



Service Priorities and Programmes
Electronic Presentations

Convention ID: 621

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Barriers to linkage – Navigate cancer patient to Psychosocial Support Service through OPAS system referral in Pamela Youde Nethersole Eastern Hospital to community

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Keywords:

Cancer PRC

OPAS

Community partnership

Psychosocial Care

Patient Resource

Introduction

The Out Patient Appointment system (OPAS) was used for Psychosocial Support Service referral to Cancer Patient Resource Center since 1997 and is an effective internal referral system throughout hospital with clinical teams. This referral system aimed to direct & refer Out Patient for psychosocial support services to enhance better quality of life and foster mutual support during treatment period. In 2013, a breakthrough with enhancement of community partnership interfacing program which successfully navigate cancer patient to community seamlessly.

Objectives

1. Provide one stop psychosocial service referral to Cancer PRC for earlier patient engagement 2.To enhance seamless referral between hospital internal department & community partnership 3.Reduce administrative cost for recruitment & enrolment for psychosocial service 4.Facilitate communication between staff of different department

Methodology

1.Collaboration with Oncology, Surgical, Dietetics', Clinical Psychologist department & Community Partners in providing psychosocial education program for newly diagnosed cancer patient 2.Adopt routine yearly cycle of different psychosocial education program for specified type of cancer patient 3.Standard protocol of psychosocial education program were tailored made for specified type of cancer patient 4.Referral made by Nurse or Doctor in GOPC through OPAS system to Cancer PRC & community

Result

1.A timely & cost effective referral system set up to enhance better cancer care between departments & community. 2.Standard protocol of psychosocial education series program were implemented for cancer patient with collaboration of different

department 3. Less patient drop out with the OPAS referral 4. The OPAS referral system provide stability of referral to Cancer PRC especial when there is staff turnover between department 5. Over 95% patient satisfied with the psychosocial education program and cancer patient enhance their skills and knowledge for self care during treatment period. 6. Community rehabilitation for cancer patient & group are enhanced.