



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

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**Patient Portering Service for Operating Theatre Services - A Continuous Quality Improvement Project to Shorten Patient Portering Time**

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**Introduction**

In Kwong Wah Hospital, patient portering service for operating theatres (OT) contributes 17% of all kinds of portering services. Efficient patient portering service for OT not only ensures patient receiving surgical operations in timely manner but also helps in smoothing OT operation. In this regard, continuous quality improvement project has been initiated since August 2012.

**Objectives**

To improve portering service by shortening the patient transportation time to and from OT.

**Methodology**

(1) Data analysis using data from Automatic Dispatching System to evaluate the peak patient portering service hours of OT for manpower deployment and identification of cases with long portering time for investigation; (2) feedback collection from OT nurses through meetings and enhanced communication on reporting of problematic cases; (3) end to end site survey by following the frontline staff to perform OT patient portering to understand real time situation and difficulties; and (4) engaging frontline staff by inviting suggestions for service improvement and thus motivating them to work for the same objective.

**Result**

Upon project commencement till December 2013, number of orders completed in 30 minutes increased by 9% and the number of orders completed over 60 minutes decreased by 39% while total number of OT patient portering increased by 6% while. It is proven that this quality improvement project is successful and sustainable.