



Patient Support Call Centre: A Territory-wide Structured Telephone Support for HA Patients

護訊鈴：醫院管理局 全港性的電話支援服務

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HA Patient Support Call Centre (護訊鈴)

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HA Community Health Call Centre (CHCC)

社區健康電話支援服務中心



- ◎ Established in April 2009
(於2009年4月成立)

- ◎ Provide telephone advice as an innovative service model to better support **elderly patients** (出院長者) with high risk of hospital re-admissions, as well as **patients with chronic diseases** (慢性疾病患者)





HA Community Health Call Centre (CHCC)

社區健康電話支援服務中心



CHCC

Patient Support Call Centre
(PSCC) (護訊鈴) in TSKH

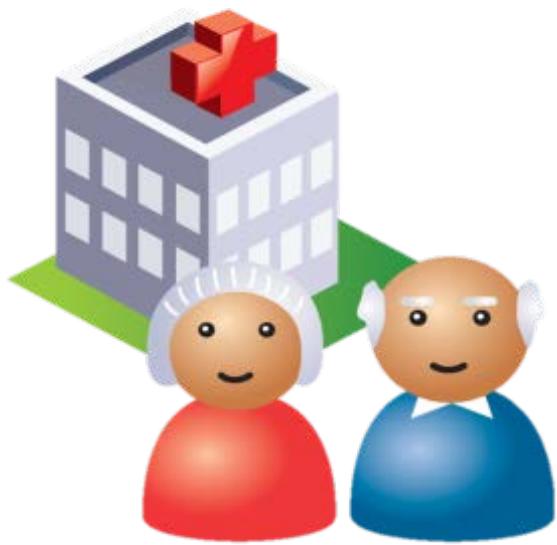
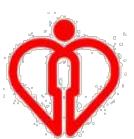


Mental Health Direct (MHD)
(精神健康專線) in KCH



- provides support to high risk elderly patients discharged from HA hospitals (高危長者病人) and patients with Diabetes Mellitus (糖尿病人)

- provide telephone support for patients with mental illness (精神病患者)



PSCC Service 護訊鈴

High Risk Elderly Program

高危長者服務



High Risk Elderly Program 高危長者服務



◎ Target Client (服務對象):

- **High risk elderly patients discharged from hospitals of the Hospital Authority**

醫院管理局轄下醫院出院的高危長者病人

◎ Purpose (目的):

- We adopt a **proactive outbound call approach** to provide one-stop support and continuity of care to post-discharged high risk elderly patients

我們主動透過電話跟進剛出院的高危長者病人，為他們提供一站式的支援及延續護理





High Risk Elderly Program 高危長者服務



Characteristics (特點):

- Make use of an **advanced information technology system** and a **risk prediction tool** to identify elderly patients with high risk of hospital re-admissions upon discharge

利用先進的資訊科技系統及風險評估工具，識別出院後有較高風險再次入院的長者病人



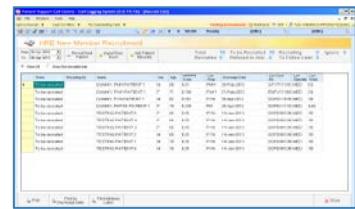
- Proactively provide outbound calls to high risk elderly patients (or their carers) by **professional nurses**

由專業護士主動致電高危的長者病人（或其照顧者）
- Clinical advice is given based on more than 90 robust **evidence-based protocols**

根據超過90項富實證的臨床指引，提供護理指導



High Risk Elderly Program 高危長者服務 - Integrated System Support 整合模式的支援



Target Patient List
(HARRPE ≥ 0.17)



Cluster Service Response Teams



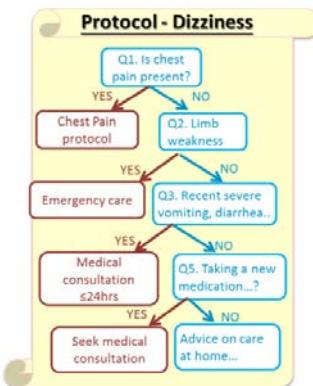
PSCC Nurses: Proactive Outbound Call within 2 days after the day of discharge



Patients' ePR



Documentation



Protocol-guided Advice

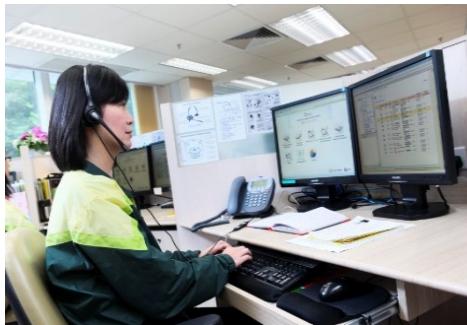


High Risk Elderly Program

高危長者服務



Facilitate Early identification of problems,
prompt advice



- Health advice on symptom control (健康狀況)
- Medication advice (藥物管理)
- Community resources (社區資源的協助)
- Follow up appointments (覆診提示)

Providing Territory-wide Services,

190,000 calls per year

Supporting > 50,000 high risk elderly patients per year



PSCC Service 護訊鈴
Chronic Disease Management
(Diabetes Mellitus) Program
慢性疾病管理服務



Chronic Disease Management (Diabetes Mellitus) Program



慢性疾病管理服務 (糖尿病)

◎ Target Client (服務對象):

- Patients with chronic diseases (Diabetes Mellitus) (慢性疾病 糖尿病) under the care of the Hospital Authority

◎ Purpose (目的):

- We provide support to high risk diabetes mellitus patients through telephone advice to strengthen their **self-management** (自我疾病管理) of disease conditions





Chronic Disease Management (Diabetes Mellitus) Program 慢性疾病管理服務 (糖尿病)



- Engage patients to set **goals** and **plans** for disease management

與病人一起訂立個人的疾病管理目標和計劃



- Supporting GOPC in all clusters since 2013, extended to **DM patients in Medical SOPCs** by phase since 2016/17
- Recruited around 10,000 DM patients, providing 95,000 calls yearly

Appreciations & Awards

Appreciations from patients & carers



致尊敬的護士們：

我本人
衷心感謝你們對我離院回家後之護理，都能悉心解答，資訊及協助我回家後遇到病情變化時。都能有效地提供解決方法。及時聯絡有關部門。從此減少我再入醫院急症室之次數。

我今次多謝你們所提供之資訊及協助和指導，特此致信以表達謝意。

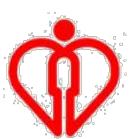
祝你們護病靈企人身體健康、工作愉快。

2018年5月22日上。

Won 3 prizes in the Category of “Best Innovation and Research” in
HK Information & Communication Technology (HKICT) Awards

- Grand Award
- Gold Award (Postgraduates and Open Stream)
- Special Mention – Commercial Value





個案分享



個案(一)

- 陳婆婆，78歲，獨居
- 患有高血壓，糖尿病
- 服用阿士匹靈
- 接受家居照顧服務



- 家務助理於家訪期間發現廁所內有血跡 →
立即向個案經理報告



- 個案經理聯絡護訊鈴護士



個案(一)



護訊鈴 護士:

📞 依據臨床指引為病人評估，確保長者安全

📞 電話聯絡醫生作諮詢:

✓ 安排明天到診所候診

📞 聯絡個案經理:

✓ 安排陪診服務

✓ 為長者量血壓並密切留意長者情況





個案(一)

醫生診治:

- 安排化驗檢查
- 建議繼續留意長者情況



醫生檢閱化驗報告:

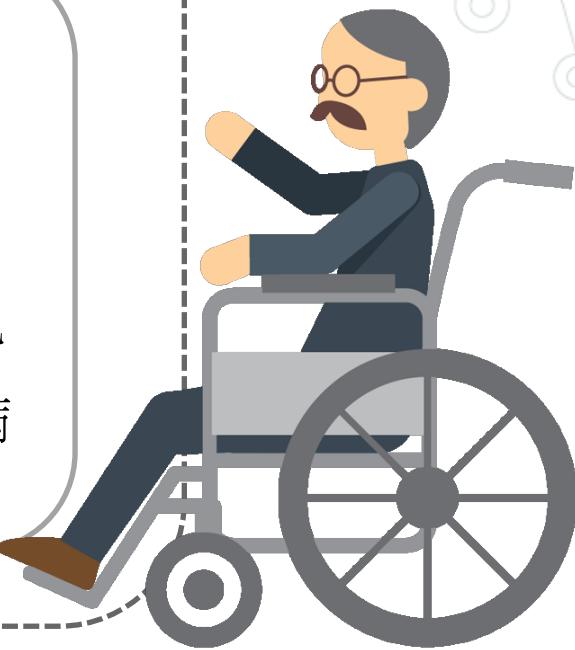
- ✓ 處方藥物





個案(二)

- 李先生， 68歲，獨居
- 患有高血壓，糖尿病
- 因中風入院
- 護訊鈴 護士打電話跟進長者離院之後的情況
 - ☎ 發現李先生離院回家之後沒有進食，因病人中風後不能煮食





個案(二)



- 護訊鈴 護士即時聯絡地區之社會服務機構

當值社工

- 立即安排為病人評估，了解李先生情況
- 即日安排了送飯服務
- 因應李先生需要，安排其他家居照顧服務





**People
Centred**



**People & Service
Integration**



**Clinical Information &
Telephony Systems
Integration**

Technology





Thank You