Document centre KH

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Introduction
As Kowloon Hospital (KH) would like to strengthen the governance on documentation system and to standardize the documentation practice among all departments, a document control system and a document center were set up and officially put to live run in April 2013.

Objectives
1) To develop a documentation system in KH in accordance with prevailing document control policy, Kowloon Central Cluster (KCC). 2) To strengthen the governance on documentation system within the hospital

Methodology
1) A Document Control Committee (DCC) was set up in Dec 2012 to oversee the documentation practice within the hospital. The Committee is led by the Director of Quality & Safety, KH and the Committee reports to the Hospital Quality & Safety Committee and cluster document control committee regularly. Members were representatives from various departments and they would meet quarterly to report the department progress to the DCC. 2) After repeated trial runs, a formal documentation system was established and put into effective in April 2013. The main features of the document system included standardization of document categories and types, management and document user responsibility, document control standards and procedures, maintenance… 3) Training sessions on the features and maintenance of documentation system were organized. With the upgrade of software and facilitation by IT staff, department staff were assisted to maintain the departmental documentation in line with hospital template.

Result
1) A web based KH Document Centre was established to provide a platform to store
and retrieve local clinical protocols, guidelines and committee meeting notes in April 2013. The access to the Centre was granted to all KH staff. The hospital information record manager was appointed as the administrator of the KH Document Centre and she is one of the members in the DCC. 2) A documentation system was established. 3) A communication channel among the hospital management and departmental staff regarding document practice was developed, and the governance was enhanced. 4) An evaluation survey on the use of KH Document Centre was done in July 2014. A total of 206 survey forms was received from professional and clerical staff by using convenience sampling method. From the response, 92% of respondents agreed that they were familiar with the location of document centre. Eighty nine percent of respondents agreed that the document centre was an organized platform and 87% of them agreed the uploaded information was up-to-date. Some suggestions for improvement were also collected e.g. to enhance the searching function of documents and to develop video to introduce the document centre for new staff.