



Service Priorities and Programmes Electronic Presentations

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Submitting author: Miss Lai Na WONG

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Patients Journey in Queen Mary Hospital: Way Finding Strategy for the Relocated Dietetic Department

D Wong (1) J Mo Yung (2) V Yu (3) B Wong(1) W Yip (1)

(1) Patient Journey (2) Administrative Service Department (3) Dietetic Department, Queen Mary Hospital

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Introduction

For better space utilization and to revitalize the facilities of the Dietetic Department, relocation of the Dietetic Department from Block K to Nursing School of Queen Mary Hospital (QMH) was planned in 2014 and lastly moved in to the new location in 2016. At first, staff worried that patients were reluctant and unacquainted because they have to make use of a new designated route of access to walk and seek the new location which is five blocks away from the existing site. With the joint efforts from staff of Dietetic Department, Patient Journey Workgroup and Facilities Management team, way finding strategy has been reinforced to provide clearer internal and external directional signage for patients, visitors and staff.

Objectives

To enhance and evaluate the effectiveness of the way finding strategy in guiding patients to the new Dietetic Department.

Methodology

By adopting the angle of a patient, a walk round from the old to the new site was carried out in July 2016. Although removal notices, directional signage and hospital layout map were prepared and distributed to patients in advance before removal, inadequacy was found in the existing way-finding system. With face-to-face engagement with the patients and the active feedback from staff of the Dietetic Department, various measures had been implemented to suit the need of the patients and staff, including

- Prominent standing display panel with removal notice were placed outside the old office and at the ground floor lift lobby of Block K
- Review the existing hospital map with new indicative mark made to illustrate the new location

New directory was added by trailing the access of route on the way from public transportation intercourse and along the way to Main Block, Nurses' Quarters and finally to the destination

Eye-catching directory sign was placed along the carriage way, car park area and outside the Administration Block

Bigger font size is used for the elderly or vision-impaired person

The success criteria are measured through gathering feedback from staff and patients after implementation

Result

There is an eighty percent improvement after the implementation of the way-finding strategy. The number of people walking to the wrong building drops from ten to about two. New directory sign and route of access has made the patient journey smoother. It had also reduced interruption for hospital staff to answer enquiries about the direction to the new location.