Capitalizing on Patient Engagement
Gaining Accreditation as an Extensive Achievement

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New Territories East Cluster (NTEC)
Hospital Accreditation

The first Cluster in the Hospital Authority received this recognition.

Criterion: 1.6.1
Consumers/patients, carers and the community participate in the planning, delivery and evaluation of the health service.

⭐ The first Cluster in the Hospital Authority received this recognition.
Marslow Theory for Patient Centered Care

- **Base Needs**: Clinical Care
  - **Safety**: Patient Safety
    - **Love & Belonging**: Communication with Patients
      - **Esteem**: Patient Groups
        - **Self-actualization**:
          - Patient engagement / Partnership
          - Patient rights / patients’ Charter
I. Engaging Our Patients in Service Improvement

① Invited Patient Representatives to Hospital Committees

② Patient Satisfaction Survey

③ Patient Focus Groups

④ Annual PR&E Forum
1. Invited Patient Representatives as Members of Hospital Committees

NTEC PR&E Committee

- Established in April 2010 with representative from Alliance for Patients’ Mutual Help Organization, representing 19% of Patient Self-help Groups (PSG) in NTEC
- Apr 2012 - evaluated patient representation of the committee. Invited representative from HK Society for Rehabilitation as member
- The new membership now represents 65% of PSG in NTEC
Other Committees with Community Partners as Members

Community Collaboration Coordination Committee

Hospital Governing Committee of PWH
Cluster-based Annual Plan Meeting
with Patient Group

4th Annual Plan Meeting with Hong Kong Alliance of Patients’ Organizations Limited on 3 Oct 2013
2. NTEC Patient Satisfaction Survey (PSS)

- Since July 2009 — Invited discharged patients / relatives to give feedback on service for continuous improvements;

- In June 2012 — Reviewed content of questionnaire and invited frontline staff and patients to comment on the questions set for the survey.
Quarterly Result Uploaded onto Hospital Internet
Please improve the service / support of Heath Care Assistant given to patients. Attitude of some senior nurses is poor. We understand the workload is heavy but maintain good service to patients is important.

很多謝醫生很忙也回覆我們的查詢。同時多謝配藥處的藥劑師隔了一天仍打電話跟進吃藥的情況。
II. Listening to the Voices of Our Patients

Improvement Measures Taken with Reference to PSS Results

- Provide training to enhance communication between frontline staff and patients
- Enhance public toilet hygiene
3. Patient Focus Group Meetings

- 5 Focus Group Meetings have been conducted since 2012

- Neurosurgery
- Cardiology
- Clinical Oncology
- Ophthalmology & Visual Sciences
- Patient Relations Service
## Feedback and Follow-up Actions

<table>
<thead>
<tr>
<th>Feedback from patients</th>
<th>Follow-up actions taken</th>
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<tbody>
<tr>
<td>Communication skills of some junior doctors should be improved. (NS)</td>
<td>Senior doctors enhanced coaching and training to juniors, and interview patients / families with them</td>
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<td>An Intern inserted a needle into the patient’s skin over ten times while performing venipuncture. (NS)</td>
<td>Enhanced skills of Housemen and encouraged them to ask for assistance if needed</td>
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<td>The cleanliness of female toilets was not up to standard. (CCC)</td>
<td>Reminded cleansing contractor to maintain hygiene standard. Conducted refresher training periodically.</td>
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III. Creating a Culture of Partnership

4. Annual Patient Relations & Engagement Forum 2011

- Date: 17 June 2011
- Attendance: 338 (Patients - 11%)
Annual Patient Relations & Engagement Forum 2012

- Date: 31 July 2012
- Attendance: 318 (Patients - 22%)
Annual Patient Relations & Engagement Forum 2013

- Date: 5 July 2013
- Attendance: 215 (Patients - 44%)
Organization Wide Survey (OWS) in Sep 2013

- Invited patients to join the interview with surveyors
**Surveyor’s Assessment Report**

**Organisation Wide Survey - Survey Team Summary Report**

Organisation: Prince of Wales Hospital  
Orgcode: 095949

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<tr>
<th>Function: Clinical</th>
<th>Standard: 1.6</th>
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**Criterion: 1.6.1**

Consumers / patients, carers and the community participate in the planning, delivery and evaluation of the health service.

**Organisation's self-rating:** MA  
**Surveyor rating:** EA

The survey team find these initiatives commendable and believes that the commitment of the hospital to consumer participation and the practical measures employed justify an increase of the rating from the self-assessed Marked Achievement (MA) to Extensive Achievement (EA).
Thank you