

# 在急症醫療服務注入長者友善元素

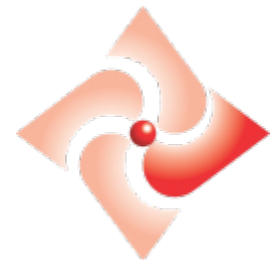
## Building elder friendly elements into acute hospital care – a pilot project

*Dr Carolyn Kng*

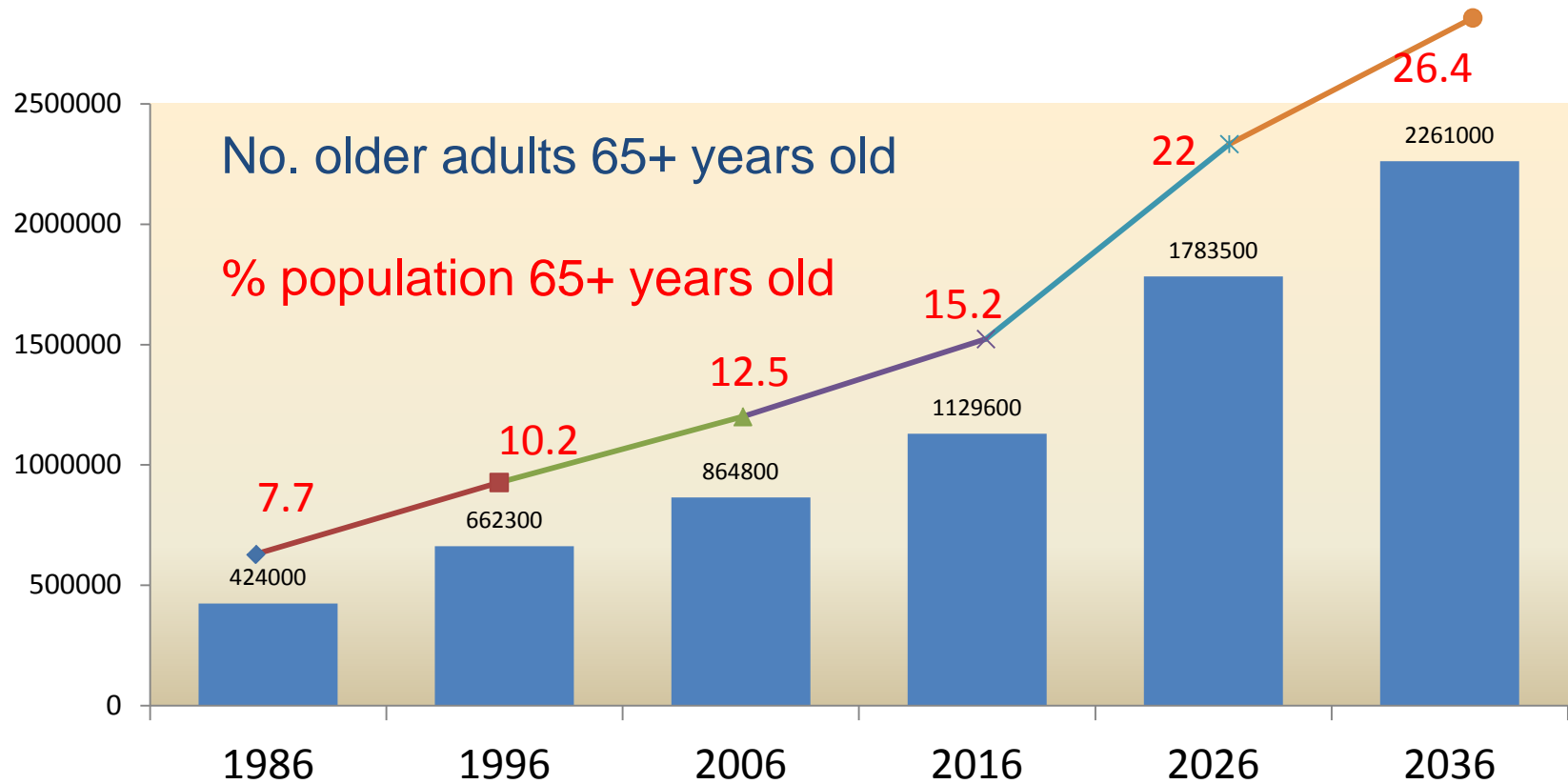
*Consultant Geriatrician Ruttonjee Hospital*

*HKEC Community Symposium*

*11 July 2015*



## Background – Elderly Demographics



### HONG KONG Population 2016 & Future Trend

- 56% of hospital bed-days occupied by the elderly (15% of population)
- Older people have **longer ALOS** ( length of hosp stay), **more complications**



# Hazards of hospitalisation

*marks beginning of  
a downward trajectory*



- Up to 1/3 elderly - functional decline
- Decline not related to acute illness but due to ...adverse effects of
  - Hostile Environment
  - Modern therapy
  - Hospital practices

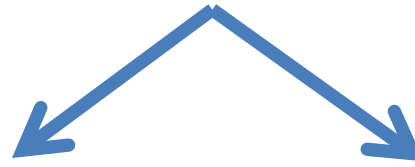
# Concept – “Elder-friendly’ Hospital

International...senior-friendly guidelines, protocols, quality marks



# *Background story - Ruttonjee Hospital "Ward C8" Pilot Project*

2011 HAHO



2013-2014 HKEC Annual plan  
– ‘to de-congest our acute wards’

## **Design for Elderly Friendly Facilities**

Geriatrics Subcommittee Meeting  
(Professional Issues)  
15 November 2011

for Excellence in Healthcare



# Elder friendly services

Promote good hospital care of the elderly by

**Hardware** : Structures & Design



**Software** : Process of Care

to produce  
elder friendly  
Outcomes

## Objectives - To enhance

1. Independence in activities of daily living
2. Fall prevention with minimal Physical Restraint
3. Maintenance of Function
4. Carer Engagement
5. Patient Dignity
6. Staff Workflow and Monitoring



***I. Enhance Independence in  
Activities of Daily Living***

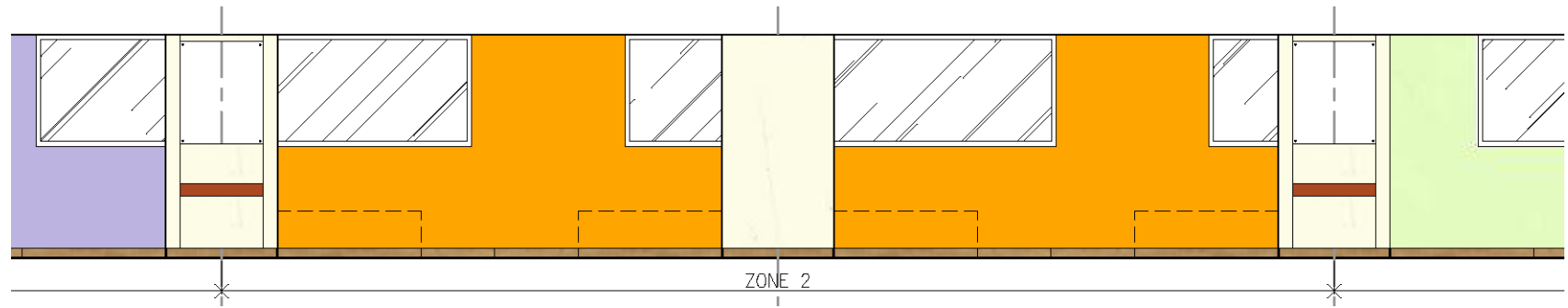
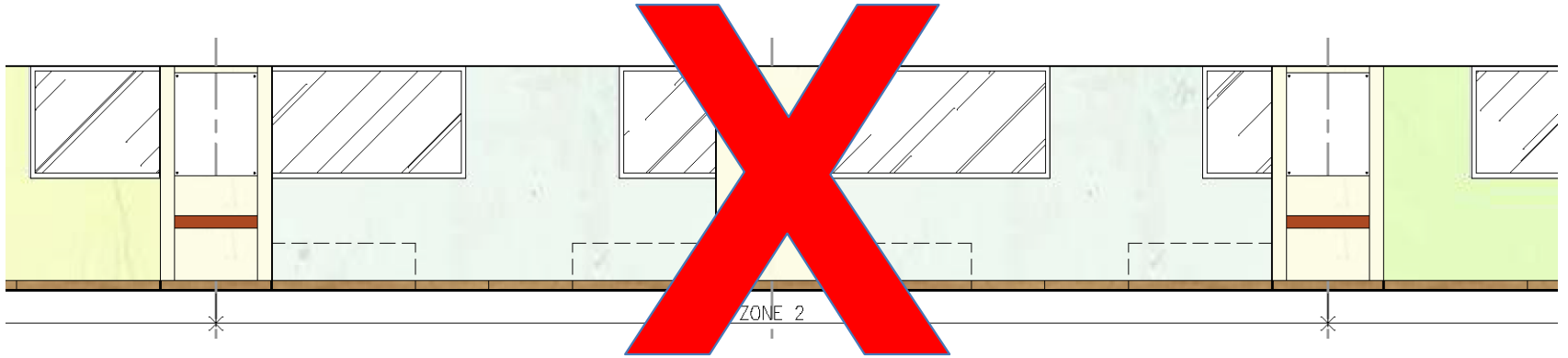


***Enhance senses and orientation***

***Enable patients with adaptations***

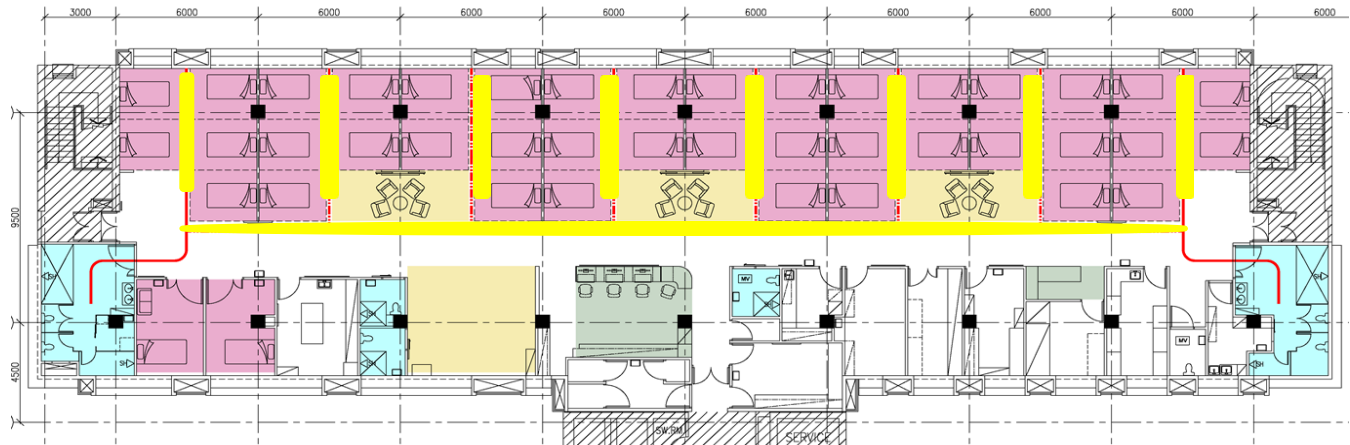
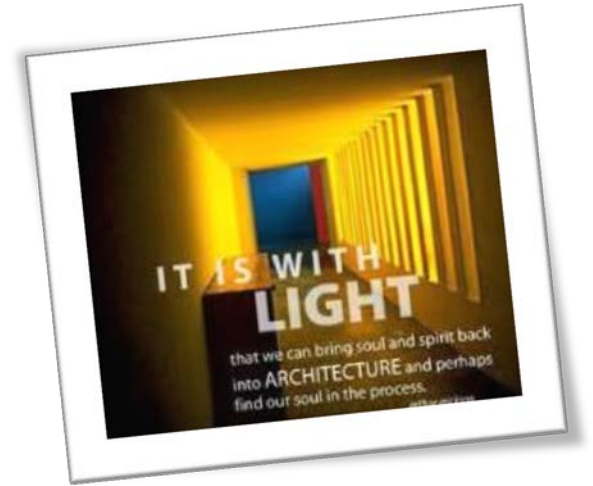


# Contrasting Colors for Way Finding



# Adequate Lighting Level

- Seniors require 30% more light for equivalent vision
- 400-500 lux in general
- 600-700 lux in activity areas
- Dimming light function to promote rest



# Large Graphical Indication/Signage



Unisex Patient Toilet



Large Wall-mounted Music Clock  
with Chime on day time

# Enable Patient to Maintain Function

## Modified Door Lock Design



Fine Motor Twisted Lock



Easy One Hand Door Opening



## ***II. Prevention of Fall with minimal Physical Restraint***

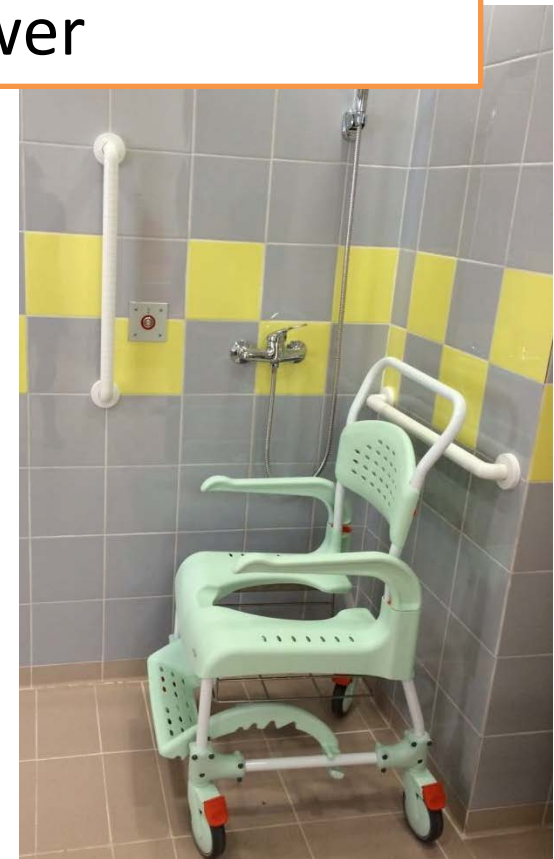
# Home like flooring with Handrails along the corridors



Resilient 'padded' vinyl floor sheet

# Spacious Assisted Bathroom Toilets / Shower room

No threshold kerb / step  
at entrance to toilet / shower



# Prevention of fall/ minimal physical restraint



**Electric low beds  
20 cm vs 37.5 cm  
away from floor**



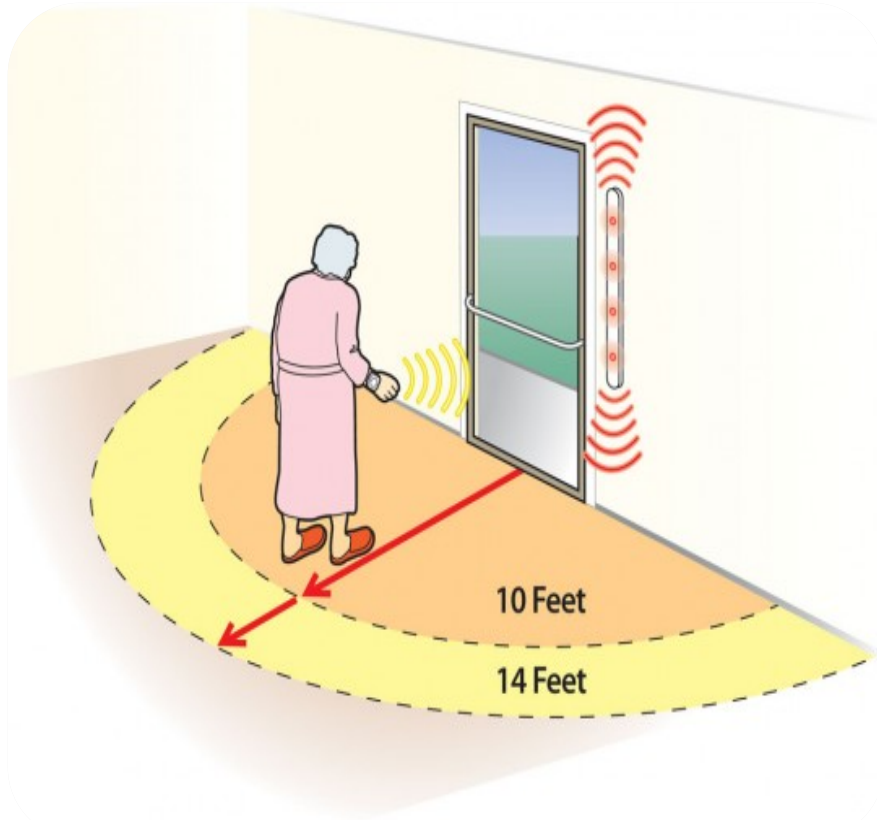
# Prevention of fall minimal physical restraint



Fall Prevention Monitor  
(Alarm Mat)  
cordless,  
connect to Nurse Call System



# Anti-wandering Door Bars



Allow demented patients walk-around  
without using physical restraints

### ***III. Promote Maintenance Function***

***Early*** ***Ward-Based Rehabilitation***  
***(instead of or supplement gym)***

***Enable Patient***

***Engage Carer***

# Ward- based Rehabilitation facilities

- Day room – Sit out for meals
- Ward based rehab facilities in day room - Hoist, Computer, VR, walking strip
- DC planning - Variety of equipment suitable for home use
- Bedside - Hand function games



# Strengthening and Mobilizing Exercise

## Timed Up and Go Test



## Gait Assessment and Training at ward

# Pre-discharge Preparation Functional Assessment



Adjustable height bar /toilet bowl



# Promote maintenance of function

## *Ward based rehabilitation*

- *Team better understand the rehab progress*



## *Increase therapy time*

- *Engage carers*

## ***IV. Promote Carer Engagement***



# Day Room & Sitting Alcove



# Spacious environment



# V. Respect Patient Privacy & Dignity

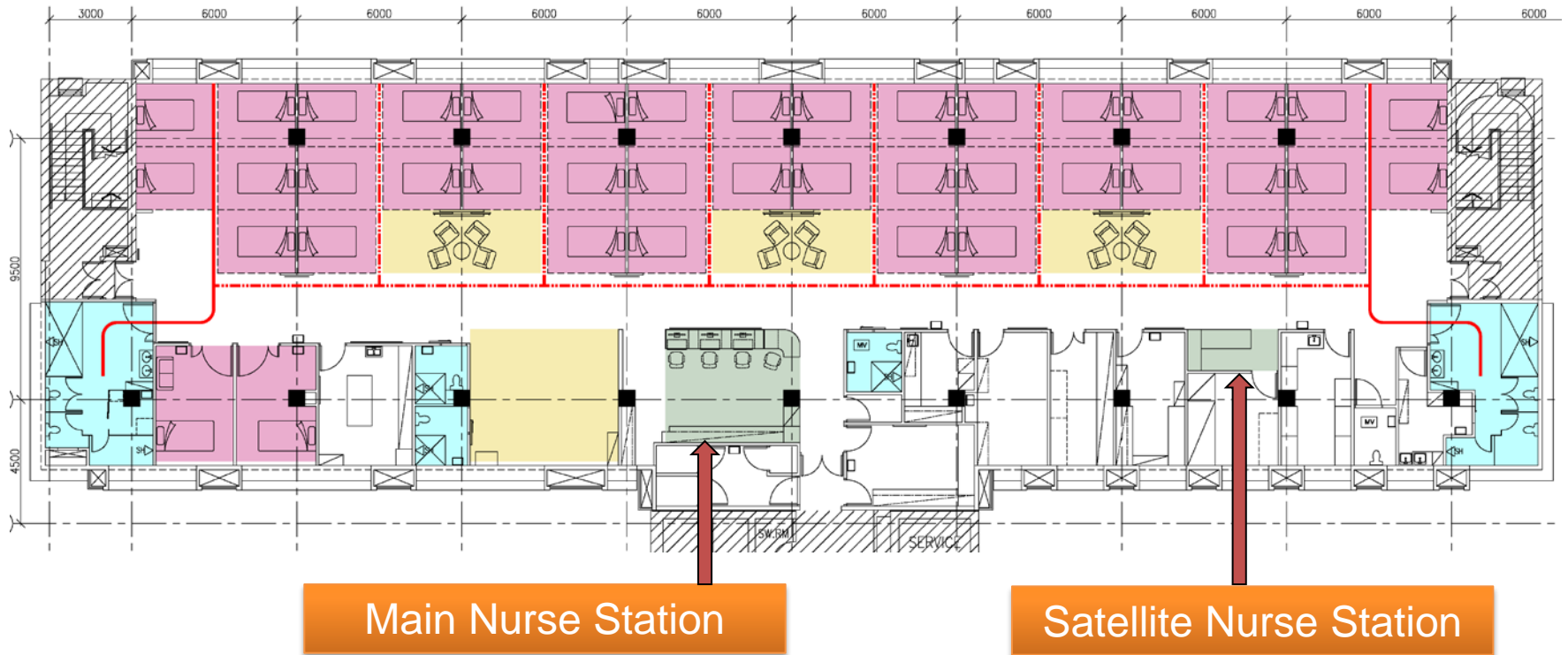


Designated End-of-Life Room  
with family area

Less congested environment  
5.8 m<sup>2</sup> per bed



# ***VI. Facilitate staff workflow and monitoring***



## **Satellite Nurse Station**

## Electric Operated Chair with Reclining & Inclining Function



## Prevention of Pressure Sore

- Pressure relieving seating cushion/mattress
- Low air loss mattress
- Wedge pillow



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41

## Modernized Equipment for Close Patient Monitoring



### Patient Information Display System



## Ceiling hoist



improve patient's comfort and minimize manual handling operations during patient transfer

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# ***Facilitate staff workflow and monitoring***

## ***Satellite Nurse Station***

### ***Modern Furniture & Equipment***

***Electric bed***

***Alarm mat***

***Anti-wandering door bar***

***Pressure relieving devices***

***Ceiling hoist with weight***

***Tele-monitoring unit***



# Elder-friendly Hospital Care Framework



Physical  
Environment



Process of  
Care



Emotional &  
behavioral  
climate







# ***Process of Care***



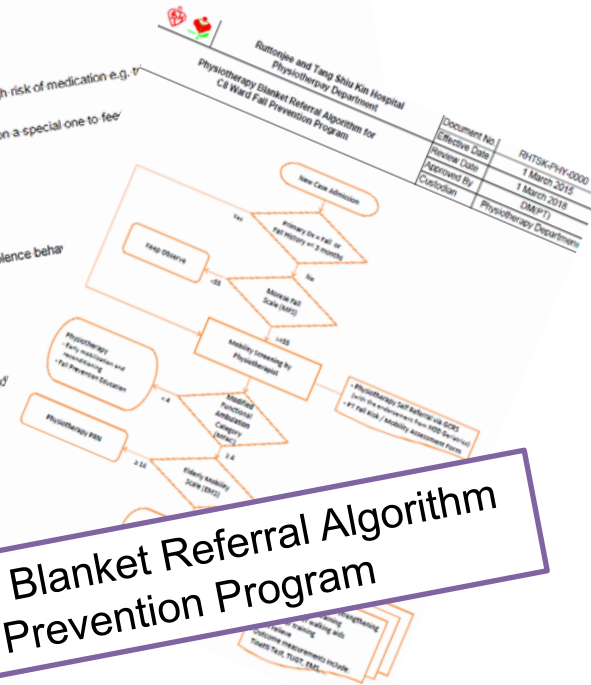
# 'D' Team round lead by a doctor



# Guidelines on patient and carer engagement activities in geriatric wards— by extending flexible visiting hours

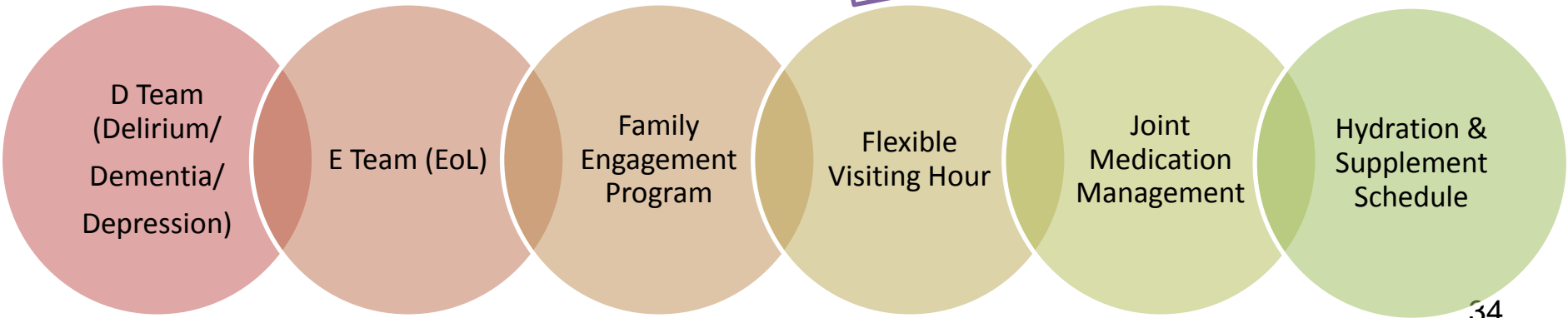
**Guidelines on patient and carer engagement activities**  
*Individualised case assessment by senior or U/c ward nurse +/- in consultation with case doctor.*  
 In general, such needs will be reviewed on daily basis

- For carer/patient empowerment and engagement activities:**
  - participate in ward based rehabilitation activities or
  - skill transfer from nurse/AiI to carers for carer training
- To facilitate patient care with carer familiar to patient:**
  - Fall risk with unsafe behavior, prolonged clotting profile, on high risk of medication e.g. tr
  - Feeding problem (e.g. poor appetite, eat slowly, rely heavily on a special one to fee
  - Dementia rely heavily on special one to care
  - Delirium (emotional unstable)
  - Psychiatric problems (Suicidal tendency, mood depression, violence beha
- For compassionate reasons:**
  - EOL / Agreed for DNACPR
  - According to patient's condition e.g. patient in a critical cond



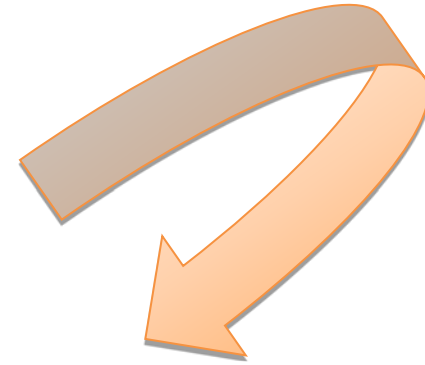
## Family Engagement Exercise Program

## Physiotherapist Blanket Referral Algorithm for Fall Prevention Program

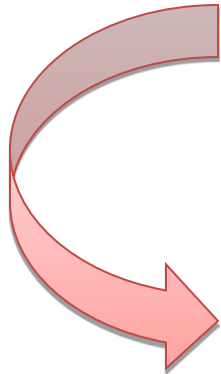


**THINK out of the BOX !**

**Transformed from traditional  
mode of case conference**



**To patient & family-centred  
bed-side care round**



# Weekend Rehabilitation Activities



Therapists train carer & patient

Dr obtains Consent



香港中文大學醫學院  
老人科中風康復小組  
假日康復康樂活動計劃

Please refer to the Letter or Flyer for:  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date: \_\_\_\_\_

家屬參與承諾書

敬親友家屬：

為了加強中風病人的康復活動，我們的中風康復小組設有「假日康復康樂活動計劃」。透過醫護人員、病人及其家屬之間的溝通和學習，達致互利的目標，以達至更多的康復活動機會。因此，我們誠邀閣下和相關的照顧者參加這項計劃。期望能：

- 提高中風康復病人的生活照顧能力
- 幫助病人及其家屬掌握有關康復活動的正確知識
- 令康復活動能更有效地進行及讓康復活動更富成效

為了配合有關病人、照顧者及病房的運作，以及配合計劃，現特向閣下索取相關的資料表格，以方便閣下參加和病人康復活動。

我們的康復小組會為閣下提供詳細的介紹，並為病人作康復的正確方法、技巧作示範。除了活動外，我們亦提供有關的理論知識和技巧給病人及其家屬。我們的康復小組會由註冊中風康復治療師、物理治療師、言語治療師、職能治療師、護士、及相關的康復人員組成。我們亦提供有關計劃的詳細資料，以便閣下了解如何參加和病人的康復活動。歡迎閣下參加！歡迎為病人作出一些康復的康樂活動，藉此計劃將幫助病人及其家屬掌握知識，以配合中風康復活動的康復活動。

同意書  
本人 \_\_\_\_\_ (與病人關係) \_\_\_\_\_ 願意/不願參加此計劃。  
簽署：\_\_\_\_\_  
聯絡電話：\_\_\_\_\_  
日期：\_\_\_\_\_

Nurses

- Supervise weekend activity
- Facilitate flexible visiting hours
- Access to ward rehab room

Enable Staff to 'convert' Routine Labour  
→ Meaningful Work → Happy staff

Patients  
C8 Motto

Provide a level of care and service good  
enough for our own Mothers



# Thanks – Special Team

- Dr CP Wong
  - Joan Ho, Florence Ng
  - C8 (RH Geriatric Dept) doctors & nurses & allied health & frontline staff
  - Flora Mak, MY Sin, PY Li, Peggy Lui, Yvonne Po, YW Chan, Sabrina Ho
  - Dr CC Lau, Dr David Lam
  - RH admin staff, facility managers, IT team
  - HAHO Dr SV Lo's team
  - HAHO architects Shelia Mair, Angela Leung
- Special thanks to Joan Ho for most of these slides !*

