



## Service Priorities and Programmes Electronic Presentations

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**Submitting author:** Miss Olivia LEUNG

**Post title:** Health Informatics Analyst, IT, HO

### **Improving clinical efficiency and enhancing clinical communication along Patient Program Summary**

*Leung O(1), FUNG V(1), HO W(2), Hung V(1), Lau S(2)*

*(1) Health Informatics (Standards and Policy), Hospital Authority, (2) Information Technology, Hospital Authority*

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#### **Introduction**

Various healthcare programs are run in Hospital Authority (HA) to provide continuity of care of the patients along the patient journey, e.g. enhanced primary care services and strengthened the management of chronic disease. However, apart from the clinicians who arranged such services to the patient, other healthcare professionals may not aware of the services received by the patient through the healthcare programs.

#### **Objectives**

The Patient Program Summary (PPS) in the Clinical Management System (CMS) serves to provide HA clinicians a summary view of the special healthcare programs or services the patient is receiving in order to facilitate the clinical care and decision making.

#### **Methodology**

With the 'Program' button on the patient information panel of the CMS, clinicians can acquire the services received by the patient in the PPS in a timely manner. A list of services and its related details which includes the program name, a summarized progress of the service receiving, the start date and end date (if any) of the service, are available.

The concise statement in the PPS, so-called 'clinical highlight', provides clinicians the latest summarized updates on the status and progress of the patient in the service received, e.g. the level of care or interventions the patient has been receiving / received, the carer / team has been involved... etc. The 'clinical highlight' is formulated and leveraged on the electronic data readily captured under each program.

The healthcare programs considered to be included in the PPS are with the criteria of: (1) Corporate initiatives, (2) Information system available to generate the clinical highlight in PPS, (3) Structured care program with staging; and (4) Fully implemented program lasted for a period of time.

## **Result**

Initial implementation of the PPS has generally been smooth in 2012 piloting the three private-public interface healthcare programs, with around a hundred monthly accesses to the PPS.

Up to 2017, total fourteen programs are added to the PPS which includes programs from primary care, community call centre, cancer case and mental health. With the significant information shared by the PPS, access to the PPS has been gradually increased to around fifteen hundreds per month in 2017. In the way forward, the PPS will include, but not limited to, three other private-public partnership programs. In conclusion, the PPS not only displays the list of programs which the patient is participating, it also improves the clinical efficiency and enhances the clinical communication along the continuity of care of patient by providing clinicians a timely summary view of the service the patient is receiving.