



Service Priorities and Programmes Electronic Presentations

Convention ID: 424

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Document Control System on Policies / Protocols / Guidelines (PPGs) in NTEC

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Keywords:

document control
documentation
system
quality
audit
evaluation

Introduction

Policy, procedures and guidelines (PPGs) are important documents to ensure consistency in service delivery, to preserve knowledge of healthcare organizations, and to facilitate continuous quality improvement. Before 2009, there was no document control system in the New Territories East Cluster (NTEC). A movement was started by the NTEC Quality & Safety Committee.

Objectives

Following the initial release on 1 February 2009, the revised version of the “NTEC Document Control Policy” was issued on 1 March 2012. It was coupled with an electronic document control system. This is to ensure that the documents (PPGs) issued in NTEC are properly written, regularly updated, and the most updated version must be easily accessible when required.

Methodology

1. Establishment of governance body and policy A task force was formed to look into the improvement of documentation. It reports through the Cluster Committee on Quality and Safety to top management of the Cluster. “Document Control Policy” defines types of documents, roles and responsibilities of different staff in each stage of the document life cycle, as well as minimal requirements in the format of the document was written and endorsed by top management. 2. Establishment of electronic document control system - iNTEC Each department and committee was provided with their own websites for document control. It was coupled with a search engine (iGateway) that facilitates effective distribution and efficient retrieval of documents. 3. Training Workshops on Documentation & Document Control were organized to train up relevant staff and webmasters.

Result

1. As of Jan 2014, the number of PPGs uploaded by departments and committees were about 3150 and 680 respectively. 2. Since 2009, 15 sessions of Document Control Workshops were organized with a total attendance of 824. 3. A cluster-wide audit was conducted in December 2012 to evaluate the overall compliance (focusing on formality and content) of the policy across NTEC with about 840 PPGs audited. The major findings and room for improvement were shared via different platforms such as workshops and flyers, etc. Based on this audit, a more in-depth audit would be conducted to evaluate the validity and communicability of the documents.