KCC
九龍中醫院聯網
Kowloon Central Cluster

三東
院華
TUNG WAH GROUP OF HOSPITALS
SINCE 1870

廣華醫院
KWONG WAH HOSPITAL

# Admission Queue Management of KWH
# via the
# A&E Dashboard Information System

Central Nursing Division
Accident & Emergency Department
Department of Medicine & Geriatrics (M&G)
Administrative Services Division (HIRM)
Information Technology Unit

# BACKGROUND

**Intensifying access block in KWH**

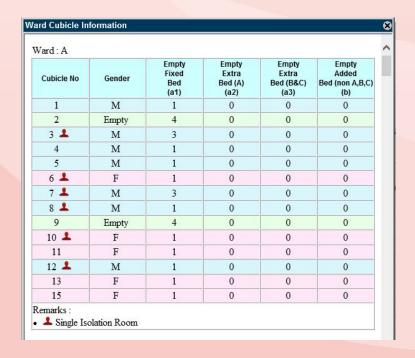- **Surge in demand for in-patient services**
- **Major Redevelopment of KWH**
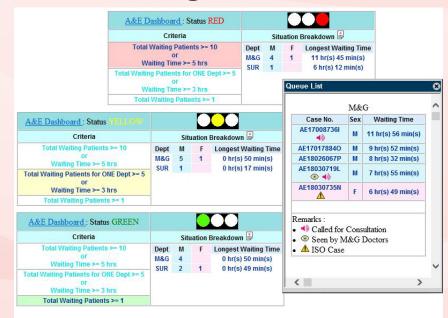- **Impeding the operation of A&E**
- **Compromised patient care**

**Need for**

- **Augment beds management (hospital wide approach)**

*(Photo source: news.rthk.hk)*

# Dashboard Information system

- Information for frontline & managers

- Features
  - Queuing list
  - Queuing time
  - Isolation beds

**A&E Dashboard : Status RED**

| Criteria | Situation Breakdown | | | |
|---|---|---|---|---|
| Total Waiting Patients >= 10 or Waiting Time >= 5 hrs | Dept | M | F | Longest Waiting Time |
| | M&G | 4 | 1 | 11 hr(s) 45 min(s) |
| Total Waiting Patients for ONE Dept >= 5 or Waiting Time >= 3 hrs | SUR | 1 | | 6 hr(s) 12 min(s) |
| Total Waiting Patients >= 1 | | | | |

**A&E Dashboard : Status YELLOW**

| Criteria | Situation Breakdown | | | |
|---|---|---|---|---|
| Total Waiting Patients >= 10 or Waiting Time >= 5 hrs | Dept | M | F | Longest Waiting Time |
| | M&G | 5 | 1 | 0 hr(s) 50 min(s) |
| Total Waiting Patients for ONE Dept >= 5 or Waiting Time >= 3 hrs | SUR | 1 | | 0 hr(s) 17 min(s) |
| Total Waiting Patients >= 1 | | | | |

**A&E Dashboard : Status GREEN**

| Criteria | Situation Breakdown | | | |
|---|---|---|---|---|
| Total Waiting Patients >= 10 or Waiting Time >= 5 hrs | Dept | M | F | Longest Waiting Time |
| | M&G | 4 | | 0 hr(s) 50 min(s) |
| Total Waiting Patients for ONE Dept >= 5 or Waiting Time >= 3 hrs | SUR | 2 | 1 | 0 hr(s) 49 min(s) |
| Total Waiting Patients >= 1 | | | | |

**Queue List**

M&G

| Case No. | Sex | Waiting Time |
|---|---|---|
| AE17008736I | M | 11 hr(s) 56 min(s) |
| AE17017884O | M | 9 hr(s) 52 min(s) |
| AE18026067P | M | 8 hr(s) 32 min(s) |
| AE18030719L | M | 7 hr(s) 55 min(s) |
| AE18030735N | F | 6 hr(s) 49 min(s) |

Remarks :
- Called for Consultation
- Seen by M&G Doctors
- ISO Case

**Ward Cubicle Information**

Ward : A

| Cubicle No | Gender | Empty Fixed Bed (a1) | Empty Extra Bed (A) (a2) | Empty Extra Bed (B&C) (a3) | Empty Added Bed (non A,B,C) (b) |
|---|---|---|---|---|---|
| 1 | M | 1 | 0 | 0 | 0 |
| 2 | Empty | 4 | 0 | 0 | 0 |
| 3 | M | 3 | 0 | 0 | 0 |
| 4 | M | 1 | 0 | 0 | 0 |
| 5 | M | 1 | 0 | 0 | 0 |
| 6 | F | 1 | 0 | 0 | 0 |
| 7 | M | 3 | 0 | 0 | 0 |
| 8 | M | 1 | 0 | 0 | 0 |
| 9 | Empty | 4 | 0 | 0 | 0 |
| 10 | F | 1 | 0 | 0 | 0 |
| 11 | F | 1 | 0 | 0 | 0 |
| 12 | M | 1 | 0 | 0 | 0 |
| 13 | F | 1 | 0 | 0 | 0 |
| 15 | F | 1 | 0 | 0 | 0 |

Remarks :
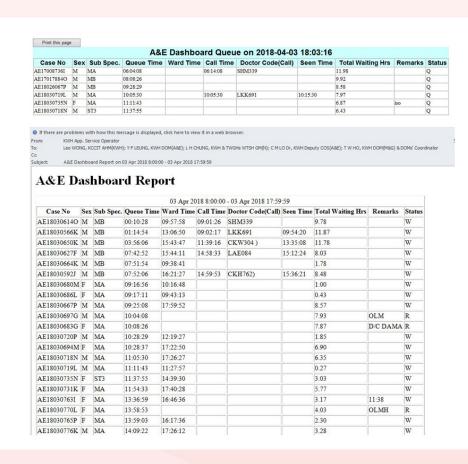- Single Isolation Room

  - Bed occupancy in each ward cubicle
  - Overflow cases

# ON GOING DEVELOPMENT

M&G consultation (prolong access block cases)

- M&G Dr code
- Stage of consultation
- Consultation time

# RESULT & OUTCOME

- Timely & transparent bed utilization status
- Reduced repetitive checking & updating

**R**eal-Time KWH Bed Utilization Summary

View Isolation Beds
Print this page
Reload Page

Status as at 07-May-2018 / 21:31:21
Remarks : [OF] = Over Flow

| Admission (9:00am of previous day - 9:00am) | | | Discharge (9:00am of previous day - 9:00am) | View History |
|---|---|---|---|---|
| Elective | Emergency | Total | 108 | View |
| 96 | 95 | 191 | | |

A&E Dashboard : Status ---

| Criteria | Situation Breakdown |
|---|---|
| Total Waiting Patients >= 10 or Waiting Time >= 5 hrs | Dept  M  F  Longest Waiting Time |
| Total Waiting Patients for ONE Dept >= 5 or Waiting Time >= 3 hrs | |
| Total Waiting Patients >= 1 | |

| Dept. | Type | Ward | BDO | | | Added Bed (non A,B,C) (b) | BDA (c) | No. of Reserved Bed for Emergency | Occupancy Rate (a1+a2+a3+b) /c | Overflow | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Fixed Bed (a1) | Extra Bed (A) (a2) | Extra Bed (B&C) (a3) | | | | | GYN | M&G | ORT | SUR |
| ENT | Mixed | N11E | 4 | 0 | 0 | 2 | 4 | - | 150% | - | - | - | 5 0 |
| | ENT Mixed Sub-Total | | 4 | 0 | 0 | 2 | 4 | | 150% | 0 | 0 | 0 | 5 0 |
| GYN | Female | E11 | 23 | 2 | 0 | 1 | 36 | 2 | 72% | - | 1 | - | - |
| | GYN Female Sub-Total | | 23 | 2 | 0 | 1 | 36 | | 72% | 0 | 1 | 0 | 0 |
| ICU | Mixed | E5 | 10 | 0 | 0 | 0 | 13 | - | 77% | - | - | - | - |
| | ICU Mixed Sub-Total | | 10 | 0 | 0 | 0 | 13 | | 77% | 0 | 0 | 0 | 0 |
| M&G | Male | N2M | 26 | 5 | 0 | 2 | 34 | 1 | 97% | - | - | 1 | - |
| | M&G Male Sub-Total | | 26 | 5 | 0 | 2 | 34 | | 97% | 0 | 0 | 1 | 0 |
| | Mixed | E10 [OF] | 60 | 0 | 4 | 2 | 70 | 2 | 94% | - | - | - | - |
| | | E3 | 21 | 0 | 0 | 0 | 48 | - | 44% | - | - | - | - |
| | | E4 [OF] | 28 | 2 | 4 | 1 | 37 | 0 | 95% | - | - | 0 1 | - |
| | | E4H | 4 | 0 | 0 | 0 | 6 | - | 67% | - | - | - | - |
| | | E4HD | 4 | 0 | 0 | 0 | 6 | - | 67% | - | - | - | - |
| | | N3 [OF] | 53 | 0 | 10 | 1 | 66 | 2 | 97% | - | - | 0 1 | - |