



Service Priorities and Programmes Electronic Presentations

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Submitting author: Mr S M IENG

Post title: Advanced Practice Nurse, Grantham Hospital, HKWC

Patients discharge video

*Ieng SM (1), Fung CYK (1), Luk WY(1), Kwok KT(1),
(1) Department of Tuberculosis and Chest Medicine, Grantham Hospital.*

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Introduction

Although discharge is a day to day practice in clinical settings, it is not easy for patient to have a clear understanding of the discharges procedures: where and how to pay hospital bill, get discharged medication, subsequent follow up at SOPD..... Nurses have to play a lot of time to provide repeated information during each encounter. The information is not comprehensive as nurses are usually busily engaged with other routines and procedures. The incomplete information might lead to some misunderstanding and in some extreme situations; it induces conflicts and even complaints from patients or relatives. In order to reduce time spent on repeating information in each encounter and to enhance the effectiveness, a video for patients discharge including basic information such as the location of the pharmacy or cashier in GH was produced. It was broadcasted by means of a digital photo frame which is light, portable and could be viewed both by patients and relatives at bedside.

Objectives

1.Enhance the workflow 2.Reduce time spent by nurse on repeating information.

Methodology

1.Discharge patients will be provided with the discharge video via the digital photo frame at bedside. 2. Supporting staff could assist in providing the information by playing the video for patients and relatives at bedside.

Result

1. Save a minimum of 10-15minutes per each episode of discharge for nurses. 2.
It was found that patients and their relatives can answer questions related to the discharge routines, such as the location of the pharmacy and cashier correctly.