



Service Priorities and Programmes Electronic Presentations

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Physiotherapy Outpatient eDocumentation Project in KWH

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Introduction

Paper record is a conventional documentation adopted in physiotherapy services. Tremendous manpower and resources were used to handle paper records regarding storage, retrieval, sharing and analysis. Electronic documentation (e-Doc) may provide a more effective and efficient alternative in data management.

Objectives

1. Pilot use of e-Doc through patient care journey from assessment to progress note to discharge summary 2. Study the impact of workflow modification in association with the nearly complete use of electronic documentation 3. Reduce the use of paper record documentation, retrieval and storage 4. Evaluate the effectiveness of mobile module to support point-of-care workflow

Methodology

One physiotherapist, after re-distribution of existing workload in department, was assigned to pilot the project in OPD. A protected environment was given to the staff with 50% workload reduction initially to facilitate learning of using the new system. Workload adjustment to normal had been made according to the learning curve of the staff. Outcomes evaluation included time spent on data entry, effectiveness on paper reduction, and workflow efficiency enhancement.

Result

In general, it required additional 15 and 5 minutes in using the e-Doc for new and subsequent cases respectively at the start. Time spent on e-Doc became lesser and was the same as that in paper documentation 2 months after project implementation. An estimate of 3840 paper sheets could be reduced for each staff annually if e-Doc was used and approximately 90% of paper reduction was achieved which implied a marked decrease in storage space demand. e-Doc would also streamline the daily workflow in terms of the time spent on file retrieval and storage, with an estimate of 800 to 900 man-hours saving annually. With the introduction of photo-taking function only available in mobile module, 30 patient records were found to have clinical photos captured. Furthermore, the use of mobile module also enhanced the utilization of e-Doc at desktop level which was shown to be doubled of the pre-project period.

Conclusion Project results supported the implementation of e-Doc and mobile module for paperless documentation. Introduction of mobile module support the point of care workflow which indirectly facilitated the utilization of e-Doc system. Experience sharing from the pilot staff will make the learning curve shorter for other staff and provide an example for behavioral change in accepting the use of e-doc and mobile module.