



## Service Priorities and Programmes Electronic Presentations

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### **Impact of New Blood Taking Workflow on Patients and Staff Satisfaction in Yau Ma Tei Jockey Club General Out-Patient Clinic**

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#### **Keywords:**

Impact of New Blood Taking Workflow

#### **Introduction**

Blood taking is one of the most common procedures performed in general out-patient clinics. However, clinic space is limited, insufficient seats for patients to take rest after the procedure and the crowded environment also increased staff's work stress level.

In order to enhance the effectiveness of blood taking service, a new blood taking workflow has been adopted since April 2016, which aimed at decreasing patients and staff's stress level, reducing the waiting time for the procedure and the congestion in 1/F waiting hall. The average waiting time for blood taking was reduced significantly from 30 minutes to 10 minutes.

#### **Objectives**

To evaluate patients and staff satisfaction level on the new blood taking workflow in Yau Ma Tei Jockey Club General Out-Patient Clinic.

#### **Methodology**

I) A Patient Satisfaction Survey was conducted from 25 April 2016 to 5 May 2016. Structured questionnaire was formulated to evaluate the satisfaction level in seven statements on (1) blood taking environment, (2) instruction on new workflow, (3) workflow explanation by staff, (4) escalator waiting time (before blood taking), (5) procedure waiting time, (6) escalator waiting time (leaving station), and (7) overall satisfaction level to the new workflow.

II) A Staff Satisfaction Survey was conducted from 11 Oct 2016 to 16 Oct 2016. Structured questionnaire was formulated to evaluate the satisfaction level in six statements on (1) new blood taking furniture, (2) quietness of environment, (3) workplace ventilation (4) lighting (5) spacing (6) Overall satisfaction level to the new workflow.

A five-point Likert scale was used (1=strongly unsatisfied; 2=unsatisfied; 3=neutral; 4=satisfied; 5=strongly satisfied) in the survey to measure the level of satisfaction in each statement.

## **Result**

I) A total of 168 patients had completed the patient satisfaction survey. The patients' response to the new workflow was positive. The percentage of patients who are either "satisfied" or "strongly satisfied" with the first 6 statements ranged from 88.2% to 97 %. More than 90% of the patients were greatly satisfied in "blood taking environment", "instructions on new workflow", "workflow explanation by staff", and "procedure waiting time".

II) A total of 33 staff had completed the staff satisfactory survey. The staff 's response to the new workflow was positive. The percentages of staff who are either "satisfied" or "strongly satisfied" with the first 6 statements ranged from 77 % to 100%. No staff replied "strongly disagree" among all 6 statements.

Conclusion: Both patients and clinic staff were highly satisfied with the new workflow.