

NICHE Research Grant

Dissemination Report

1. General information of the study

- ✧ Project title: Healthcare providers' perspectives on caring of older people in the emergency department in Hong Kong: a qualitative study
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2. Summary of the study

✧ Introduction

Older people represent the major service users in the emergency department in Hong Kong, but little is known about how to improve their care and outcomes in the emergency department. Insights from healthcare providers may shed light on this, but there is limited research in this topic.

✧ Aims of the study

The aim of this research was to explore the experiences of providing care to older people in the emergency department from healthcare providers' perspectives in Hong Kong.

✧ Methods

Semi-structured interviews were conducted with 30 healthcare providers, including 5 doctors, 23 nurses and 2 patient care assistants, who worked in one emergency department in Hong Kong. The interview was facilitated by an interview guide with prompts and probes being used according to the flow of the interview. Various topics related to the caring experiences, perceived barriers and facilitators improving care process in the emergency department were discussed.

✧ Results

Two themes, "Challenges of caring older people in the emergency department" and "Strategies to provide the best possible care", were emerged. Participants discussed multiple sources of challenges, such as limited physical spaces and

the working culture of the emergency department, lack of education in geriatric emergency care, complex health and social needs of older people when they were providing care to the older people. They also highlighted a geriatric friendly environment, active identification of care needs, engagement of the family and carers in the care process and a team approach are important to the promotion of care to the older people.

✧ Conclusions and Implication

This study concludes that healthcare providers experience different challenges in providing care to older people in clinical practice, but they identified different strategies to pursue the best possible care in the emergency department.

Results of this study indicate a clear need to strengthen geriatric education of healthcare providers, especially in transitional care and community resources that are accessible to the older people. An information hub may be beneficial to the healthcare providers for informing decision making in daily practice.

3. Acknowledgements

The authors would like to acknowledge the support from Alice Ho Miu Ling Nethersole Charity Foundation, the Nethersole Institute of Continuing Holistic Health Education and all participants who participated in the interviews of this study to share their experiences and insights to improve the care of older people.

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