



醫院管理局
HOSPITAL
AUTHORITY



新界西·醫院聯網
New Territories West Cluster

Improving Clinical Efficiency and Effectiveness through Development of a Web-based Information Management System in Community Psychiatric Service, NTWC

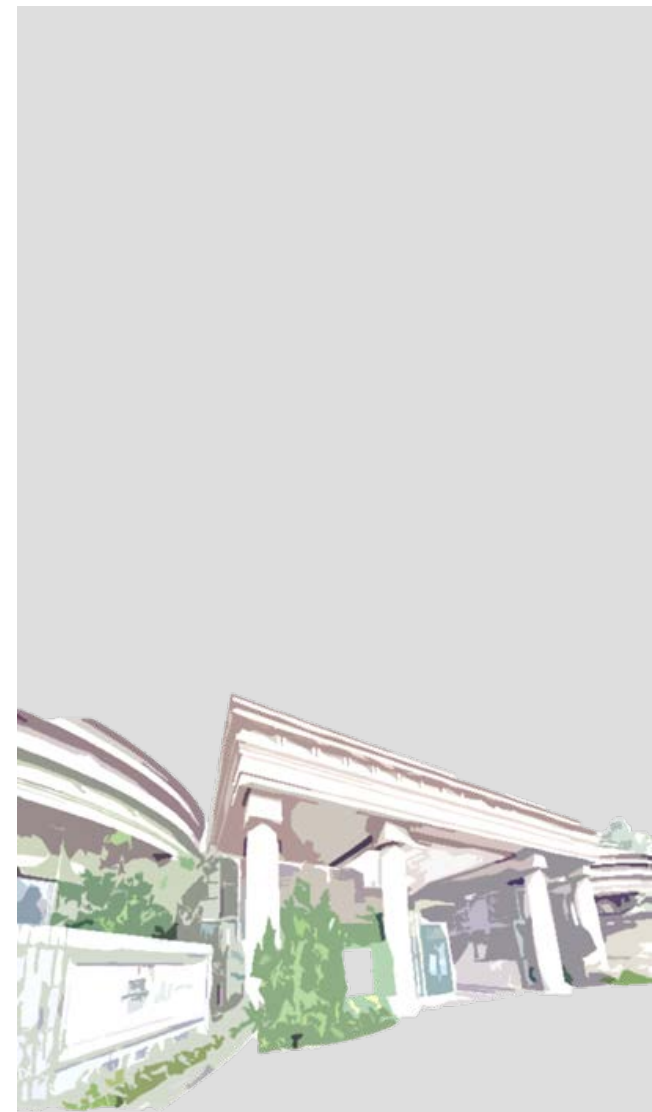
SL PANG

Service Manager

Community Psychiatric Service

Castle Peak Hospital

NTWC



NTWC CPS

365 days community psychiatric care to people with mental illnesses within the NTWC cluster covering Tuen Mun, Yuen Long and Tin Shui Wai



Community Psychiatric Service in NTWC

Senior Case Managers (APN, OTI)



7,200 active cases with 63,000 home visits conducted in 2016

- Physical and mental health maintenance
- Family and carer support
- Medication management
- Crisis intervention, etc.



- Duty Team operates 365 days
- Communication of management plan and intervention through the web-based real-time Duty Team Board
- Ensure effective clinical handover of client who is mentally unstable and/or at risk to self or others

Duty Team Board

Total number of record: 1

T T T

| Client | Status | Case Manager | Step up | Current Issues/Concern | Plan/Action Required | Action Taken | Remarks |
|--|------------------------|--------------|---|---|---|---|--|
| <p><u>TUNG</u> <u>L</u> <u>M</u></p> <p>Sex: F Age: 66 District: 天水圍</p> | <p>SCS:</p> <p>CD:</p> | | <p>Date: 17/08/2016</p> <p>By: MA TSZ HIN BENNY</p> | <p>Schizophrenia. FU TMMHC, CMO Dr. CM Siu. Living with husband and adult daughter in TSW PHU.</p> <p>Harboured persistent persecutory delusion and olfactory hallucination. She was brought to AED/TMH on 17-08-2016 as she called police and reported neighbours putting poison outside her PHU. She expressed the idea of being followed and believed neighbours installed CCTV in her home. She has no violence or self harm. She was assessed by visiting psychiatrist. Daughter and client refused admission. Early FU in TMMHC on 19 August 2016 was arranged. Daughter promised to ensure client's drug taking.</p> | <p>Monitor mental state and treatment adherence. Carer support.</p> | <p>17/08/2016 by Benny Ma: Client's daughter was contacted at 1930 hours. She reported the client to be comparatively stable with no violence or self harm behaviour. She was not emotional or irritable. Daughter had given evening drugs to the client. Management plan explained. Duty Team mobile phone number was given to client's daughter. Advised her to call us when necessary.</p> <p>18/08/2016 by PANG SHU LEUNG: Client's daughter was contacted at 1015 hours. Reported client was slept well last night. She will go out with the client in the afternoon. Advised to ensure drug taking of the client. Reminded to bring the client to TMMHC for FU at 1530 hours on 19 August 2016.</p> <p>19/08/2017 by KL Liu: Client and her daughter was seen by CMO. Quetiapine was increased from 200mg to 250 mg BD. Next FU on 23 August 2016 at 1530 hours. Drug education given and the importance of medication reiterated. Client was advised to report side effect, if any, to case manager and daughter. Carer education and support given.</p> | <p>1. Daughter's mobile: 6103 2 . Husband's mobile: 9123 0 .</p> <p>2. Please offer assistance if carer calls.</p> <p>3. Please call daughter on 18 August 2016 10 am to review client's mental state and the management plan.</p> |

My Active Case

Case Manager: LAU CHUI YING

Care Pathway/Case Weighting

Summary of ALL Active cases of LAU CHUI YING

| PCS1 | PCS2 | PCS3 | PPCM | PPCY | PICH | Tier 3 | Tier 2 | Tier 1A | Tier 1B | Tier 1C | Total Active Case | Case Weighting |
|------|------|------|------|------|------|--------|--------|---------|---------|---------|-------------------|----------------|
| 0 | 0 | 22 | 0 | 30 | 0 | 27 | 25 | 0 | 0 | 0 | 52 | 77.00 |

← Caseload and case weighting of the case manager

Total number of case of LAU CHUI YING (Program: ---): 52

[Download As Excel](#) Password: (Minimum length 8; with at least 1 English character, 1 digit & 1 symbol)

Case complexity categorization according to client's risks and needs stratification
Tier 1: High; Tier 2: Medium; Tier 3: Low

'Last Visit' Date color index:

Visit overdue
Visit due within 7 days
Unsuccessful Visit
FU/OPD/Depot defaulted case
Psychiatry Admission
PRN-FU

| CPS No. | Active Case? | Name | Chinese Name | Age | Case Manager | Telephone | Mobile | Address | Diagnosis | CD Status | SCS Status | Initial Tier | Current Tier | SMI | Last Visit | Last Telephone | Latest OPD/FU | Latest Depot | Adm. Date | Supervisor Review Date | Last Progress Report | Active SA | Special Alert | Living Alone | Living with children under 16 | On Clozapine Treatment |
|-------------|--------------|-------------|--------------|-----|---------------|-----------|--------|---------------|-----------------------------|-----------|------------|--------------|--------------|-----|------------|----------------|---------------|--------------|-----------|------------------------|----------------------|-----------|---------------|--------------|-------------------------------|------------------------|
| PPCY1604978 | Y | BUI, THI | 貝思 | 32 | LAU CHUI YING | | 606 | 5元朗西橋街5樓G座3號房 | Psychosis | NO | CC | 2 | 3 | Y | 02/03/2017 | 07/11/2016 | 13/04/2017 | | | 09/02/2017 | 08/02/2017 | N | N | N | Y | N |
| PPCY1504485 | Y | CHAM, LAM | 湛 | 40 | LAU CHUI YING | | 97 | 24元朗屏山樓21 | Moderate depressive episode | NO | CC | 2 | 2 | Y | 02/03/2017 | 23/02/2017 | 13/04/2017 | | | 24/02/2017 | 23/02/2017 | N | N | N | Y | N |
| PPCY1604923 | Y | CHAU, HUNG | 鄭 | 47 | LAU CHUI YING | 9049 | | 元朗安寧路8號房 | Depressive Episode | NO | CC | 2 | 2 | Y | 07/03/2017 | 10/02/2017 | 19/04/2017 | | | 14/12/2016 | 14/12/2016 | N | N | N | N | N |
| PPCY1303145 | Y | CHEUNG, | 張 | 51 | LAU CHUI YING | 2443 | | 元朗教育路14樓B | Depression | NO | CC | 2 | 2 | Y | 07/03/2017 | 04/08/2016 | 23/05/2017 | | | 16/06/2016 | 11/08/2016 | N | N | N | N | N |
| PPCY1605292 | Y | CHEUNG, YAN | 張恩 | 26 | LAU CHUI YING | | 65 | 10元朗路寬B座樓8室 | Depression | NO | CC | 2 | 2 | Y | 03/03/2017 | 05/01/2017 | 31/03/2017 | | | 05/01/2017 | 05/01/2017 | N | N | N | N | N |
| PPCY1705593 | Y | CHEUNG, MAN | 張文 | 35 | LAU CHUI YING | | 67 | 29元朗頭村 | Paranoid Schizophrenia | NO | CC | 2 | 2 | Y | 15/03/2017 | 20/02/2017 | 24/03/2017 | | | 27/02/2017 | 21/02/2017 | N | N | N | N | N |
| PPCY1504721 | Y | CHOI, | 蔡 | 36 | LAU CHUI YING | | 638 | 11元朗花園座1樓 | Schizoaffective Disorders | NO | CC | 2 | 3 | Y | 10/02/2017 | 23/03/2017 | 31/03/2017 | | | 10/02/2017 | 10/02/2017 | N | N | N | N | N |

- Portal
- My Status
- My Visit
- My Active Case
- Calendar
- Active Case
- Tracking System
- ICE Board
- Duty Team Board
- Special Alert
- Outreach service beyond normal working hours
- Notice Board
- CPS Communication
- CPS Communication - Supervisor
- Transportation
- CPS CFS
- Set Stay Officer
- Set Duty Team
- Set ICT Duty
- Add New Case
- Edit Case
- Case Supervision
- Case Round
- Case Weighting
- Reports
- Maintenance

Calendar - YL-4

YL-4

☒ Expand ALL Items

☐ My Calendar

☐ List Mode

Today

overdue

defaulted case

Psychiatry Admission

PRN-FU

| Feb | March 2017 | | | | | | Apr |
|--|--|---|--|--|---|-----|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat | |
| 26 | 27 | 28 | 1 | 2 | 3 | 4 | |
| 5 09:00 HUNG WY (何) G Psy Adm 10:00 CHAN HY (劉) P CHAN HY (張) P 14:00 CHENG SK (張) P | 6 | | | | | 11 | |
| 12 | 13 | | | | | 18 | |
| 19 | 20 | 21 | 22 | 23 | 24 11:30 HUNG WY (林) G 15:00 CHENG SK (鄧) G | 25 | |
| 26 | 27 11:00 CHENG SK (王文) G 14:00 CHAN HY (梁志) P CHENG SK (鄧) P 14:30 HUNG WY (陳子) P 15:00 CHAN HY (文) P CHENG SK (杜俊) P 15:30 CHENG SK (張志) P HUNG WY (姚) P 16:00 CHENG SK (鄧) P 16:30 CHAN HY (張志) G | 28 09:00 CHENG SK (張星) G 09:30 CHAN HY (謝) P Depot clinic 10:00 CHAN HY (譚) P 10:30 CHAN HY (丁) P CHAN HY (余) P CHOI CW (吳) P 11:00 CHAN HY (關) P 14:30 CHOI CW (溫) G | 29 09:00 CHANG WF (張志) G 09:30 HUNG WY (李) P CHANG WF (葉) P 10:00 CHENG SK (陳) P 16:00 CHAN HY (周) P Depot clinic | 30 09:00 CHANG WF (曾) G 09:30 CHAN HY (溫) G CHOI CW (葉) P 10:30 CHAN HY (黎) P 11:30 CHOI CW (何) G 14:30 CHOI CW (張) P HUNG WY (梁) P 15:00 CHAN HY (林) P CHAN HY (鄧) G CHANG WF (王) P | 31 09:30 CHENG SK (騰) P 10:30 CHENG SK (徐) P Depot clinic CHOI CW (周) P Depot clinic 14:30 CHAN HY (劉) G 15:00 CHANG WF (何) G 16:00 CHAN HY (鄧) P Depot clinic | 1 | |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 | |

e-Calendar System

It is designed to facilitate tracking of client's psychiatric follow-up attendance and to monitor their progress against the e-consultation notes. It enabled timely interventions for defaulters.

https://ntwccorpsp01/apps/cpsys/clientSearch.aspx

NTWC CPSIMS (28 min...Castle Peak Hospital Intra...HKHA ERP Portal Public P...

FileEditViewFavoritesToolsHelp

Electronic Patient RecordQuick LinksNTWC CPSIMSCBT Training CBT Worksh...Google

NTWC CPSIMS

Timeout in: 28 mins 32 sec[Administrator] S L PANG, CPH SM(PSY) CPSLogout

Tracking System

(LIVE)

HKID

Client Name
(Chinese or Eng. Name)

E.G.: CHAN, TAI MAN

Gender

ALL

Age

From

to

Address

Case Manager

Active Case

Y

Program

CPS No.

E.G.: PPCM1401234

地段/路/街

屋苑/私人大廈 >> 樓/閣/苑/座

鄉村

宿舍/院舍/安老院

CD

SCS

SMI

Active Substance Abuse

FU Place

Tier

Diagnosis Code

Search

Show Advanced Search Fields

Re

華屏樓

華庭閣

華彩樓

華悅樓

華昌樓

華朗樓

華生樓

華祐樓

華禮樓

華萃樓

華逸樓

華麟閣

萬祥樓

葵仁樓

意園樓

藍碧樓

蝶影樓

蝶心樓

蝶意樓

蝶翎樓

蝶翔樓

蝶翠樓

蝶聚樓

蝶舞樓

衛民樓

裕生樓

詠麟閣

誠達樓

豐和樓

豐漁樓

ng with
dren under 16

Personal
Recovery Journal

Special
Alert

On Clozaril
Treatment

Hostel/HWH
Case

Active Case as
at

Accept Date within

INF

Non-
case

Tracking and identification of high risk or media interested cases for immediate responses and interventions

Duty Team

| | | | |
|-------------------|--------------|---------------------|---------------------------------------|
| Supervisor | CHAN WAI KIN | Case Manager | 1. CHAN SZE WING 2. CHENG SIU KWOK |
|-------------------|--------------|---------------------|---------------------------------------|

ICT Duty Case Manager(s)

| |
|---|
| 1. LEUNG CHUN PONG RAYMOND 2. YAU WING YIN |
|---|

Stay Officers

| | | | |
|-------------------|-------------------|----------------|--|
| Supervisor | LIN YEE YAN KAREN | Officer | 1. CHOW CHI HO 2. CHAN KIT YING KIMMY |
|-------------------|-------------------|----------------|--|

Remark:

Outreach service beyond normal working hours

| Case Manager | Time Out | Estimated time to complete | Remarks |
|----------------|----------|----------------------------|--|
| MAK PUI YEE | 16:00 | 21:00 | Giving depot injection for working client in Yau Oi Estate from 1630 to 1715 hours |
| PANG SHU LEUNG | 16:00 | 18:00 | Visit working client in Tuen Muin Pier from 1900 to 2000 hours |

CPS Notice Board

| Content | Posted By | Posted On |
|---|----------------|------------|
| <p>2017年4月15日(星期三)，由上午9時至下午1時於本院C座進行消防警報系統測試。</p> <p>當測試期間，火警鐘、公眾火警通報系統、及火警閃燈將會間歇地啟動，然而，電門鎖、冷氣系統、及升降機都不會受影響。</p> <p>如對測試有任何疑問，請致電設施管理組 (內線7911) 或與 Darren (內線7912)查詢。</p> | PANG SHU LEUNG | 11/04/2017 |

Case managers would input their itinerary before they provide home visit. It facilitates location checking of case managers for OSH consideration.



My Visit

[Go to New Visit](#) [Go to My Completed Visit](#)

| Action | Estimated Time | Client | CPS No. | Visit Status | Location | Actual Time | Updated By |
|------------------------------------|------------------|---------|-----------|--------------|----------|-------------|--------------|
| Update Actual Time | 16/05/2017 11:45 | CHUNG, | PPCY14039 | Pending | 永寧里 | | CHAN WAI KIN |
| Update Actual Time | 16/05/2017 13:15 | AI, | PCS315045 | Pending | 朗屏邨 | | CHAN WAI KIN |
| Update Actual Time | 16/05/2017 14:00 | VAN, | PPCY11017 | Pending | 朗屏邨 | | CHAN WAI KIN |
| Update Actual Time | 16/05/2017 15:00 | AI HANG | PPCY15046 | Pending | 屏山里 | | CHAN WAI KIN |
| Update Actual Time | 16/05/2017 16:00 | ALEX | PPCY13032 | Pending | 攸美新村 | | CHAN WAI KIN |

Daily Activity

Report Period: to
Program: **Tier:**
Case Manager:
Office: ☐ TUEN MUN ☐ TIN SHUI WAI
☐ YUEN LONG

[Show Report](#)

Total Number of record(s) **58**

[Download](#)

- Generate home visit record
- Enhanced monitoring of service output

Date 01/03/2017 To 31/03/2017

| Client Name | CPS No. | Tier | Source of Referral | Follow Up Place | HV Y | HV N |
|---------------------|-------------|------|----------------------------|-----------------|------|------|
| WONG, | PCS31203779 | 3 | TMMHC | TMMHC | 1 | 0 |
| MA, | PCS31203729 | 3 | TMMHC | TMMHC | 1 | 0 |
| NG, CH | PCS31203781 | 3 | TMMHC | TMMHC | 2 | 0 |
| SUNG, S | PPCY1303034 | 3 | TMMHC | TMMHC | 2 | 0 |
| KO, FI | PPCY1303415 | 3 | TMH (Psychosomatic Clinic) | TMMHC | 2 | 0 |
| TANG, F | PPCY1302669 | 3 | TMMHC | TMMHC | 1 | 0 |
| OR, HA | PPCY1302929 | 3 | TMMHC | TMMHC | 1 | 0 |
| LO, CHUI YIN STELLA | PCS31203037 | 3 | TMMHC | TMMHC | 4 | 0 |

User-based access
right control for
privacy and data
security.

NTWC Community Psychiatric Service Information Management System

NTWC CPSIMS

- Strict user-based access right control to
prevent unauthorised access

LOGIN

CUID/LAN ID:

PASSWORD:

LOGIN

NTWC CPSIMS

Timeout in: 17 mins 28 sec

[Administrator] S L PANG, CPH SM(PSY) CPS [Logout](#)

(LIVE)

- Automatic log off if the system is idle over 20 minutes

IP address control to restrict access from other PC even in HA intranet



Results and Outcomes

Comprehensive Patient Profile

- Database included all active cases
- All cases were stratified into different levels according to their complexities so as to facilitate delivery of appropriate level of care
- E-Calendar function strengthened the tracking of defaulters and enabled timely intervention

Clinical Alert and Handover

- A total of 845 cases in unstable mental condition and/or at risk to self or others had been put up to “Duty Team Board” for clinical handover to ensure prompt and effective intervention

Overview on Case management

- Enhanced staff's communication
- Strengthened case supervision
- Facilitated efficient clinical handover
- Enabled timely interventions by case managers

Improved Occupational Safety and Health for CPS Staff

- Ensured staff safety and quality patient care



Thank You!

