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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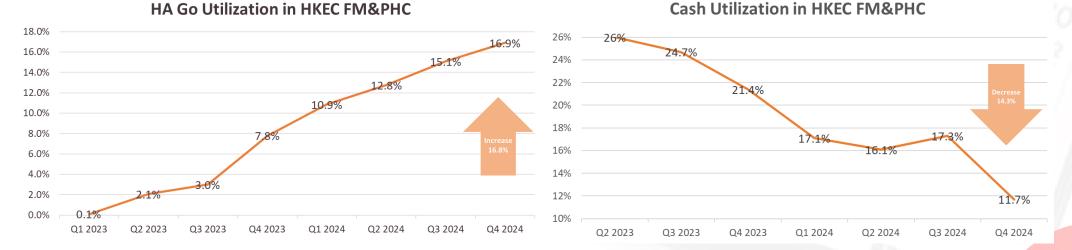
Introduction:

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.

Three-tiers Promotion Structure Methods: Since September 2023, a Three-tiers Developed promotion strategies Smart clinic workgroup structure was established to Produced education materials Members: Medical, Conduct trainings promote HA Go and smart ursing & Clerical Staff clinic measure. Act as bridge between workgroup and frontline Maintain effective communication **HA Go Link Person** as second-tier nbers: each clinic assigned vo HA Go link persons 3 clerical members in the workgroup were assigned to different clinics for staff enquiries **All Clinic Staff** and assisted them for the promotion Members: All front line staff

(Nurses, PCAs, OPAs, Clerks) 智慧診所工作坊 🤗 Provide training & **Smart Clinic Team** support to staff Core Team Target: Frontline staff Clinic Link Person Team Method: Clinic hand on HA Go trainings with redemonstration Result: 98% of frontline staff (RN, CIII, EA, PCA, OPA) pass the assessment 如何協助病人使用HA G 2024 Small group HA Dec Go Class at 2023 **GOPCs Organize Smart** Target: Urban patient Clinic Workshop for volunteers 直至2024年3月31日 243 attendance 2024 Target: Volunteer On going 1 session; attendance On going Feb ・内容: 習管周季機應用程式 HA Go 功能介紹 ・講者: 港島東醫院時期 東庭醫學及基際管療服 HA Go 推廣大使 ・日期: 2024年11月14日(星期四) ・時間: 下生時 ・地記: 割准順區議員辦事底 2024 Organize FM&PHC Nov Co-organize HA Go Smart Clinic Lunch Workshop for 2024 Peng Chau & Lantau ·M&PHC Smart Clinic Lunch Forun 家庭醫學及基層醫療服務智慧診所 Target: Staff Island residents with **District Councils** 156 attendance Members Target: Oli patient 3 sessions: 75 attendance

Result:



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.