



## Service Priorities and Programmes Electronic Presentations

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### **Shortening of Patient Waiting Time and Enhancing Satisfaction through Establishment of Orthopaedics Nurse Clinic in Sports Medicine in an Collaborative Approach**

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#### **Introduction**

Outpatient clinic waiting time in Orthopaedics & Traumatology (O&T) in the Tseung Kwan O Hospital (TKOH) remains high. Evidence showed that nurse specialist can manage less complex patients with the competence enhancement. We have nurses completed with the Post-registration Certificate Course in Advanced Orthopaedics Nursing training. Therefore, Orthopaedics Nurse Clinic (ORNC) in sports medicine was established in October 2016 to manage the growing service demand.

#### **Objectives**

- To relieve doctors' time attending complex patients.
- To improve patient's service quality.
- To enhance nurse's job satisfaction through building up rapport with patients.
- To eliminate unnecessary cancellation of surgery.

#### **Methodology**

With the support of the Chief of Service (COS), an Associate Consultant (AC) in Sports Medicine identified those less complex cases including arthroscopic knee and shoulder surgery. Nurse specialists receive one-to-one training by the AC can standardize protocol being established. Nurse specialists are being supported by a multidisciplinary team simultaneously and can be able to refer patients to physiotherapy, occupational therapy and prosthetics and orthotics whenever indicated. With collaboration of the AC, nurse specialists provide a comprehensive pre-operative assessment, education and post discharge care to patients. Scheduled assessment and review are provided to ensure the service quality and safety. Patient satisfaction is measured to monitor the effectiveness of the services after each consultation.

#### **Result**

All sessions in outpatient clinic in sports medicine were conducted by doctors in the

past. With establishment of nurse clinic, 7 patients' follow up visits modified to 4 visits by doctor and 3 visits by nurse specialist. According to Patient Queuing Statistics in TKOH Sports Clinic, the average of doctor's consultation time was around 30 minutes for new cases and around 15 minutes for subsequent cases. This implies that doctor can see 1.5 new cases or 3 subsequent cases. Furthermore, patients' satisfaction questionnaires showed positive feedback. Finally, nurse's job satisfaction is being enhanced through building up rapport with patients.