



Service Priorities and Programmes Electronic Presentations

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Service Rationalization of TWGHs Wong Tai Sin Geriatric Day Hospital

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Introduction

Wong Tai Sin GDH has started service since June 1995. There was a service transformation since July 2006. 20 places from the original Ngau Tau Kok GDH were shifted to WTS GDH. The daily places had increased from 30 places to 50 places. The training session was converted from whole day into 2 half-day sessions. In September 2014, Kwong Wah GDH further shifted 30 places to WTS GDH per day. As a result, 50 places for WTS Catchment and 30 places for KWH Catchment, total 80 places per day have been commenced since September 2014. The expansion of daily places in 2 half-day sessions increased pressure on quality and service.

Objectives

Team members focus on strengthening system efficiency while maintaining reasonable contact time of various aspect of input.

Methodology

SWOT analysis had been carried out to identify the strength, weakness, opportunities and threats in WTSH GDH.

Result

Service re-engineering, resources enrichment, workflow and logistics re-designed, catchment rationalization of KWH & WTSH, Manpower re-deployment & recruitment and renovation had been conducted to enhance patients for maintaining quality contact time and participation of training. Patients in WTSH GDH can maintain three to four hours contact time per training session. Each trip's travelling time is minimized within 60 minutes. The total attendances of WTS GDH is 11674 while KWH cases located at WTS GDH is 6436 in April 2015 to March 2016. The average waiting time is within 14 calendar days. The change in catchment area and capacity is a great challenge to WTS GDH in the past few years, Team members and top management have made great effort through teamwork to sustain an effective service to our elderly people to continue the care in community.