



Service Priorities and Programmes Electronic Presentations

Convention ID: 184

Submitting author: Ms WAI KUEN WONG

Post title: Advanced Practice Nurse, Pamela Youde Nethersole Eastern Hospital

How a Focus Pre-discharge Patient Education Enhances Patient Satisfaction

Wong WK(1), Mok LC(2), Poon YW(3)

(1)Nursing Services Division, Pamela Youde Nethersole Eastern

Hospital,(2)Orthopaedic & Traumatology Department, Pamela Youde Nethersole

Eastern Hospital(3)Central Nursing Division, HAHO

Keywords:

Pre-discharge

Patient Education

Patient Satisfaction

Introduction

According to the result of Hospital Authority Hospital-based Patient Experience and Satisfaction Survey (PESS) conducted in 2015, there were still rooms for improvement in provision of information about possible side effects of medication, danger signals and the information needed in patient care and recovery. A focus Pre-discharge Patient Education Program was put up so as to enhance patient satisfaction.

Objectives

The program aims to ensure that patients or carers gain adequate information in how to take medication, side effect of medication, danger signals alert and information of care and recovery upon discharge.

Methodology

The program has been piloting in Orthopaedic & Traumatology Department since 24 August 2016. All in-patients directly discharged from O&T, under the same criteria as HA PESS were recruited for telephone follow up. The program was steered by a part-time Advanced Practice Nurse. Relevant education package was prepared and frontline nurses were briefed of how to conduct the pre-discharge education to patients and relatives by using the package. Post-discharge phone survey was done to evaluate the effectiveness.

Result

315 patients were interviewed after one month of implementation. The feedback was then compared with HA PESS 2015. The result as below:

-How to take medication score remains the same

-Side Effect of medication score improved 40.7%

-Danger signals alert score improved 6.7%

-Information of care and recovery score improved 84.8%

Moreover, an evaluation survey for frontline nurses has been conducted. The result

showed that over 90% nurses supported the program and they average spent 12 minutes for the pre-discharge education for each patient under the program. In conclusion, the program is effective in enhancing patients' satisfaction. Also, reinforcement on the tools such as pamphlets, diagram and charts would also be done so as to facilitate the process and increase patient's understanding to the provided information.