

# HAC 2016 ABSTRACT for Oral Presentations

**Presentation no.:** F2.5

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**Project title**

Fast Track Protocols Driven Service

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**Keyword(s)**

Fast Track  
Accident and emergency department  
Hospital emergency service  
Nurses  
Nurses practitioners  
Length of stay

**Approval by Ethics Committee:** /

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**Introduction**

The Fast Track Protocol Driven Service (FTPDS) in the Accident and Emergency Department of Kwong Wah Hospital of Hong Kong was commenced in the mid of 2013 within an atmosphere of increased service demand from complex client condition presentation, aging population with longer life expectancy and skill mix in healthcare professionals. This initiative was aimed at alleviating long waiting time from emergency department registration to commence of required treatment and the length of stay by treating patients with minor condition by experienced registered nurses with post registration emergency nursing qualification and had undergone extensive practical based in-house training program.

**Objectives**

1: Reduce client waiting time      2: Reduce length of stay in accident and emergency department      3: Reduce overcrowding      4: Increase client satisfaction      5: Increase staff morale

**Methodology**

Trained nurses would scrutinise clients' condition with lower priority for suitability for Fast Track Protocol Driven Service based on established inclusion and exclusion criteria of respective working protocol. Trained nurses would then carry out comprehensive history taking, focused physical examination and providing appropriate treatment. Emergency medicine specialist physician would support on areas such as necessity of further investigation, drug prescription and medical certificate.

**Result**

From May 2013 to October 2015, there were 4501 patients received Fast Track Protocol Driven Service. In 2015, the average waiting time shorten from registration to commence of required treatment was 3 hours 41 minutes when compared with subsequent non fast-tracked client in the same triage category. The percentage of client serviced within our scope of service were as follows: Minor wound 43.2% (1012); Fish bone in throat 16.7% (391); minor scald 9.1% (215); Animal bite & insect sting 7.3% (170); Ankle sprain 7% (165); Acute urinary retention 6.8% (159); limbs abscess incision and drainage 3.7% (87); Needle stick injury/ muscoal contact with others body fluid 1.8% (42); Minor head injury 1.7% (40); Nasogastric tube insertion 1.5% (36); Back sprain 1.1% (26).