

**M15.2**

**What Matters? – Perspectives and Challenges for Better Patient and Staff Experience**

**14:30 Convention Hall C**

## **Perspectives and Challenges for Better Patient Experience at Hospital Discharge**

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Providing relevant and specific information on self-care and ongoing treatment to patients and their community/home care providers is essential for successful transition from hospital to community/home care. With the ageing population and ever improving prognosis of many once lethal diseases, the successful transition from institutional care to ambulatory care of empowered patient is no longer something nice to have, but is crucial to the sustainability of our local healthcare system.

Consistent findings from hospital-based Patient Experience and Satisfaction Survey (PESS) showed that our patients were eager to have more information on their care and recovery after hospital discharge. Many good initiatives to bridge this information gap for our patients have been done by many HA hospitals. Unfortunately, these great efforts by our dedicated colleagues are sometimes difficult to sustain or adapt to different settings with different workflows.

It is probably time to benchmark our current practice on information provision at hospital discharge with international guidelines and good practices. We could take a system approach to examine where and how we could integrate these good practices in our existing workflow of in-patient care and discharge. A good starting point may be the generation of discharge information summary to patients with existing data in the Clinical Management System, thus making the generation of important information summary to discharged patient timely and specific.