

## **LegCo Panel on Health Services**

### **8060MM – Improvement of facilities in the Specialist Outpatient Block of Pamela Youde Nethersole Eastern Hospital**

#### **Purpose**

This paper seeks Members' support for the proposed capital works project to improve the facilities in the Specialist Outpatient Block (SOP) of Pamela Youde Nethersole Eastern Hospital (PYNEH).

#### **Problem**

2. The existing facilities in the SOP Block of PYNEH are inadequate to cope with the demand arising from the increasing number of outpatient attendances. These include lift service, X-ray facilities, patient registration services, air-conditioning system and toilet facilities.

#### **Background**

3. The SOP Block of PYNEH is a six-storey building with a gross floor area of about 12 000 square metres (m<sup>2</sup>). It houses the SOP Department providing outpatient services for the specialties of medicine, surgery, orthopaedics and traumatology, obstetrics and gynaecology, paediatrics, eye, ear, nose and throat. Since the SOP Department came into operation in 1994-95, the annual outpatient attendances have increased significantly and have reached 510 000 in 2004. This has exceeded the planned patient throughput of the SOP Department by 200%.

4. The existing facilities of the SOP Block are inadequate to cope with the demand arising from the ever-increasing number of outpatient attendances. We therefore propose to carry out improvement works as detailed in the following paragraphs.

### *Lift service*

5. At present, there are only two lifts in the SOP Block with a capacity of ten to 12 persons each. This level of lift service is hardly sufficient to cater for a daily traffic of about 2 000 hospital staff together with patients and their accompanying relatives / friends. During peak hours, the waiting time for lift service is as long as ten minutes. As the majority of the outpatients are the elderly, the fire escape staircases of the building cannot help solve the problem. We therefore propose to enhance the existing lift service by adding two passenger lifts in a new lift tower annexed to the SOP Block. Further, we also propose to add two dumb-waiters for the transportation of materials and medical records so as to segregate the transportation of medical records from passengers. We expect that the waiting time for lift service will be reduced to about four or five minutes during peak hours.

### *X-ray facilities*

6. At present, the SOP Block does not have its own X-ray service and has to rely on the X-ray Department in the Main Block of PYNEH. Outpatients attending the SOP Department and requiring X-ray service have to take ten to 15 minutes to travel a long way from the SOP Block to the Main Block. This arrangement is not satisfactory. The shared use of the X-ray Department by inpatients of the Main Block and outpatients of the SOP Block has also led to overcrowding in the waiting areas of the X-ray Department and a long queuing time of about 30 to 45 minutes from registration to examination. Besides, since priority is given to outpatients, who account for about 50% of the workload of the X-ray Department, X-ray services for inpatients have been seriously affected. The X-ray Department is currently facing an average daily backlog of about 20 requests or about 20% of its inpatient workload. After the operating hours of the X-ray Department, urgent cases in the daily backlog will be performed in the X-ray Unit of the Accident and Emergency Department of PYNEH, while non-urgent cases will be conducted in the X-ray Department first round the following day as elective cases. This has unnecessarily lengthened the hospitalization period of those patients requiring radio-diagnostic examination before discharge.

7. To improve the situation, we propose to provide satellite X-ray facilities<sup>1</sup> in the SOP Block to serve the outpatients who will then enjoy

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<sup>1</sup> The satellite X-ray facilities provide routine radiology examinations. Outpatients requiring more complex radiology examinations will need to go to the X-ray Department in the Main Block.

one-stop services in the SOP Block. The estimated waiting time for outpatients in the new satellite X-ray facilities in the SOP Block will be about ten to 15 minutes, while that for inpatients in the X-ray Department in the Main Block will be about 15 to 25 minutes. The provision of satellite X-ray facilities will also enhance the efficiency in plain film services and enable the direct communication between radiographers and referring clinicians, thereby increasing the patient throughput in the SOP Department. We can further enhance the services of the SOP Department through the introduction of computed / digital radiography and local area image network facilities in the close vicinity. On the other hand, the X-ray Department in the Main Block will be able to serve inpatients exclusively. We expect that the response time for inpatients, and hence their length of stay in hospital, will be shortened and there should be few backlogs in future.

#### *Patient registration service*

8. Individual clinics in the SOP Department are currently handling registration of their own patients. Due to limited space available, patients queuing up for registration have created congestion problems in individual clinics, thus hindering their efficient operation. To improve the situation and to economize on manpower resources, we propose to convert the upper entry level<sup>2</sup> of the SOP Block into office accommodation for setting up a central registration office to serve the entire SOP Department. The central registration office aims to centralize part of the reception functions currently carried out by the registration counter of each clinic so as to alleviate the latter's congestion. This office will also process attendance, registration and payment for consultation whereas registration counters in individual clinics will continue to handle follow-up appointments and collection of drug charges after consultation.

#### *Air-conditioning system and toilet facilities*

9. The existing air-conditioning system of the SOP Block is inadequate to cope with the current patient load. The deficiencies lie in the inadequate capacity for cooling the crowded clinics, uneven ventilation and absence of temperature control at individual zones / locations. Besides, the existing provision of public toilet facilities is grossly inadequate to meet the daily SOP attendance which has increased from about 600 in 1994-95 to about 1 900 in 2004. Consequently, the

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<sup>2</sup> The upper entry level of the SOP Block is at the top level of the building as well as the ground level of the hospital compound. The lower entry level is accessed from Lok Man Road.

heavy utilization has rendered proper cleansing difficult. To maintain a reasonable environment in the SOP Department, we propose to improve the existing air-conditioning system and increase the chiller capacity, and to provide eight additional toilets to meet the heavy demand.

### **Proposed scope of works**

10. We propose the following improvement works to solve the above problems-

- (a) the construction of an additional lift tower annexed to the SOP Block with the provision of two passenger lifts;
- (b) the installation of two dumb-waiters;
- (c) the provision of satellite X-ray facilities;
- (d) the conversion of the upper entry level of the SOP Block into office accommodation for Central Patient Registration; and
- (e) the improvements to the existing air-conditioning system and the provision of eight additional toilets.

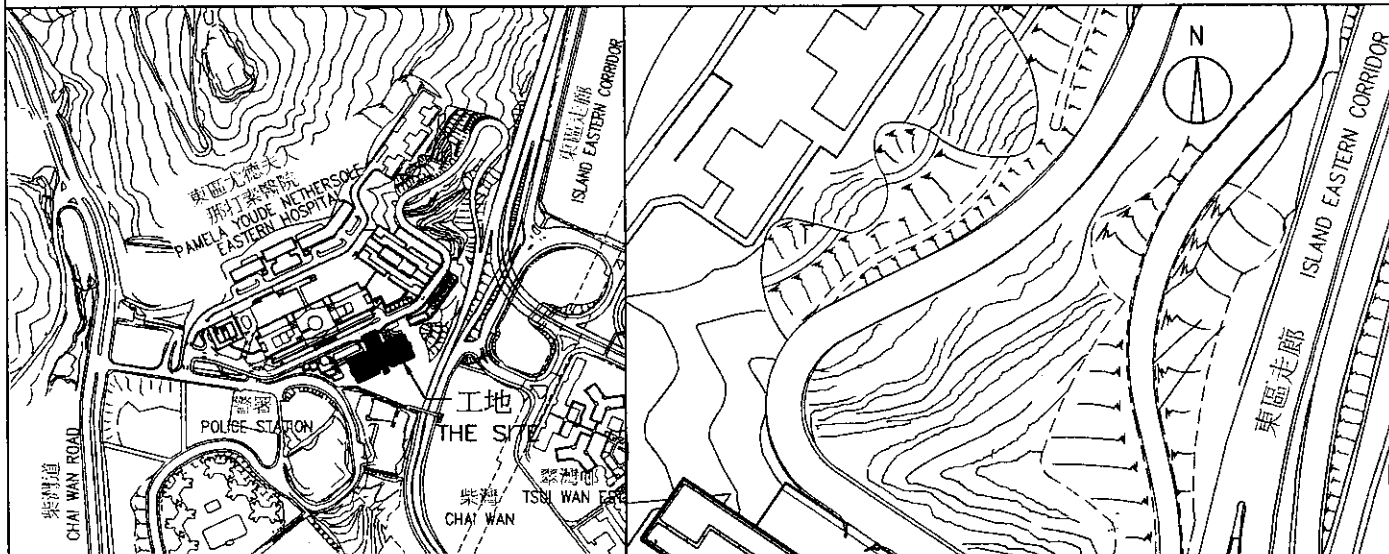
..... A site plan is at Enclosure 1 and views of the SOP Block (artist's  
..... impression) are at Enclosure 2.

11. We estimate the capital cost of **60MM** to be \$59.0 million in money-of-the-day prices. We plan to commence the construction works in December 2005 for completion in July 2007.

### **Advice sought**

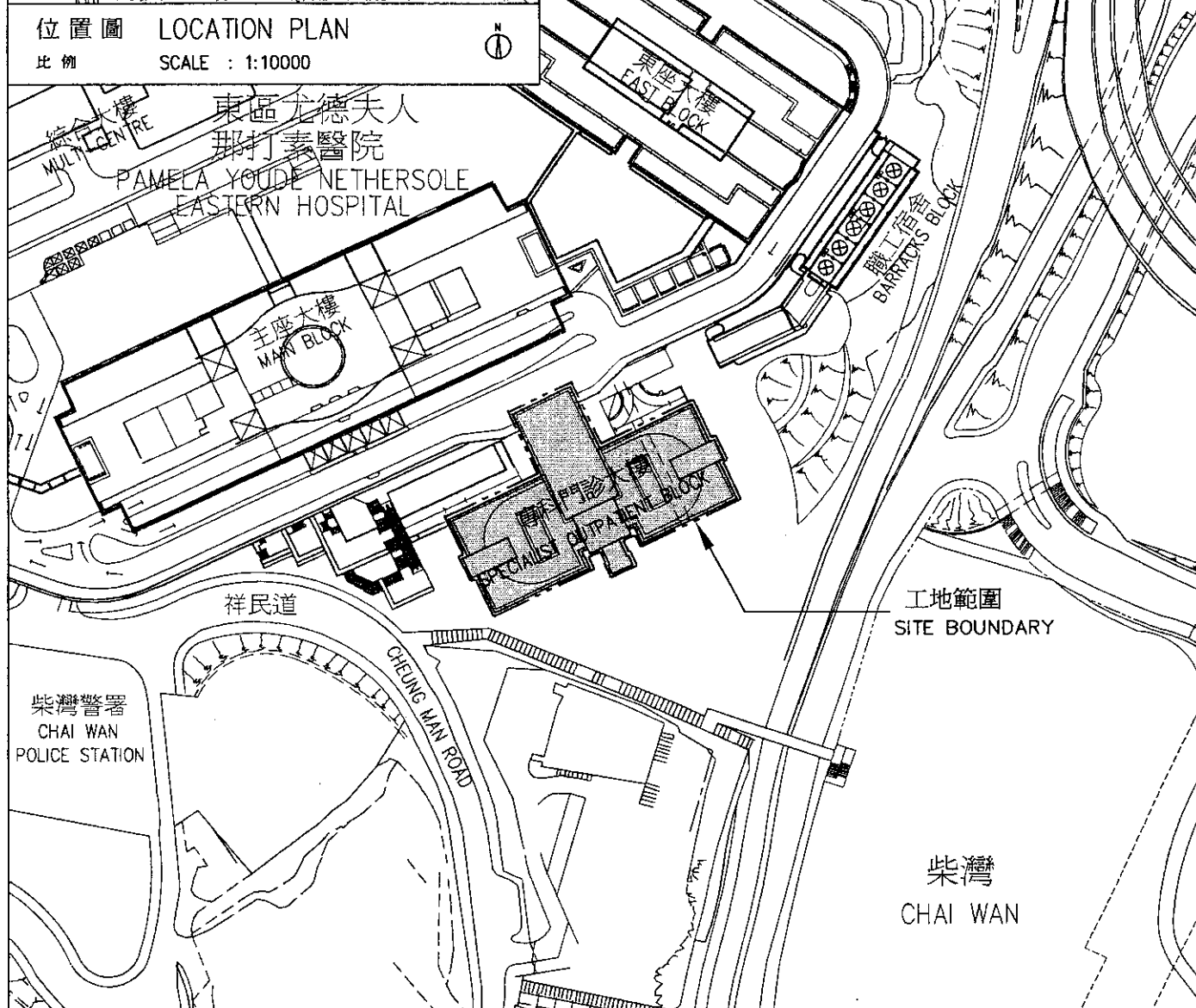
12. Members are invited to support the proposed project outlined in this paper.

Health, Welfare and Food Bureau  
May 2005



位置圖 LOCATION PLAN

比例 SCALE : 1:10000



8060MM

東區尤德夫人那打素醫院  
專科門診大樓改善工程

IMPROVEMENT OF FACILITIES IN  
THE SPECIALIST OUTPATIENT  
BLOCK OF PAMELA YOUDE  
NETHERSOLE EASTERN HOSPITAL

drawn by 繪圖

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PROJECT MANAGEMENT BRANCH 工程策劃管理處

date 日期

25-02-05

date 日期

25-02-05

drawing no. 編號

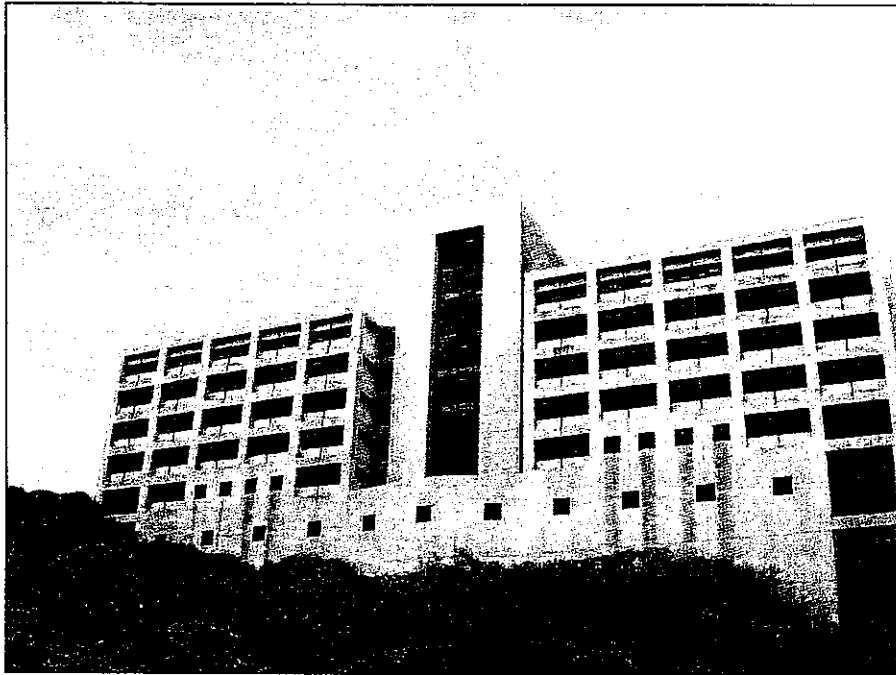
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scale 比例

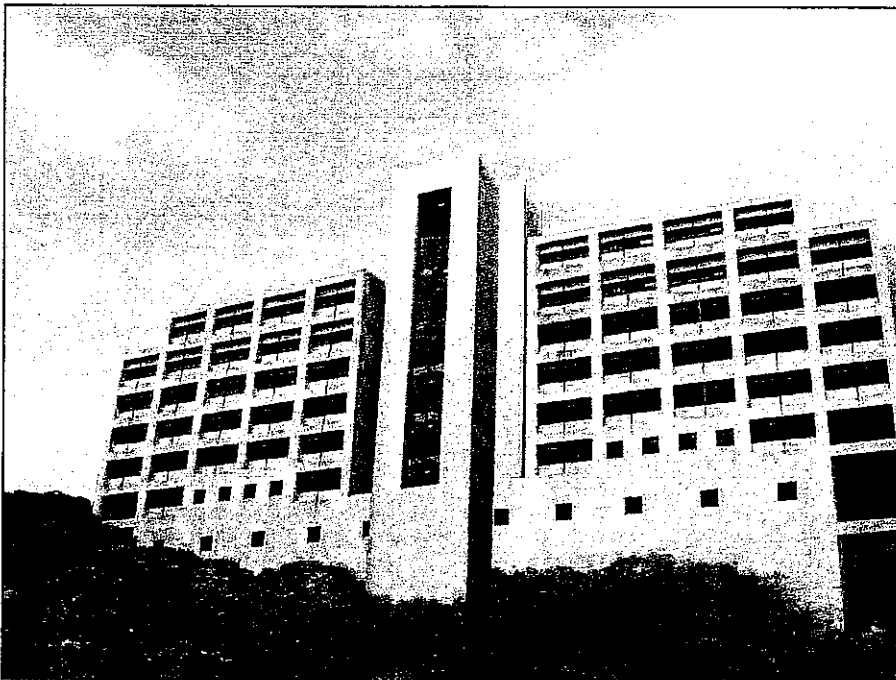
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ARCHITECTURAL  
SERVICES  
DEPARTMENT 建築署



專科門診大樓南面立面圖 (改善工程前)  
South Elevation of the Specialist Outpatient Block (Before Improvement)



專科門診大樓南面立面圖 (模擬圖 - 改善工程後)  
South Elevation of the Specialist Outpatient Block (Artist's Impression - After Improvement)

8060MM 東區尤德夫人那打素醫院 專科門診大樓改善工程 IMPROVEMENT OF FACILITIES IN THE SPECIALIST OUTPATIENT BLOCK OF PAMELA YOUBE NETHERSOLE EASTERN HOSPITAL	drawn by 繪圖 K.W. LEUNG	date 日期 25-02-05	drawing no. 圖號 6252-P02	scale 比例 N.T.S.
	approved 覆核 K.K. LAM	date 日期 25-02-05	 ARCHITECTURAL SERVICES DEPARTMENT 建築署	
	office 辦事處 PROJECT MANAGEMENT BRANCH 工程策劃管理處			