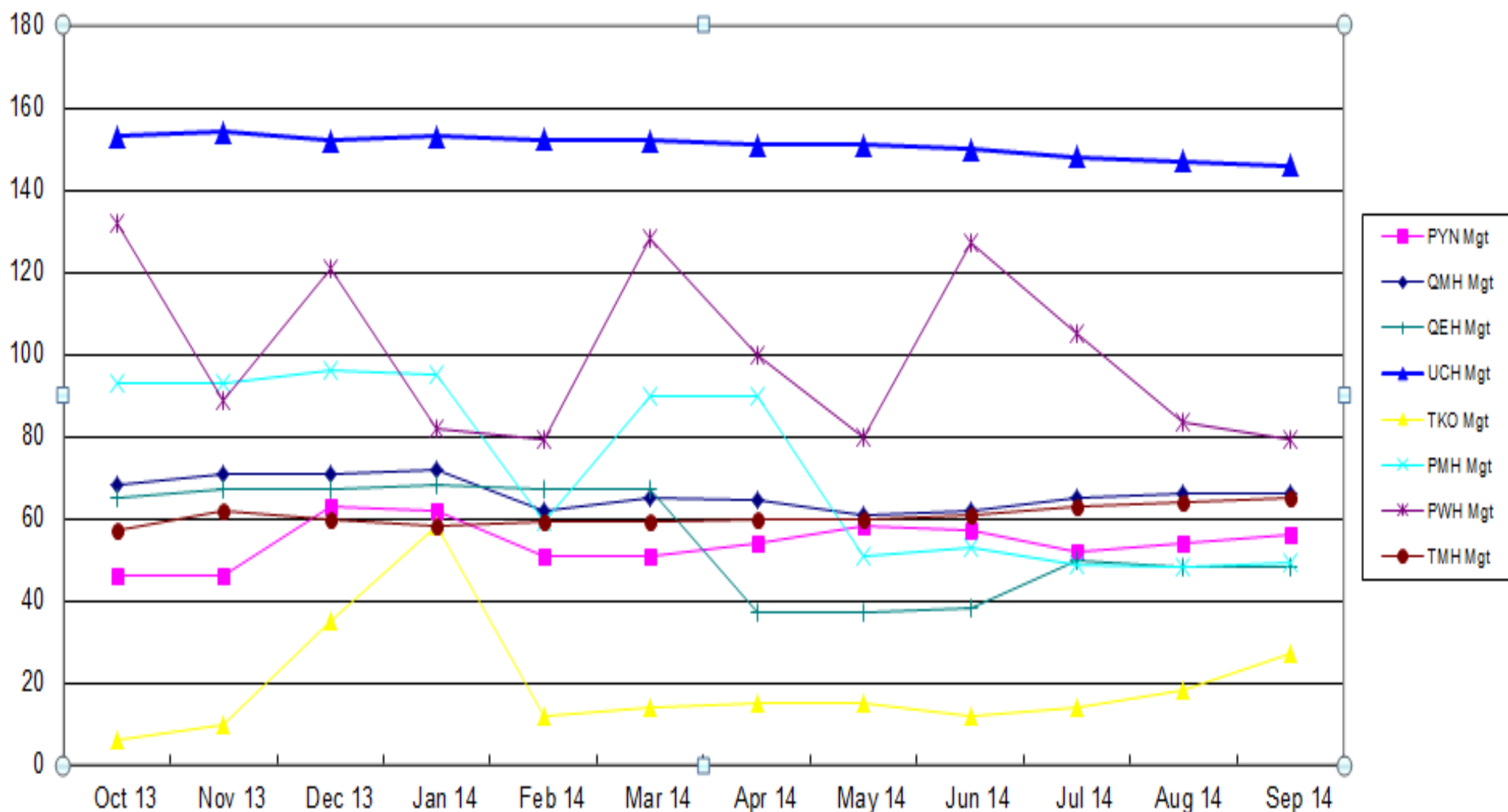# Multi-targeted Measures to Successfully Solve the Ultra-long Queue of SOPD of UCH Surgery

Background

- UCH- major acute hospital of KEC cluster
- KEC serving a population of about 1 million (about 15% of HK population)
- Mostly elderly and low-income residents
- No private hospital in KEC
- UCH Surgery receives 14,000 new referral annually.
- Routine cases waiting time = 150 weeks Jan-Dec 2013 (HA average 90 weeks)

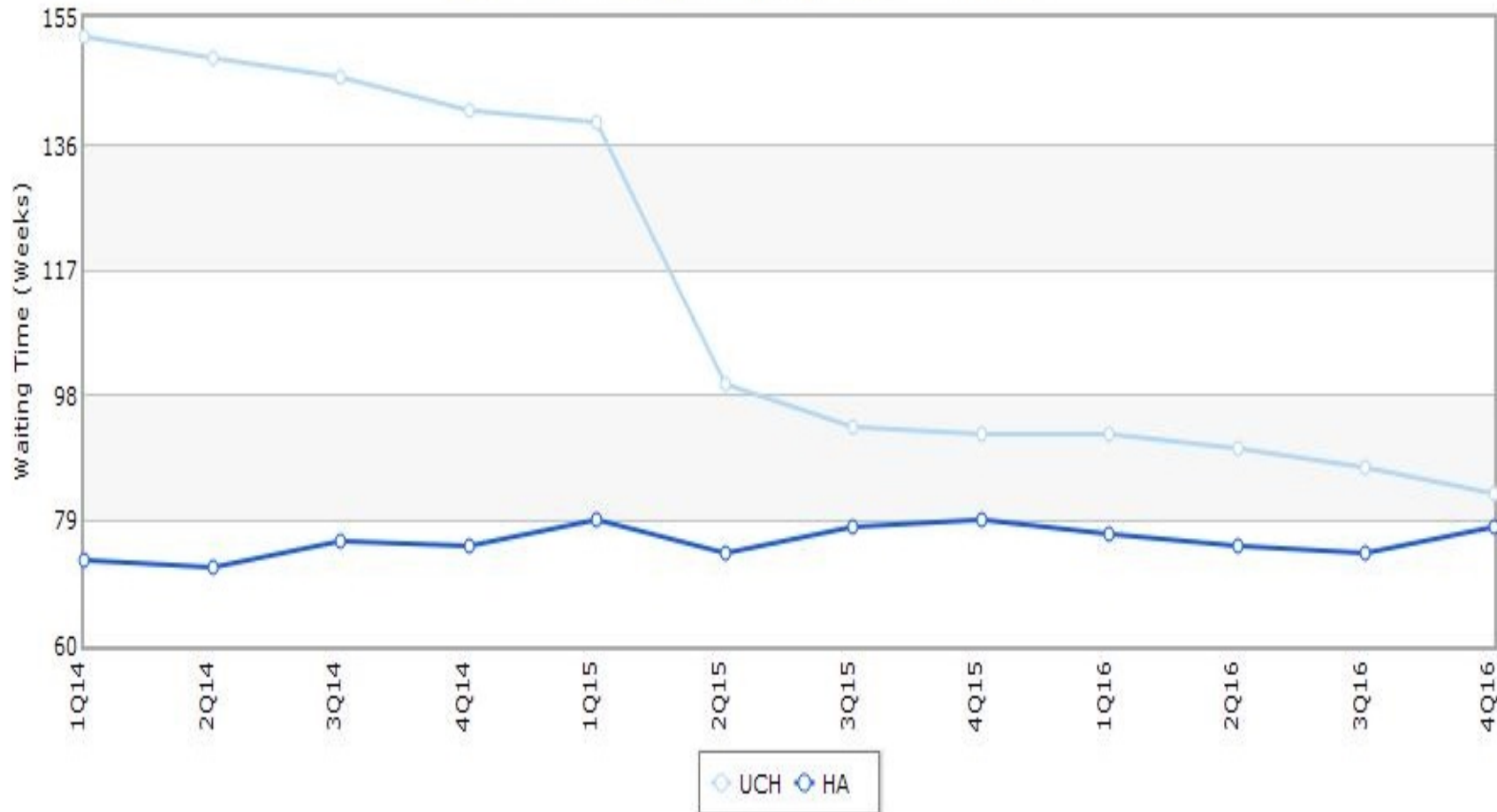SOP new case booking WT (week) for 90th percentile of 'R' cases

Measures of shortening the queue

- *Case diversion*

- *Increase throughput*

- *System change*

- *Staff awareness*

- *Enhance discharge*

Results

[UCH, HA Overall, SUR, Routine (R), 2014 1Q - 2016 4Q]

HA Overall: NLT data of New Cases Booked before Jan 2014 is excluded.

Coordinated by Sara HO Dr, HOQ&S SM(Q&P) - *Data refreshment policy*

Data last updated on 6 Mar 2017

Thank You