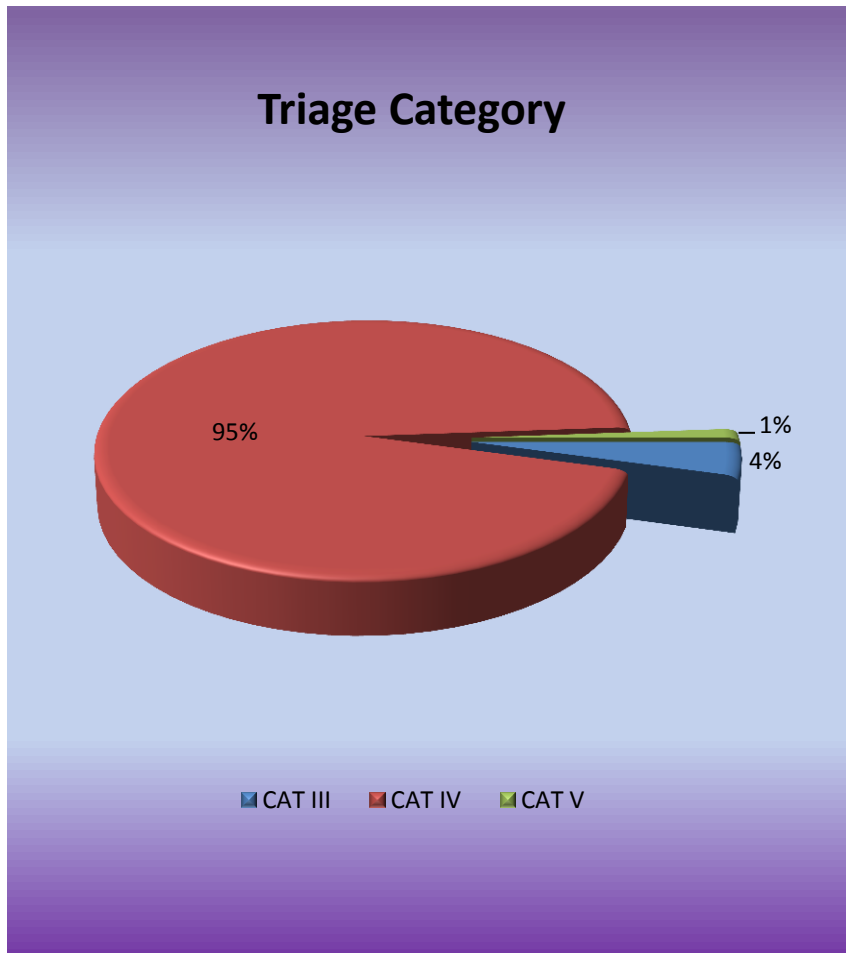
Objectives:

- Evaluate on patient's waiting time and length of stay in A&E
- Evaluate the diagnostic accuracy and the accuracy of treatment plan

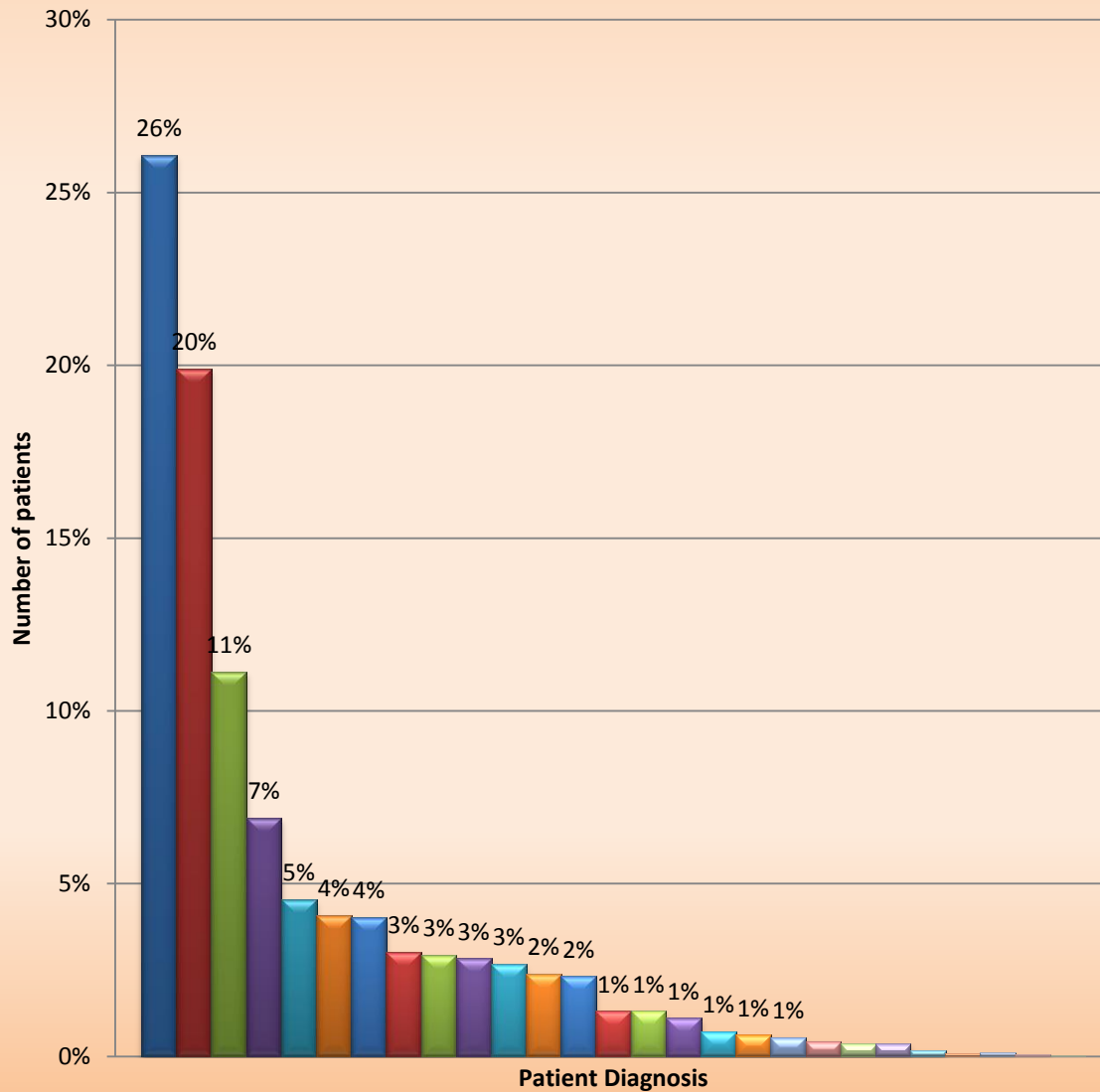
Methodology:

- Retrospective data review between 1/7/2007-30/11/2013

Result (N=6699)

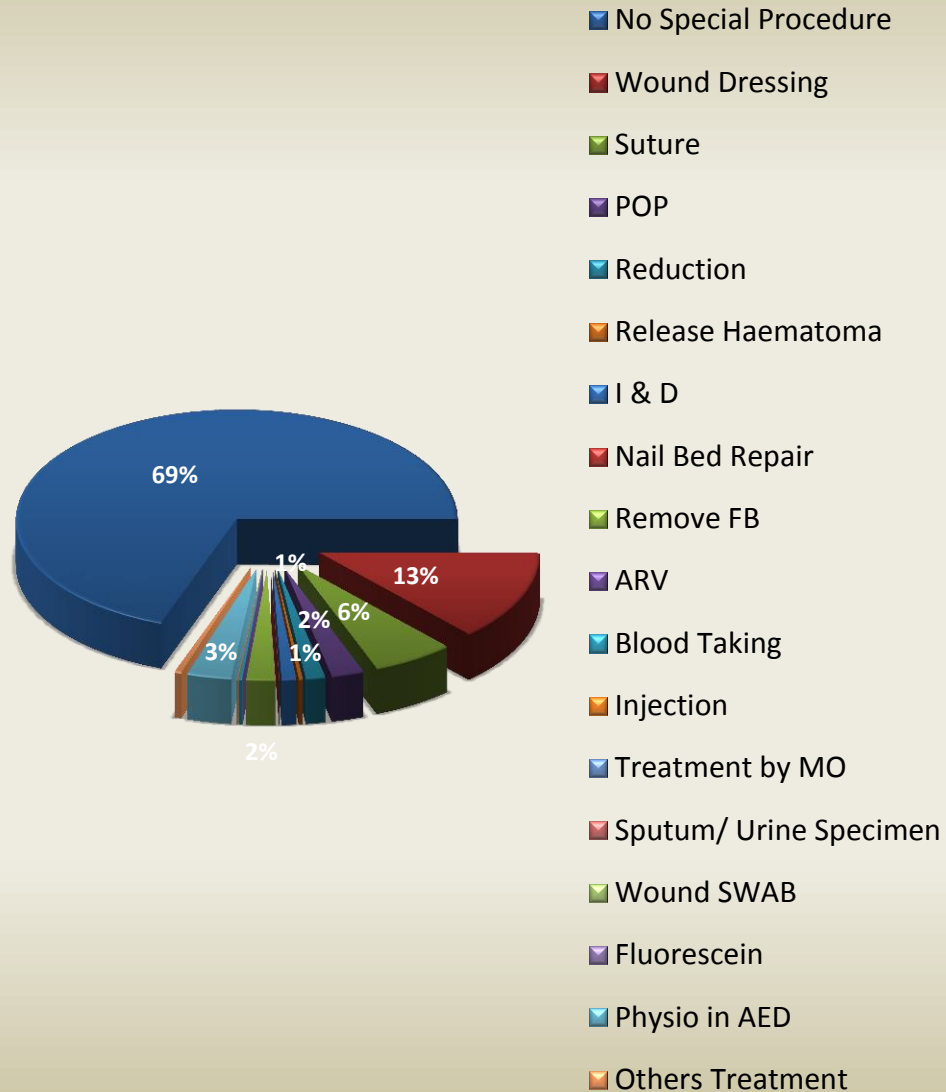


Patient Diagnosis



- LL Sprain/ Injury
- UL Sprain/ Injury
- Simple Cut/ Laceration
- UL #
- GOUT/ Arthritis
- Eye Conditions
- LL #
- Minor Head Injury
- Fish bone in Throat
- Cellulitis/ Soft Tissue Infection
- Wound Infection
- Animal Bite/ Insect Bite
- Scald
- Back Pain/ Injury
- Join Dislocation
- Tendonitis
- FB in Eye
- FB in ST
- Cut with ULS Damage
- Skin Condition
- UTI
- Dental
- Osteomyelitis
- FB in Ear
- Other Body Part Sprain/ Injury
- DVT

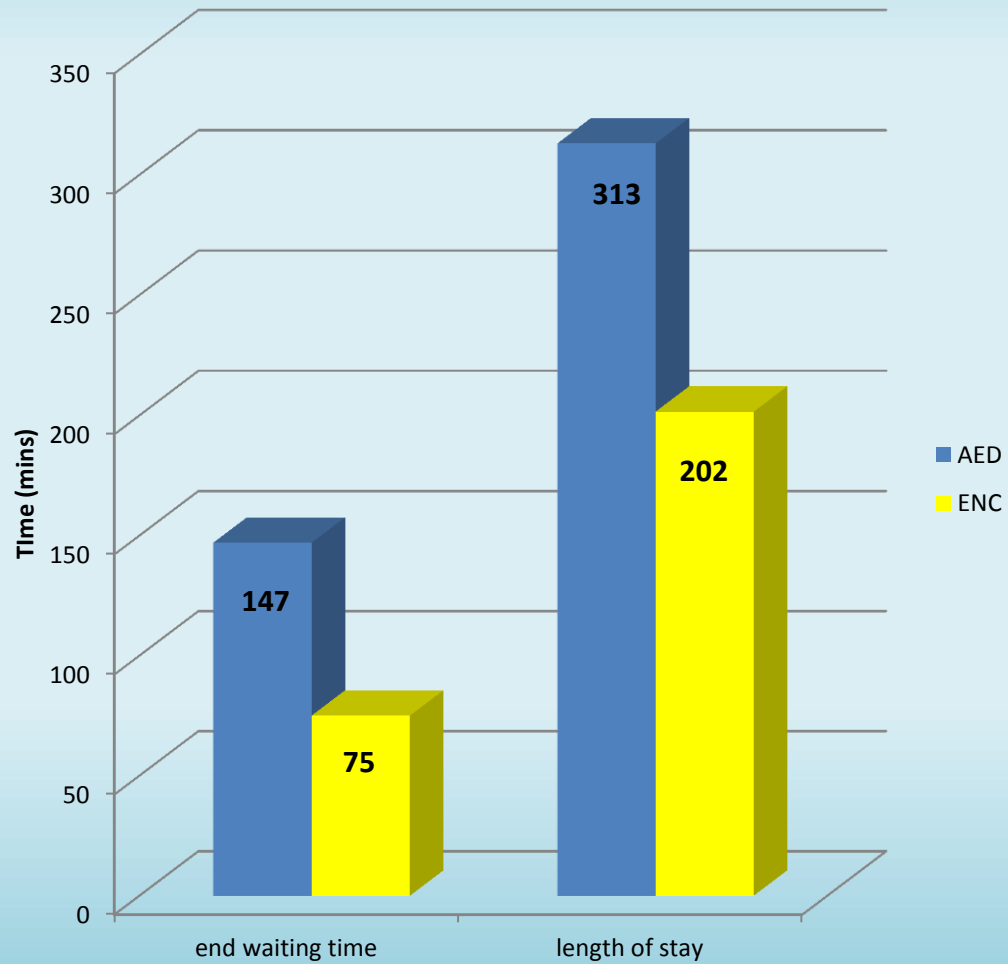
Treatment Procedures Performed by Nurses



High Accuracy in Diagnosis and X Ray Interpretation

- Retrospective review of the patient records by a senior doctor
- 100% accuracy in choice of investigation and diagnosis
- 99.5% accuracy of X-ray interpretation.
- The re-attendance rate was 0.4% with no inaccuracy of initial diagnosis made on the first attendance.

Reduced Waiting Time & Length of Stay



Patients' Feedback (2014)

- Very good and helpful 。
- 護士非常認真,細心,友善,本人十分感激 。
- 能減少分流等待是好事 。
- 護士有禮 。
- 態度十分好,友善,病人心情十分舒服,講解詳細 。
- 服務非常滿意 。
- 專科分流縮短病人輪候時間的安排很好 。
- 專科護士比普通科護士專業及細心,更能針對病情,得到了解和治療, Thanks 。
- 急症服務滿意,護士細心,專業,我很滿意, Thanks 。
- 因排隊等候,時常十多個鐘,服務良好 。
- 若急診有多些資深護士,可以幫助醫生解決一些可能不是太緊急的病人,加快流程 。
- 護士細心,友善,謝謝 。

Summary

- Reengineering the ED service by fast tracking minor cases to emergency nurses was positive.
- Patients with minor injuries received safe, effective and holistic treatment in a timely manner.