Performance on the compliance of paediatric process indicators in the Department of Paediatrics and Adolescent Medicine in Queen Mary Hospital

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Introduction
Quality indicators are specific and measurable elements of practice that can be used to access the quality of care. On 5th September 2014, the Co-ordinating Committee in Paediatrics endorsed a set of paediatric process indicators in service areas including emergency admission, elective procedures, inpatient care and outpatient service. These process indicators include:

- All new emergency admissions should be attended by a fully registered doctor within one hour of admission under normal circumstances.
- All emergency cases should be attended by a specialist within 24 hours.
- At least one specialist should be accountable for an elective diagnostic/therapeutic procedures / interventions.
- All inpatients in acute wards should be attended to by a specialist at least once a day.
- There should be at least being one grand round by a consultant or paediatric specialist each week.
- All new cases in the first visit should be attended to by a specialist or his/her delegate who is considered competent by that specialist.

Objectives
The objective is to review the performance on the compliance of the endorsed process indicators in the Department of Paediatrics & Adolescent Medicine in the Queen Mary Hospital.

Methodology
Four audits were conducted in the Department of Paediatrics & Adolescent Medicine in the Queen Mary Hospital. The first audit examined the compliance of doctors' response to emergency admission. The auditor reviewed all emergency admitted patients' arrival time and doctors' attendance time in patient records from 5th October 2014 to 10th October 2014. The second audit examined the compliance of specialists'
accountability for elective procedures. The auditor randomly selected twenty select intrathecal charts to review the names and signatures of the doctors who performed intrathecal chemotherapy injections. The third audit examined the compliance of specialists’ attendance in inpatient care. The auditor randomly selected twenty inpatient records to review the date and time of doctors' rounds and grand rounds by specialists in paediatrics. The fourth audit examined the compliance of specialists’ attendance in outpatient service. The auditor reviewed doctors' names and signatures in all first visit outpatient records from 6th October 2014 to 10th October 2014.

**Result**

There are 100% compliances on all the paediatric process indicators in the service areas including emergency admission, elective procedures, inpatient care and outpatient service. Performance fulfilled the requirements set by the Co-ordinating Committee in Paediatrics. Quality care to paediatric patients under the care of the Department of Paediatrics & Adolescent Medicine in Queen Mary Hospital is achieved.