



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

**Convention ID:** 573

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**Medical Record Evaluation**

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**Keywords:**

medical record  
documentation  
audit  
quality  
appropriateness  
care process

**Introduction**

Having realized the limitations of the previous conducted by the Health Information & Records Unit (HI&R) on medical record that focused mainly on the quality of documentation, the hospital Clinical Standard and Audit Committee (CSAC) collaborated with HI&R to review and improve the annual hospital medical record audit. A revised pilot audit form is designed with clinical input, senior doctors of clinical departments were asked to audit the quality of patient care processes through a comprehensive evaluation of medical record content, as well as the accuracy and completeness of the discharge summary to support continuity of care. At the same time, HI&R staff will continue to audit the quality of documentation such as legibility of the medical record.

**Objectives**

Through this audit, there would be increase of awareness on the importance on documentation to appropriateness of care and care process and the overview performance in documentation of medical record can be captured. The non-compliance areas would be identified

**Methodology**

1. A pilot audit form was designed with the content covering the whole patient journey, from assessment process, care planning and delivery care evaluation, discharge/transfer process to on-going care. 2. The accuracy and completeness of the discharge summary was also audited. 3. Senior colleagues from departments were invited to be the auditor to provide their expert input to evaluate the appropriateness of care and care processes through the documentation in medical record. 4. Feedbacks were collected from auditors and departments via email, phone call and feedback form.

## **Result**

The annual hospital medical record audit in 2013 using the pilot form was completed in 2Q 2013. 12 departments involved with a total of 222 records were evaluated. The overall performance was captured. Areas for improvement were identified and CSAC will follow-up the hospital wide results while department-based results will be returned to respective department for follow up actions as appropriate. Upon the collected feedback, the audit form will also be modified and adjusted for future use.