



From a Little Acorns to a Great Oaks – Transforming Patient Own Health Management

by HA Go Promotion in Primary Health Care, Hong Kong East Cluster

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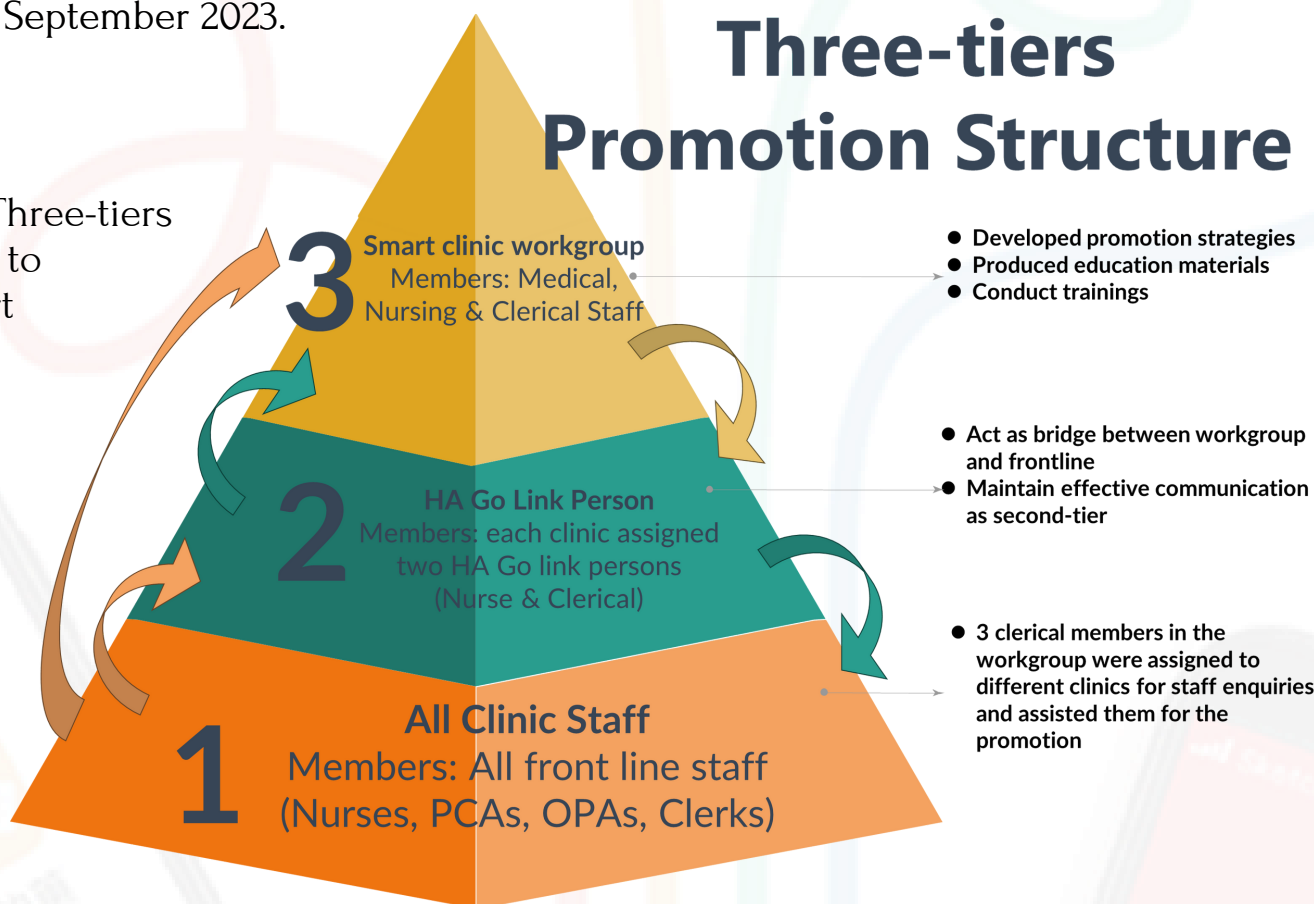
Introduction:

By leveraging the Hospital Authority mobile app “HA Go” to expedite the use of Smart Care throughout the entire patient journey. Patients and carers are able to manage health care at fingertips, from managing appointment, registration, queue enquiry, tele-consultation, e-payment, drug delivery to personalized health monitoring. HA Go proactively promoted in Family Medicine and Primary HealthCare (FM&PHC), Hong Kong East Cluster (HKEC) since September 2023.

Methods:

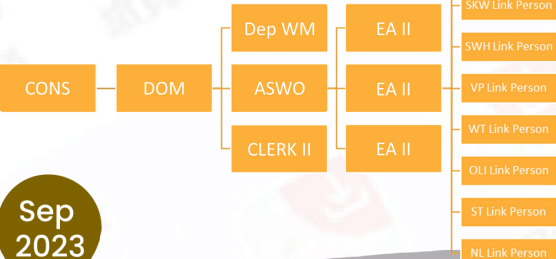
Since September 2023, a Three-tiers structure was established to promote HA Go and smart clinic measure.

Three-tiers Promotion Structure



Set up Smart Clinic Team

- Core Team
- Clinic Link Person Team



Provide training & support to staff

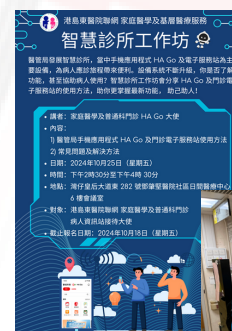
Target: Frontline staff
Method: Clinic hand on HA Go trainings with redemonstration
Result: 98% of frontline staff (RN, CIII, EA, PCA, OPA) pass the assessment



Aug 2024

Small group HA Go Class at GOPCs

Target: Urban patient
130 classes;
243 attendance
On going



Oct 2024

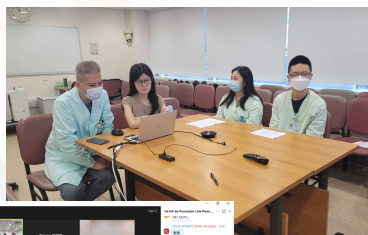
Organize Smart Clinic Workshop for volunteers

Target: Volunteer
1 session;
7 attendance
On going

Feb 2024

Organize FM&PHC Smart Clinic Lunch Forum

Target: Staff
1 session;
156 attendance



FM&PHC Smart Clinic Lunch Forum

22 April 2024 (Mon)

welcome!



Nov 2024

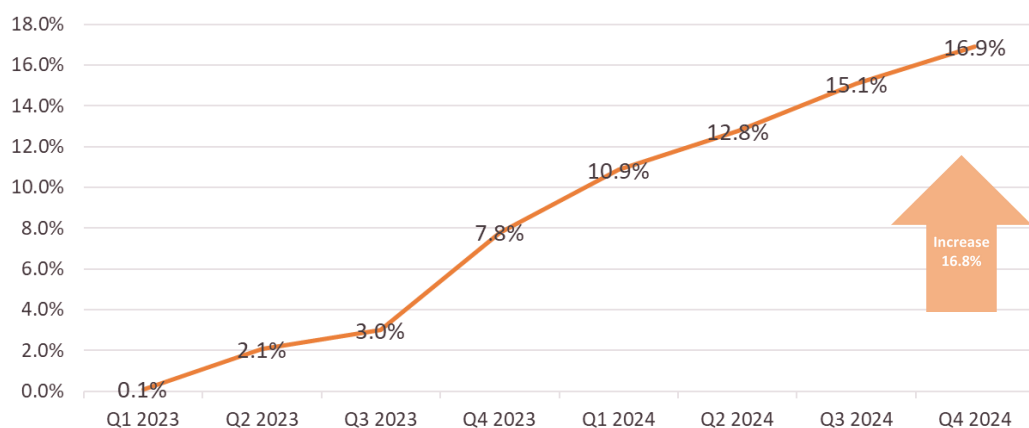
Co-organize HA Go Workshop for Peng Chau & Lantau Island residents with District Councils Members

Target: Oli patient
3 sessions;
75 attendance

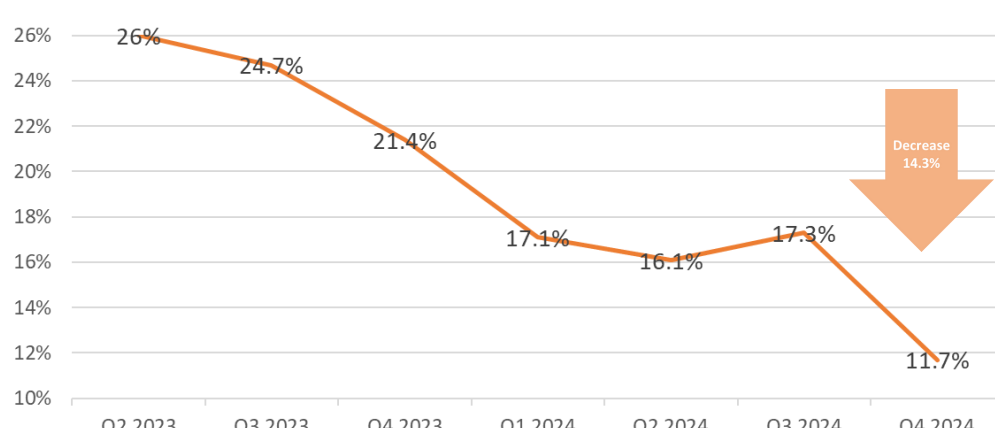


Result:

HA Go Utilization in HKEC FM&PHC



Cash Utilization in HKEC FM&PHC



Conclusions:

A three-tiers promotion structure and proactive promotion approach increased HA Go utilization. Patients are benefit from those functions of the app to better manage their health. The formation of Smart Clinic Workgroup not only enhance HA Go promotion; also facilitates the implementation of other smart initiative services e.g. teleconsultation.