



## Service Priorities and Programmes Electronic Presentations

**Convention ID:** 885

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### **Set up a new medical ward in 3 days with 3E approach**

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#### **Keywords:**

Engage the new working team

Evaluation at all times

Effective communication

#### **Introduction**

With the growing of aging population, acute medical admission to RHTSK was gradually increasing since 2012. A new medical ward was scheduled to open in March 2015. However, surge of patient admission would traditionally increase immediately after Lunar New Year holiday. Thus there was an urgent need to speed up the functioning of a new medical ward in RHTSK after Lunar New Year.

#### **Objectives**

Mission: 1. To open a new medical ward with 35 female beds and put into operation in 3 days. 2. To ensure the full function of acute medical patient admission in 3 days.

#### **Methodology**

Engage the new working team As the staffs were deployed from different wards, serial of team briefing sessions was carried out to let the mix staff to know each other, to adapt the new working environment and culture. The 1st aim was to structure a frame to identify potential risk. The 2nd aim was to build their sense of belonging, thus all staffs were involved in organization and preparation of the ward resources. The 3rd aim was to get ready for the new admission. Evaluation at all times The “Good Thursday” was chosen strategically to allow 2 days to observe the operation of the new ward and ensure it was running smoothly before weekend in the present of full management team. Besides, it allowed time to identify the silent risk in real situation. Effective Communication Easy communication channel was built to address the demand from new admission. Efficient reporting channel was well promulgated to ensure patient safety. Prepare workflow for different contingencies to enhance the effectiveness of support to the new team.

#### **Result**

Result The new medical ward was effectively put into service and relieved the serious bed congestion as scheduled, more than 2000 admissions provide around 9000 in-patient bed days since 26 Feb 2015. Conclusion To tackle with the great challenge of opening a new medical ward in 3 days after Lunar New Year holidays. The key to success was engaging an “Effective” teamwork, “Efficient” communication

and ongoing "Evaluation" of the need of patient and staff. Last but not least, staffs were the most treasure resource in an organization, the honor of success always comes from their contribution under the foundation of trustful relationship.