



## Service Priorities and Programmes Electronic Presentations

**Convention ID:** 54

**Submitting author:** Mr Timothy TSE

**Post title:** Advanced Practice Nurse, Tung Wah Hospital, HKWC

**The Enhancement the safety of Geriatric Day Hospital (GDH) patient portering**

*Tse THC (1), Wong A (2), Lam C (2), Lo M (3), Chan C (3), Li SF (1) Chung WC (2), Lau A (2), Lai WY (1), Cheung FY (1), Chan S (3), Fung J (1), Yau S (1), Chan M (1), Chiu KC (1), Chan FHW (1)*

*(1) Geriatric Day Hospital, Tung Wah Hospital, (2) Central Supporting Service, Tung Wah Hospital (3) Non-Emergency Ambulance Transfer Service, Queen Mary Hospital*

**Keywords:**

Geriatric Day Hospital  
Transport Service

**Introduction**

The GDH is a treatment centre helping elderly gain and maintain a healthy and independent lifestyle. GDH serves elderly patients who live in the community and require assessment, rehabilitation, and treatment to help them remain independent. Traditionally, transport service for the elderly patients to attend TWH-GDH was provided by the QMH Non-emergency Ambulance Transfer Service (NEATS) and they were then escorted by the staff of TWH Central Supporting Services (CSS) from Medical Record Office (LG/F) to GDH (9/F). The means of transportation were determined by on-site supporting staff. Moreover, some of the patients were not aware of their fall risk, overestimated and neglected their limitations. Some were even reluctant to seek for help. Furthermore, the physical conditions of the elderly patients were fluctuating.

**Objectives**

1. To provide a safe environment for the hospital staff & patients. 2. To shorten the time spent on the readiness of patient while patient is being taken to TWH Medical Record Office (MRO). 3. To improve the efficiency of transfer for service improvement

**Methodology**

An interdepartmental working group was formed in Feb 2014. Through review and analysis of the current local situation of TWH-GDH, new arrangement of geriatric patient portering was launched for all the GDH patients in the March 2014 and revised in the August, 2015.

1. All TWH GDH patients have to be seated on wheelchair before leaving NEATS van.
2. Adequate wheelchairs are prepared at MRO by CSS.
3. NEATS colleagues pass those GDH patients on wheelchairs to TWH porters at MRO (LG/F).
4. MRO colleagues would then notify 9/F GDH colleagues for preparation prior those patients leaving the MRO.
5. CSS Porter will hold a Lift for patient portering from MRO LG/F to C9
6. At C9 Lift Lobby, GDH staff would standby for receiving patients as an additional support in patient portering.

## **Result**

The new arrangements of geriatric patient portering approach are effective in enhancing elderly safety to guard against the risk of fall in the porting. Besides safeguarding staffs' MHO and reducing fall incidents of patient, the new approach can also create a safer culture from professional staff to supporting staff in a regional geriatric day hospital.