



Service Priorities and Programmes
Electronic Presentations

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To Protect Patient Data Privacy at Hospital through Revision of Workflow and Patient Record Trolley

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improvement

Introduction

Paper-based health record is subject to physical loss and damages that threatens to health information security. Three incidents of missing health record at wards had been recorded from 2008-2012. Also, insecurity of health record was observed in the patient safety walkrounds. Under the Personal Data (Privacy) Ordinance in HAHO and NTEC, healthcare providers have responsibilities to protect the integrity, confidentiality and proper use, as well as accessibility and availability of each health record.

Objectives

In order to protect patient data privacy, confidentiality and security of patient information, a workgroup for the improvement of bedside rack which comprised of nursing staff from various departments had been established in July 2012. Two wards had been invited to review the workflow of handling patient record and the design of patient record trolley. Hence, survey from staff had been conducted from two wards during 3-16 Sept. 2012. Useful & practical feedback had been collected from staff. Therefore, three areas for improvement had been identified: 1. Revision of patient record trolley for in-patient. 2. Condemnation of all bedside rack at ward. 3. Introduction of transportation bag for temporary storage of patient files during patient transfer.

Methodology

1. A health record trolley with a key-lock sliding door was ensured and tailor-made design was entertained the special requests from the frontlines. The replacement of health record trolley had been taken approximately 18 months by 3 phases due to budget limitation. 2. All bedside racks had been condemned by the end of Jan 2014. Relocation of trolley parking area as well as re-organization of workflow of ward round had been implemented simultaneously. 3. Promulgated to use of transportation bag for safe storage of patient record during patient transfer.

Result

There was no incident happened of missing patient record in in-patient area after the implementation of control measures. 87 numbers of patient record trolley had been delivered to 15 wards by the end of Dec 2013. 200 numbers of carrying bags for

holding patient note during transfer had been delivered to 15 wards for replacement by 3 April 2014. Healthcare providers including doctors, nurses, allied health professional and health care assistants were appreciated the arrangement on protection of patient data privacy.