Improve Efficiency of Administration Management in the Queen Mary Hospital Through a Standardized Document Control System

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Introduction
Title: Improve Efficiency of Administration Management in the Queen Mary Hospital Through a Standardized Document Control System Name of Authors: CHAN YK, HUANG WH, LEUNG MH, NGAN FY Document control is essential to administration management in hospitals. Management of document control may vary considerably in different departments/units. The difference of the document management and an outdated document control system has resulted in sub-optimal administration management, including waste of papers, waste of time retrieving documents, difficulties of departmental and inter-departmental document sharing, chaos of information flow and the potential leak of confidential information. Developing and complying with a standard in document creation, retrieval, retention and disposal is a means to improve the efficiency of the administration management.

Objectives
Standardize a document control system to improve the efficiency of administration management.

Methodology
1. Develop a policy and guideline for document creation, retrieval, retention and disposal: At a governance level, management develops policies and guideline of a document control standard. Those include determining the types of document and their codes, standardized document format, such as index, code and registry, storage and security of documents, retrieval methods, retention periods and disposition. 2. Evaluate the existing document control system and identify the gap between the pre-specified standard and the existing system: Each department/unit appoints a
coordinator for document management. The coordinators evaluate the existing document management system, aiming to identify the gap between the pre-defined standard and make recommendations on closing the gap. A comprehensive evaluation report is generated as a reference for designing or redesigning the existing system. 3. Design a document control system and implement the system: In compliance with the pre-developed standard, management designs a document control system, taking all the departmental and inter-departmental activities and transactions into consideration. To deal with the overwhelming electronic documents and to reduce the usage of papers, management adopts the SharePoint system from Microsoft. The SharePoint system allows hospitals to effectively and efficiently implement the document management requirements of the pre-developed standard. Implementation of the system also includes enhancing staff awareness and needs of document control and its process, and employment of properly share folders, templates and filing registry. Training programs are also offered for staff to learn the standard of document control. 4. Maintain the document control system: The document control coordinators periodically evaluate and report the progress of document management. The evaluation and reporting allow management to identify any deficiencies of the system, and take corrective actions accordingly, and thus achieve continuous improvement on the system. 5. Case study: Case studies were conducted to demonstrate the importance of document control.

**Result**

1. All documents, either in paper or electronic form, are well managed in compliance with HA's Policy and Guideline. 2. Document retrieval time will be greatly reduced. 3. Promote a green-hospital concept in the document control system. 4. Staff will be knowledgeable of the standard of document control. 5. Administration management will be more effective and efficient.