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From Patient Voice to System-wide Transformation: Improving Discharge Communication Through the Post-discharge Information Summary (PDIS)

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From Patient Voice to System-wide Transformation

Improving Discharge Communication Through the Post-discharge Information Summary (PDIS)



Aim: To empower patients and caregivers to safely manage recovery, recognise warning signs and seek appropriate help after discharge.

Hong Kong Public Healthcare Context

- Population: ~7 million
- 90% of inpatient services delivered by the public healthcare system
- 43 hospitals across 7 Hospital Authority (HA) clusters
- Integrated Electronic Health Record System connecting all public hospitals
- Electronic Health Record Sharing Platform b/w public & private providers, patients & caregivers
- HA Go Mobile App for patient & caregiver self-management portal

Listen

01



Identify gaps through patient voice

Co-produce



Co-produced, evidence-based innovation

02

04



Embedded in routine systems to enable scale-up

Scale



Evaluate impact and drive improvement

03

Evaluate

What Patients Told Us

Hospital Authority Patient Experience Survey

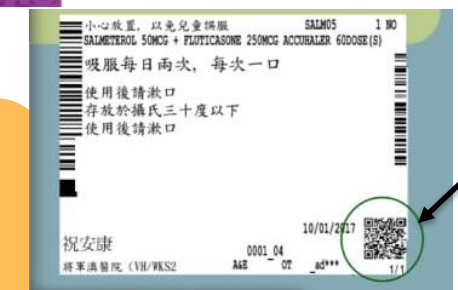
LISTEN



The initiative originated from repeated Patient-reported Experience Measurement (PREM) Hospital Authority Patient Experience Surveys involving thousands of public hospital patients, which identified gaps in information about medication side effects and warning signs after discharge.



- 90% received medication instructions
- 1/3 reported insufficient information on medication side effects and warning signs at discharge



HK Validated Instruments

Inpatient Experience Questionnaire (Wong ELY et al. 2013)

Short Form-HKIEQ (Wong ELY et al. 2015)

Specialist Outpatient Experience Questionnaire (Wong ELY et al. 2019)

Accident & Emergency Experience Questionnaire (Wong ELY et al. 2023)



Patients found existing medication information

- “difficult to access”
- “difficult to navigate relevant information through QR codes”
- “difficult to understand”

Designing the Innovation Solution Together: PDIS

Patient Discharge Information Summary (PDIS)

CO-PRODUCE



- Led by Prof. Eliza Wong, the team **partnered** with the Hospital Authority (HA), clinicians, pharmacists, nurses, IT specialists, and patient representatives **to co-develop PDIS**



Key Innovation:

PDIS, with two key components, was developed with patients:

- Salient Medication Reminders (SMR)
- Personalised upcoming follow-up appointment information

Salient Medication Reminder (SMR)

醫院管理局 HOSPITAL AUTHORITY	
病人出院資訊摘要	
醫護人員給您有關此次出院的重要藥物提示：	
1. Aspirin tablet (抗血小板凝結藥)	服用此藥可能導致副作用：吐血、嘔吐物呈黑咖啡色、血尿、黑大便、若有哮喘、腎臟問題、胃潰瘍病史，請諮詢醫生。
2. Atorvastatin (LIPITOR) tablet (降膽固醇藥)	服用此藥物可能導致肝臟問題(肝炎)、肌肉痠痛；可能導致肌肉疼痛、疲倦或虛弱無力。
3. Bisoprolol Fumarate (CONCOR) tablet (降血壓藥)	此藥物可能引起心跳過慢、導致頭暈眼花、暈眩或昏眩。
4. Dapagliflozin Propanediol tablet	
5. Sacubitril + Valsartan (ENTRESTO) tablet	
6. Pantoprazole Sodium Sesquihydrate tablet	
7. Spironolactone (ALDACTONE) tablet	
8. Thiamine HCl tablet	
9. Frusemide (LASIX) tablet (利尿藥/排水藥；利尿藥)	服用此藥可能會導致血液中的藥物質缺乏(如鉀或鎂)，導致心悸(俗稱心跳)、肌肉無力、疲倦、抽筋。 此藥物可能引起血壓過低，若感到暈眩或頭暈眼花，起身時請放慢速度進行。
10. Amoxicillin (Tribiostat), a Clavulanic Acid (ALUMENTIN) tablet	

Example:

This medication may cause **low blood pressure**.
If you feel **dizzy, stand up slowly** and carefully.
Seek medical advice if symptoms persist.

Two Key Components

- Salient Medication Reminder (SMR)
- Upcoming Follow-up Appointment

Accessible to Clinical Management System for printing by doctors/ nurses

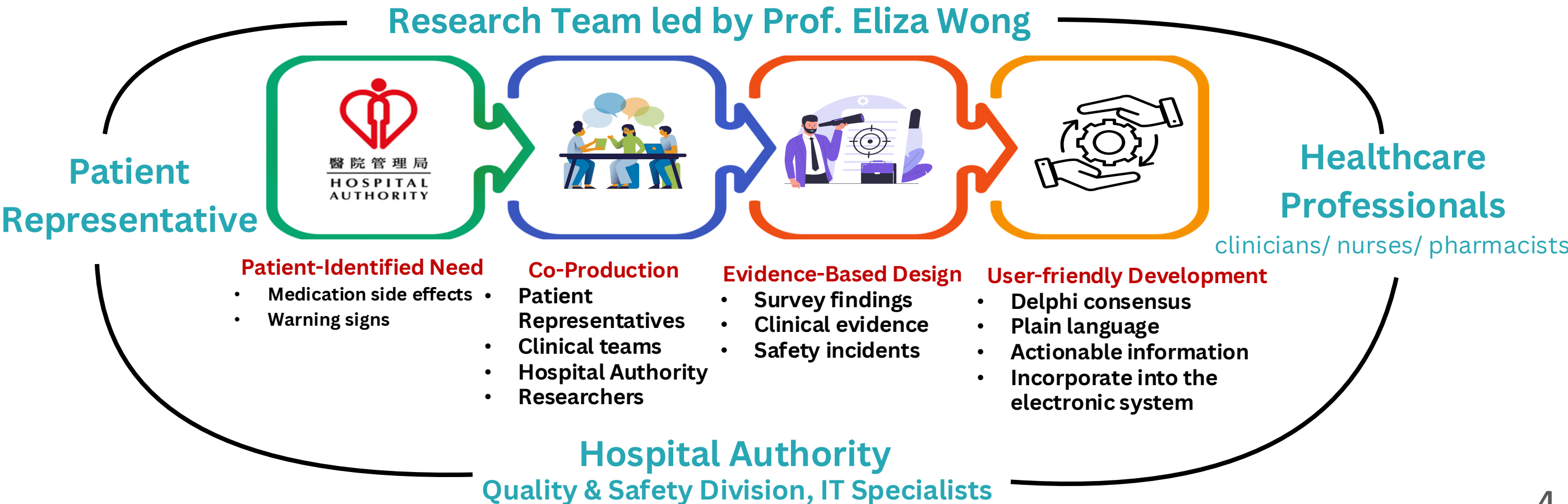


Upcoming Follow-up Appointment

醫院管理局 HOSPITAL AUTHORITY	
病人出院資訊摘要	
請掃描二維碼，立即下載HA Go。	
預約預約如下：	
2023年 5月11日 上午11時 00分	屯門醫院 內科及老人科 心臟衰竭聯合診所 Joint Heart Failure Clinic 6/F ACC 日間醫療中心6樓

Example:

Blood Test, 05/11/2026, 08:30AM
KW Hospital Phlebotomy Centre
Medical Outpatient Clinic Follow-up, 22/10/2026, 2:15PM
KW Hospital Geriatric & Medicine Clinic
Heart Ultrasound, 15/10/2026, 10:00AM,
KW Hospital Cardiology Centre



Did PDIS improve patients' experience?

Patient Engagement

Pre-post evaluation across four pilot hospitals



TOTAL
2,353 patients

BEFORE PDIS
1,109 patients

AFTER PDIS
1,244 patients

EVALUATE

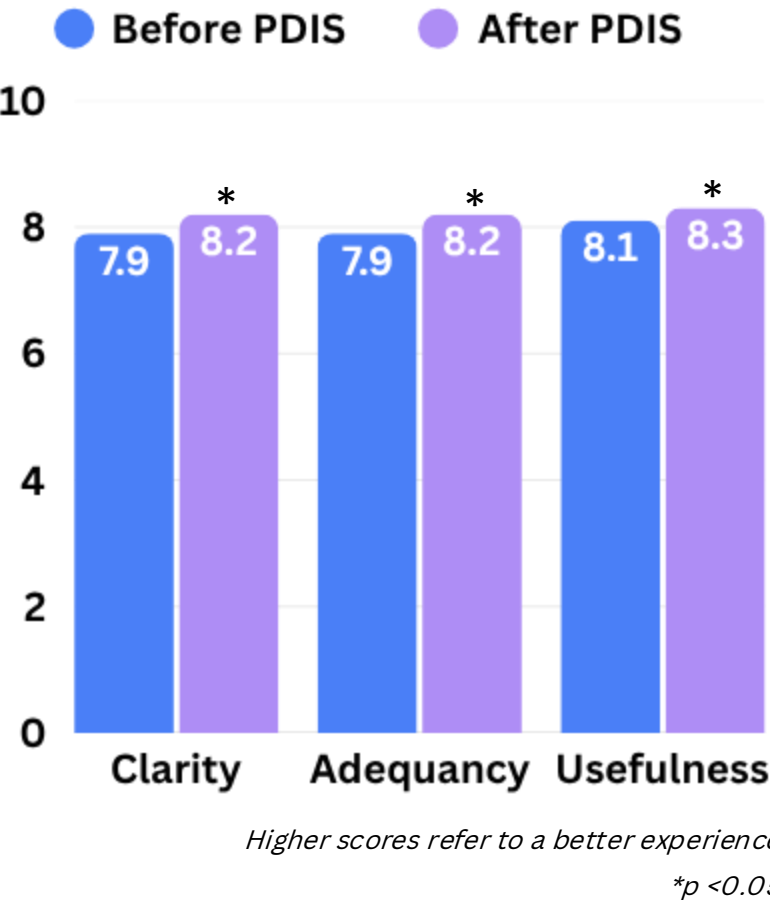


- **Piloted** in four hospitals across three HA clusters and **evaluated** through patient surveys involving 2,353 participants.

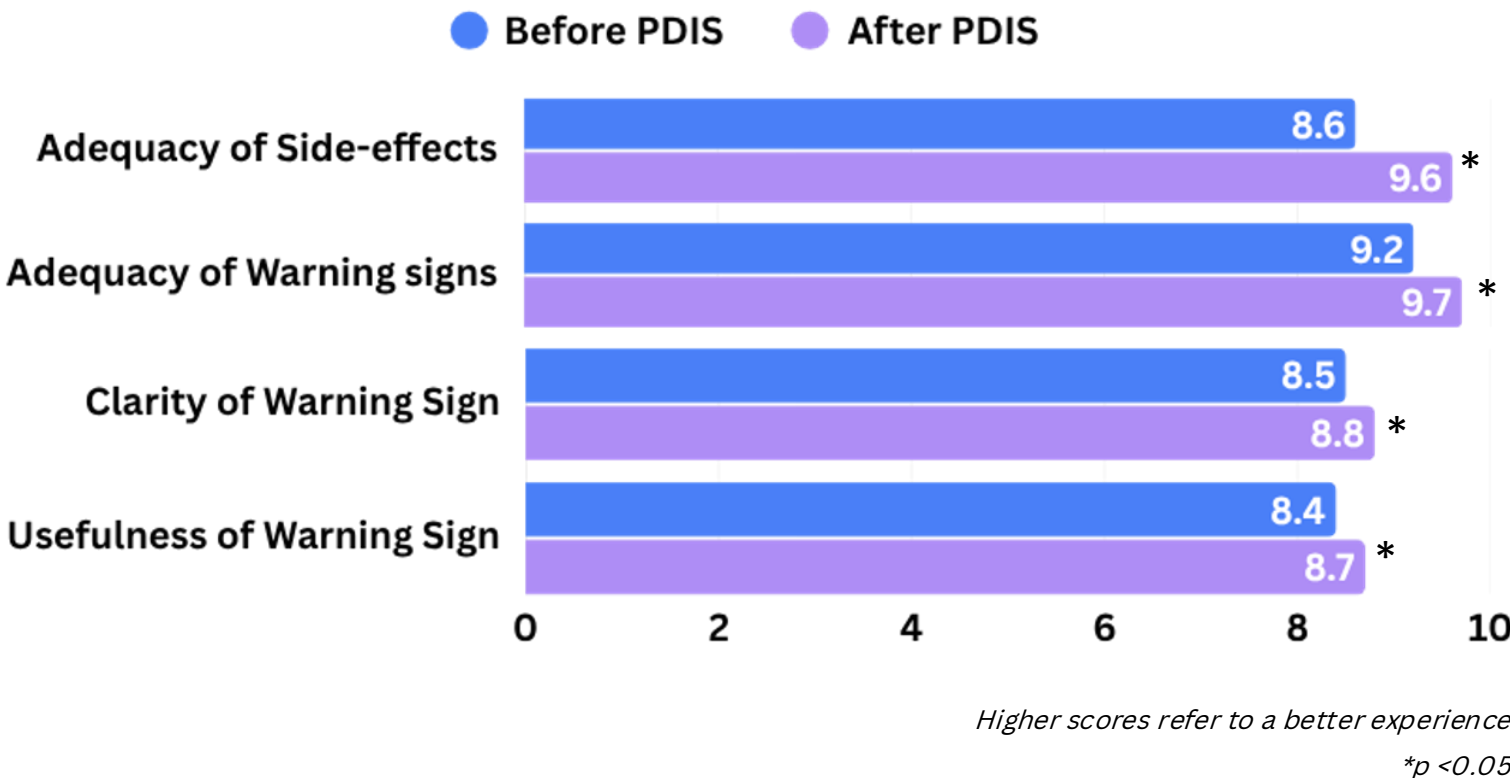
Positive Experience

Better understanding, greater confidence and safer self-management after discharge

Experience of Discharge Communication



Feedback on Medication-related information



Reported Fewer Medication Side Effects after discharge



2.6
%

* $p < 0.05$

"Easy for a layman, particularly for the elderly, to understand the warning signal to watch for"

"Simpler and more relevant than accessing information through individual medication QR codes."



Did healthcare professionals find PDIS useful?

Workforce Engagement

Healthcare Professional Survey and Individual Interview
after PDIS Implementation

SURVEY

1,375 Staff

INDIVIDUAL INTERVIEW

98 staff

EVALUATE



- **Piloted** in four hospitals across three HA clusters and **evaluated** through a staff survey involving 1,375 participants and 98 individual interviews

Positive Experience

- Practical and valuable tool for safe transition
- Multifaceted implementation package to enhance adoption

Cross-Sectional Self-administered Survey



Improved Communication

PDIS helped doctors and nurses communicate more effectively with patients.

6.2/10



Supported Medication Education

PDIS supported clearer medication education.

6.4/10



Enhanced Discharge Counselling

PDIS strengthened discharge counselling.

6.0/10

A practical and valuable tool for safe transitions from hospital to home

Individual Interview Guided by Implementation Science



sustainable training

Mass media & opinion-leader campaign

Technology & workflow redesign

Corporate-level audit & feedback mechanisms



A multifaceted implementation package to enhance adoption, sustainability & scaling across Hong Kong's public hospitals



Hospital



Discharge



Home

Wong ELY et al. Evaluation of the implementation of an information system for post-discharge with the theoretical domains framework by healthcare professionals: a multistage design with qualitative inquiry and Delphi expert discussion protocol. *BMJ Open*. 2021 Dec 10;11(12):e046081. doi: 10.1136/bmjopen-2020-046081.

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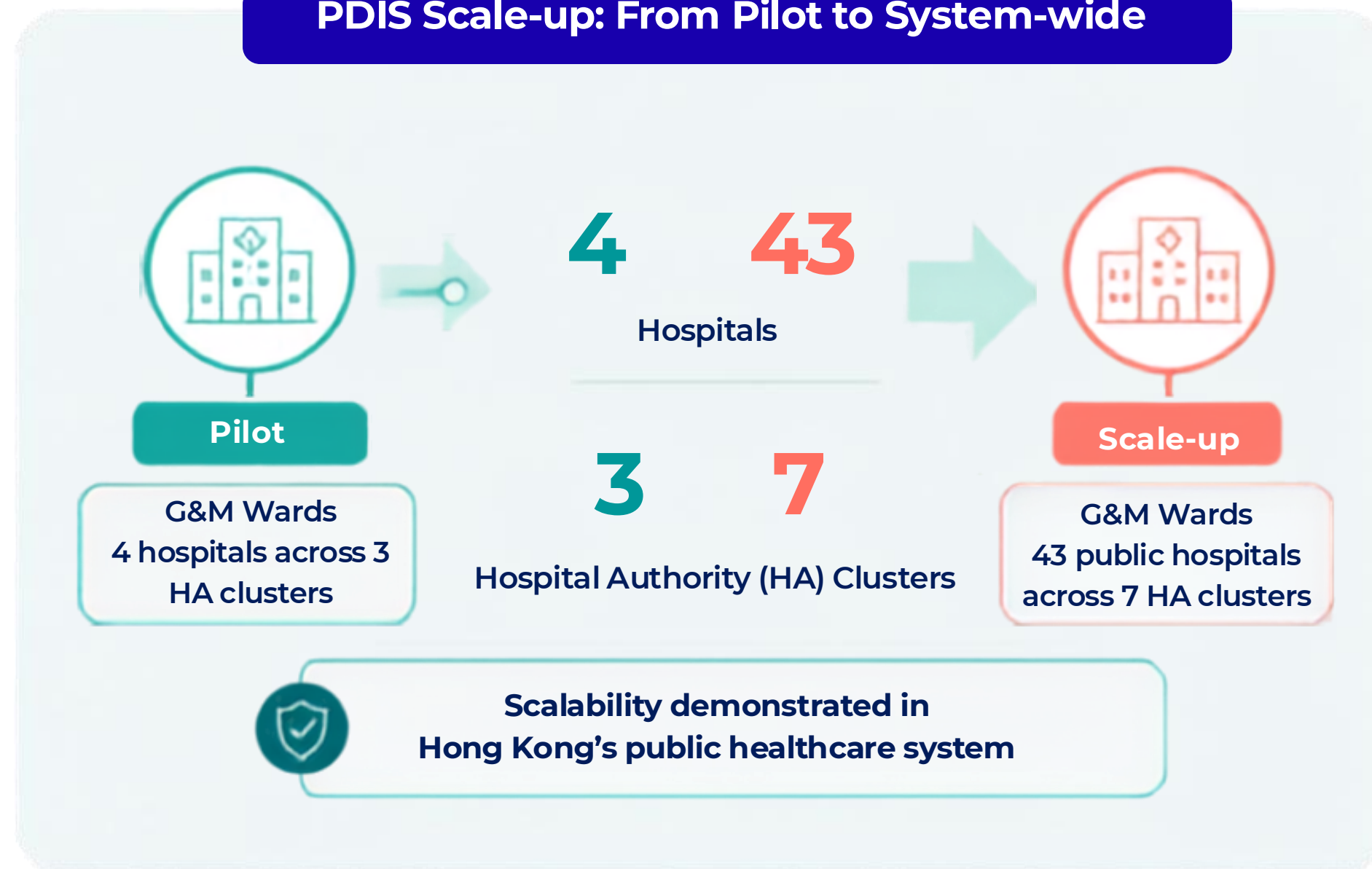
From Local Pilot Innovation to System-wide Transformation

SCALE



From a pilot in Geriatric Medicine (G&M) for older adults to a territory-wide service across all adult inpatient services in 43 public hospitals through electronic record system, with expansion to Specialist Outpatient Clinic (Medicine) services underway.

PDIS Scale-up: From Pilot to System-wide



PDIS Roll-out: Deploy into Digital App Infrastructure



Electronic Health Record System & Mobile Apps enable access for patients, caregivers, and healthcare professionals

PDIS Scale-out: Beyond the Original G&M Inpatient



Transferable Learning for Health Systems

Challenges in discharge information are not unique to HK. What makes this model transferable?



How has transferability been demonstrated?



PDIS provides a scalable and transferable model for transforming patient experience insights into sustainable system-wide improvement

Key Lessons for Healthcare Systems

From Patient Voice to System-wide Change

Patient-centred Innovation → sustainable system-wide transformation



01

Patient Experience Drives Improvement

Listening to patient feedback helps identify priority service gaps and guide high-impact solutions.

02

Co-production Strengthens Relevance

Engaging patients, caregivers, and healthcare professionals helps ensure solutions are practical, acceptable, and responsive to users' needs.

03

Evidence Motivates Adoption

Sharing outcomes and impact data builds stakeholder ownership, encourages adoption, and supports behaviour change.

04

Evaluation Enhances Sustainability

Applying implementation science and continuous evaluation helps translate innovations into lasting system-wide change.

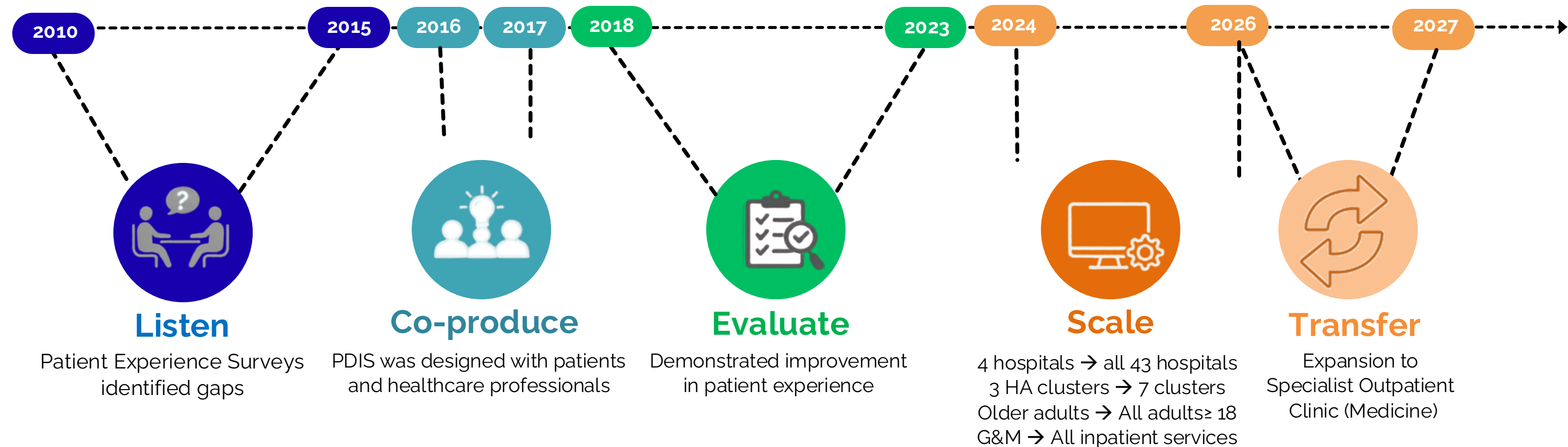
05

Integration Enables Scalability

Embedding innovations within workflows and digital systems supports sustainable implementation and wider scale-up.

From Patient Voice to System-wide Transformation

PDIS demonstrates how patient experience insights can be transformed into sustainable system-wide improvement, progressing from a pilot in four public hospitals to implementation across all 43 public hospitals in Hong Kong, now extending into outpatient care



Person-Centred Care is not a destination...
It is a lifelong journey of understanding, adapting to, and responding to each patient's unique needs.



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Thank you



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