



Service Priorities and Programmes Electronic Presentations

Convention ID: 673

Submitting author: Ms Lee Lee Lin

Post title: Occupational Therapist II, Tuen Mun Hospital, NTWC

Quality Improvement Work: Boosting up Client's Active Participation and Service Satisfaction after Setting up Spasticity Management Class in Occupational Therapy Department

Lin LL, Young SM, Lau FC, Cheung TY, Poon HK

Occupational Therapy Department, Tuen Mun Hospital

Keywords:

Occupational Therapy Service

Spasticity Management

Quality Improvement

Introduction

Spasticity management program (SMP) in Tuen Mun Hospital (TMH) is adopting a multi-disciplinary team approach. Occupational Therapy (OT) as one of the team member plays an important role in providing a client-centered assessment on upper extremities and activities of daily living (ADL), as well as in designing tailor-made care plan and intervention in accordance to their impairment with the aims of enhancing their level of independence. The training area conventionally designed in OT Department at TMH is multi-purposed to accommodate clients referred from different clinical specialties with different treatment aims, including work rehabilitation, cognitive rehabilitation, hand and upper limbs training, ADL and Instrumental ADL assessment, in addition to clients with spasticity problem after stroke and brain injury. Clients with spasticity problem receiving training with non-specific training equipment and in this case-mix treatment area always encounter difficulties in addressing their specific needs and experiencing embarrassment out of their spastic posture, which in turn de-motivating their participation. In addition, therapist may encounter difficulties in setting up appropriate treatment equipment for clients under SMP as well as in monitoring client's level of participation to achieve their treatment goal.

Objectives

Quality improvement project was formulated and implemented to address the specific needs of the homogenous group of clients with spasticity with the aims of enhancing client's active participation and service satisfaction.

Methodology

Spasticity management (SM) class has been launched since October, 2015, accommodating a total of 50 clients with 10 to 15 clients per session and 3 sessions per week. The clients are under the care of designated occupational therapist and OT assistant in a room purposefully arranged and equipped for this specific client group. Service review using focus group and satisfaction survey was done to evaluate client's satisfaction on environment, specific equipment, staff support and level of participation after attending the SM class.

Result

Most clients from SM class reported enhancement in their active participation after attending the SM class as well as satisfaction with the staff support and specific training equipment. Additional credit was reported in gaining peer support during the class by the clients.