



Service Priorities and Programmes Electronic Presentations

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Viewing Clinical Notes at a Glance

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Introduction

Clinical note documentations in the Clinical Management System (CMS) are used by various health care disciplines for recording patient's progress. Nowadays, patients are common to receive care from multiple disciplines and from different hospitals. There is a need for health care professionals to view different note types in order to provide holistic patient care. In view of the need, the Information Technology and Health Informatics Division from the HA Head Office (HOIT&HI) has developed a new function in CMS called the "Integrated Clinical Note Viewer (ICNV)", which is a single platform enabling the view of various clinical note types across all HA hospitals.

Objectives

To facilitate health care professionals to view different clinical note types across all HA hospitals in one single platform

Methodology

To enable the building of such viewing platform, a major infrastructure upgrade which involve migrating millions of documented notes to new repository. The entire process was carried out judiciously to ensure smooth transition without interruption of service. ICNV in CMS was implemented to all HA hospitals since March 2015. All doctors, nurses and allied health care professionals could view the corporate-wide "Other Professional Note" conveniently through the ICNV. "Other Professional Note" includes: Allied Health Note, Allied Health Discipline Note, PsyCL Note, Pharmacist Note, Nursing Note and General Note. In March 2017, corporate-wide Discharge Note and Consultation Note were also available on the ICNV, followed by the incorporation of corporate-wide Admission Note and Progress Note on ICNV in August 2017. In order to facilitate the clinical ward round, mobile version of ICNV which is called the "Clinical Note Viewer" App was also developed and rolled out to all HA hospitals since March 2017. Clinical users could also make use of the iPads in the clinical areas to view patients' clinical notes.

Result

Positive feedbacks were received from the clinical users about the convenience of

viewing patients' clinical notes in one single platform using the ICNV and its mobile version. Utilization statistics of ICNV from 1 March 2017 to 31 December 2017 were retrieved from the CMS. The total number of accessing ICNV in all HA hospitals was 152,393 times in 10 months. An increasing trend of accessing ICNV was observed. The number of access was 6,732 times in March and then gradually increased to 24,999 times in December in all HA hospitals. The increase in usage may be attributable to the incorporation of more note types in March 2017 and August 2017. Project team will continue to collect feedbacks from clinical users. A quick launch button of ICNV will be added in the CMS menu bar in April 2018 in order to facilitate user access. Further exploration will be carried out to improve usability of the function.