



Service Priorities and Programmes Electronic Presentations

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Review and Implementation of General Records Management in Health Information & Records Department (HIRD)

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Introduction

Health Information & Records Department (HIRD) has various sections including Admission Office, Records Stores, Medical Records Offices and Statistical Unit. Each section had set up its own file inventory list with specified retention period for general records kept in department. It was observed that the file inventory and general records management among different sections were different with some problems identified below: 1. Some files were retained beyond the specified retention period; 2. The retention period for similar nature of document (e.g. audit report) was not consistent among different sections; 3. Some files with similar nature were classified in different category.

Objectives

Reviewed and implemented a new general records management system in HIRD so that general records are managed in a consistent and effective manner.

Methodology

From April 2015 to Jan 2016, the following actions were done: 1. Reviewed and reclassified all existing documents of different sections with reference to hospital and corporate guidelines; 2. Regrouped similar nature of documents into same category based on the classification or function; 3. Standardized the retention period of files to align with the record disposal schedule stipulated in Princess Margaret Hospital Guidelines on General Records Management, except files with legal or operational retention requirements; 4. Finalized a standardized HIRD file inventory list in Aug 2015; 5. Introduced and briefed all sections' in charge of the new HIRD inventory list; 6. Ensured all sections' in charge understand their responsibilities in maintaining the list accurate and up-to-date. An annual audit on the file inventory list would be conducted to verify the accuracy and compliance of the lists and also help identify areas of continuous improvement.

Result

Standardization of general records management in HIRD not only reinforced the consistent practice in records maintenance but also enhanced the staff awareness on proper record management. Reclassification of files into same category facilitated rapid retrieval and proper disposal of files. Besides, all sections' in charge could

adhere to the consistent practices in file creation, maintenance, and disposal.