



Service Priorities and Programmes Electronic Presentations

Convention ID: 693

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An efficient way to improve the Transport Service Arrangement in a regional Geriatric Day Hospital (GDH)

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Keywords:

Geriatric Day Hospital

NEATS

Service utilization

Manpower allocation

Introduction

GDH is an ambulatory rehabilitation centre. Transport service for elderly patients attending GDH is provided by the HKWC Non-emergency Ambulance Transfer Service (NEATS). Because of high demand for the service, some patients occasionally need to wait in GDH for 2 hours after their completion of rehabilitation service. It affects patient satisfaction about the service. On the other hand, GDH staff need to work overtime until all patients are picked up.

Objectives

To see if transport service improvement measures could effectively reduce use of NEATS and reduce overtime work of GDH staff

Methodology

A new improvement program of transport service arrangement was launched in the January 2016:

1. Explore other better alternative means of transport services.
2. Develop a simple checklist on patients' needs on NEATS.
3. Better route planning of NEATS & redesign the schedule.
4. Reengineer the logistics of NEATS booking.
5. Double confirmed the NEATS booking and cancellation list daily.
6. Build up a new communication channel between the Unit Heads of HKWC/NEATS and TWH/GDH.

Use of NEATS service were compared between 2015 and 2016. Time of arrival to and discharge from GDH for patients who need NEATS service were recorded and compared.

Result

After carrying out improvement measures, it successfully encouraged alternative means of transportation and reduced use of NEATS. The total number of NEATS used for transferring in patient significantly reduced from 393+/-44 per month in 2015 to 302+/-34 per month in 2016, $p<0.001$. The total number of NEATS used for transferring out patient also significantly reduced from 396 +/- 42 per month in 2015 to 299 +/-27 per month in 2016, $p<0.001$.

In 2015, many patients needed to wait more than 2 hours after completion of rehabilitation and left GDH later than 5pm due to delay in NEATS service (6+/-5 patients per month). After carrying out improvement measures, this number significantly reduced to 1+/-1 patient per month in 2016, $p<0.001$.

It indicates the transport service improvement measures significantly reduce NEATS service usage. It reduces over-time of staff and enhances the GDH service quality.