

# **The never-ending challenges of high emergency services demand and health educational needs in community: an experience of Accident & Emergency Department in Tuen Mun Hospital in Hong Kong: a cross departmental team approach.**

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## **Background**

The New Territories West is a developing new town and catchment areas in Hong Kong. There are over a million of people living in the community. There are two EDs in the area and the ED/TMH is a very busy department with daily attendance of 550-750. With the huge services demand, over 70% of the patients are semi / non-urgent patient that could be managed by community health care instead of emergency services. In managing high services demand for emergency services in the region, is that the only way by adding manpower to cater the never-ending demand? Besides, as the huge population within the community, the health educational need is high in terms of basic health information and first aid treatment for life threatening situation. It is believed that by promoting health education in the community, the problem of there is another measure by educating the patients and their family member for the basic emergency medicine knowledge and proper usage of the emergency services.

## **Objectives:**

To provide health education and increase health awareness in the community;

To promulgate proper usage of emergency services in the community so as to decrease the high emergency services demand in the region.

## **Methodology:**

Deming Cycle was adopted.

PLAN: a cross departmental work group was formed by AED and CSC in TMH.

DO: initiatives for promoting the basic emergency medicine and proper usage of emergency services e.g. Cardiac pulmonary resuscitation (CPR) and usage of Automatic Electro Defibrillator (AED) were launched.

CHECK: Assigned different teams and speakers for different initiatives.

ACT: finalized the contents and rundown for each activity and executed as planned.

## **Result and outcome:**

Educational video and posters for proper use of emergency services were displayed in the public waiting area in the department. Three training sessions to secondary school students were conducted under the "Sunshine Angel Program" coordinated by the CSC team in TMH since the year of 2012. Many of the students expressed that they gained lots of knowledge and concepts for the basic emergency nursing and the proper use of emergency services. Another school talk concerning the emergency nursing services to around 500 students was conducted in 2014. Questionnaires showed 43.3% of the student expressed that they understood the concepts for not to abuse the emergency services before the talk and the rate was changed to 76.3% after the talk. 84.9% of the students expressed they would make appropriate use of AED services before the talk, and the rate was changed to 94.4% after the talk.

## **Conclusion**

Prevention is always better than cure. Control the flood should be started from the source of the water. Education to the community especially to the new generation will help to change their mindset and perception on the emergency services. Although, it is a long time battle, it is surely helpful in managing the high demand of the emergency services in the region.