



Service Priorities and Programmes Electronic Presentations

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Enhancement of quality and accountability service in PYNEH surgical day ward through an effective service pathway

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Introduction

In Hong Kong, patients having lumpectomy, hernia repair, cholecystectomy, haemorrhoidectomy and varicose vein need to wait for a long time for a scheduled operation due to shortage of manpower.

In order to relieve this problem, PYNEH day ward has enhanced its service by an effective strategy. From pre-operation preparation to screening, discharge and follow up, it offers safe and effective short-stay day surgery. Patients will have a comprehensive assessment by professionals before operation.

A responsible nurse called pre-admission screening (PAS) nurse in day ward provides an accurate assessment for patients before operations to ensure the smoothness and safety of scheduled operations. Other team members include surgeons, anaesthetists, physiotherapists and occupational therapists.

Objectives

1. To minimise the wastage of general OT list by reducing operation cancellation rate.
2. To improve patients' general satisfaction and early resumption of ADL
3. To relieve the overcrowded situation in general surgical wards.

Methodology

For patients undergoing simple operations, nurses and other disciplinary professionals will assess them pre-operatively in day ward.

If operation is complicated, he/she will be transferred to surgical wards directly after operation.

Telephone follow up concerning wound pain, side effects of analgesics such as dizziness, nausea or vomiting, as well as satisfaction about day ward service will be arranged.

If there are any abnormalities detected, patients can either walk in day surgery ward directly or seek help through the telephone follow up hotline.

Result

From 2015 to 2016, 586 cases were admitted and discharged at day ward, with only 37 patients (6.3%) requiring postoperative admission due to wound pain, retention of

urine and dizziness, etc.

Telephone survey found that 100% of patients have optimal wound pain control via analgesics. 95% reported no dizziness, nausea or vomiting. 95% resumed normal ADL postoperatively. 96% reported satisfaction about their wound healing with 2% of patients experiencing wound complications, such as wound oozing. 98% reported satisfaction about day ward service in general. Only 5% patients require earlier follow up than expected.

In summary, day ward provides comprehensive service and environment with quality and accountability for patients undergoing simple operations. Patients benefit from comparatively shorter waiting time and minimised cancellation rate. Overall satisfaction was increased .