



Service Priorities and Programmes Electronic Presentations

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A COI program on multidisciplinary task group of patient care for Ethnic Minorities (EM)

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Introduction

Introduction: According to Hong Kong Census and Statistics Department information in 2011, there are 450,000 ethnic minorities living in Hong Kong. 11% (around 50000) of total ethnic minorities population is living within our service area. Based on race, culture and language differences, a patient empowerment program was implemented since 2013 in Pok Oi Hospital

Objectives

1) To enhance the communication between ethnic minorities 2) To introduce the service provided by Emergency Department (ED) 3) To arrange health talk on minor injuries and common illness with survey performed afterwards

Methodology

Establish an Ethnic Minorities Networking Group since 2013 with the Christian Action-Shine center, Support Service Centre for Ethnic Minorities, Yang Memorial Methodist Social Service, Hospital Administration Department, and Community Health Centre to coordinate empowerment program yearly. The design of the program was based on EM needs according to the opinions those collected from district

Result

1) To prepare a Health Talk yearly according to the needs of the EM (Nepal & Pakistan). The topic was including Minor injury management, Musculoskeletal pain management, Abdominal pain management. The introduction of Patient Charters' and Triage Category system in Accident & Emergency Department were also included. Certainly, there was a live language interpretation during the Health Talk. 2) To arrange several types of Game Booth to the children during the adult client 3) Mini Health Check was also arranged to the EM, e.g. blood pressure measurement, Visual Acuity for the children, blood sugar measurement, Body Mass Index measurement. An evaluation was done after the Health Talk and the efforts department paid in this program was highly appreciated by the ethnic minorities (> 96% participants) after patient satisfaction survey done.