



Service Priorities and Programmes Electronic Presentations

Convention ID: 762

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Occupational Health Improvement Programs in Non-emergency Ambulance Transfer Service

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Keywords:

Occupational Health

Non-emergency Ambulance Transfer Service

Introduction

Introduction: The Non-emergency Ambulance Transfer Service (“NEATS”) of the Hospital Authority provides transport service for the mobility impeded, mentally or physically impaired patients who cannot travel unaccompanied between their homes and public hospitals or specialist out-patient clinics. With high physical job demand and aging workforce, occupational issues such as musculoskeletal complaint (MSC) are more likely to increase among NEATS colleagues. With great support from management, occupational health strategies at NEATS workplace have been formulated.

Objectives

Objectives: To promote occupational health in NEATS

Methodology

Methodology: Various occupational health improvement programs had been implemented in 2015 which includes: 1. Health assessment with tailor-made personalized aids The health conditions of all NEATS colleagues had been assessed. Each car seat had been installed a tailored-made cushion and backrest for each colleague according to the assessment result in order to ensure that the cushion could improve their posture and maintain correct ergonomic seating. Protective knee pad and work belt were prescribed when deemed necessary. 2. Enhancement of patient transfer aids 4 types of patient transfer aids (RollerSlide, EasyGlide, FlexiBelt and FexiMove), with respective training on use had been offered to NEATS colleagues so as to assist them in the safe handling and care of both themselves and the patients during the transfer of patients. 3. Promotion of workplace fitness exercise According to the clinical assessment carried by Occupational Medicine Service in 3Q 2015, 72% of NEATS colleagues was found overweight or obese which may affect their health. Making fitness exercise a habit can benefit one’s health. Thus, regular fitness exercise with NEATS colleagues and supervisors had been done at workplace every Wednesdays since February 2016. A television had been installed at the NEATS workplace and OSH-related program had been broadcasted on a daily basis 4. Education and debriefing on Occupation Safety and Health (OSH)

NEATS colleagues attended tailor-made Occupational Health Talk and participated in a debriefing session to enhance their self-awareness on occupational health for a better understanding of the various improvement initiatives implemented.

Result

Expected results and outcomes: 1. The work-related consequences of MSC as well as the risk of occupational injury or illness on the job will be minimized 2. Ensure health and well-being of NEATS colleagues 3. Improve staff morale and motivation through the provision of a safer workplace and participation process 4. Build up better occupational health working condition which provide safe and satisfactory service to patients