



## Service Priorities and Programmes Electronic Presentations

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### **CQI project based on satisfaction survey**

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#### **Introduction**

The outpatient services in the ORL-HNS are always overwhelmed with patients. Staff members are too busy to fulfill patients' satisfaction, therefore improvement projects are usually developed through staff meeting

#### **Objectives**

To develop patient-friendly improvement projects based on patient satisfaction survey

#### **Methodology**

A questionnaire with 20 items on 1) staff's manner, 2) environment, and 3) consultation services was adopted. The 2016 survey was conducted after the follow up actions suggested by the first survey in 2015. 221 patients and 200 patients, in the past two years respectively, were randomly selected to answer the items. Patient not receiving service on that item was discarded as non-applicable response. Satisfied service was defined as participant rating the item as 'very good' or 'good'.

#### **Result**

Results: 83.6% and 91.3% participants are satisfied with our services in 2015 and 2016 respectively. In the newly installed queue display system, 81.9% and 88% of patients are satisfied. The manner of doctors being satisfied are 87.3% and 92% while that on nurses are 90.2% and 94.4%. Satisfied rates on the clinic environment are 82.7% and 95.3%, and those on instruction clarity are 78.0% and 92.8%. Their overall satisfied rates on ORL-HNC service are 86.6% and 91.5% in the two years.

Conclusion: There are significant improvements in satisfaction rate in all aspects in year 2016. The continuous quality improvement project includes: 1) providing simple and clear information and instruction about the aftercare of consultation with discharge patient reminder; 2) developing patient flow map and warm reminder for

referral booking; 3) posting detailed information, road signs and patient consultation workflow chart at main entrance; 4) showing the queuing status of patient on the Clear Displayed Monitor; 5) announcing patient flow at the waiting lobby via broadcast every 30 minutes.