



Service Priorities and Programmes
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**Continuous Quality Improvement Project – Patient/Carer Satisfaction
Questionnaire in PMH CNS**

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Introduction

Community Nursing Service (CNS) is one of the specialty nursing services in Hospital Authority aiming at providing holistic care in the community. In order to enhance the quality of patient service, Continuous Quality Improvement (CQI) Project –Patient/Carer Satisfaction Questionnaire was implemented for collecting feedback from patients/carers under Home Care Service (HCS) or Community Nurse Clinic (CNC) of PMH CNS.

Objectives

(1) To collect patients' and carers' feedback of service provision (2) To review the scope of areas for enhancement of service quality

Methodology

The target groups were patients/carers residing at homes that received ≥ 3 CNS home visits of HCS or attended ≥ 3 CNC during 31/07/2013 to 13/08/2013. For HCS, samples were randomly selected using the last digit 0 or 5 of the CNS numbers. A questionnaire surveying patient/carers satisfaction was designed with rating in a 6-point Likert scales. The content included: (1) Staff attitude, (2) Arrangement of home visit/Nurse Clinic attendance, (3) Explanation of nursing procedure, (4) Efficiency and quality of service, (5) Provision of health education/nursing advice, (6) Treatment/Rehabilitation monitoring & follow up, (7) Overall satisfaction of CNS service. The questionnaire was conducted through phone interviews by hospital volunteers. Informed consent has been obtained for the study.

Result

During the period of 31/07/2013 to 13/08/2013; 133 of total 695 HCS patients were randomly selected for the study. 106 HCS patients were successfully surveyed and their overall satisfaction was 80%. "Staff attitude" achieved the highest rating (90%) while "provision of health education/nursing advice" rated the lowest (68%). Concerning CNC; total 130 subjects were identified. Eighty of them were successfully surveyed and the overall satisfaction was 93%. The study showed that "efficiency and quality of service" had the highest figures (90%) while "arrangement of nurse clinic

attendance” had the lowest rate (76%). For the betterment of patient/carer support; PMH CNS planned workshops and on-the-job coaching to strengthen nursing knowledge and skills on patient education. Moreover, the service workflow and clinic arrangement of CNC were reviewed and re-engineered to address customers’ needs.