



**Service Priorities and Programmes**  
**Electronic Presentations**

**Convention ID:** 286

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**Re-engineering Strategies for Pre-operative Management in Ophthalmic Surgeries** 「化繁為簡，眼科手術 高高高！」

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**Keywords:**

Pre-operative management  
Ophthalmology  
Efficiency  
Resources saving  
Patient satisfaction  
Staff satisfaction

**Introduction**

The TWEH Ophthalmic Team performs more than 3,600 operations per year. In the face of growing demand of eye surgery, the team looks forward to take the challenge in stride by re-engineering the process for patients undergoing eye operations. A series of measures were introduced to improve the pre-operative management for ophthalmic surgeries.

**Objectives**

To enhance patient safety and quality service by increasing the efficiency, effectiveness and efficacy of pre-operative management.

**Methodology**

A transformational program was implemented in the main operating theatre of Department of Ophthalmology since December 2012. Over 3,000 patients were involved in the program. Before the implementation of this program, patients were required to change into surgical attire for surgeries. Theatre nurses informed ward nurses to start pre-medication via phone before surgery. Theatre porters and nurses collected patients from ward to main operating theatre by wheelchairs. After the program was implemented, patients remained in their own clothing or hospital pajamas. Ward nurses initiated premedication and accompanied patients to operating theatre on foot and by passenger lift.

**Result**

The Day Patient Satisfaction Survey conducted in August 2013 showed that the average rating by day patients on our services was increased from 7.9 to 8.7 (out of 10 scores), compared to year 2012. Staff satisfaction level was raised from 75% to 90%. Statistics showed that there was no increase of surgical infection rate. Hospital resources were reduced in terms of labour and time saving for escorting service and

initiation of premedication, as well as laundry cost and inventory cost of wheelchairs. This program helped the theatre and ward teams to work more effectively and cohesively to improve the quality of patient experience, safety and outcomes of surgical services, use of theatre time and staff experience. Both theatre and ward ran more productively and efficiently, which consequently led to significant resources savings. Moreover, patient and staff satisfaction level were raised. A win-win situation for patients and ophthalmic team was successfully attained.