



**Service Priorities and Programmes
Electronic Presentations**

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Patient empowerment – Patient Resource Corner in Fanling Family Medicine Centre in NTEC

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Introduction

In health context, patient empowerment refers to a process promoting autonomous self-regulation so that the individual's potential for health and wellness is maximised. In order to encourage patient empowerment, relevant and user friendly medical information is important, especially in primary care setting. With popularity in information technology, health information given in interactive electronic format might enhance the process of information giving. In Fanling Family Medicine Centre, a patient resource corner which provides computers with educational and interactive questionnaires has been set up in the waiting area since November 2013. It aims to provide easy-to-use electronic information for patients to read at their own time as well as to allow simple self assessment on health.

Objectives

1. To assess the usefulness of electronic medical education 2. To assess the usefulness and user-friendliness of self assessment questionnaires.

Methodology

Information on disease management is given in power-point format on asthma, breast cancer, cerebrovascular disease, chronic obstructive airway disease, common mental disorders (anxiety & depression), dementia, diabetes, gout, hypertension, hyperlipidaemia, ischaemic heart disease, obesity, osteoporosis, smoking cessation and upper respiratory tract infection. Interactive electronic questionnaires for self health assessment included in patient resource corner are: Asthma Control Test (adult and child), COPD assessment test, Erectile dysfunction score, Fagerstrom score on nicotine dependence, General Anxiety Disorder questionnaire, International Prostatic Symptom Score and Patient Health Questionnaire for depression. Evaluation on user-friendliness and usefulness of the questionnaires was done.

Result

Result Data on evaluation was collected from Jan 2014 and about 200 people had used the health education. 68 people gave feedback on the usefulness of power-points. 70.6% users agreed that the information from the power-points was useful or very useful. Smoking cessation (35.3%) and hypertension (26.4%) were the two most popular topics chosen by users. 46 people gave feedback on the questionnaires. 73.9% users agreed that the questionnaires were easy to use and 65.2% users agreed that the questionnaires were useful. Fagerstrom score (21.7%), COPD assessment tool (17.4%) and GAD questionnaire (17.4%) were the three most popular questionnaires chosen. Conclusion With popularity in information technology rising in the society, medical education and health assessment in electronic and interactive formats should be considered.