



## Service Priorities and Programmes Electronic Presentations

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### **Patient empowerment in KCC GOPCs – enhanced health education via traditional and multimedia means**

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#### **Introduction**

Patient education is the corner stone of family practice. There are currently limitations in the Government Out Patient Clinic (GOPC) setting which restrict the scope and amount of medical knowledge which could be conveyed to our patients.

There are existing programs under the Hospital Authority (HA) in improving patient education and empowerment e.g. PEP (Patient Empowerment Program), RAMP (Multi-disciplinary Risk Factor Assessment and Management Program). Those programs mainly focused on several key chronic diseases e.g. DM, HT, Obesity and Lipids.

This project aimed to utilize several means to providing education to patients and their caregivers on common medical topics that are not covered by existing programs. Education would be delivered in the form of group seminars and multi-media means, namely in-house video production and signage TVs.

#### **Objectives**

To deliver patient education via group seminars and multimedia means.

#### **Methodology**

Group seminars were provided by a multidisciplinary team including doctors, nurses, physiotherapists, occupational therapists, dietitians, social workers, optometrists and pharmacists. The topics would be under three main themes, namely Mental Wellness, Healthy Aging and Healthy Lifestyle. Seminars were held once per month for one hour. Participants survey was collected at the end of each seminar.

New education videos were created by our in-house production team which allowed us to tailor made the contents to best suit our patients' needs. The videos would range from introduction to existing programs e.g. smoking cessation, integrated mental health program to skills transfer e.g. insulin injection.

Signage TVs are new hardware that were installed at various waiting areas within the

clinics. They served the purpose of providing a platform to display still images and videos. The existing hard copies of promotional posters within the clinics were replaced by a digital version and be displayed on the signage TV. It helped to free up more space and outdated posters could be easily replaced. The versatility of the platform also allowed various formats of videos to be displayed as well.

### **Result**

9 seminars were delivered between September 2015 to July 2016 with a total of 118 participants. 99%-100% of participants agreed or strongly agreed that the content delivered were clear, the length of the seminars was adequate, there were opportunities for sharing, satisfied with the venue and satisfied with overall arrangement.

4 education and training videos were made between February 2015 to September 2016.

A total of 7 signage TVs were installed at Yau Ma Tei Jockey Club GOPC, Lee Kee Memorial Dispensary, Hong Kong Buddhist Hospital GOPC and Central Kowloon Health Centre. 54 digital posters were digitally enhanced and uploaded to all of the signage TVs