



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Evaluation of compliance of Policy / Protocols / Guidelines (PPGs) to the NTEC Document Control Policy released in iDept across NTEC**

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**Introduction**

A quality document can convey important information to target readers in a simple and effective way. Previously, a cluster-wide audit was done on the compliance of the "NTEC\* Document Control Policy" for more than 800 Policy/Protocols/Guidelines (PPGs) in the cluster, focusing on the hard items, formality and the content. With the findings obtained, a further in-depth audit was conducted with the focus on the soft item, validity and communicability of the document, which was a critical challenge. \* New Territories East Cluster

**Objectives**

Conduct a cluster-wide document content audit to review the validity of the document and ability to deliver the essential information to the audience.

**Methodology**

Experienced auditors with background in quality and safety service in public and private sector, clinical and non-clinical were invited. Each auditor was randomly given 5 PPGs and each PPGs was given to two auditors for cross-checking. All samples were randomly drawn from the master list of the audit on compliance of the "NTEC Document Control Policy". An audit form was formulated with the reference to the Document Control Policy. Auditors read through the whole document and critically assess the presence and the demonstration of the essential elements including the appropriateness of author and custodian, title, objective, scope, procedure, reference document, readability, grammar and language usage, acronyms and abbreviation use and overall presentation.

**Result**

A total of 40 PPGs were audited. The average compliance was 79.3% with highest in items related to author and custodian (96%) and lowest in the one related to reference document (48%). Different observations and findings were obtained. Different auditors

reviewed the same document with similar comments while PPGs for clinical and non-clinical had similar compliance rate. The audit result would be used for planning of continuous improvement work on revising policy, further promulgation and education.