



Service Priorities and Programmes
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Avoid Mis-identification for the Pre-discharge Patients in Department of Medicine and Therapeutics, Prince of Wales Hospital

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Introduction

Since early 2016, ward based discharge area is utilized for enhancing the planned discharge patients' flow in M& T department in Prince of Wales Hospital in winter surge periods. However, patients unfit for use of CND discharge lounge may be kept in ward till discharge. This results in the risk of mis-identification of newly admitted patients and pre-discharge patients and may lead to disastrous outcome.

Objectives

To avoid misidentification of pre-discharge patients with newly admitted patients by using visual management.

Methodology

Firstly, designated waiting area in ward for pre-discharge patients. Secondly, using the reminder cards for pre-discharge patients with designated bed number and previous bed number. Thirdly, by using reminders cards for discharge notes and newly admitted patients' notes.

Result

No service error was noted by using visual management in the captioned period. Visual management can reduce misidentification risk with pre- discharge patients and newly admitted patients, and also enhance better communication between staff and smoothen clinical handover flow.