

Patient Self-Help Group Development in Hong Kong Seminar Series

Distinctive Features, Intervention and Facilitation of Hospital Based Self-Help Groups

伊利沙伯醫院
病人資源中心
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Presentation Focus

- Service Development of QEHPRC and Patient Group;
- Patient Group and Clinical Service
- Service Implication with Community and Social Welfare Service

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Background of QEHPRC

- Established in 1992
- Official opening in 1993
- Cancer patients resource center established in 1995 (With Seeding Fund from HK Cancer Fund)
- Develop cluster service since 2003 in line with the development of Hospital Authority (HA)

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Milestone of service Development

Year	HA	QEHPRC	Patient Group
1991	Establishing of HA		
1992		PRC service	Burns Group Brain Group
1993		(AMC, SLE group)	Renal Group DM Group Cooley's Group
1995		CPRC service	NPC, Breast and Gynae Group
2003	SARS		
2005			Urogynaecological Group
2009			Ca prostate service group
2010			Joyful Club(OT)
2013			Paed. Chemo Group

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Manpower

- Direct under GM(N)
- 1 Centre Director (Trained Social Worker)
- 4 Trained Social Workers
- 3 program staffs
- 1 clerical staff
- 1 workman

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Financial Support

- Salary
 - Hospital Authority
- Program and Patient Service Expenditure
 - Public Funding
 - Donation

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Service Direction

- Interfacing with clinical departments/community groups/PRCs of other hospitals to provide continuity of care and promote care in the community;
- Patient Empowerment and Participation through education, promotion of self-help and peer support;
- Utilization of volunteers, peer counselors and voluntary professionals;
- Enhancement of quality of life of patients / care givers;
- Promotion of healthy life style.

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Service Objectives

1. To provide a seamless psychosocial care to patients / care givers in the diagnosis, treatment, pre-discharge, rehabilitation phases to enhance the self-help and mutual help of patients and carers;
2. To reinforce the supporting and caring network of patients from hospital to community and enhance the users' and communities' engagement in hospital service;
3. To enhance the quality of life of patients in fully utilization of community resource and networking;
4. To develop volunteers among professional groups and the community to strengthen the direct patient care service in line with hospital directions.

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Patient-Centered Care

- Holistic Care
- Patient Participation/ Patient Charter
- Self-care Management/Patient Empowerment (Healthcare knowledge, skills, patient right)
- Ready access of service

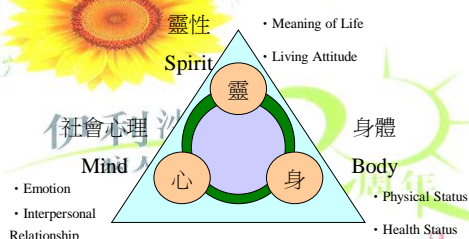
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General Response of Patient in dealing illness



Dr. Elizabeth Kulber Ross

Integrated Body-Mind-Spirit Approach



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Service categories

1. Psychosocial Care and Support
2. Community and Patient Participation
3. Patients self-help and Mutual Help
4. Cancer patients resources centre
5. Volunteer Service
6. Education and Information
7. Other Direct services



Patient Group and Clinical Service

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Patient Self Group Service in QEH

- QEH Renal Support Group
- Hong Kong Burns Association
- Diabetic Mutual Support Group
- Loving Angels (Thalassaemia and Blood Disease)
- Brain Support Group (Neuro-surgical patients)
- Sunflower Network (Breast & Gynae Cancer)
- Mutual Aid Association (Nasopharyngeal Carcinoma)
- Wellcont Urogynaecological Patient Group
- Joyful Club (Life Reconstruction Program of OT)
- Ca Prostate and Paed Chemo service group (Total Membership: 2004 up to 8.2012)

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Service Tips in Working with Clinical Professions

- NO additional resource implication;
- To understand the service operation and culture of specialty (to facilitate the smoothness of clinical flow);
- To echo clinical/corporate needs/service sensibility;
- Commitment and Involvement of Clinical Professions;
- Evidence base if possible.

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Patient Flow Oriented



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如何讓病人組織參與教育、關愛、互助的工作?

階段	診斷期	治療期	復康初期	復康穩定期	舒緩/復發
病人資源中心 病人資源	疾病資訊及 康復資源	疾病資訊、社區資源介紹、復康器材服務、復康店			
社會心理 支援服務	• 新住院病人講座	• 康復課程 • 社交心理小組 • 壓力處理工作坊 • 戒煙小組	• 康復講座 • 經驗分享講座/工作坊 • 康復小組		
病人互助 網絡	• 過來人分享	• 病房探訪 • 過來人分享	• 電話關懷	• 朋輩義工訓練 (護理、新住院病人分享會、 康復活動、興趣班等) • 過來人心聲展 • 互助網絡建立、培養	• 病房探訪 • 過來人分享
社區資源 聯繫	• 出院鈴聲 • 康復小組 (boards)	• 病人賦權活動 (patient empowerment program) • 病人支援站/外展服務 • 社區康復服務轉介	• 病人組織交流會 (Patient Forum) • 服務檢討會議 • 病人服務意見調查 • 社區康復服務轉介 • 社區健康教育		• 社區服務轉介
義工服務	義工服務系統及管理				

備註: 朋輩支援在不同階段提供不同形式服務
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Community and Patient Engagement

- Public Advisory Group
- Patient Forum and Focus Group
- Hospital – Community Interfacing Program
- To develop service platform in facilitating collaboration between hospital and community



Leadership Training and Development



Patient Forum



School Project
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Customized Service Development

- Subject to the need of Disease and Gender (Breast and Prostate Cancer)
- Merging with Clinical Flow
- To facilitate a desirable treatment Outcome
- Patient-Community-Hospital Collaboration



Chemo Support



Phone Care



Patient Forum



Public Advisory Group



Prostate Cancer Service

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Self-help & Mutual-help

- Patients self-help group
- Peer Sharing
- Collaboration with other Community Patient Self-help group



Retreat Camp Leadership

Service Development

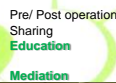
Advocacy



Burns Group Social Service in Elderly Home Community Involvement



Peer Support/ Phone Care Service Mobilization



Pre/ Post operation Sharing Education

Mediation



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Volunteering service

- Peer sharing (Ward visit/hotline/peer sharing session)
- Palliative Service/ Community End-of-Life Program
- Care for out-patients
- Escort(SOPD)
- Enquiry Counter(GOPC/A & E)
- Hair-cutting
- Administrative support
- Management, development, training and recognition



Peer Sharing



Live and Death Education



Ward Visit



Escort Service



Mobile Library

Service Implication with Community and Social Welfare Service

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2周年



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Patient Groups is a.....

- **Connection** between Hospital and Community;
- Social Capital to be **mobilized (empowerment and participation)**;
- Platform for development of supporting network to facilitate **rehabilitation with community**;
- An agency to facilitate social **integration**

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Patient Group is not....

- **Not** a service delivery agency of rehabilitation;
- **Not** a kind of labor force to substitute the manpower need;
- **Not** a socialization/social control agency

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Implication with Social Welfare Service

- As the agency to facilitate social integration;
- As the service partners in collaborating healthcare related program (prevention and self-care management, Hospital-Community);
- As driven force to promote rehabilitation with community (Policy Level)

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Basic Value in Volunteer Service Operation

- **Not a replacement** of Staff Role;
- To empower the volunteer in generating **social capital**;
- To facilitate the **sense of humanity** of Hospital Service
- To serve as a **buffer** to avoid unnecessary conflict
- As a channel for the community to understand the service and operation of Hospital

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用平靜心面對
生、老、病、死;
並有勇氣、力量
面對疾病的挑戰

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