



Service Priorities and Programmes Electronic Presentations

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Fast Track Medical SOP Clinic to reduce AED admission during Winter Surge
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Introduction

In Hong Kong, both uproar attendances to Accident & Emergency department and increase of inpatient admissions are the major burdens to the healthcare system during winter surge. Influenza activity is a key associated factor, especially among the elderly medical patients with heart disease or respiratory disease. Emergency admissions to medical wards have risen up to 120 percent of the occupancy rate in recent flu peak season hits with prolonged cold spells. Emergency department is also a pressure area with the number of first attendance each day hit around 7,000 which was 1,000 more than usual. The waiting period for non-urgent patients may exceed 6 hours. A chain of cause effect led to more patients stuck in the emergency unit, forced to wait for hours or days before they could be admitted to medical wards. A collaborative strategy between Medical Department and Emergency Department was implemented to cope with the upsurge situation.

Objectives

To provide quotas booking to the fast track specialist outpatient clinic for facilitating advance medical assessment of AED patients and reducing the need for inpatient admission.

Methodology

The contingency measure was activated by Medical Department and it operated during peak season of winter surge. Quotas set for general Medical Clinic (AEDM) session and the emergency department physicians referred patients for the clinic. Guideline and workflow were disseminated to the concerned parties.

Result

During 27/12/2012 to 10/4/2013, total 89 medical patients were referred; mean days of interval for AEDM clinic was 7.3 days; accumulated total days saved for in-hospital admission was 649 days. Among them, 4 (4.5%) patients need hospital admission after medical consultation. Apart from 4 patients admitted before the scheduled appointment, 7 (7.8%) patients default follow up. The chief complaint was classified

as cardiac related symptoms 40 (44.9%), neurological related symptoms 20 (22.5%); respiratory related symptoms 11 (12.4%) and renal related symptoms 5 (5.6%). To conclude the contingency measures did relieve the immense pressure both to Medical and Emergency Department. Therefore, the fast track clinic has been re-activated on 24/12/2013 for the winter surge.