

1. Post-discharged Patient Care Project for Kowloon East Community

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Introduction:

An innovative project started since 2005 to foster joint efforts of intra-hospital departments and services stakeholders in the community to help discharged patients recovering from sickness and empowering their family to restore them full fetch social life. In the process, each participant actualized the ideal and playing the role of a caring family member in the community.

Purpose of the Project:

By mobilizing cross-sectoral collaboration and resources, it endeavors to bridge the gap on service delivery for the patients. It also targets at establishing a healthier, more loving and caring support for their family. In that way, the community has become the members of an extended family of the patients.

Material & Methods:

District elderly community centers, neighborhood elderly centers, churches, local community organizations and UCH are mobilized to join hands with devoted volunteers to form a community support network, just like a caring family, to take care of the patients in need and nurturing their recovery.

All patients are outreached by social workers and visited by volunteers within 2 days of hospital discharge, to be followed by volunteer services such as emotional support, enhancement of self-help ability, emergency stop-gap meals arrangement, escorting, briefing of information on community resources, referral to follow up social services, etc. These services will assist the patients and their family to get accustomed to the new life after discharging from hospital and restored them a more active social life in the community.

Results:

As at Dec 2009, a formidable team of volunteers consisting of 453 volunteers has been maintained. These volunteers come from different district elderly community centers, neighborhood elderly centers, churches and local community organizations.

A total of 1749 patients had received the service. 2213 times of emotional support, 992 times of referral for community services, 250 times of escorting, 83 times of emergency stop-gap meals arrangement have been delivered. 99 % of the served patients greatly appreciated the caring support provided by the volunteers. The patients' self care ability and familiarity with community resources improved from 22 % to 70%; level of feeling being cared increased from 25 % to 85 %. Their unplanned readmission rate has dropped by 53%. The patients' family members felt great relief for the invaluable service. With the invaluable advice and information, they were able to proceed to greater extend of self help.

Owing to the effectiveness of project, it has been extended to other hospitals of Kowloon East Cluster on Feb 2009 to serve more patients.

Conclusion:

The strong cross-sectoral partnership played the role of a caring family, which provides the discharged patients with instant assistance and timely support. The critical key of success lies in the loving care of the community who is willing to pool together scarce resources and loving kindness to enabling the discharged-patients to recover from sickness; get accustomed to their changed health conditions; and, restore a full fetch social life more promptly.