



Service Priorities and Programmes
Electronic Presentations

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Effective and Safety Workflow for New Emergency Patient on Admission by Using Smart Card.

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Introduction

According to North District Hospital guideline, every new admitted emergency patient should be assessed by Doctor within 1 hour after warded so that patients are able to obtain proper assessment and treatment as soon as possible. Inform Doctor has been the major important action after finishing all initial assessment by nurses. However, fail to inform the Doctor still happened when a lot of patients are admitted to ward within a short period. Consequently, potential complaint from patients or relatives would arise. In addition, the worse thing is the delay of essential treatment to patients.

Objectives

1. To ensure the prompt assessment and treatment provided by Doctor to all new admitted emergency patients as soon as possible. 2. To minimize patients loss due to delay assessment.

Methodology

A pilot project was carried out in a medical ward from October to December 2013. A smart card was introduced on the top of the patient record after admitted to ward. Nurses or ward clerk should document the name of the Doctor after calling him/her together with the first reply time by the doctor in the card. Case nurse should check the smart card to ensure the Doctor was informed.

Result

Before the program, a survey had been carried out from July to September 2013 and found that there were 734 new patients admitted to this medical ward. 3 cases was reported delay to call the Doctor after admission and they all happened during 12:00 to 14:00 because there was less nurse manpower in the ward. After the implementation of the program, 693 new patients were admitted to this ward from October to December 2013, no case was missed to inform Doctor after admitted to ward. At the same time, all nurses agreed that it was a simple and clearly method to facilitate communication. To conclude, such simply smart card enhancement program proved that there was enhancement of communication between the nurses and ward clerk to reduce the missed call to Doctor. Also, this ensure a safe, effective and

efficient practice to colleagues during the peak hour when nurse manpower is inadequate. With the favourable outcome of the project, the potential risk resulted from missed call to Doctor was diminished.