GLOBAL IMPLEMENTATION SCIENCE SEMINAR SERIES
SPEAKERS

Dr. Jasper Xu
UNIVERSITY OF NORTH FLORIDA

Dr. Kevin Luk
UNIVERSITY OF HONG KONG

April 10th 12-1:30 p.m.
HS Room 507, 155 College St., Toronto
Join online via ZOOM: https://utoronto.zoom.us/j/87414270460

12-12:30 p.m. Talk 1 by Dr. Jasper Xu: What determinants affect inpatient satisfaction in a US-based post-acute care rehabilitation hospital?

12:30-1 p.m. Talk 2 by Dr. Kevin Luk: Mobile instant messaging for chat-based support: an accessible and effective approach for promoting health behaviours

1-1:30 p.m. Insightful Discussion

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Talk 1: What determinants affect inpatient satisfaction in a US-based post-acute care rehabilitation hospital?

Dr. Jasper Xu

The study investigated the determinants affecting inpatient satisfaction in a US-based post-acute care rehabilitation hospital, understanding how various hospital service domains influence patient satisfaction, the overall quality of care, and patients' willingness from the implementation science lens. The study utilized patient-level data from electronic medical records and Press Ganey satisfaction data, analyzing responses from 4,785 patients. The research found that personal issues domain was the most significant factor affecting patient satisfaction, followed by domains related to physical therapy, nursing, discharge, and food services. This study provides insights into improving patient experience by prioritizing areas needing enhancement, especially in communication and service delivery within rehabilitation settings.

Dr. Jasper Xu is a sophisticated professional in health administration with a decade-long career in the pharmaceutical industry and academia. Holding a Ph.D. in Statistics, Dr. Xu specializes in health economics/finance, international health, and telehealth, emphasizing value-based purchasing in healthcare. At the University of North Florida, he has contributed significantly through teaching, research, and service, demonstrating expertise in healthcare finance, biostatistics, and health economics. His industry experience includes roles as a Senior Biostatistician at Johnson and Johnson Vision Care Inc., where he led significant projects in presbyopia and myopia control. Dr. Xu's scholarly work is well-documented in peer-reviewed publications, showcasing his research on telehealth, healthcare quality, and patient experience.

Talk 2: Mobile instant messaging for chat-based support: an accessible and effective approach for promoting health behaviours

Dr. Kevin Luk

The potential of digital health interventions to address the burden of unhealthy lifestyles has been hindered by low user engagement. In this seminar, Dr. Luk will introduce a chat-based intervention model that leverages mobile instant messaging to overcome some engagement barriers. He will share his research journey in developing and evaluating the model for promoting smoking cessation. Dr. Luk will also discuss his recent efforts in implementing and adapting the chat-based approach to address other health behaviours.

Dr. Kevin Luk is a registered nurse and Research Assistant Professor at the School of Nursing, The University of Hong Kong. His research focuses on developing, testing, and implementing scalable and sustainable interventions for modifying lifestyle risk factors, with an emphasis on tobacco use. He has published over 45 articles in international journals, including JAMA Internal Medicine, Lancet Digital Health, and Tobacco Control. His track record is recognised through his role as the Associate Editor of Nicotine & Tobacco Research, a prestigious journal in the field. Currently, Dr Luk is leading three competitive external research grants that focused on evaluating novel digital health interventions for tobacco cessation and gestational diabetes prevention.