



Service Priorities and Programmes
Electronic Presentations

Convention ID: 61

Submitting author: Miss Choi Kuen CHENG

Post title: Manager, Tung Wah Hospital, HKWC

Misplacement of Medical record Management using the Administrative Nursing Model at Surgical Ward - A collaborative effort at Tung Wah Hospital

Cheng CK(1)(2), Lam WC(3)(2), Leung KY(1)(2), Cheng W(1)(2), Lam C(4)(2), Yeung HCJ (1)(2) & Chung HP(1)(2)

(1) Department of Surgery, (2) Tung Wah Hospital, (3) Medical Record Department, (4) Administrative Department

Keywords:

misplacement

medical record

administrative nursing model

Introduction

The healthcare industry is undergoing massive changes driven by exponential information growth, tighter regulation and the transition to the electronic health record. However, it is a long process to achieve all electronic health records from the paper-based filing system to a paperless system. From the monthly audit on medical record placement at the medical office record, it showed a trend of increasing episodes of medical record misplacement from Oct to Dec 2013 in one case to 5 cases. How to provide top quality safety to eliminate the risk of misplacement of medical records is our topic of concern. Patient records are created in hospital and in an ambulatory environment and stored at the medical record office upon patient discharge. In consideration of the security and patient safety, to enhance doctor-patient confidentiality and legal aspects are our main focus in the pilot review.

Objectives

To provide top quality safety to eliminate the risk of misplacement of medical records is our topic of concern.

Methodology

By using the administrative nursing model, we work out a strategic plan for the quality improvement program by better utilization of the existing environmental hospital setting to provide a good quality patient care environment for handling medical records at ward level. The model used the concept of need and outcome measurement by influencing factors such as teamwork, leadership, expertise and workload in the strategic planning work for promoting a better working environment in the clinical setting. To enhance administrative control, to monitor physical and system access to the problem, to identify workstation usage, to audit and monitor the system to identify the weaknesses of the system and to employ devices to capture the status of the improvement process to eliminate the risk of human error in a collaborative effort.

Result

It could reduce uncertainty and focus our problem within all the possible intervention in the workflow process within the hospital resources. It was clear that the quality of the decision made by managers was critical to reduce the risk of medical record misplacement in the department. Throughout the collaborative effort with medical staff, nursing staff and medical record officer, the strategic plan in the team effort not only promote and maintain the organization itself, but also promote channel or constraint to the effectiveness of the medical record delivery process at the ward level. We adopted an administrative nursing model in providing a supporting environment to promote quality of service in the Department. It gave us a vivid and clear picture in the workplace that facilitate the frontline staff in proper handling of medical record upon patient discharge in teamwork process in collaborate with the medical and nursing staff. It also provided a logistic workflow at the clinical work to cope with the heavy workload of patient document management. Under regular review and audit by Medical Record Office in a monthly approach and clinical supervision by the ward manager at workplace, it showed a mark reduction to the human error that enable the risk control in medical record misplacement.