

病人參與— 醫管局如何看病人意見？

醫院管理局
質素及安全部
病人關係處

總行政經理
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願景、使命、核心價值



願景

市民健康

員工開心

大眾信賴

願景 Vision

市民健康
Healthy People

員工開心
Happy Staff

大眾信賴
Trusted by the Community

使命 Mission

與民攜手 保健安康
Helping People Stay Healthy

核心價值 Values

以人為先
People-centred Care

專業為本
Professional Service

敬業樂業
Committed Staff

群策群力
Teamwork

與民攜手 保健安康
Helping People Stay Healthy

核心價值

以人為先

專業為本

敬業樂業

群策群力

使命

與民攜手 保健安康

醫患關係是優質醫療服務的基礎

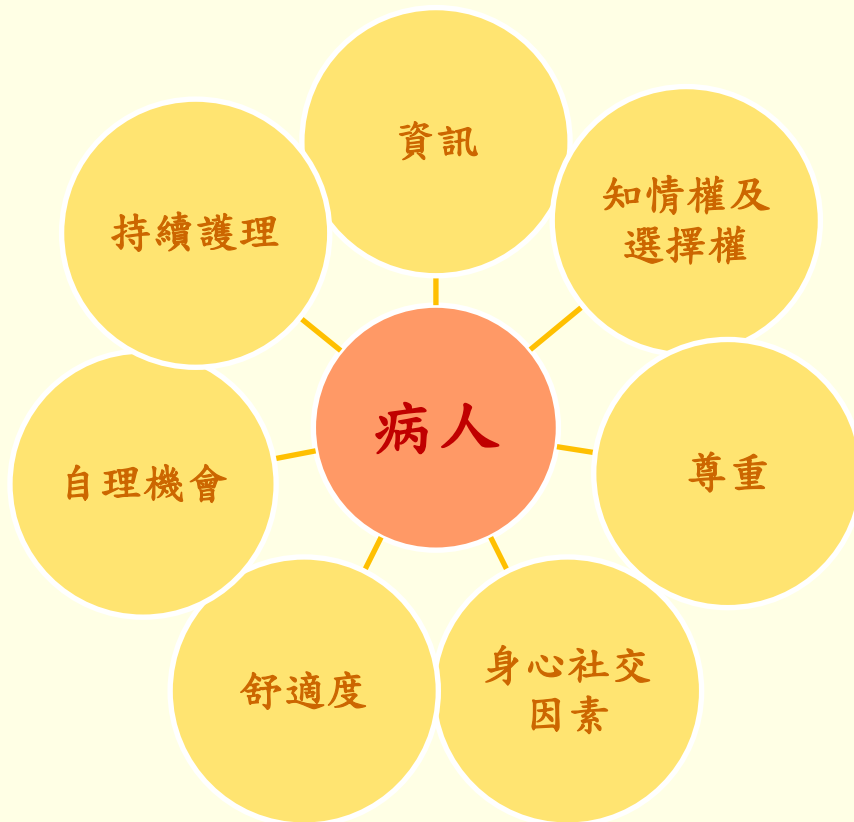


病人需要什麼？



病人為本的醫療服務

King's Fund Report (2010)



挑戰

- 人口老化
- 長期病患者不斷增加
- 高傳染性疾病傳播
- 不斷轉變的社會經濟狀況

➡ 對公營醫療服務的需求急增



高難度對話



核心價值

病人參與

病人為本

改善服務質素

病人滿意度



醫患關係管理策略

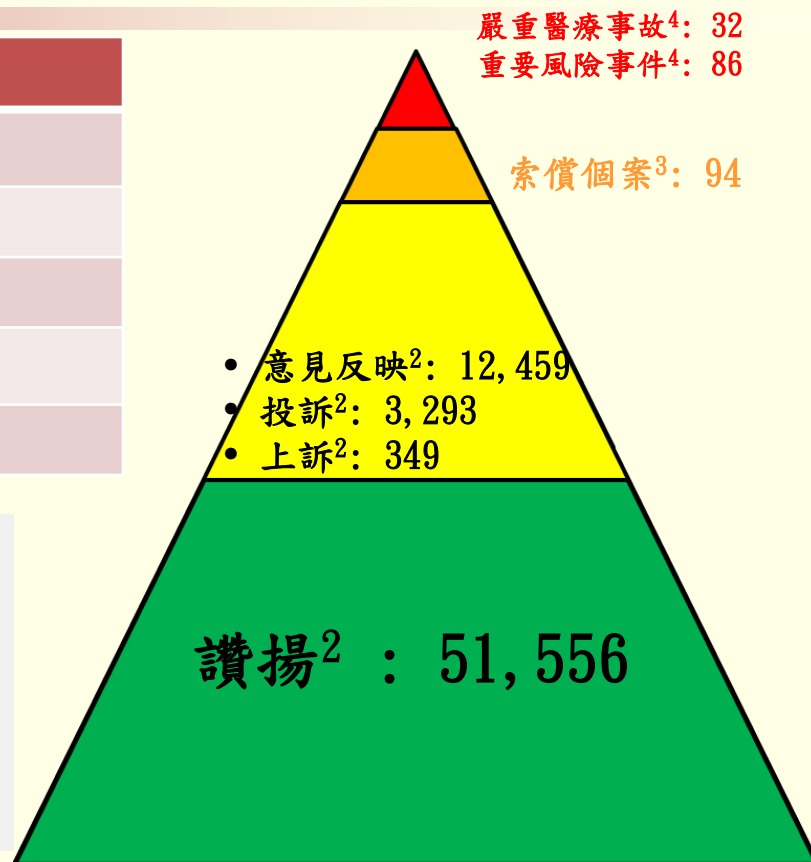


使用服務人次與醫療糾紛數字的比例

各服務使用人次（百萬） ¹	
住院及日間病人	1.67
病床日數	7.76
急症室	2.24
專科門診	7.31
基層醫療	6.27

資料年份及來源：

1. 2015-16；醫院管理局 2015-2016年報
2. 2016-17；醫管局公眾讚揚、意見及投訴管理年報2016-17（醫院及普通科門診數字均計算在內）
3. 2016；2017年3月1日立法會會議質詢十四題附件二
4. 2015-2016；醫院管理局嚴重醫療事故及重大風險事件年報 2015-2016



病人經驗調查 — 2010年至今

Patient Satisfaction Survey 2010

病人服務滿意度調查報告

Hospital-based Patient Experience and Satisfaction Survey 2013

個別醫院病人經驗及服務滿意度調查報告

Patient Experience and Satisfaction Survey on Specialist Outpatient Service 2014

專科門診病人經驗及服務滿意度調查報告

Patient Experience and Satisfaction Survey on Inpatient Service 2015

住院病人經驗及服務滿意度調查報告

PESS on A&E Service
(to be published in 2017)

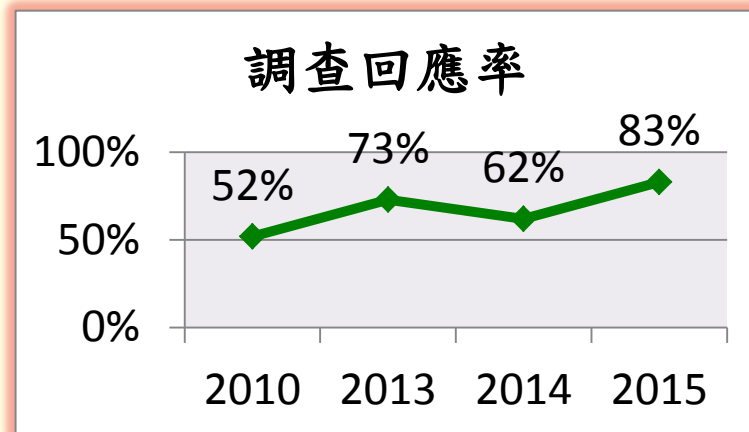
急症室服務
病人經驗調查

病人經驗調查結果令人鼓舞

- 共進行了五個病人經驗調查：
 - 住院服務(2010, 2013, 2015)
 - 專科門診服務(2014)
 - 急症室服務(2016)

- 調查回應率由52%上升至83%

- 亞洲華人地區內首個按國際標準研究模式進行的全港性病人經驗調查



病人經驗 (公營醫療)

HASLink Express

Thu, 30 June 2011

Patient Satisfaction Survey - Results are encouraging

The Hospital Authority commissioned the School of Public Health and Primary Care of The Chinese University of Hong Kong to conduct the Patient Satisfaction Survey (PSS) in 2009. More than 5,000 patients responding through telephone interview revealed their experience as inpatients at the HA hospitals. The survey was carried out from June to October 2010. The objective of the survey is to better understand patients' experience during hospitalization for further improvement of service quality. Overall results of the survey are encouraging as patients in general are highly satisfied with the service provided by the hospitals and the staff.

- Most of the patients (80%) rated the care they received as excellent, very good, or good
- Patients had confidence and trust in their doctors (87%) and nurses (88%)
- The vast majority of respondents (88%) agreed that they were treated with respect during their stay in hospital



To read the full survey report, please visit
www.ha.org.hk → Corporate News → Special Reports



HA Chairman, Mr Anthony Wu, and Chief Executive, Dr PY Leung, deeply appreciated the good work performed by our colleagues to provide high quality service to the community, as well as the frank opinions of the patients.



"My thanks go to the PSS Task Force which has worked diligently to steer and prepare for the implementation of the survey. It provides a systematic and structured approach for HA to gauge and analyse patients' views. The patients' views will certainly help shape the future of HA policies and improve our quality of care."

Mr Anthony Wu

"We know that our colleagues have always been working conscientiously and efficiently to deliver professional healthcare services of high ethical standards to our patients. On the other hand, it is equally important for us to understand the patients' perceptions and experience. Only with their feedback can we truly treat patients as partners. I would like to thank the research team and everyone who have contributed to this important study. In particular, our patients for their frank opinions and feedback."

Dr PY Leung



Please send your suggestions via fax: 2808 0242 or e-mail: ehaslink@ho.ha.org.hk

HASLink Express

Thu, 25 Sep 2014

Patient Experience and Satisfaction Survey Over 80% patients rate Good!

The HA commissioned the Jockey Club School of Public Health and Primary Care, The Chinese University of Hong Kong to conduct the first Hospital-based Patient Experience and Satisfaction Survey in 2013. A validated short-form Hong Kong Inpatient Experience Questionnaire was developed to collect and evaluate patients' experience and satisfaction levels. Over 3,500 patients from 7 major acute hospitals, one from each HA cluster, were interviewed.

83% patients
88% patients



in doctors
in nurses

81% patients rated doctors' care
85% patients rated nurses' care
83% patients rated healthcare assistants' care



92% rated
86% rated



6 and above
7 and above
(out of a score of 0-10, 10 is the best)

- Areas where patients wished to see improvement
- information needed in patients' care / recovery and medication side effects
 - opportunity for their families or carers to talk to a doctor

Thanks go to the 7 HA acute hospitals for supporting and coordinating the survey.

To read the full survey report, please visit
www.ha.org.hk → Corporate News → Special Reports

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HASLink Express

Thu, 24 September 2015

SOPC service satisfaction survey reveals positive patient experience

The Hospital Authority released the Report of 2014 Patient Experience and Satisfaction Survey on Specialist Outpatient Service. The findings are encouraging.



Patients rate their overall experience at SOPC



Having confidence and trust in doctors



Having confidence and trust in other healthcare professionals



Being treated with respect and dignity at SOPC

(scores are on average and on an ascending 10-point scale)

- Patients at SOPCs wished to see improvements in:
- Information on logistic arrangement before or during the appointment
 - Patient involvement in decision making concerning their medical treatment
 - Information on self-care after leaving the clinic

The HA commissioned the Jockey Club School of Public Health and Primary Care of The Chinese University of Hong Kong to conduct the survey from July to December last year. A total of around 14,000 patients from 26 HA SOPCs shared their views.

HA Management is grateful to colleagues at the 26 SOPCs for their support during the survey period. The survey findings will play a vital part in helping to improve specialist outpatient service.

To check out the full findings of the survey, please visit: www.ha.org.hk → Corporate News → Special Reports.

整體診治及護理 = 74/100

整體診治及護理 = 72/100
整體經驗 = 80/100

整體經驗 = 7.7/10

住院經驗調查結果正面

	(評分由0至10)		
	<u>2010</u>	<u>2013</u>	<u>2015</u>
對醫生有信心	9.2	9.0	9.3
對護士有信心	9.3	9.3	9.4
住院期間受到尊重	9.4	9.3	9.5
盡力減輕病人痛楚	8.6	9.4	9.5
就重要問題提供資訊	8.9	8.1	8.8
服藥資訊提供	9.2	9.0	9.5

多以同理心與病人溝通

數次調查結果均顯示:-

- 家人未有足夠機會與醫護人員交談 (5.4–7.0/10)
- 醫護人員未有機會與病人討論病情或安撫病人 (5.2 - 7.3/10)
- 醫護人員未有向病人自我介紹 (0.9/10)



提供更多出院資訊

	(評分由0至10)		
	<u>2010</u>	<u>2013</u>	<u>2015</u>
提供藥物副作用資訊	7.4	4.3	5.4
告知病人出院後要留意的危險徵狀	6.5	6.3	6.0
提供病人護理和康復的所需資訊	5.2	4.7	4.6

The line graph illustrates a general decline in scores over the five-year period. The first category, '提供藥物副作用資訊', starts at 7.4 in 2010 and drops to 5.4 in 2015. The second category, '告知病人出院後要留意的危險徵狀', shows a slight decrease from 6.5 to 6.0. The third category, '提供病人護理和康復的所需資訊', also shows a downward trend from 5.2 to 4.6.

有效溝通及正面的病人經驗



矜憫為懷

- 關注病人臨床和情感上的需要
- 以同理心關懷及尊重病人
- 與病人建立互信的夥伴關係

在工作繁重的醫院環境下... 改善病人出院資訊?







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- ✓ 大眾信賴

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多謝各位！