



Service Priorities and Programmes Electronic Presentations

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CQI on Forms Retrieval during Information Technology (IT) Downtime or Breakdown

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Introduction

Nowadays, Information Technology (IT) has been indispensable in our life. It is well known that IT brings lots of advantages in our life, such as working more efficiently, accessing information more easily and data being more organized. Therefore, Hospital Authority has made a good use of IT in different aspects. In pace with the advancement of clinical informatics, majority of our clinical requests could be initiated by electronic format, for instance, blood tests, imaging and referral of others alliance health. However, these hand-written forms are still necessary to keep in case of Information Technology (IT) breakdown. IT breakdown is not uncommon no matter anticipated or unanticipated. Besides breakdown, during maintenance period, we also cannot make use of IT. However, it is time consuming for staffs to retrieve these forms as they are unfamiliar with storage locations after electronic format being used. Moreover the replacement of updated version cannot be guaranteed. As a result, there is a need to solve this problem.

Objectives

To evaluate the use of downtime folder during IT breakdown or maintenance in clinical setting

Methodology

(1) A task group was established and input from frontline was gathered followed by discussions with staffs which clinical forms that may be used during IT breakdown. (2) The task group assembled those clinical forms in a systematic way and placed them in a fixed location. (3) A designated person is assigned for version updated to make the review sustainable.

Result

Results: (1) A downtime folder was prepared (2) Clinical forms number reduced from

146 to 114 (3) 21 Shuters trays were set free. Conclusion After establishing a downtime folder, staffs can easily assess clinical forms when IT breakdown as no need to waste time to find everywhere. Downtime folder is really a cost effective tool to centralize necessary clinical forms to serve the need whenever there is IT breakdown or during maintenance.