



## Service Priorities and Programmes Electronic Presentations

**Convention ID:** 634

**Submitting author:** Mr Shik Lun, Antony AU

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

### **Improvement Project of Tuen Mun Mental Health Centre Hotline 8000**

*Au SLA, Tsui CF, Chung KW, Hau SLJ, Pang SYA, Pang YS, Cheng KM  
Tuen Mun Mental Health Centre, Department of General Adult Psychiatry, Castle Peak Hospital*

#### **Keywords:**

Hotline

#### **Introduction**

With the growing popularity of using Tuen Mun Mental Health Centre Hotline 8000 from our community service users and increased demand from our internal customers, the system has become busy and congested leading to missing and disconnection of enquiry calls. Hence, it would lead to adverse patient experience and wastage of appointment quota with subsequent added workload in defaulter tracing. The number of complaints / feedbacks and work stress of staff manning the Hotline increased dramatically. A multi-disciplinary working group consists of doctors, administration, nursing and clerical staff was set up to re-engineer the Hotline 8000 system which specifically designed to meet the different customer segments and shared workload among appropriate staff. This improvement project was focused on the root causes of the feedbacks of our service users and formulated remedial actions to tackle the problem identified.

#### **Objectives**

The main objectives are (1) to improve the efficiency and effectiveness of Tuen Mun Mental Health Centre Hotline 8000 and (2) to relieve the work stress from those staff manning the Hotline.

#### **Methodology**

The Hotline system was re-structured with specific line number to entertain specific segment of both internal and external service users. A schedule with relieving system which incorporated with the job enrichment of EAIIIA staff was formulated to man the Hotline 8000. The clerical staff were empowered to book routine walk-in appointment. A pre- and post-study of the no. of calls and complaints/feedbacks received. Descriptive statistic was used to analyze and compare the results of the months before and after the improvement project.

#### **Result**

The result was encouraging with both efficiency and effectiveness increased vastly. The number of received and answered calls had increased 104%. On the other hand, the complaints/feedbacks in the past 12 months preceding the improvement project was 20 cases, while only 1 case was recorded within 3 month after the project was implemented. Staff were also satisfied with the arrangement. To conclude, the

project was successful in improving both the efficiency and effectiveness of the Hotline and also relieving the work stress of staff.