



Service Priorities and Programmes
Electronic Presentations

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"Mobile Secretary" - A Tool to Enhance Staff Communication for Critical Incident Management

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Introduction

Critical Incident means an event that may cause or has caused injury to patients, staff or public, major disruption to a facility, service or the Hospital as a whole, and/or significant property or environmental damage or loss. It is usually identified as Civil Disaster or the Internal Disaster in the hospital setting. Rescue, Report, Remedy, Recover and Review are the core steps in critical incident management while advanced preparation of contingency plans, training and drills cannot comprehend successful implementation without effective communication between responsible subject officers and proper recording of the incident for later review. To obtain, process, disseminate and record relevant information timely, efficiently and accurately, "Mobile Secretary" is created and developed on smartphone platform for internal critical incident management and put into trial at Administrative Services Division, Kwong Wah Hospital in September 2013.

Objectives

To enhance the communication among on call hospital manager, hospital duty foremen and hospital security in order to strengthen the efficiency and effectiveness on incidents handle, particularly after non-office hours.

Methodology

(1)Smart phone with "whatsapp" was provided to on call hospital manager, foremen on duty and hospital security. The copy of contingency plans, action cards and checklists are stored into the smartphone, per the responsibility of the owner, (2)Whatsapp groups among the aforesaid parties were set up for incidents reports, (3)Communication guidelines for using pager and smart phone were drafted and trialed, (4)Dialogue history including text and photos were backed up for review and case sharing, (5)Contingency plans and action checklist were reviewed after incident review and case sharing.

Result

13 on-call hospital managers were interviewed. 92% of managers commented that photos and videos received from whatsapp could obtain sufficient information and information about the incident. Based on such information, they could identify the root

cause of the problem, to take appropriate actions and coordination with hospital departments timely and efficiency. 10 out of 13 on-call hospital managers were of the view that the dialogue history retrieved from whatsapp could assist hospital management to review, plan and train on the appropriateness and effectiveness of contingency plans regularly. In addition, the emergency contact list was saved on the phonebook directory. On call hospital manager could immediate contact and disseminate the message to the concerned parties, if necessary. A total of 6 hospital foremen were interviewed during the internal department meeting and they all welcome on the trial. Before using the mobile secretary, hospital foremen and security were required to page on-call hospital manager to report the incident in verbal. The initial of mobile secretary could help foremen and security to capture photos and videos of the incident and send to on-call hospital manager for immediate reporting. They could collect the information and details in convenient way. They supported to use mobile secretary for reporting and communication. 5 hospital security IC were consulted for the opinions of "mobile secretary". 80% of hospital security IC opined that the first-hand information gathered on site was in favor of reporting to hospital management for further investigation. 3 ICs were of the view that the record of such information could facilitate the regular training and drills as training materials. The "Mobile Secretary" will be further roll out in the hospital in phases to cover all non-clinical related contingency plan supporting units.