



Service Priorities and Programmes
Electronic Presentations

Convention ID: 983

Submitting author: Ms Ho Yee Chiu

Post title: Registered Nurse, Tung Wah Hospital, HKWC

The initiation of Document Control and Document Management System in a hospital founded in 1870.

Chiu HY (1), Hui LF (1), Yuen CM (1), Chan MY(2), Lui SL (3)

(1) Central Nursing Department, Tung Wah Hospital (2) Administrative Services Department, Tung Wah Hospital (3) Department of Medicine, Tung Wah Hospital

Keywords:

Document control

Modernisation of healthcare

Electronic Document Management System

Introduction

In 1870, Tung Wah hospital, the first Chinese hospital was built in Hong Kong through the enactment of the "Tung Wah Hospital Ordinance". With gradual evolution over the past 140 years, Tung Wah Hospital strives to deliver the best services in coordination with the Government's policy and the community needs. To meet the imperative demand for medical services resulting from the rapid growth of population and advance in medical care, Tung Wah Hospital had developed numerous policies, procedures, protocols, guidelines and work instructions with the aim of guiding decisions, management, and treatment in specific areas of healthcare. The development of these documents within the hospital is based on the examination of current evidence within the paradigm of evidence-based medicine and includes summarized consensus statements on best practice in healthcare. A healthcare provider is obliged to know the policies, procedures, protocols, guidelines and work instructions of his or her profession. To ensure that the documents within the hospital are easily accessible and are reliable in compliance to ordinances, professional guidelines, code of ethics, code of practice and relevant standards, a Document Control and Document Management System was initiated in Tung Wah Hospital in March 2012.

Objectives

(1) To establish a robust Document Control and Document Management System that lies within the heart of the hospital's quality healthcare management system. (2) To work out a document control policy to define the controls needed to; approve, review, update, identify changes, identify revision status and provide access to policies, procedures, protocols, guidelines and work instructions of various disciplines within the hospital. (3) To develop a document control process that clearly defines the scope, purpose, method and responsibilities required to implement the Document Control and Document Management System.

Methodology

Tung Wah Hospital Document Control framework was established in March 2012. A

Document Control Committee, including representatives from 7 major clinical departments and administrative service department, was organized designated to steer document control at hospital level with designated Document Control Officers responsible for custody and the control process of documents in individual departments and committee. All documents, including both clinical and administrative related documents within the hospital, were reviewed.

Result

Result: 401 documents were reviewed. 258 documents were revised and 143 documents were classified as not for control. Identifying and Implementing Changes: In accordance with the advancement of medical science and improvement in care and disease management, to ensure that the documents are easily accessible and reliable in compliance to professional standards, document control was incorporated within the infrastructure of hospital management. The "Tung Wah Hospital Document Control Policy" was drafted providing guidance for hospital to enhance management and control of document, commensurate with legal, operational and information needs. A hospital document master list was created. The hierarchy for approving documents was in place. Document Control Committee was having regular meeting quarterly to overlook the implementation of document control within the hospital. 4 educational talks were arranged for introduction of document control to hospital staffs. To streamline the document control process and to increase efficiency, Tung Wah Hospital adopted an electronic Document Management System (e-DMS) and would be pilot running in 2Q2013. A comprehensive need assessment on the document control and e-DMS would be carried out prior to the implement of the system and 6 month afterward. 2 workshops were arranged to "train the trainer" on the application of the system. Tung Wah Hospital, despite a historic hospital with a long history, is committed to keep moving forward and would ensure that the organization is guided by well-constructed and effective policy, that managers, staff, patients and other stakeholders are informed of policy, by-laws and guidelines relevant to their roles within the organization; and that the practical implementation of policy in the form of appropriate, best evidence-based procedures, protocols, guidelines and work instructions will result in safe, high quality health care.