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your
thoughts



New Ambulatory Care Centre in Kwong Wah Hospital

By Dr Helen YIP, Dr Jaclyn CHAN

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The Kwong Wah Hospital (KWH) Phase 1 Redevelopment Project has been completed. The expansion of KWH is a significant milestone in the healthcare development of Kowloon Central Cluster. The hospital has set a new vision for future development - Smart, Sustainability, and Healing. To align with the HA's strategic goal of developing ambulatory care services, our one-stop ambulatory care centre reduces the need for hospitalisation and enhances patient treatment and health management.

The relocation of pre-existing ambulatory services in the new hospital marks a possible shift in our current mode of healthcare delivery. Patients can now receive ambulatory day service from the 3rd to 8th floor in our new KWH. Our ambulatory services include out-patient endoscopy, Geriatric Day Hospital, Ambulatory Medical Centre of various specialities, Day Surgery centre, Orthopaedic service centre, Paediatric & Adolescent centre, Obstetrics & Gynaecology centre and Diagnostic & Interventional Radiology.

Our one-stop ambulatory care centre creates a user-friendly, spacious and people-oriented environment which facilitates the performance of outpatient procedures, consultations, treatment and aiming at reduction of hospital-acquired infections. It can optimise resource and bed allocation at management level and improve operational efficiency.



Editorial Comments

KWH's redevelopment enhances healthcare service with a focus on "Smart, Sustainable and Healing". The new Ambulatory Care Centre provides a good infrastructure for reorientation of service model by promoting ambulatory care, enhancing operational efficiency and patient experience. This marks a significant shift in healthcare delivery that aligns with the HA's strategic goal.

Mr Jackson WONG, Senior Manager (Allied Health), HAHO

Tin Shui Wai Hospital's Day Surgery Service – Radio Frequency Identification Specimen Tracking System

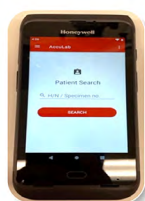
By Tsz Kin MAN, Chi Kin POON, Wing Sze YUE, Mui Fan FU, Dr Carmen Lam

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With the advancement of technology, the use of Radio Frequency Identification (RFID) in hospitals has become more common. In Tin Shui Wai Hospital (TSWH), a RFID Specimen Tracking System (STS) has been in place to help with the high volume of specimen handling under day surgery service, which is a major service area of TSWH.

Safe specimen handling can prevent undesirable consequences in patient care. There are 4 crucial steps being involved in specimen handling: (1) Patient preparation (2) specimen collection (3) processing the specimen (4) storage and transporting the specimen. To enhance the accuracy in specimen handling and minimise the risk of mishandling, TSWH OT has applied RFID automatic tracking technologies in the workflow of specimen management since May 2022.

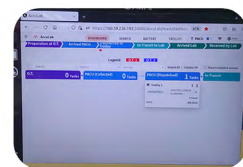
Devices used in RFID STS



Hand-held Scanner



RFID Tag Printer



Dashboard on specimen trolley

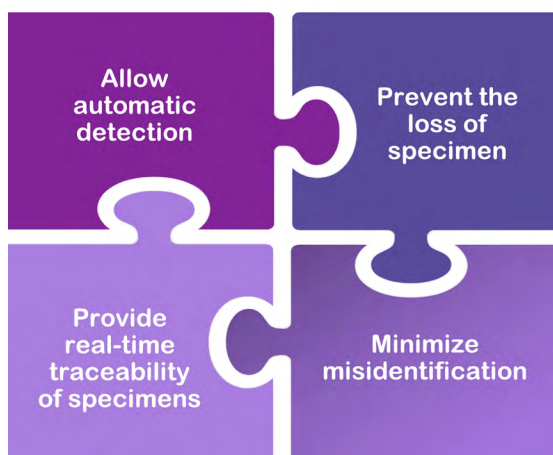


Transporter



Specimen Trolley

Benefits of using RFID



Implementation of RFID STS can minimise the risk of specimen misidentification. By scanning the barcode on patient's bracelet, patient demographics information will be automatically captured by the hand-held device. With the specimen information imported by nurse, a specimen tag containing both patient and specimen information will be generated from the RFID tag printer. It effectively reduce the risk of specimen misidentification, or transcription error related to illegible handwriting.

Once the tagged specimen bottle is placed inside the specimen transporter and the specimen trolley, the patient and specimen data on the tag can be detected and read automatically through RFID. And the most updated status and location will be displayed on the specimen location tracking dashboard. RFID allows automatic detection and real-time traceability of specimens. It provides specimen tracing from operating room to laboratory. The "track-and-trace" ability significantly enhance the security during specimen transportation.

Workflow in OT



Besides, RFID STS also processes the “found – missing” alarm function. Once the recognised specimen extracted from the transporter or trolley is found missing, an alert message would be displayed on the dashboard. Nursing staff will be alerted to clarify the status of the specimen in order to prevent inadvertent loss of specimen.

In summary, nursing staff reflected that RFID STS can minimise their stress in handling numerous specimens in daily operation. By checking the dashboard, it is easier for nurses to access the location of specimen.

In the future, we hope that RFID STS could merge with Generic Clinical Request System (GCRS) star to future optimise data interfacing, and achieve further process automation in the workflow.

Editorial Comments

Surgical specimens are precious and irretrievable. A simple but promising technology like RFID can help us to safeguard patient specimens. The RFID Specimen Tracking System provides real-time traceability of the surgical specimens, not only helps to improve the efficiency in arranging the transportation of surgical specimens to the Pathology Department but also minimise the risk of mislabeling, delay in delivery or misplaced the specimens. We look forward to the interfacing with GCRS Star which may further complete the whole process management.

Dr Linda YU, Service Director (Quality & Safety), NTEC

Introduction of Ambulatory Services in Tseung Kwan O Hospital

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Day Surgical Service

The Day Surgery Centre provides comprehensive perioperative services. It includes anaesthetic clinics for preoperative assessment and optimization, one-stop registration, four standard operating rooms, a post-anaesthetic care unit, and protocol-driven nurse-led discharge care.

In 2023, 83.5% (6209/7431) of elective surgery patients were admitted on the day of operation, and 51.5% (3826/7431) of elective operations were performed as day surgery.

Day Medical Service

The Day Medical Centre provides various day speciality services, such as gastrointestinal, haematology, and respiratory procedures, to reduce 6000 general medical ward admissions in 2023.

The Ambulatory Medical Center provides efficient diagnostic and therapeutic services to 5,500 patients with early discharge and follow-up in 2023. It also offers temporary holding areas in the discharge lounge for 300 patients in 3 months from November 2023.

Specialist Outpatient Service

Smart initiatives have been adopted to improve efficiency, enhance safety, and optimise patient-centric service, including electronic payment, E-vital, blood-taking scheduling, telehealth, and medication delivery.

Total attendance was 340,376 in 2023. The Key Performance Indicators (KPIs) of doctor consultation and medication collection have been achieved. The 90th percentile waiting time for routine cases for all specialities were below 100 weeks in 2023.



Editorial Comments

The comprehensive Ambulatory Services provided in Tseung Kwan O Hospital has demonstrated successful examples of modern healthcare models that aiming at reducing hospital admissions and optimising the utilisation of healthcare resources. With the use of the smart systems and workflow designs in the Ambulatory Services, patient would experience much more efficient healthcare services.

Ms Bonnie WONG, Cluster Manager (Quality & Safety), NTWC

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