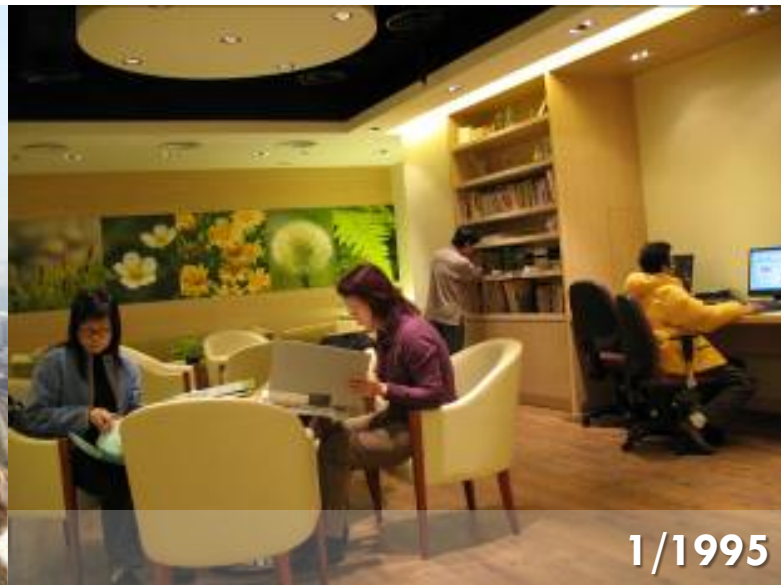


# ENGAGING PATIENTS TO SELF-EMPOWERMENT BY USE OF OPAS IN PYNEH PRC

門診預約系統打開病人參與及賦能的實踐

# 東區醫院 社區及病人資源部

2



1/1995



9/1995



3/2002

# Development Timeline of OPAS in PYNEH

- Enhance with more disease groups for Cancer & Chronic

- OPAS program for cancer pt direct to community for integration

- There are total 60 OPAS program under 3 PRCs

1997

2000

2009

2012

2014

2015

- 1<sup>st</sup> OPAS program (Cancer Patient)

- launched for Chronic disease & Cancer Pt under various Clinical & AH Dept
- Total 24 OPAS Program

- 1<sup>st</sup> OPAS launched for Mental Health Patient

# Patient Recruitment in tradition PRC Service

## Poster recruitment

## Kiosk - Leaflet



# Barriers to Patient Engagement

- **System** Barriers
  - ▣ Culture
  - ▣ Infrastructure
  - ▣ Fee charging
- Patient Barriers
  - ▣ Activation
  - ▣ Literacy
  - ▣ Diversity
  - ▣ Unpredictability
  - ▣ Financing



# Engagement of New Patient since 1997

<p><b>新體驗</b></p> <p>東座一樓癌症病人資源中心</p> <p><b>09/03/2011</b> <b>2:30 pm</b> 下午 2 時 30 分</p> <p>██████████</p> <p><b>新症-N 1430-27</b></p> <p>██████████</p> <p>██████████</p> <p>HAA01 (04/03/11 15:57)</p>	<p>東區尤德夫人那打素醫院 PAMELA YOUDE NETHERSOLE EASTERN HOSPITAL</p> <p>覆診預約便條 Appointment Slip 癌症復康新體驗</p> <p><b>Cancer Empowerment Program</b></p> <p>東座一樓癌症病人資源中心</p> <p>新症(New Case)-N</p> <p>25954165</p>		 <p>醫院管理局 HOSPITAL AUTHORITY</p>
	<p>日期 : 2011 年 3 月 9 日 (星期三) [Date] [Year] [Month] [Day] (Wednesday)</p> <p>登記時間 : 下午 2 時 30 分 編號 : 1430-27 [Registration] (PM) [Hour] [Minute] [Priority]</p> <p>姓名 : ██████████ [Name]</p> <p>性別 : 女 年齡 : █ y [Sex] (Female) [Age]</p> <p>身份證號碼 : ██████████ [H.K.I.D.]</p> <p>門診編號 : ██████████ [Out-Patient No.]</p> <p>██████████</p> <p>(04/03/11 15:57) (0 wks 5 days)</p> <p><i>If English Version is needed, please contact our counter staff</i></p>		
			<p>內部專用(For Internal Use)</p>

若你在輪候就診期間病情惡化, 應向醫生求診, 然後攜同醫生提供的資料到本專科門診, 以便作適當的安排

You are advised that should your clinical condition deteriorate before your appointment date, you should consider seeking further medical advice then bring along the doctor's assessment to this clinic for appropriate arrangement

醫院管理局的宗旨乃為香港市民提供醫療服務。除在緊急情況下, 醫管局並不保證為非符合資格人士提供服務。在非緊急情況下, 未清繳醫療費用的非符合資格人士將不會獲得服務。The Hospital Authority's (HA) policy is to serve the citizens of Hong Kong. Other than emergency services, there is no guarantee that services will be provided to Non-Eligible Persons (NEPs). Under non-emergency situation, medical services will not be provided to NEPs with outstanding fees with the HA.

# Characteristic of OPAS program in PRC

- Clinical referral / involvement
- New patient Orientation & Navigation
- Patient Education
- Community resource integration
- Psychosocial Care

Biomedical

Biopsychosocial

Psychosocial

# Why we need to engage the Patient with OPAS?

I will manage my diabetes and get help when I have questions.





# Engagement & Empowerment

Empowerment is a **process** through which people gain greater control over decisions and actions affecting their health (WHO 1998).

- key issues are partnership, networking and reciprocal conversation in a confidential relationship
- **recognize patients' competence, resources, and explanations of action styles as well as coping and support networks**
- patients have an opportunity to plan what to do next, how to go on, and to construct their own solutions to health issues

# Patient-Centred Healthcare Principles

- Respect and support for the individual patient, their wants, preferences, values, needs and rights  
尊重和支持病人
- Choice and empowerment  
選擇和增權
- Patient engagement in health policy  
病人參與醫療政策
- Access and support  
獲取醫療服務和支援
- Information that is accurate, relevant and comprehensive  
準確、相關和全面的資訊

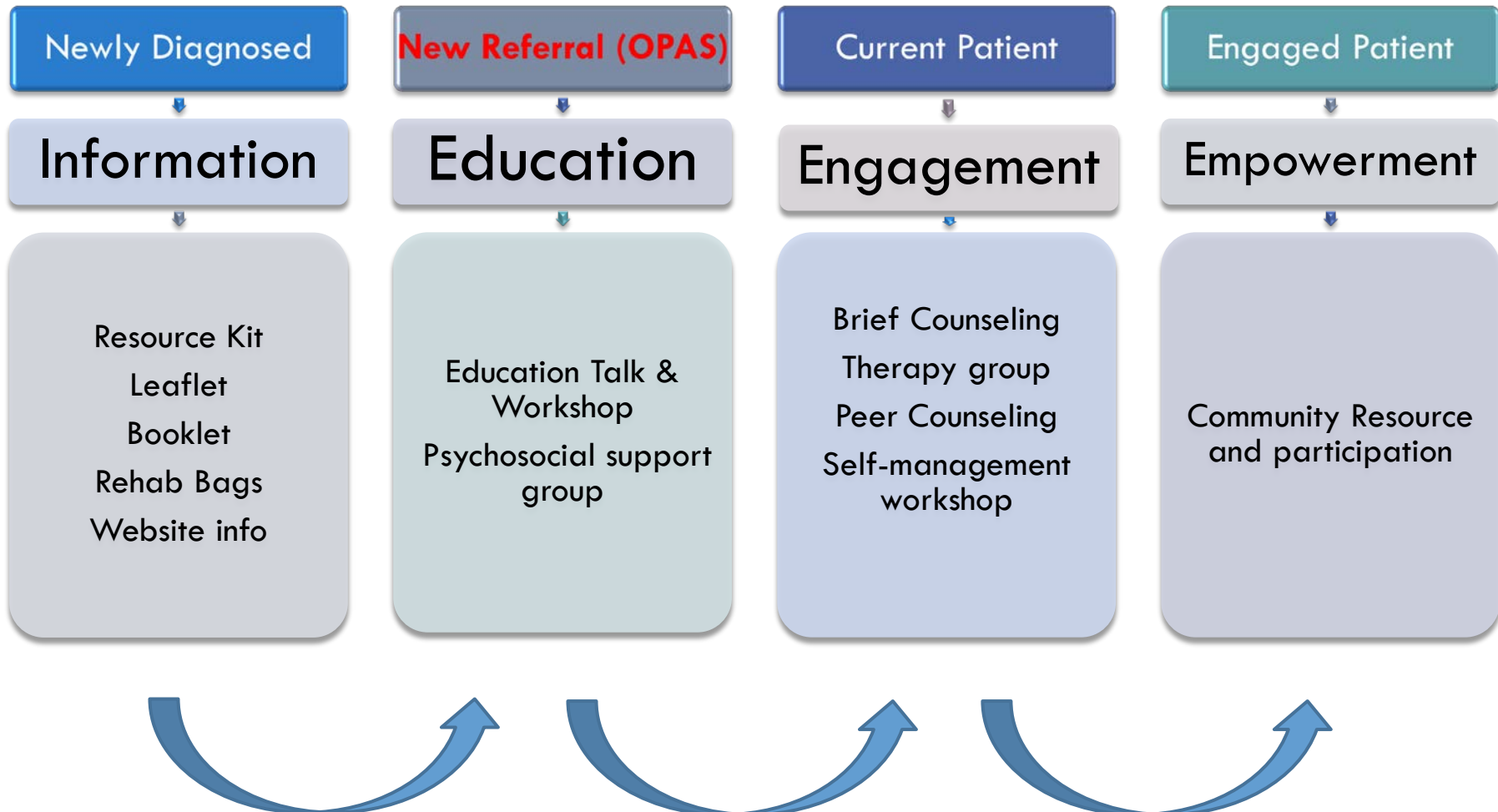


# Group Therapy vs. Individual Therapy

- Provides support (You are not alone)
- Provides social skills
- Provide new knowledge
- Sharing can be healing



# Patient Centered Care Journey



# OPAS program examples



# Nether

港島東醫院聯網內分泌及糖尿科  
東區尤德夫人那打素醫院那打素病人資源中心 合辦  
香港復康會社區復康網絡康山中心

# am

## "i-health 5 健體課程"

日期：2015年4月10日至7月3日  
時間：逢星期五 晚上七時至九時  
(課程為期十二星期)

地點：本院主座一樓那打素病人資源中心及  
香港復康會社區復康網絡康山中心  
鯽魚涌英皇道1120號康山花園第六座地下(太古港鐵站E3出口)

內容：

- 瞭解理想體重對健康的影響
- 明白控制體重的方法
- 實踐理論

1. 自訂控制體重的目標
2. 步行鍛鍊
3. 糖尿病自我照顧
4. 評估身體指標的進度

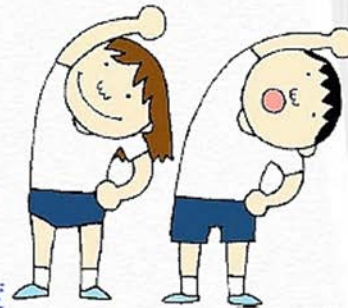
對象：港島東醫院聯網糖尿病患者

截止報名：2015年4月1日

有興趣參與者，請與本院糖尿科護士聯絡。

查詢及報名：請親臨或致電本院主座四樓D糖尿病中心  
電話：2595 6940

名額有限 報名從速 額滿即止



Disease	
DM	HKEC i-h Weight M
Neurology	Stroke En Program

Intervention	Frequenc y
Patient education Peer Experience Sharing Mutual support Community resource introduction	Half- yearly      6-8 weeks



# Mental Health PRC

## Patient Empowerment through Interfacing Model


Disease	Mean	Partners	Service Model (PY + Partner)	Intervention	Frequency
Depression (Mother with new born baby of CCDS)	Baby Massage	利民會	4 + 4	peer support, baby massage skills, community resource	Half-yearly




# Prostate Cancer Empowerment & Community Interfacing Series program 2013-15

## Prostate Cancer Empowerment Program 1 – 4 (Multi-disciplinary)

## Community Interfacing Program Program 5 (PYNEH + HKCF)

東區尤德夫人那打素醫院 PAMELA YOUDE NETHERSOLE EASTERN HOSPITAL 覆診預約便條 - Appointment Slip 前列腺癌護理講座 Prostate Ca Nurse Care program 東區一樓癌症病人資源中心 電話(Tel.)25954165新症(New Case)-N		
前列腺護理 CAG1 東區一樓癌症病人資源中心 24/09/2015 下午 2 時 30 分 (PM) [Hr] [Min]	日期: 2015 年 9 月 24 日 (星期四) [Date] [Year] [Month] [Day] (Thursday) 登記時間: 下午 2 時 30 分 [Registration] (PM) [Hour] [Minute]	姓名: [Redacted] 性別: 男 (Male) 年齡: 66y [Age]
新症(New Case)-N HAA01 Pnt at 18/09/2015 12:18	身份證號碼 [HKID]: [Redacted] 門診編號 [Out-Patient No.]: [Redacted]	內部專用(For Internal Use)
Booked from PYN by GPAS Printed at 18/09/2015 12:18:21 (18 wk) If English version is needed, please contact our counter staff.		
請在預約時間前向候診處、覆診醫生查詢，然後攜帶醫生處方的資料到本醫院門診，以便作適當的安排。 You are advised that should your clinical condition deteriorate before your appointment date, you should consider seeking further medical advice then bring along the doctor's assessment to this clinic for appropriate arrangement. 醫院管理局的宗旨為香港市民提供醫療服務。在非緊急情況下，本院醫療服務的使用并非符合資格人士可不受限制。The Hospital Authority's (HA) policy is to serve the citizens of Hong Kong. Other than emergency services, there is no guarantee that services will be provided to Non-Eligible Persons (NEPs). Under non-emergency situation, medical services will not be provided to NEPs with outstanding fees with the HA.		

東區尤德夫人那打素醫院 PAMELA YOUDE NETHERSOLE EASTERN HOSPITAL 覆診預約便條 - Appointment Slip 前列腺癌社區分享 Prostate Ca Emp program (COM) 東區一樓癌症病人資源中心 電話(Tel.)25954165新症(New Case)-N		
癌症中心 CAG4 東區一樓癌症病人資源中心 27/08/2015 下午 2 時 30 分 (PM) [Hr] [Min]	日期: 2015 年 8 月 27 日 (星期四) [Date] [Year] [Month] [Day] (Thursday) 登記時間: 下午 2 時 30 分 [Registration] (PM) [Hour] [Minute]	優先編號: 1430-3 [Priority] 姓名: [Redacted] 性別: 男 (Male) 年齡: 66y [Age]
新症(New Case)-N 1430-3 HAA01 Pnt at 23/04/2015 10:12	身份證號碼 [HKID]: [Redacted] 門診編號 [Out-Patient No.]: [Redacted]	活動地點: 中環癌協 中環皇后大道中 99 號 中環中心地下 G03 室
Booked from PYN by GPAS Printed at 23/04/2015 10:12:51 (18 wk) If English version is needed, please contact our counter staff.		
請在預約時間前向候診處、覆診醫生查詢，然後攜帶醫生處方的資料到本醫院門診，以便作適當的安排。 You are advised that should your clinical condition deteriorate before your appointment date, you should consider seeking further medical advice then bring along the doctor's assessment to this clinic for appropriate arrangement. 醫院管理局的宗旨為香港市民提供醫療服務。在非緊急情況下，本院醫療服務的使用并非符合資格人士可不受限制。The Hospital Authority's (HA) policy is to serve the citizens of Hong Kong. Other than emergency services, there is no guarantee that services will be provided to Non-Eligible Persons (NEPs). Under non-emergency situation, medical services will not be provided to NEPs with outstanding fees with the HA.		



# Benefit of using OPAS

## For Patient :

- Part of Treatment / **Rehabilitation**
- One stop service in holistic care
- Provide Choice for Patient
- Patient Centered
- Improve Health Literacy

## For PRCs:

- Enrolment rate increase  
( 100 enrolment rate through clinical)
- Attendance rate increase  
(e.g. Stroke Empowerment Program: increased by 50%)



# Success towards patient empowerment

- 與醫護同步 **Clinical Integration**
- 建立共有概念 **Shared Ownership**
- 相信病人力量 **Patient Empowerment**
- 社區為夥伴 **Community Partnership**
- 助人自助 **Help people to help themselves**

# 相約在資源中心...

## 聆聽、關懷、支持、昇華、成長

