HAC 2016 ABSTRACT for Oral Presentations

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Presenting Author: Yin Ling WONG,UCHN WM(SOPD)

Project title
SMART TEL (Telephone Enquiry Logistic) - SOPD Communication System

Author(s)
WS Tam(1), KY Chow(2), YL Wong(1), PS Wong(1), YK Li(1), CH Ma(3), YF Leung(1), SY Chow(1), YW Chiu(3)
(1)Specialist Out-patient Department,United Christian Hospital   (2)Kowloon East Cluster Quality and Safety Office   (3)Information Technology Department,United Christian Hospital

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Introduction
In 2009, Telephone Enquiry Team (TET) was set up in SOPD/ UCH to handle all in-coming calls and enquiries. They refer to nurses for professional advices on those health conditions/ medication issues. The clerk would document in the log book and send to relevant clinic through hourly round.   This process incurred 4 important problems. Firstly, the log book had been passed to clinic without saving a copy. TET didn't know the progress if patient call again. Secondly, the handling process by nurse will be delay for 2 hours or to the next day due to hourly round. Patient called the hotline repeatedly during the waiting period. Patients may complaint if the clinic nurse had not reply timely. Thirdly, there was a potential loss of patient data (log book) during transportation. Fourthly, staff cannot trace the progress of patients' enquires.   To solve the above problems, the SOPD created the SMART TEL - SOPD communication system with the help from the IT Department.

Objectives
S- Safe: Security of patient data during the process (Zero risk).   M- Multi-department: Cross departmental staff involvement (Effective management).   A- Assurance: Service quality of handling patient enquiry (Computerized information system).   R- Responsive: Nurses' update can handle the cases timely and the progress are updated in system promptly (Timely approach).   T- Tracking: All staff can trace the progress via web-based channel (Monitoring enhancement).

Methodology
A web-based platform (SMART TEL – SOPD communication system) has been developed. Firstly, clerks input the details of enquiries and distributes to the relevant clinic via the system. Then, the clinic nurses can retrieve enquiry records anywhere while available. Finally, those interventions can be recorded in the web-based system at real time. Therefore, all staff can recognize the progress and respondent clearly. This system is secured by personal logon.

Result
SOPD staff used the SMART TEL to handle 500 enquiries daily. Response time can be reduced from more than 2 hours or even the next day to within a minute. Moreover, the security of patient data had been guarded safely. Staff can retrieve the patient progress anywhere at anytime. We can further improve the service quality by studying the daily statistics of patient enquiries recorded in the system.   Recently, this web-based system had been extended to the Patient Relationship Office to facilitate the handling of patients' complaints. This system may also be extended to Pharmacy to provide additional pharmaceutical advice timely