



Service Priorities and Programmes Electronic Presentations

Convention ID: 783

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Patient Journey – a New Consultation Experience via thoughtful guidance and documentation at GOPC setting

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Keywords:

Patient Journey

Consultation Experience

GOPC

Introduction

Patient journey describes all clinical and non-clinical steps in providing patient care. Improvement in patient journey helps in providing efficient patient care and increasing patient satisfaction. . In current years, we also focus on the horizontal journey in the patient's care apart from patient's body and professions involved.

Objectives

In this survey, we evaluated patients' view on current flow and newly proposed features in improvement of patient care journey. New features include - Keeping record of clinical information such as vaccination, Pap smear, mental conditions (depression, anxiety and memory scores), BMI, blood pressure, h'stix, etc. - Service folders to remind patients about the date, time, and place of the clinical appointment, and clinic information. - Individualized health passports to systematically hold handheld records, appointment slips or service folders, and clinical reports.

Methodology

A semi-structured qualitative one-to-one patient interview was conducted in November and December 2015 using a convenient sampling at Aberdeen Jockey Club General Out-Patient Clinic. Target participants are all patients attending the clinic. Aspects assessed were patient flow (starting from shroff, patient assistance counter, health port, treatment room, consultation room, and ended in pharmacy), queuing display system (QDS), use of plastic file & replacement with health passport, renewal of handheld record, use of health records, and reminder of clinical appointment.

Result

Around 100 patients were interviewed. Many patients thought the current patient flow (77%, N=77) and QDS were clear (86%, N=91). However, nearly two third (61%, N=61) thought addition of directional signage on floor would be helpful in clinic orientation. Majority agreed renewal of handheld records was necessary (79%, N=84) and new health records were useful and helpful in keeping record and increasing understanding of their own health (79%, N= 79). Among 72 patients enquired,

nearly 90% thought new service folders was good for reminding appointment. Nearly 60% of patients worried about hygiene problem of reusing shared plastic file. Among 74 patients enquired, over 60% thought new individualized health passports were cleaner, tidier and more convenient to use. Most patients welcome modifications in clinic directional signage and newly proposed features for patient journey improvement. Through which, we hope to have clearer clinic orientation and smoother patient flow and enhance patients' engagement and empowerment. Future studies can be done to assess patients' experience after commencement.