



Service Priorities and Programmes
Electronic Presentations

Convention ID: 549

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Patient Resource Corner at Tin Shui Wai General Outpatient Clinic to promote a Healthy Community

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Keywords:

Patient Resource Corner

Primary Care

Health Awareness

Introduction

Increasing evidence demonstrates that primary care helps prevent illness and death. Evidence from both cross-national and within-national studies also supports that primary care, in contrast to specialty care, is associated with a more equitable distribution of health in populations. According to the Food and Health Bureau's budget letter for 2012/13, it was recommended to set up Primary Care Resource Hubs alongside GOPC with the aim to provide a comprehensive patient-oriented service and supportive health information for the community residents and the clinic patients.

Objectives

1. To provide health educational materials for patient access and empower the population health. 2. To provide facilities of self assessments to enhance health awareness 3. To assist general public and patients in learning how to access useful health information through a variety of tools.

Methodology

The Patient Resource Corner [PRC] at Tin Shui Wai GOPC was established in Jun2013(a space is omitted Jun 2013). The scope of service of the PRC included a corner with equipment for patient self-health checks, another corner with poster and pamphlet display cabinet for patients' easy access, a kiosk for patient to search health information such as Smart Patient of Health InfoWorld and a corner for patients to receive tailor-made health information and diverting patients to appropriate services by the nursing or supporting staff. Data of various service utilization was reviewed and compared to show the acceptance of the new service and to identify what the community population needed.

Result

The data was collected from July to December 2013 and shown as on the Table and the Graph: PRC Statistical Report (July to December 2013) July Aug Sept Oct Nov Dec Automated BP checking 5659 6263 6542 7882 8621 6462 Infrared BMI measurement 1898 1881 2195 2403 2296 2296 Health Information(Provide Health

information & Education) 1392 1433 1245 1704 1357 1271 Enquiry (GOPC/ HA/ Government/NGO/ Others) 713 710 534 718 770 825 Referral to HA related services (Empowerment Program / CHC: Dietitian; PT;OT etc) 26 17 3 5 4 12 From the data shown, the equipment for self-health checks such as automated BP checking and infrared BMI measurement was most accepted by the community residents and clinic patients. It accounted for around 80% of service utilization at the PRC. It was followed by the access to the health information and health service enquiry, which accounted for 20% of service utilization. In conclusion, the Patient Resource Corner at Tin Shui Wai General Outpatient Clinic is a successful model which aroused the community residents' self health checks and their health awareness, and empowered the resident and patient to know more health knowledge.