



**Service Priorities and Programmes**  
**Electronic Presentations**

**Convention ID:** 1200

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**The Satisfaction Survey of Nursing Staff after the Implementation of In-Patient Medication Order Entry (IPMOE)**

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**Keywords:**

Satisfaction

Nursing Staff

In-patient Medication Order Entry (IPMOE)

Implementation

Feedback

**Introduction**

In-Patient Medication Order Entry (IPMOE) is a system of electronic order entry and documentation for in-patient medications in the Hong Kong Hospital Authority. This system facilitates nurses to administer medicines at the bedside using the traditional drug trolley or customized mobile trolleys equipped with mobile toughpad, hand-held scanner and label printer with wireless connectivity for drug administration. IPMOE system has been implemented in North District Hospital (NDH) since 2Q of 2016.

**Objectives**

- 1) To assess the level of satisfaction of North District Hospital (NDH) Nursing Staff (NS) with the In-Patient Medication Order Entry (IPMOE)
- 2) To identify common concerns of the use of IPMOE
- 3) To evaluate the user feedback and prioritize enhancement requests

**Methodology**

A satisfaction survey was conducted to all nursing staffs one week after the implementation of IPMOE and they were asked to return the completed survey within two weeks.

A one page questionnaire was designed and sent to frontline nursing staff.

Open-ended questions were used to review the level of satisfaction on various aspects i.e. operational convenience, setting of new medication trolley and function of the electronic devices.

## **Result**

A total of 313 respondents from 6 clinical areas shared their views. 175 respondents (56%) indicated that they adapted to use the IPMOE administering module. Only 12 respondents (4%) were not familiar with the system. Majority of the respondents asked for improvements on following items: 1) The toughpad is too small to display bigger font size of words; 2) Inadequate Wi-Fi coverage at some remote areas inside the ward; 3) Sometimes the speed of IPMOE was found relatively slower; 4) Request on one more customized mobile trolleys to facilitate ad hoc administration of medication. Improvement actions were followed accordingly. Wifi stability and coverage was checked and rectified by IT colleagues. One more customized mobile drug trolley would be allocated for each ward. The request for larger size of toughpad screen was reflected to head office.