



Service Priorities and Programmes Electronic Presentations

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Person Centre Approach on “TIGER” focus Streamline the Patient Journey—Patient Orientation Program Department of Surgery, Shatin Hospital
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Introduction

In general, patient has perplexed experience on transferring from acute hospital to the rehabilitation hospital after the critical condition. Inadequate communication, misunderstanding the mode of operation in the rehabilitation hospital and the expectation on the rehabilitation journey are the challenge on the whole patient journey. As the result, conflict between health care provider and the patient are inevitable, especially there is no on-site surgeon located in the surgical rehabilitation setting in the Shatin Hospital. A Person Centre Approach on “TIGER” focus T (Target Patient) I (Innovation idea) G (Gracious attitude) E (Empower the role of Primary Nurse) R (Reinforce the trustful relationship) is designed on the Patient Orientation Program which streamline the patient journey from the acute hospital to the rehabilitation hospital.

Objectives

(1) To make up the patient journey visible in the rehabilitation setting by multidiscipline approach. (2) To minimized the frustration between the patient and health care provider (3) To enhance the Primary Nurse role in the rehabilitation setting

Methodology

Strategies are conducted into all surgical wards with “TIGER” focus T (Target Patient). Patient who transferred from the Prince of Wales Hospital (general surgical and neurosurgical patient) and neurosurgical patient transferred from North District Hospital are recruited in this program. I (Innovation Idea) 5 designated nursing staff are assigned for this program. The content of the program included video shooting, pamphlet making and advertising. A tailored made Patient Orientation Video which is relevant to the real clinical environment in the rehabilitation setting in Shatin Hospital. The content included the mode of the operation in rehabilitation setting, Person Centre Care focused by multidiscipline approach in patient journey, value, mission and vision in the Department of Surgery are demonstrated. Patient and their carer/ relatives will view the Patient Orientation Video at bedside via portable visual equipment after the Primary Nurse introduction. G

(Gracious Attitude) A gracious manner towards patients is highlighted and encouraged while receiving patient as our performance pledge. E (Empower the role of Primary Nurse) All delegate Primary Nurses are not only provided the “need to know” information but also offered the clinical and non-clinical support to patient and their carer to streamline the rehabilitation process. R (Reinforce the trustful relationship) Communication gap between the acute hospital and rehabilitation hospital will be diminished due to the patient has the chance to view the Patient Orientation Video and pamphlet introduction in acute hospital before transfer to rehabilitation. As the result, bridging the trustful relationship between patient and healthcare provider is well established. Patient and their carer will have confidence on physical, psychological preparation for going through the rehabilitation journey. Program implementation is divided into 2 Phase: In Phase 1, The DVD on Patient Orientation Video and the patient orientation pamphlet are distributed to the Department of Surgery in Prince of Wales Hospital and North District Hospital for target patient priority viewed. In Phase 2 Patient and their carer/ relatives will view the Patient Orientation Video at bedside via portable visual equipment after the Primary Nurse introduction.

Result

Evaluation: Patient Satisfactory Survey on the Patient Orientation Program will be conducted before patient discharge. The survey focused on the following aspects: (1) Satisfaction on the orientation video and pamphlet information (2) Satisfaction on the multidiscipline approach on the patient journey (3) Primary Nurse Role toward the patient journey Conclusion: A “TIGER” focus of the patient orientation program is not only minimized the hurdles on the rehabilitation process but also reduce the gap between the health care provider and the patient as the result the unique care on patient journey could be promoted.