



Service Priorities and Programmes

Electronic Presentations

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Reduction of waiting time for blood taking of BH OPD patients.

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Keywords:

Waiting time for blood taking over one hour

Improve waiting area environment

Multidisciplinary meeting with HCE, Medical Consultant, GMN, SNO, GM(AS)

Patient and staff engagement

Before and After improvement survey

Introduction

In Buddhist Hospital patients often queue up at Specimen Collection Point (blood taking room) at 07:45 to wait for blood taking. A long queue existed and the patients needed to wait for more than an hour to receive their blood taking. Although the blood reminder form marked with scheduled blood taking date and time, patients were received blood taking in a first-come first- served bias. Besides, the environment of waiting area was dim and those information notices were scattered on the walls.

Objectives

The objectives of this Continuous Quality Improvement (CQI) Project was to reduce the blood taking waiting time and improve the waiting environment of Specimen Collection Point.

Methodology

Multidisciplinary team meetings were held and core members included Hospital HCE, Medical Consultant, GMN, SNO, GM(AS), Staff from Specimen Collection and OPD nursing staff. Core members decided to advance the operation hour to 08:30 instead of 09:00. Patients were triaged from fasting blood and non- fasting blood. Fasting blood would be taken at 3 intervals, 08:30, 09:00 and 09:30 and non- fasting blood started at 10:00. A master book was designed to mark quota used. Patients were instructed to come at scheduled time. Different colored time slot quota cards were made and distributed to patients during their waiting.

To improve the waiting environment, 3 extra fluorescent tubes were installed and 2 notice boards were designed with one for blood taking information and one for general information. New plastic chairs were bought and pending to change the old wooden ones. New design clear signage were made to direct the patient flow.

Result

Survey before and after the improvement plan were conducted.

For blood taking waiting time, up to 35% of respondents needed to wait more than half an hour before. The queue usually cleared at around 11:00.

After the project, over 80% of respondents received blood taking within 15 minutes and all received blood taking within 30 minutes. The queue was clear at around 09:30.

For lighting environment, there was only 6% of respondents claimed good before while over 80% of respondents rated good or very good after the project. For notice boards and signage, 100% of respondents rated good / very good after the project.

The new plastic seats are in progress of the procurement list.

With support of hospital senior manager and policy deciders; Dr. Chong Y H KCC CC (Chinese Med) /HKBH /WTSH HCE, Dr. Tam K F, HKBH CON (MED), Ms Sandy Chan Dr. KCC FM & GOPC / HKBH GM(N) and Ms Curia Shek, HKBH GM (AS), it made the project succeed and we thanked them to contribute ideas.

Besides, the successful of a project relied on staff to adopt changes and gain cooperation from patients. To grant high quality services for our patients it needed us to cultivate in this moment.