



Service Priorities and Programmes Electronic Presentations

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Medical Records Folder Revamp Project

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resource management

standardized folder design

low production cost

High quality medical records folder

Introduction

In order to prepare new medical records folder for new patient medical records, Health Information and Record Office (HIRO) staff spent a lot of time and effort on the preparation work. Occupational safety health issue has to be concerned e.g. muscle injury, tendon injury and nerve compression. Lo Wu Correctional Institution has provided voluntary service on supplying assembled medical records folder since 2001. However, the supply was not stable and reliable. Manpower was exhausted for the logistic arrangement of raw materials and assembling folder. The medical records folder in TMH and POH were not standardized on folder layout, color printing and quality of paper.

Objectives

The objectives of medical records folder revamp project are to 1) improve staff wellness and avoid repetitive strain injury; 2) improve the resource management; 3) standardize medical records folder for improving efficiency and effectiveness of care delivery.

Methodology

The whole assembly process of medical records folder has been transferred from HIRO to Supplier since May 2012. The process includes 1) after folding creases, insert the medical clip tube from inside back cover towards the front; 2) insert the pressure bar onto the U-shape piece, thread the thong through the sheets to be fastened; 3) join the 2 ends of tube onto the thong of the U-shape piece and 4) pull to tighten tube and insert it under hooks on the pressure bar. Folder layout, color printing and quality of paper have been redesigned for medical records folder. Year label was pre-printed on the folder. 0806/03 folder and iron clip were removed so as to reduce the thickness of TMH SOPD folder.

Result

Repetitive strain injury reported from staff is eliminated. Feedback from staff on this project is positive. Safety and health working environment could enhance staff wellness and retention. Moreover, manpower is saved over 1.6 staff for the assembly of medical records folder daily. Clerical manpower of HA could be deployed for more skilled jobs. The annual production cost of each folder is lowered. The estimated annual cost saving is HK\$122,995 (HK\$174,720 (by HIRO staff) – HK\$51,725 (by Supplier)). Besides, using lower price of folder paper, removal of 0806/03 folder and iron clip also help to save HK\$63,951. Therefore, the total annual cost saving is HK\$186,946. Standardized medical records folder with clear folder layout, sharp color printing and high quality of folder paper could also help clinical staff to improve efficiency and effectiveness of care delivery. With the collaboration and support from Cluster Procurement and Materials Management Unit, the medical records folder revamp project was very successful. High quality of medical records folder with stable supply can be provided to HIRO.