



Service Priorities and Programmes
Electronic Presentations

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Full Utilization of Electronic Out-Patient Consultation Note-the First Step towards Round-the-Clock Access to Clinical Information for Facilitating Seamless Patient Care

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Introduction

KCC Medical Records Committee (MRC) had been working closely with QEH clinical departments since 2009 to achieve full utilization of electronic specialist out-patient (SOP) consultation note in Clinical Management System (CMS) to replace all hand-written records for patient encounter in the out-patient setting. Full utilisation of electronic note facilitates round-the-clock access to essential medical history when patients are being attended in emergency or paper record not readily in hand.

Objectives

To achieve full utilization of electronic specialist out-patient consultation note

Methodology

Focused communications had been carried out with stakeholders emphasizing the need for clearer clinical documentation, and for instantaneous accessible clinical information. Difficulties and concerns of stakeholders were thoroughly discussed, and technical and psychological barriers being taken down with support of KCC MRC. The electronic SOP note utilization rate against all OPAS patient encounter transactions was the major outcome measure.

Result

In 2009, the overall utilization rate of electronic SOP consultation note in QEH was 82.10% (ranged from 4.56% to 99.33% among all clinical units). The overall utilization rate increased to 99.57% over 8 years (service demand increased by 9.6% during the same period), with a range of 89.29% to 99.87% among all clinical units in 2017. The non-utilized transactions (approximately 0.5%) were mainly due to patient encounters not absolutely warranting formal clinical documentation by physicians, for instance, meeting for medication refill.

QEH had virtually achieved full utilization of electronic SOP note and this successful initiative has also paved the way for the pilot implementation of 'No-Printing / No-Filing

of Paper SOP Consultation Note' in selected clinics in 2016 and will further roll out of the project to the SOPC of other departments when considered ready.