



Service Priorities and Programmes Electronic Presentations

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Submitting author: Ms NGAI WAH HELEN SEZTO

Post title: Occupational Therapist I, United Christian Hospital, KEC

Recovery Oriented Service Revamp to Improve Treatment Adherence for the Service Users and Organizational Efficiency of the Psychiatric Day Hospital

Sezto NW(1)(4), Law HP(1)(4), Maurice Wan (1)(4), Tam KL(2)(4), Cheng SP(2)(4), Leung WP(2)(4), Chui YL(3)(4)

(1)Occupational Therapy Department, (2)Department of Psychiatry, (3)Department of Clinical Psychology,(4)United Christian Hospital

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Introduction

Mode of service delivery in psychiatric day hospital was based on a traditional model with limited involvement by service users. Through recognizing recovery and person-centered approach into practice was found helpful to heighten the involvement and responsibility of service users in their own treatment. However, limited attention has been undertaken to examine the relationship between clinical and service outcome data to support those organizational value, transformation and changes.

Objectives

To explore any improvement in service and clinical outcome after service revamp and application of recovery oriented practice

Methodology

A series of service revamp was conducted since June, 2015. Which includes: 1. Apply recovery model into practice when redesigning treatment duration, content, structure & training format; 2. Enhance involvement of service users in setting up their treatment plan and establish their treatment schedule according to own preferences; 3. Involve multi-disciplinary input to align practice and enhance treatment choices; 4. Invite collaboration with different community partners; 5. Establish a recovery supporting environment by use of technology & personalized time-table to enhance compliance of service users to scheduled treatment.

Result

Clinical and service outcome data 3 months before and after service revamp was captured and compared. In the service outcome aspect, average length of stay of discharged patient improved from 8.7 months to 6.4 months and overall waiting time

improved from 65.8 days to 45 days. In the clinical outcome aspect, 80% of the service users had showed improvement in overall adherence to PDH treatment program which contributed an improvement in adherence rate from 42% to 60%. In conclusion, preliminary results support routine capturing of service & clinical outcome to inform service improvement after application of recovery oriented practice in the psychiatric day hospital. Future developments to include outcome measure to assess changes over personal recovery aspect of the service users were recommended.