



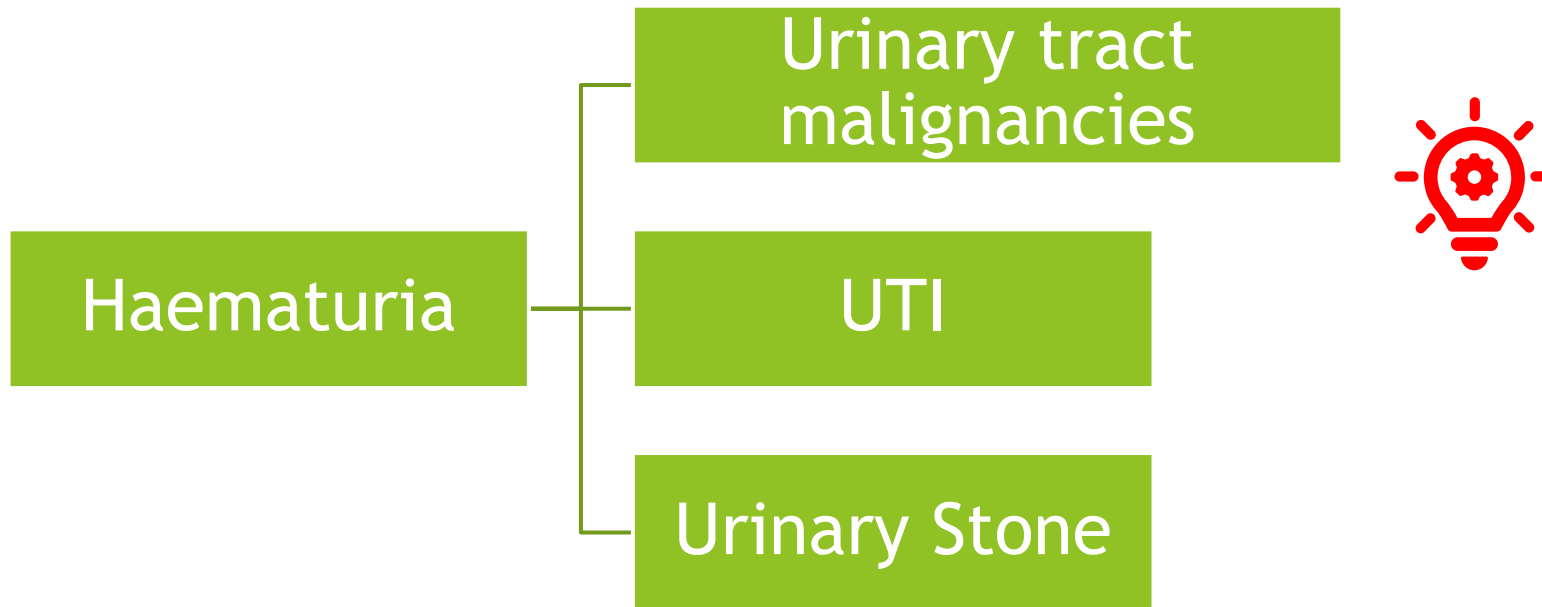
# Implementation of New Service Model: Integrated Model of Haematuria Nurse Assessment Clinic in NTWC

Presented by:

Yung Wing Yee

# Introduction: What is haematuria?

- A significant clinical indicator for urinary tract malignancies, particularly bladder cancer.



- Redesigned service model- Hematuria Nurse Assessment Clinic (HNAC), adopted in December 2023.

# Objectives

## 1. Reduce unplanned hospital visit

- ▶ Carry out investigations and interventions
- ▶ Follow a pre-approved protocol

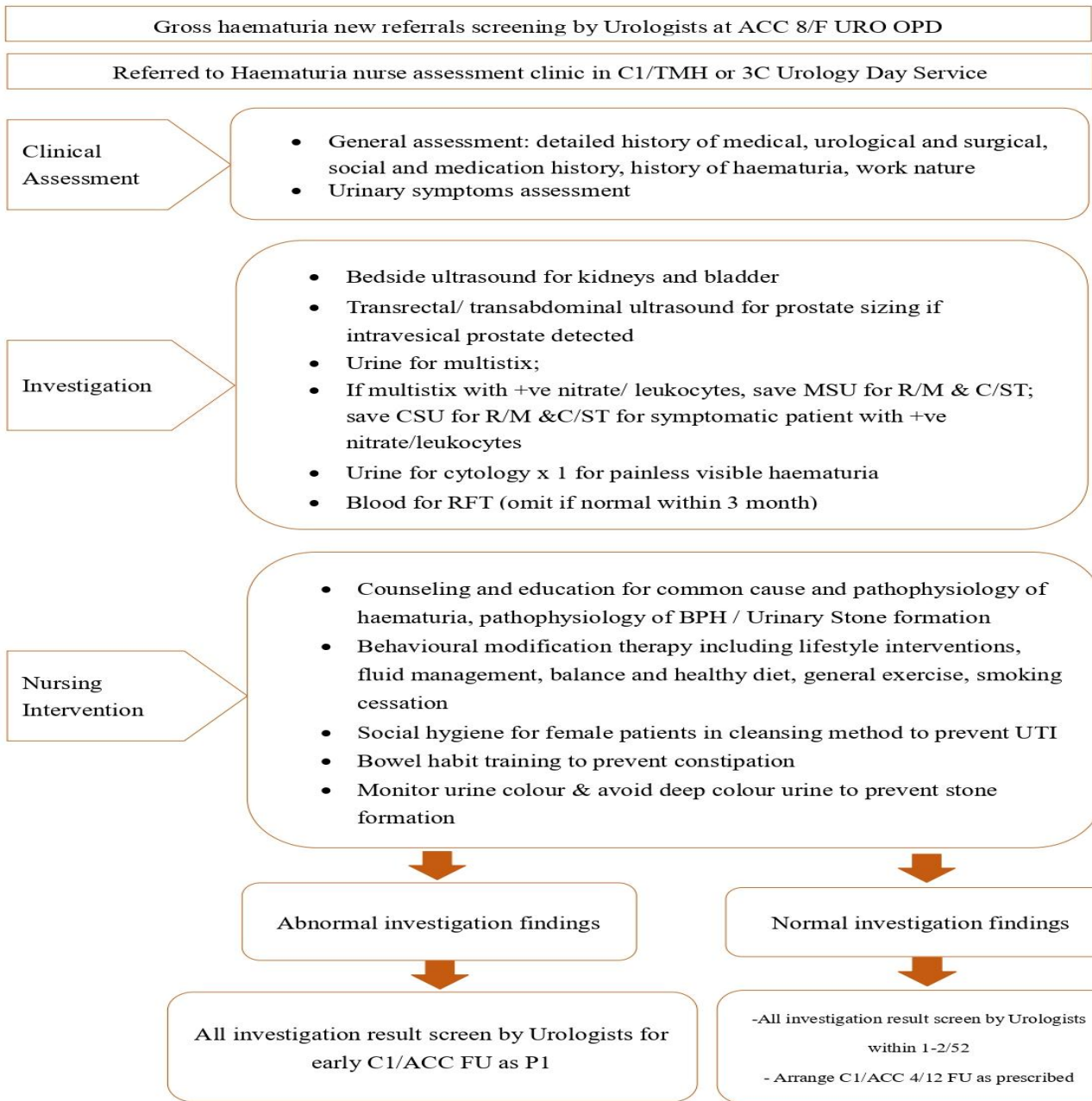
## 2. Report the clinical outcomes of HNAC service

## 3. Effectively prioritize patients

- ▶ Immediate treatment
- ▶ Prevent complications from delayed diagnoses

# Patients and Methodology: Traditional Practice

1. Urologists screen all new case referrals at the ACC
2. Medical consultation: 1-3 months
3. Full workup: additional 4-6 months



## Redesigned HNAC Pathway

# Patients and Methodology:

## Methodology and Data Collection

- ▶ A retrospective review across TMH and POH HNAC
- ▶ Total 564 patients
- ▶ From 28 Dec 2023 to 30 Nov 2024
- ▶ In Nov 2024, a questionnaire was distributed to assess patients' satisfaction.

# Questionnaire Template

## 新界西醫院聯網泌尿科護士診所病人滿意問卷調查

### Questionnaire for Patient Satisfaction Survey in Surgical Nurse Clinic (Urology) - NTWC

#### 甲) 病人資料

##### 1. 性別

男  女

##### 2. 年齡

20或以下  21-30  31-40  41-50  51-60  
 61-70  71或以上

##### 3. 在過去 12 個月曾會見泌尿科護士的次數

0次  1次  2次  3次  4次或以上

##### 4. 如填表者並非病人本人，請註明 閣下與病人的關係：

\_\_\_\_\_

##### 5. 如希望本診所就 閣下所提出的意見與 閣下聯絡，請填寫以下資料：

5.1. 姓名：\_\_\_\_\_

5.2. 電話：\_\_\_\_\_

5.3. 日期：\_\_\_\_\_

#### 乙) 關於泌尿專科的治療情況

	非常 不同意	1	2	3	4	5	非常 同意	不適用
1. 護士提供的治療有效改善泌尿問題及症狀	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								
2. 病人的自我照顧能力得以改善	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								
3. 護士能清楚解釋病人的泌尿科檢查結果	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								
4. 護士能提供足夠的護理指導及資料	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								
5. 護士能減輕病人的憂慮	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								

#### 丙) 關於護士診所的整體服務

	非常 不同意	1	2	3	4	5	非常 同意	不適用
1. 護士有效跟進和解釋病人的情況及進展	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								
2. 護士清楚講解病人的治療和護理計劃	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								
3. 病人 / 家屬有機會參與治療和護理計劃	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								
4. 護士清楚解答病人 / 家屬的提問	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								

5. 護士的指導增強了病人自我照顧 / 家屬照顧病人的信心	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								

6. 護士診所的服務對病人有幫助	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								

7. 護士診所整體環境舒適	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								

8. 護士服務態度良好	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								

9. 護士診所由預約至應診的輪候時間合理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								

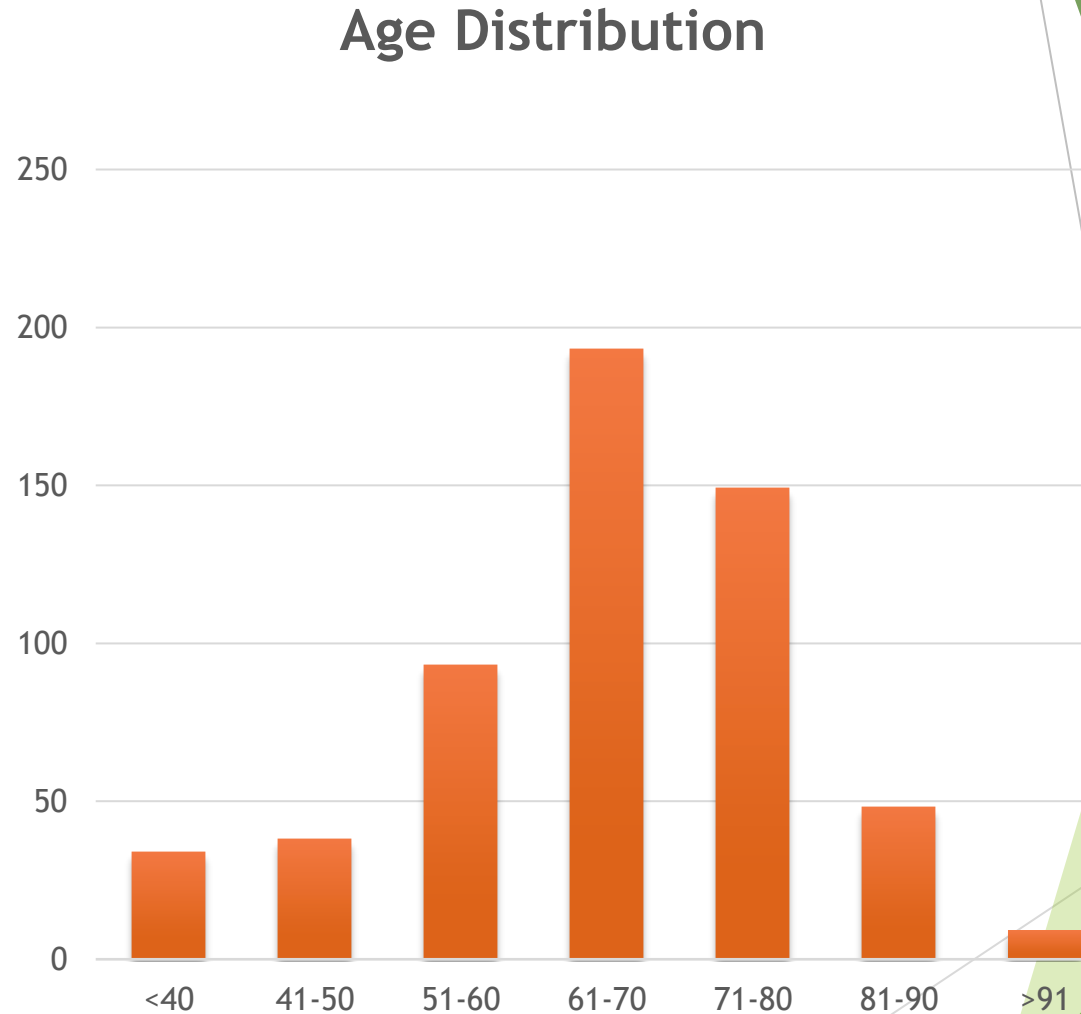
10. 病人 / 家屬滿意護士診所的整體服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
如選擇 1 或 2，請提供原因：_____								

#### 丁) 其他意見

\_\_\_\_\_

# Results Overview: Age Distribution

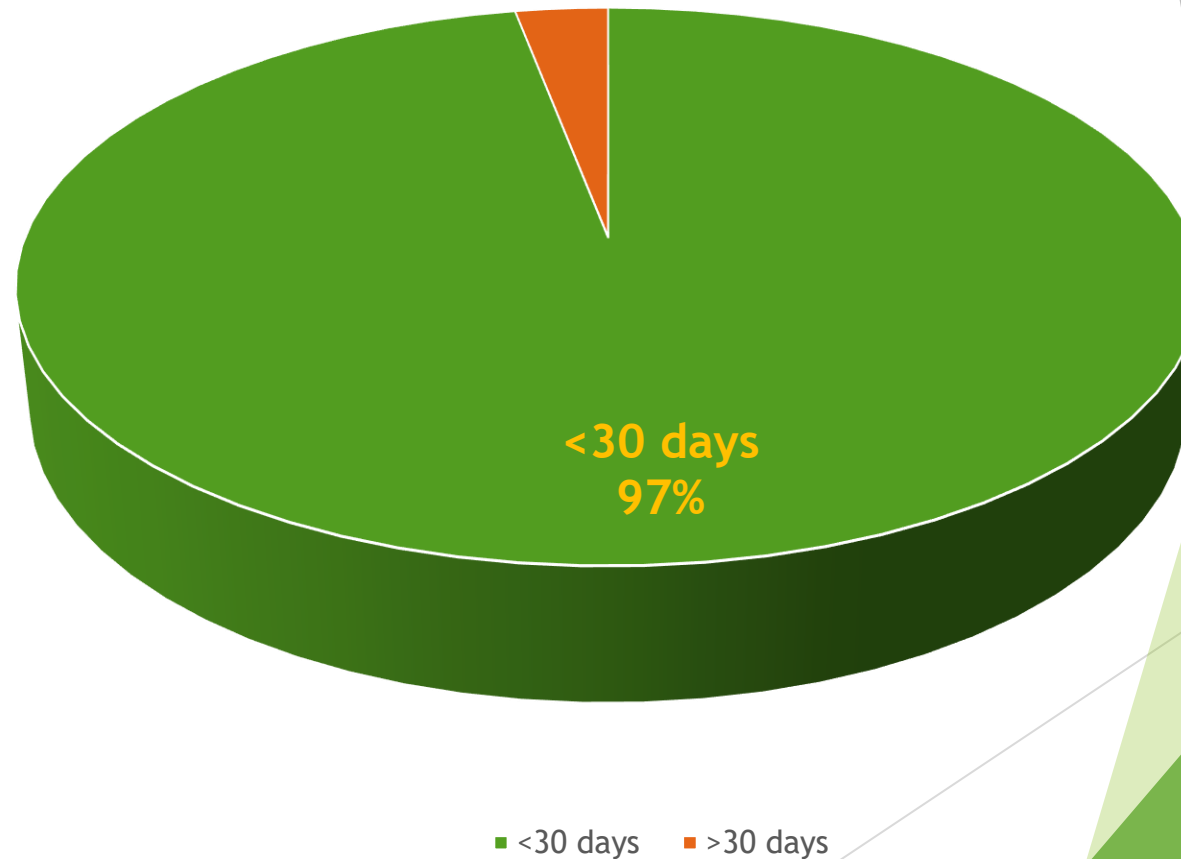
- ▶ Total 564 patients
- ▶ 324 (57%) males
- ▶ 240 (43%) females
- ▶ Mean age: 64.5 years old
- ▶ Age range: 14 – 93 years old



# Results Overview: Waiting Time

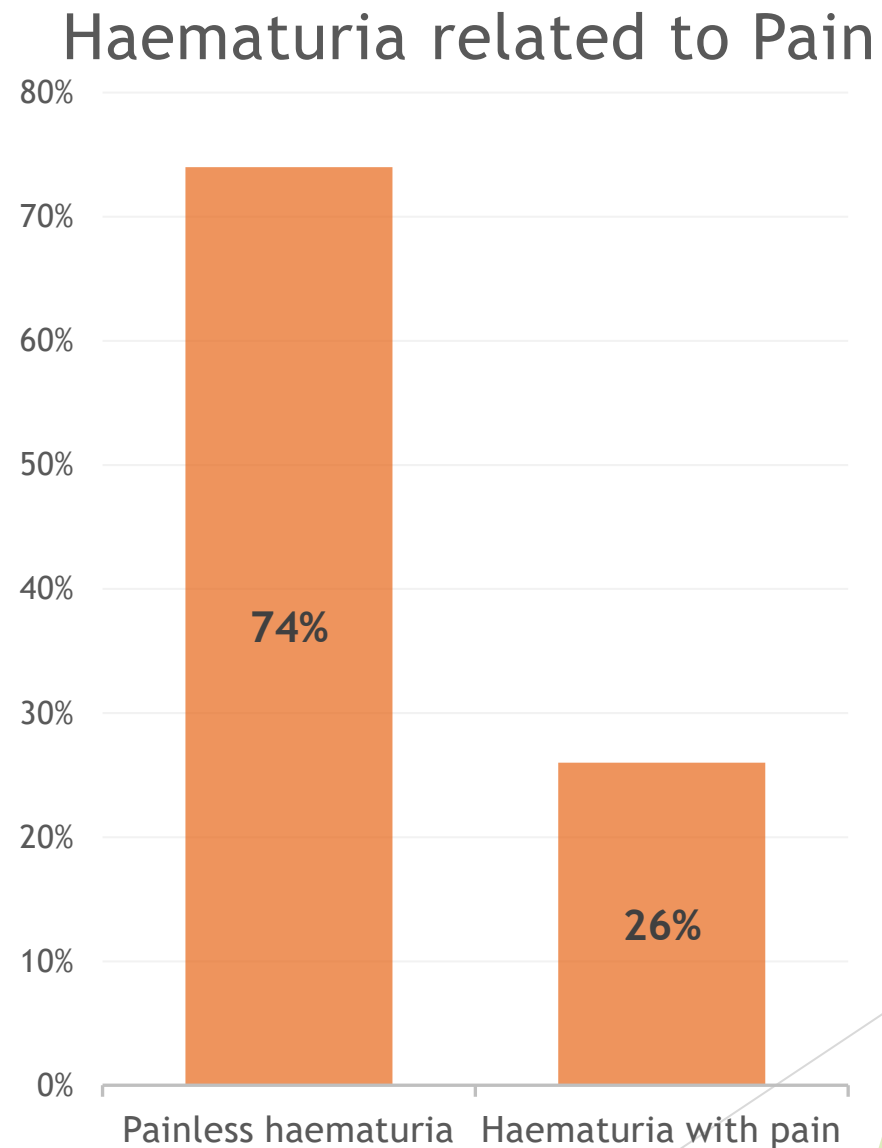
- ▶ From the referral received date to the first attended HNAC date
- ▶ Average waiting time: 15.68 days
- ▶ Waiting time range: 1 - 92 days
- ▶ <30 days (97%)
- ▶ >30 days (3%)

Waiting Time  
From Referral received date to HNAC FU



# Results Overview: Haematuria and Pain

- ▶ Painless haematuria:  
416 (74%)
- ▶ Haematuria with pain:  
146 (26%)

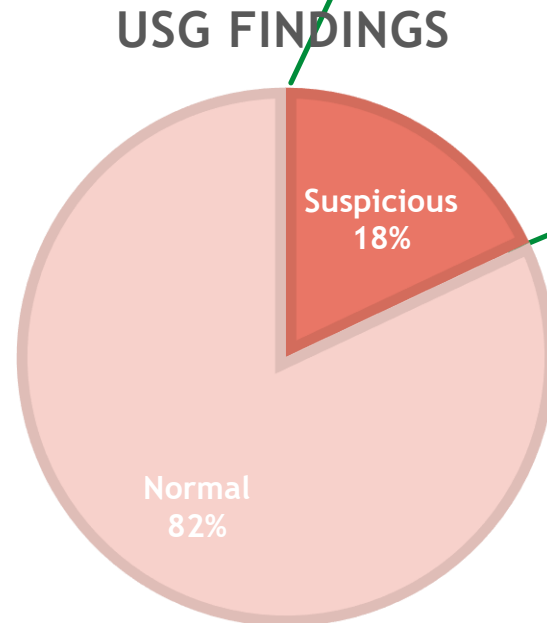


# Results Overview: Suspicious USG Findings

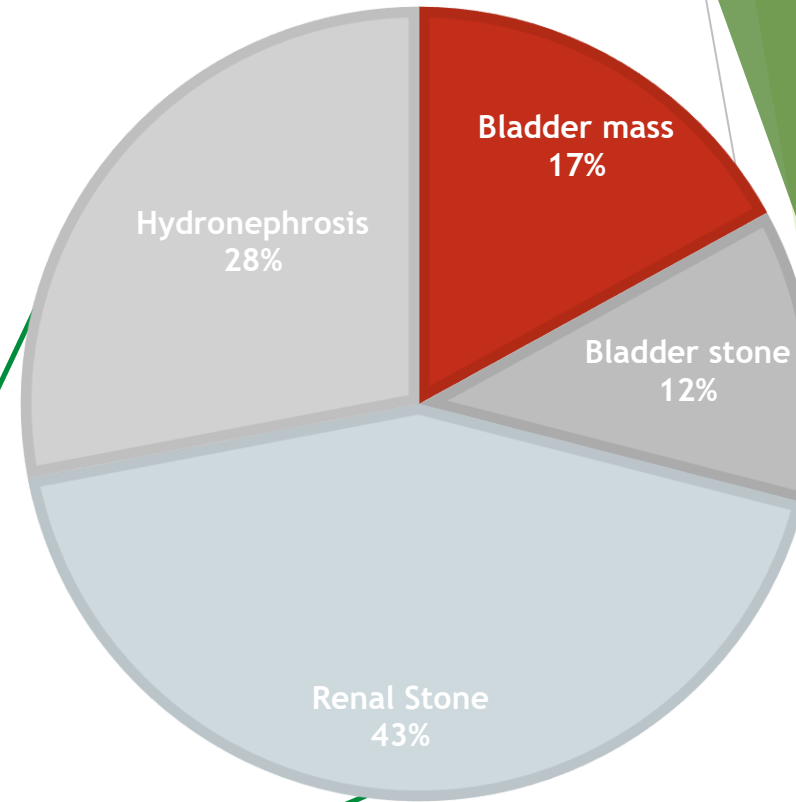
- ▶ Normal USG: 460 (82%)
- ▶ Suspicious USG: 104 (18%)



- ▶ Bladder mass: 18 (17%)
- ▶ Bladder stone: 12 (12%)
- ▶ Renal stone: 45 (43%)
- ▶ Hydronephrosis: 29 (28%)

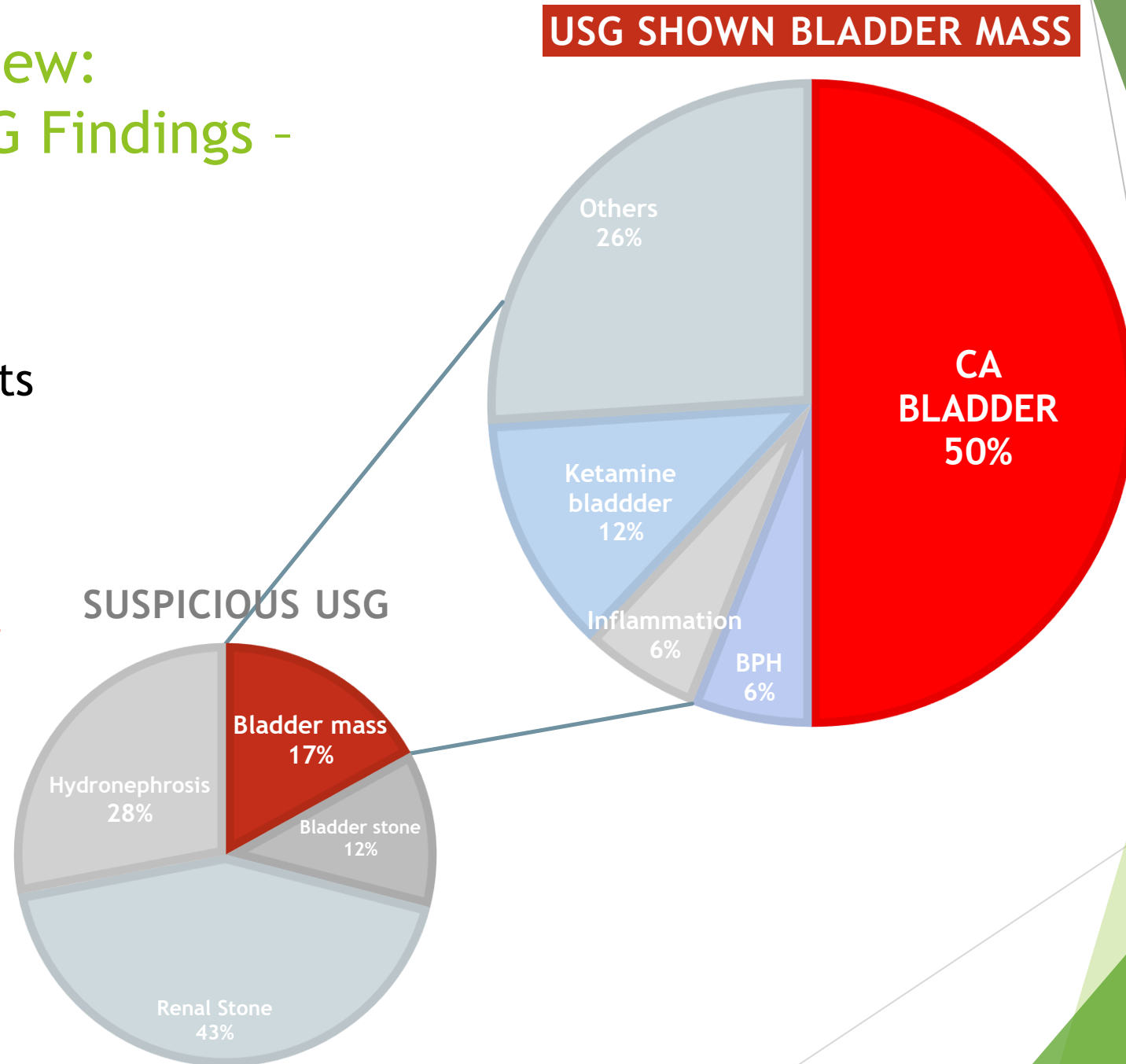


## SUSPICIOUS USG



# Results Overview: Suspicious USG Findings - Bladder Mass

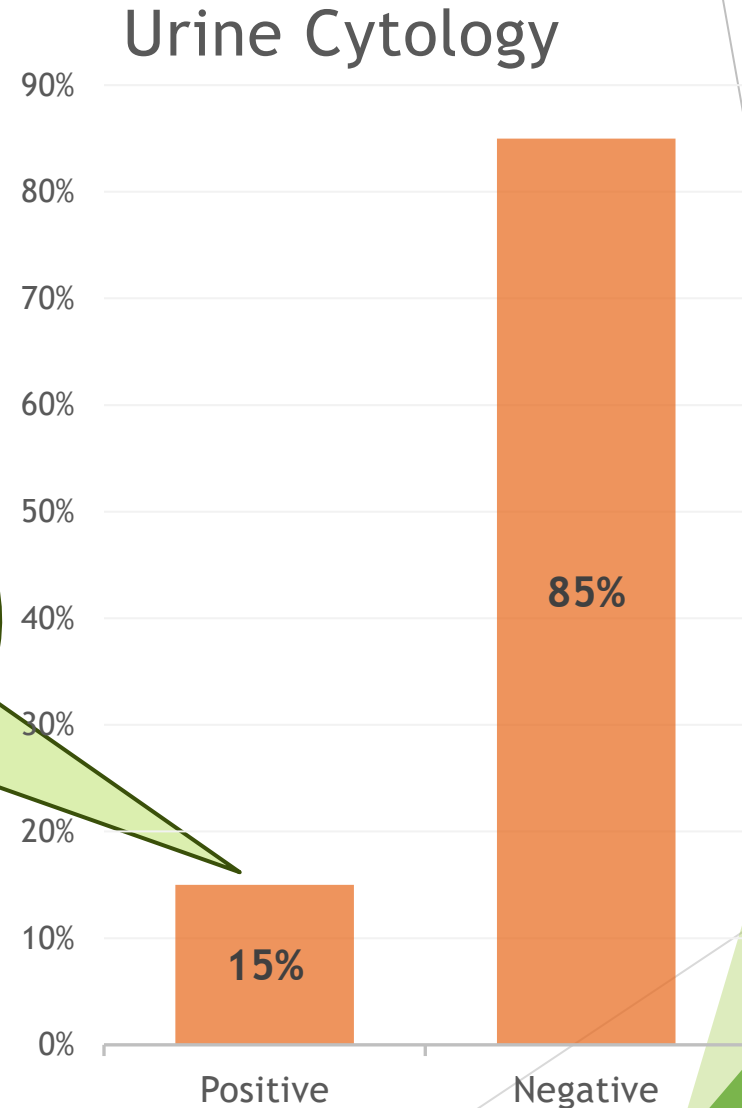
- ▶ For USG patients with a bladder mass
- ▶ 50% of patients confirmed with bladder malignancy



## Results Overview: Urine Cytology

- ▶ Positive: 87/564 (15%)
- ▶ Negative: 477/564 (85%)
- ▶ Only 9/87 (10%) patients with urine cytology positive were diagnosed with Ca bladder.

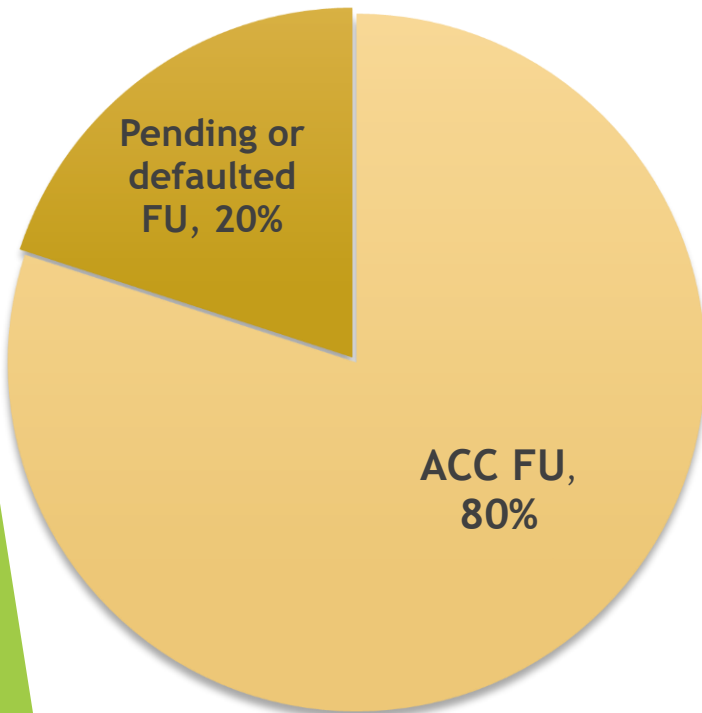
Only 9 (10%) out of 87 patients diagnosed with Ca bladder.



# Results Overview: Follow-up and Flexible Cystoscopy (FC)

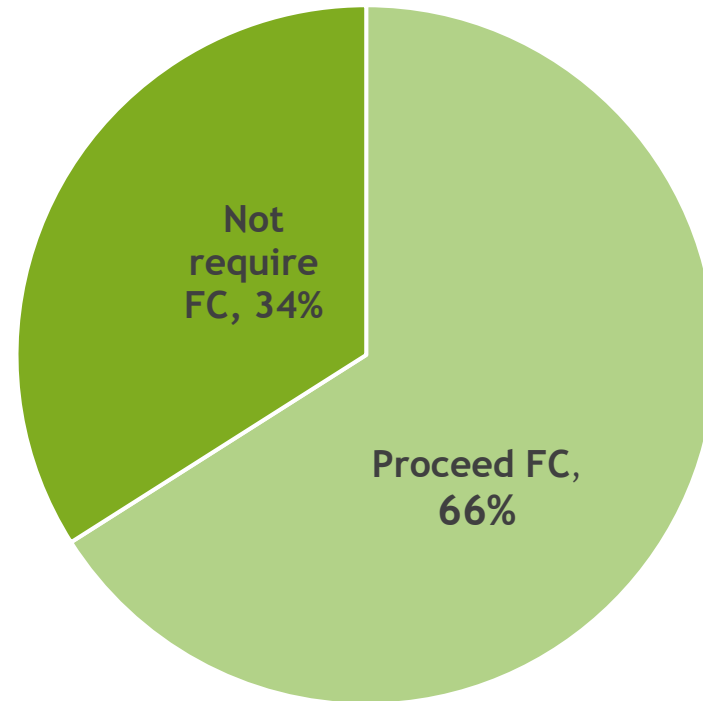
- ▶ Referred ACC FU:  
450/564 (80%)

**FU ACC**



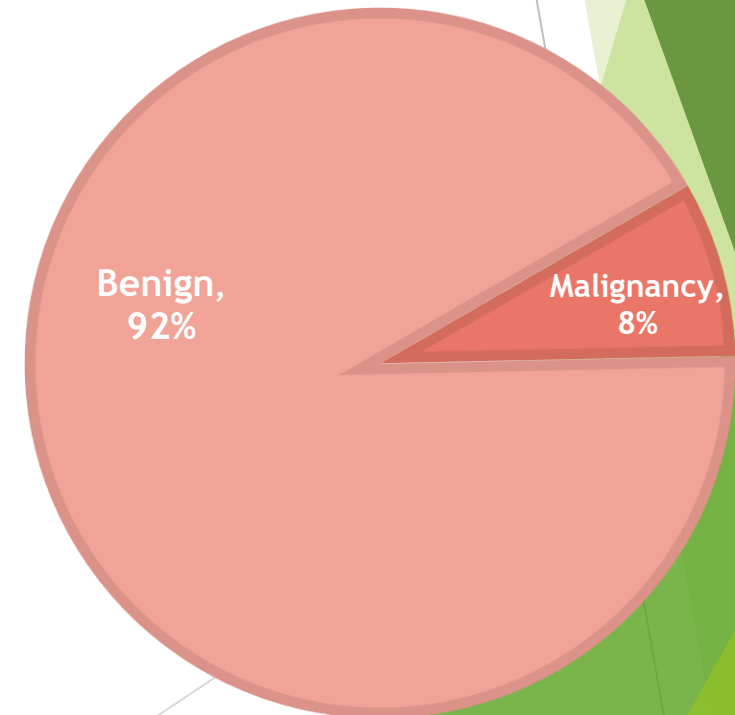
- ▶ Referred FC:  
295/450 (66%)

**FU FC**



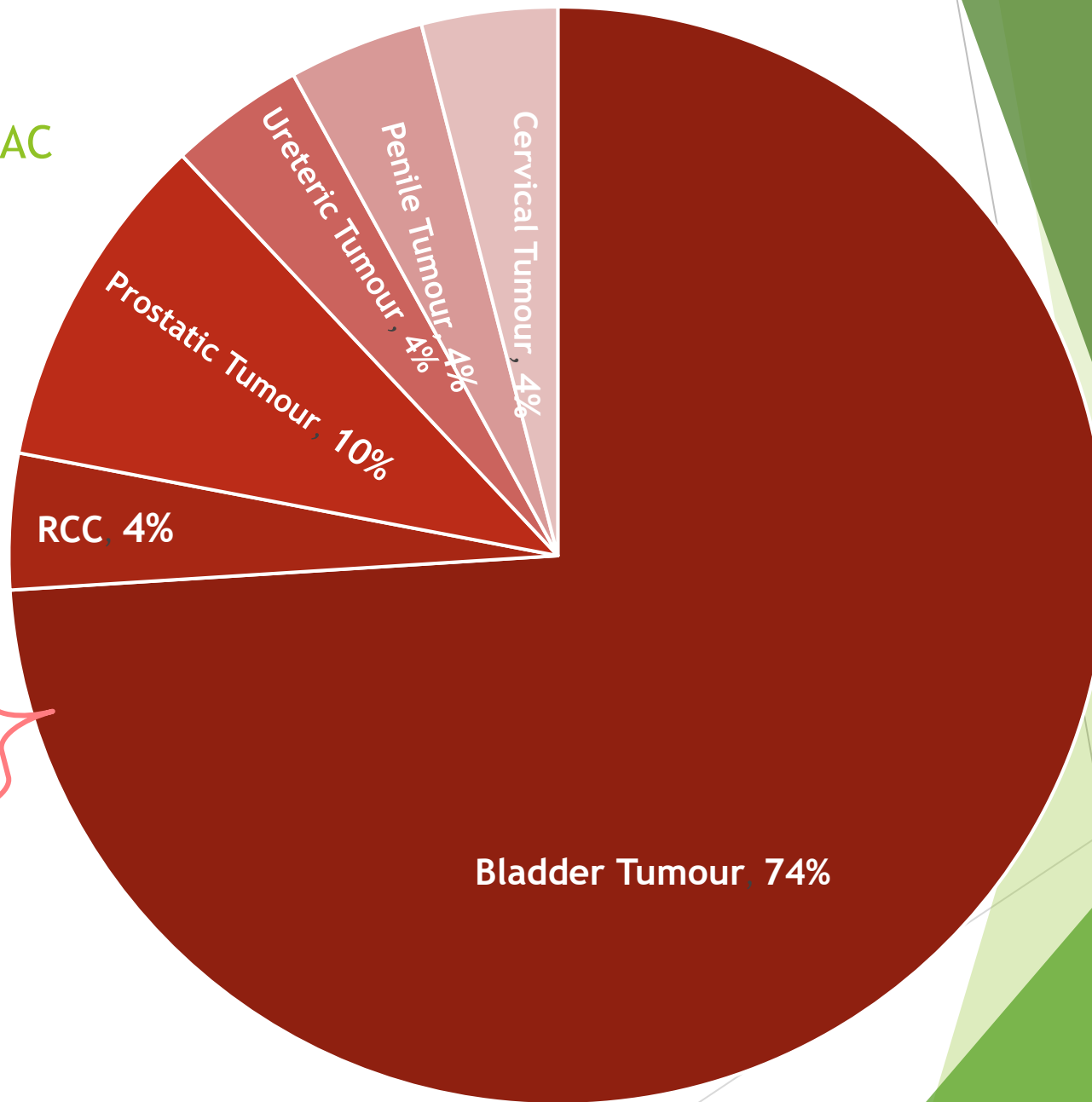
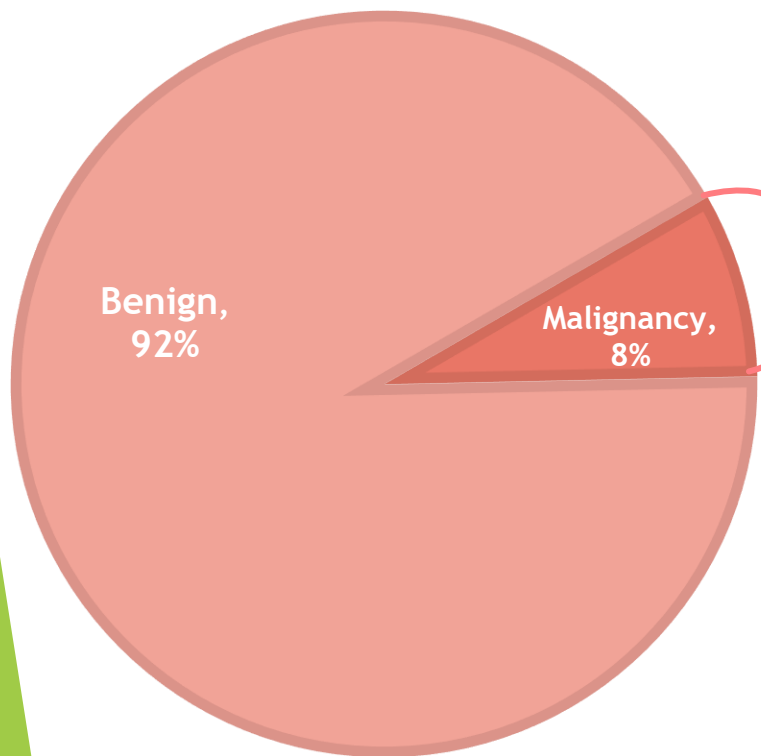
- ▶ Diagnosed malignancies  
with FC: 23/295 (8%)

**FC RESULT**



Results Overview:  
Cancer detection rate via HNAC

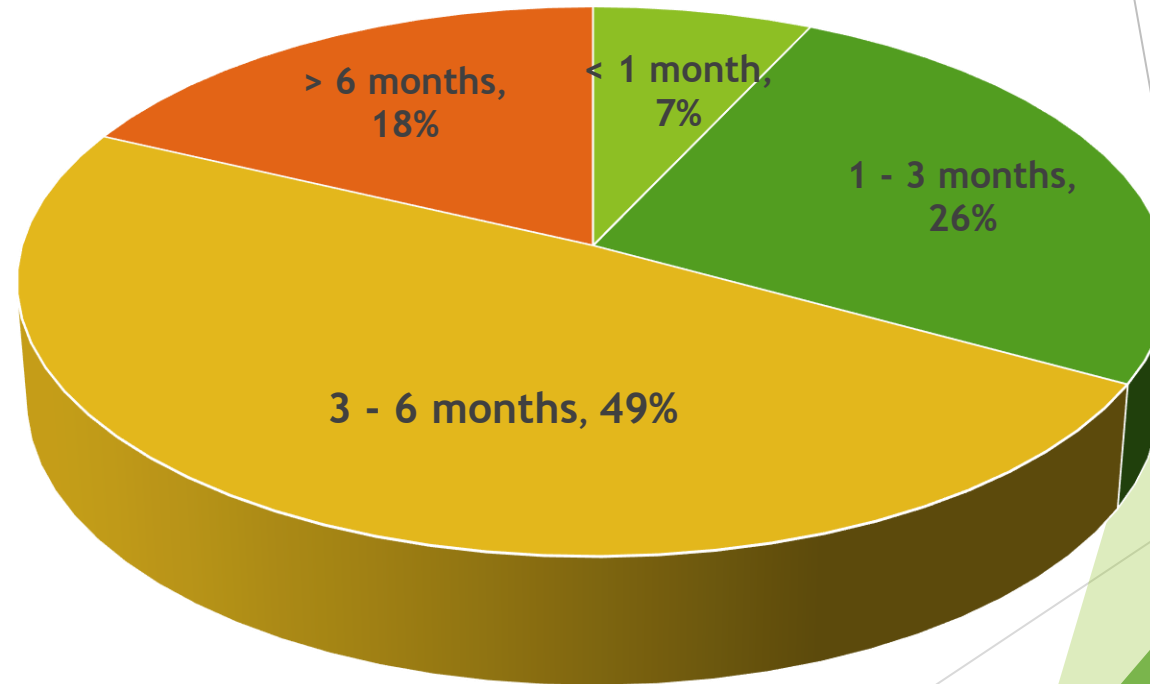
FC RESULT



## Results Overview: Waiting Time

- ▶ From the HNAC date to the ACC FU date
- ▶ Average waiting time: 112 days
- ▶ Waiting time ranges: 4 - 813 days

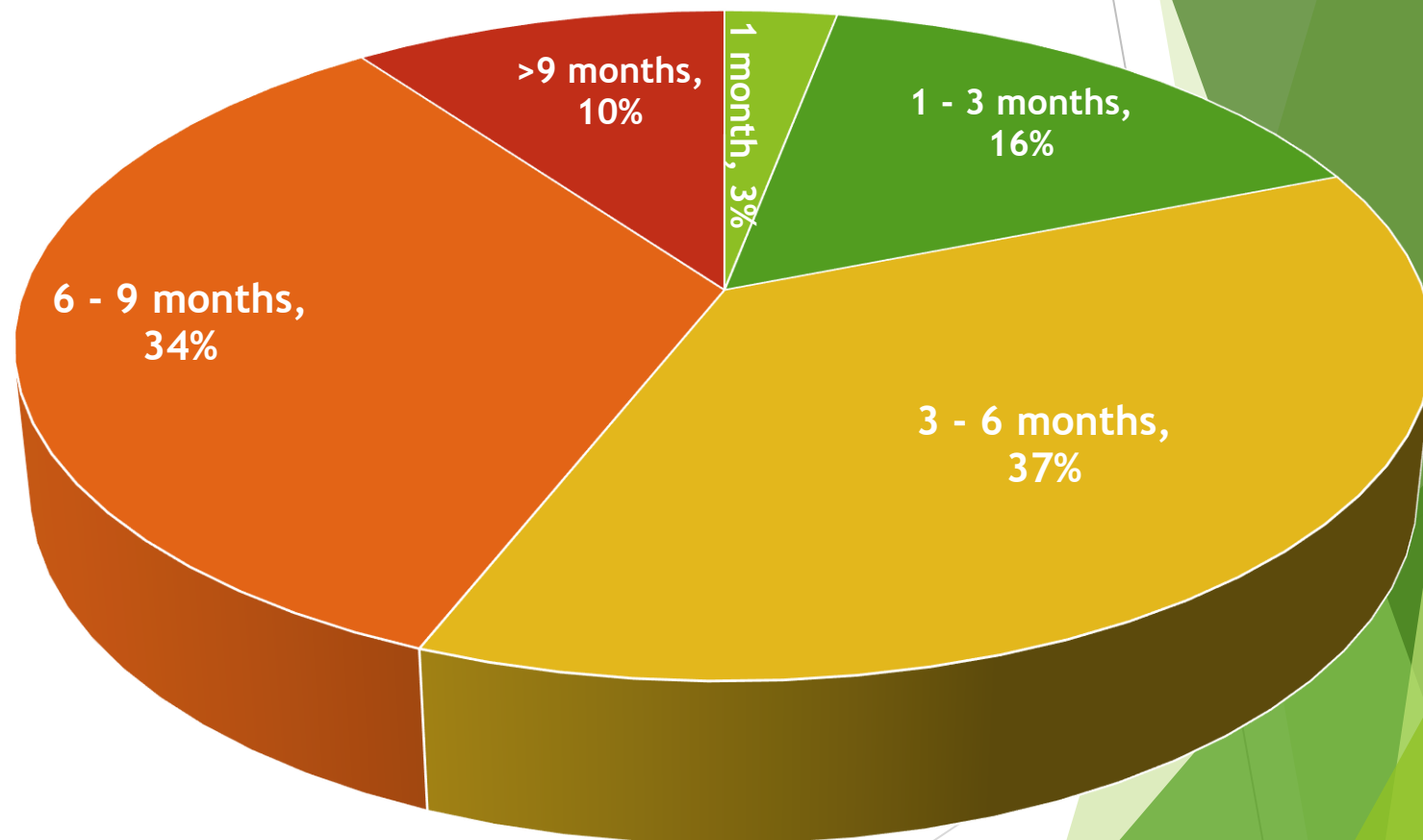
### Waiting Time From HNAC to ACC FU



# Results Overview: Waiting Time

## Waiting Time From HNAC to FC

- ▶ From the HNAC date to the FC date
- ▶ Average waiting time: 170 days
- ▶ Waiting time range: 8 - 479 days

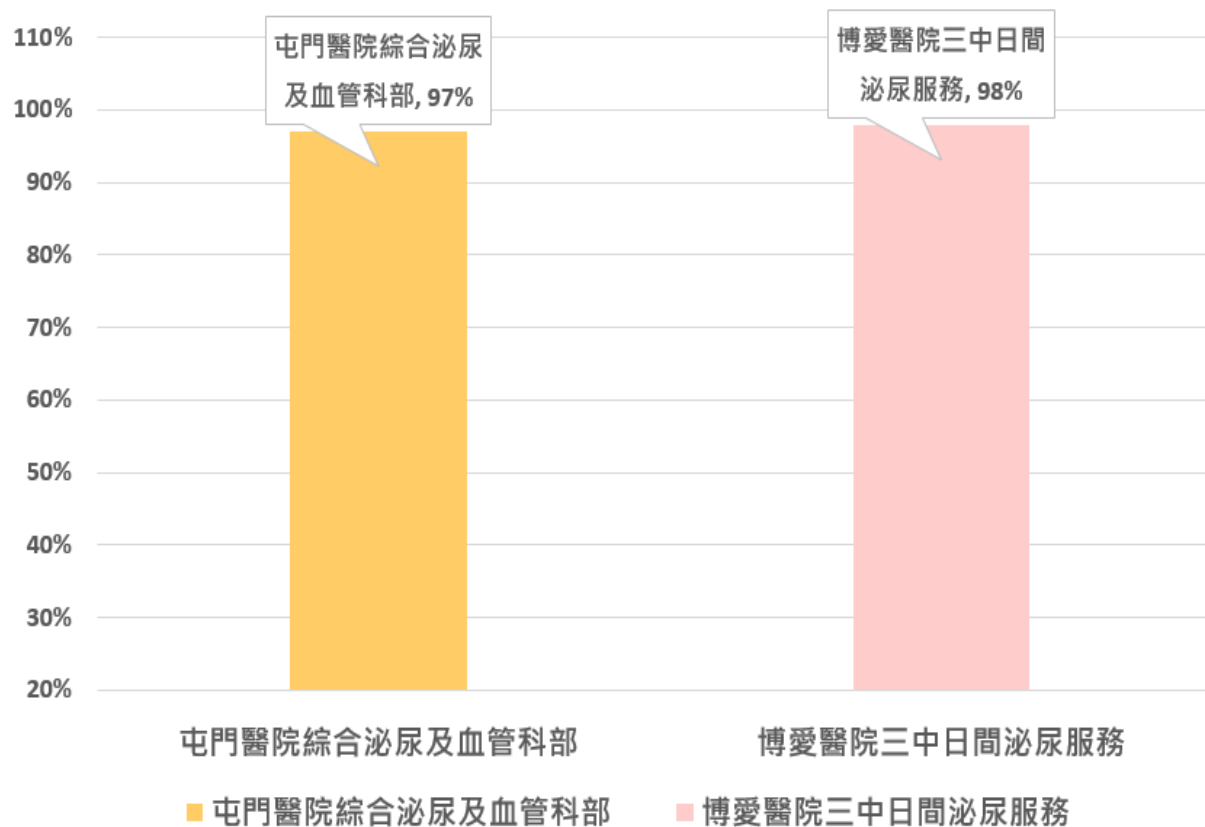


- ▶ 85% of the confirmed malignancy population performed FC within 3 months.

# Results: Patient Satisfaction

- ▶ In Nov 2024, a questionnaire was distributed to assess patients' satisfaction.
- ▶ Return rate: 100% (TMH – 100/100; POH – 163/163)
- ▶ Satisfaction rate: TMH 97%; POH 98%

屯門醫院綜合泌尿及血管科部 / 博愛醫院三中日間泌尿服務  
病人/家屬滿意護士診所的整體服務(%)  
(2024)



# Limitations

- ▶ Data incompleteness: 20% pending FU/FC; or defaulted FU/FC
- ▶ Definitive diagnoses and pathology result remain unknown

# Conclusions

- ▶ HNAC effectively prioritized care for haematuria patients
- ▶ Immediate treatment can be delivered with guidance of pre-approved protocol
- ▶ Prevent complications from delayed diagnoses
- ▶ Reduce unplanned hospitalization or operations

Thank You

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the frame, creating a modern, layered effect against the white background.