



Service Priorities and Programmes Electronic Presentations

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Not Perfect, but Better: Clinicians experiences with GCRS-DM & Endocrine Services module in HA CMS.

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Introduction

Electronic requests through Generic clinical request system (GCRS) in Hospital Authority Clinical Management System (HA-CMS) can improve access to subspecialty care in clinical settings. In Nov 2010, the DM & Endocrine center (DMEC) of Princes of Wales Hospital (PWH) launched an electronic request system that allowed clinician to refer patients for DM center care. After the formulation of GCRS-DM & Endocrine service module taskforce, other hospitals subsequently implemented the module.

Objectives

The key attributes of the GCRS-DM & Endocrine service module includes integration of existing electronic patient demographic and clinical data into electronic requests, centralized triage of requests by designated CMS workstations, and a longitudinal view of the request between referring clinicians and the service provider. Referring clinicians complete an electronic template, to which existing relevant electronic health record information such as latest HbA1c and Serum creatinine result are automatically appended. Nurse specialist review requests through electronic system, the Simple Receiving End (SRE) and triage the patient accordingly. The SRE, a web-based portal keeps a database of all submitted requests, which serves as a tracking mechanism for both referring and service providers. We organized post-implementation review meetings with GCRS-DM & Endocrine services module task force. The taskforce is composited with representatives from Endocrinology Specialty Advisory Group, and Endocrinologists to access the impact of electronic referrals on workflow and clinical care.

Methodology

We invited members to collect feedback and comments from DM centers and frontline users on using the module. Topics reviewed included current situation such as satisfaction, scope, skills and training as well as benefits and future improvements.

Result

There are now in total, 19 HA Hospitals and 17 DM centers currently adopting the electronic referral system. Members felt electronic request system improved health-care access and quality. The group agreed that the system hold promise as a tool to improve clinical care and enhance request efficiency. Statistics and documentation of requests becomes easier and clearer after system adoption. The module has paved the way for future electronic request system for other specialty nurses.