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Empower Clinical Management System user standardization by Leveraging on the Human Resource Data

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Introduction

In Hospital Authority (HA), Clinical Management System (CMS) user accounts are created and managed by individual hospital. It was essential to improve the quality of current CMS account information, e.g. different name formats, user name typos, failure on timely inactivation of accounts for ex-HA staff. A project to improve CMS user standardization was implemented in 2015 by comparing CMS user data with data in Human Resource System (HCM) which was used in Human Resource (HR) Department to capture all staff information.

Objectives

To strengthen CMS user accounts management with reference to the data in HCM which is in high quality

Methodology

A working group on CMS user information standardization was formed to report to Clinical Data Policy Advisory Group and HR Group meetings. The group included colleagues from Head Office Division of Human Resource, Information Technology and Health Informatics. By comparing CMS and HCM information, 3 regular audit/problem reports are auto-generated and sent to hospitals to identify the CMS accounts that discrepancy are found between two systems. Pilot study was performed in Kowloon East Cluster (KEC). Hospitals have to review and rectify the accounts with relevant departments if needed.

Result

Three reports address different aspects of the active CMS accounts:

(1) Name difference between two systems: hospitals have to confirm CMS user name should follow HKID.

(2) Staff who left HA according to HCM: hospitals should inactivate the account if it is not required.

(3) CMS user cannot be found in HCM: hospitals have to review non-HA staff accounts regularly such as staff from the Universities.

Hospital colleagues commented these reports could improve CMS accounts data

quality. Reports were sent to KEC first in 2015. 362 accounts that user name had errors were rectified accordingly. 31 accounts for ex-HA staffs were inactivated based on these reports.

CMS user standardization reports have been implemented in all HA hospitals since 2015. The reports can help hospitals to (i) standardize and improve the data quality of CMS user information, (ii) timely inactivate the account for ex-HA staffs and (iii) review the accounts for non-HA staff regularly. The user account standardization will also be extended to other Clinical Information Systems in coming years.