



## Service Priorities and Programmes Electronic Presentations

**Convention ID:** 250

**Submitting author:** Ms Man Sum CHUNG

**Post title:** Ward Manager, Castle Peak Hospital, NTC

### **Improve staff engagement and quality of patient care through renovation of ward A102 CPH**

*Chung T, Wong LS, Chan W K*

*General Adult Psychiatry, Castle Peak Hospital*

#### **Keywords:**

staff engagement

quality patient care

renovation

Castle Peak Hospital

#### **Introduction**

Castle Peak Hospital has continued to develop new initiatives of the Hospital Authority in order to make the best use of resources available and to gain continuous improvement in the delivery of patient service. Block A of Castle Peak Hospital (CPH) had been set up since 1996. After two decades of heavy utilization, the physical environment of the in-patient wards have deteriorated with problems of electric malfunction, water leakage which causing not only disruption to ward operation, but also significant infection control risks. To ensure safety of patients, staff and facilitate effective service provision. It is an opportunity to renovate block A, ward A102 and improve facilities so as to establish a safe and comfort environment to stakeholders. Moreover, with the collaborative process from our colleagues and commitment from ward staff that aiming for an effective teamwork and strengthen staff engagement.

#### **Objectives**

1. To identify scope of work and prioritize patient safety issues and making recommendations for improvement. 2. To enhance safety culture and comfort environment with improving facilities through staff/patient engagement in renovation process. 3. To enhance daily operation through reallocate facilities and resource.

#### **Methodology**

Preparatory phase (June, 2014) Staff and patient's feedback conducted throughout discussion about renovation work and decided the scope of work together with where need to be re-design The proposed renovation work will cover repairs to re-design nurses' station, patient's dormitory with cohort toilet, create an escape door for doctor consultation room, dismantle window grilles, two-way door, establish quiet room for relaxation program, renew the ceiling, lighting and floor tiles, waterproof membrane in bathroom and toilet etc. A time line was prepared for monitor renovation project. Implementing phase (Sept, 2014) On 29/9/2016, ward A102 was moved out to a temporary ward, staff and patients were briefed about the progress of time-line. Collaborative working meeting conducted to achieve of quality improvement in the renovation project. User-focused care addressed through monthly community

meeting with patient. Monitoring work of progress performed regularly so that to ensure the slope of work completed with high quality and standard. Post renovation phase (Dec, 2015) Staff and project contractor conducted risk assessment on environmental scan to ensure safety when patient/staff move back.

### **Result**

The renovation project completed in early January 2016. The existing conditions of the facilities and physical setting at ward A102 have the capability to facilitate the adoption of modern delivery of psychiatric care. Post satisfaction survey was conducted to patients and staff. Patients generally agreed ward environment is safe and comfortable. Staff feedback positively and the working area is more user friendly.