

## **A Preliminary Report on Client Survey of an Innovative Community Rehabilitation Extension Program in Hong Kong Eastern District**

Kam Y L, Wong S K, Lin M C

Tung Wah Group of Hospitals Fong Shu Chuen Social Service Building

### **Introduction:**

Based on the concept of medical-social service interface, a partnership has been successfully built up between TWGHs Fong Shu Chuen Social Service Building, Orthopedic and Traumatology Unit and Physiotherapy Services from Hong Kong East Cluster, Community Nursing Service Department and Community and Patient Resource Department of Pamela Youde Nethersole Eastern Hospital as well as the general practitioners, to provide an innovative community rehabilitation extension program since November 2005. The mission is to improve access of clients to needed rehabilitation service in the community, while ensuring efficiency, coordination, continuity and client satisfaction service delivery. A new triage system, which classifies clients into two separate groups, has been established in March 2006 to further enhance the quality of the program.

### **Purpose of Project:**

As part of the program evaluation, an on-going client survey has been carried out to monitor various performance indicators. The purpose of this project is to examine the new referral and service delivery model, client usage patterns as well as their satisfactory ratings.

### **Material and Methods:**

A set of five-month data of the clients who were referred for the program from different sources has been collected and analyzed. Descriptive statistics are used to characterize and describe the population. A survey on the questionnaires, which have been distributed to the clients upon completion of program, is used to determine their satisfactory level and subjective rate of improvement.

### **Result:**

A total of 77 referrals were received and 57 clients have commenced treatment. Twenty-one questionnaires were collected among 26 clients who have completed the programs. The interim result demonstrates that the majority of clients have high satisfactory levels and subjective rate of improvement.

### **Conclusion:**

By building a strong community health care network and partnership between Hospital Authority and non-government organizations, rehabilitation services can be provided to those in need with positive results. Waiting time is expected to be shortened and clients are triaged into appropriate services. A higher level of client satisfaction with effective clinical outcomes will also be anticipated.