



Service Priorities and Programmes Electronic Presentations

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Workplace Safety Improvement: Streamline process of medical record transportation in high volume out-patient eye clinic setting

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Introduction

PWH Eye Clinic staff have to transfer huge volume (~ 600 per day) bulky medical record files to and from Central Records Office (CRO). Before changes, eye clinic staffs are required to return all medical record files from Eye Clinic to CRO with conventional transportation trolley (Trolley 1). Upon arrival to CRO department, eye clinic staff has to transfer all records from Trolley 1 to CRO mobile cabinet (Trolley 2) for further processing (data updating & return to storage rack) in CRO. In turn, CRO staffs are required to perform similar record transfer (i.e. move records from Trolley 2 to Trolley 1) & ready for pick up by Eye Clinic. As a result, repetitive transfer of bulky medical record by both departments is required, which imposes high Manual Handling Operation (MHO) demands on the involved staff.

Objectives

To enhance occupational safety and health at work by minimizing repeated manual handling operation

Methodology

Task force group involving 2 departments are formed. Decision to lean repetitive transfer by streamlining workflow & use of newly designed transportation trolley are proposed. We sought joint effort with OSH consultancy team to ensure the new medical record trolleys comply with OSH principles. With expert opinion from OSH consultancy team after site visit, design of new prototype is agreed by all parties. All requirements of OSH principles (i.e. length-width ratio, height, size & type of castors, maneuverability, etc.) are comprehensively considered & fulfilled. Space constraints & operational needs in both departments are considered. With the use of new trolley, frequency of transfer can be lean from 2 times to 1 time in each return/loan-out transaction, i.e. reduce manual transfer from 24 times to 12 times (↓ 50%) every day.

Result

Process of medical record transportation is streamlined with decrease frequency of transferring by revised workflow & new trolley design through collaborative efforts among different departments. There is a significant drop in physical demand for repetitive manual handling of medical record. Designing a prototype for work trial by PWH Eye Clinic has enhanced workplace safety. The work trial can be further extended to other high volume SOPCs in PWH. Eventually, OSH risk caused by repeated manual handling in PWH will then be minimized.