



Service Priorities and Programmes Electronic Presentations

Convention ID: 770

Submitting author: Ms P K TANG

Post title: Registered Nurse, United Christian Hospital, KEC

General Outpatient Clinic Public-Private Partnership Programme - Effectiveness of Individual Counselling Approach

Tang YPK(1), Wong JKP(1), Yee YT(1), Ho SM(1)

(1) Department of Family Medicine and Primary Health Care, United Christian Hospital

Keywords:

General Outpatient Clinic Public-Private Partnership Programme

Help Desk

Individual Counselling Approach

Introduction

• To anticipate the over-reliance on general outpatient service in public sector and promote the concept of family doctor in the community, Hospital Authority launched the General Outpatient Clinic Public-Private Partnership Programme in three districts since 2014 to invite clinically stable patients to participate in the programme on voluntary base. • In order to minimize patients' misunderstanding on the programme, Kwun Tong Help Desk has implemented individual counselling to facilitate the communication and collaboration between patients and private physicians since 2015.

Objectives

To examine the effectiveness of individual counselling from Kwun Tong Help Desk.

Methodology

Data of enrolled patients in Kwun Tong District from July 2014 to October 2015 were reviewed and analyzed. The period has been divided into two intervals for comparison. In the second interval, Kwun Tong Help Desk has implemented case review for patients' recent medical records and drug compatibility. Individual counselling including details explanation on patients' misunderstanding and discussion on the availability of private physician was provided. The withdrawal rate in two intervals was compared to examine the effectiveness of individual counselling from the Help Desk.

Result

• From July 2014 to October 2015, 2367 patients enrolled. In the first 8 months, there is 1181 patients enrolled and 139 of them withdrew from the programme. While in the second 8 months, there is 1186 patients enrolled and only 59 of them withdrew. • The mean age was 66 years and their age ranged from 32 to 103 years old. Age was significantly associated with the withdrawal status, i.e. those aged elder than 55 were more likely to withdraw from programme (OR 2.85, 95% CI: 1.531-5.289, p=0.001). • After the implementation of individual counselling in the second interval, it was statistically significant that the number of withdrawal decreased by 57.6% (OR 0.392,

95% CI: 0.286-0.538, p=0.000). • By using individual counselling approach, perceived barriers of patients can be mitigated so as to enhance the programme effectiveness. Kwun Tong Help Desk has a leading role in collaborating with patients and private physician to build a trustful relationship and strengthen the partnership network. It provides better management for the increasing demand of healthcare services and ensures the long-term sustainability of the healthcare system.