



Service Priorities and Programmes
Electronic Presentations

Convention ID: 79

Submitting author: Miss Sherry TSANG

Post title: Health Informatics Analyst, Finance Division, HO

Acceptance and utilization of the Allied Health Projects with a new User Engagement Strategy

Sherry Tsang (HAI1), Joanna Pang (HI)

Keywords:

user engagement

Introduction

Although some sort of documentation allied health documentation in CMS, the utilization rate was found to be low and with limited value added to improve the communication and delivery of care for allied health services. In addition, there is no cluster / corporate view of these clinical notes and inadequate sorting capability provided to facilitate viewing of notes from different allied health disciplines HA ITS, together with Head office Allied Health Grade have started to develop a common platform for allied health staff to document in CMS with new added functions: progress note; discharge summary; and assessment form, after going through a proper consultation process with respective allied health COC and working groups. It's was believed the approach would enhance acceptance over time as the content of the documentation are proposed and discussed among each allied health specialty. The approach would be evaluated in turns of the utilization rate for one particular documentation, the discharge summary, over period of time for the effectiveness.

Objectives

In response to the high demand for need for improvement the communication and effective information exchange between different allied health disciplines across different setting, an effort was made to establish a documentation platform among allied health disciplines. This study will attempt to look at a single component of the documentation, specifically the discharge summary, and measure its acceptance and utilization over a period of time in cluster hospitals in HA.

Methodology

An objective measurement of the utilization rate by counting the record by patient of the discharge summary created across clusters in HA. The utilization rate was measured by system generated statistics.

Result

The utilization rate was found to be low at start, but increase as more and more promotion activities had been taken by allied health staff. Allied health leaders showed ownership of the project and actively participate into the promulgation of the project. Hospital champions are more easily identified.