



Service Priorities and Programmes Electronic Presentations

Convention ID: 925

Submitting author: Mr TSANG Kam Wing Edwin

Post title: Nurse Specialist, TWGHs Fung Yiu King Hospital,

A snapshot of the performance effectiveness of FYKH Geriatric Day Hospital

Tsang KWE (1)(2), Mok WYW (1)

(1) Department of Medicine, (2) Nursing

Keywords:

performance appraisal system
monitoring performance efficiency
performance indices

Introduction

The aim of Geriatric Day Hospital (GDH) is providing multidisciplinary elderly care in community (Kong, 1991). Since the development of GDH in Britain in 1958, GDH is regarded as an integral part of geriatric services. The performance appraisal of GDH is used to be described in terms of patient turn over, occupancy and patient length of stay in GDH (Lee & Pasupati, 1994). However, there are other areas of GDH which are indispensable for the evaluation of GDH performance, e.g. efficiency in handling referrals/waitlist of service, patient absence, dropped out of referrals, etc.

Objectives

It is aimed at developing performance appraisal system for timely and efficient monitoring performance efficiency of GDH.

Methodology

Data of occupancy, new patients admitted per month, patient absence and discharge, referrals received/dropped out, length of waitlist, and, transport consumption, from April 2013 to November 2013, are compiled and analyzed for service performance. In term of the structure of the new/corrected new patient index, designated data stated above are converted into comparable indices. Performance report is then started to compile with these indices after 6 months data collection.

Result

Result: Through the 6 months data collection and the 2 months compilation of monthly performance report, Operational issues are identified and the operation process refined. Consequently, the waiting time for patient is reduced from 3 months to 6-7 weeks. Target COR variation maintains below 1%. Patient admission, discharge and occupancy of GDH are undergoing advanced management. Regarding to the performance indices, it is found that patient turnover, the new/corrected new patient index, are insufficient to fully demonstrate performance of GDH. For comprehensive appraisal of performance efficiency and effective utilization of service, it is found that information on occupancy, patient absence/reasons of absence, referrals received/dropped out rate, discharge rate, transport consumption, and, length of waitlist for service are indispensable. It is also found that the structure of the

new/corrected new patient index could be used in constructing comparable performance appraisal indices for GDH. Conclusion: Through this deliberate exercise, the performance of the GDH under study is well-organized and improved with measurable indices. Information on referrals received/dropped out rate is helpful for continuous service improvement and effective utilization of GDH resources. Besides performance appraisal, information could be used for effectiveness appraisal rehabilitation result of GDH in future study. Moreover, these indices could be used for inter-GDHs performance appraisal too.