



九龍中醫院聯網
Kowloon Central Cluster



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)

Dashboard Information system

- Information for frontline & managers
- Features
 - Queuing list
 - Queuing time
 - Isolation beds

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

A&E Dashboard : Status RED

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		M&G	4	1	11 hr(s) 45 min(s)
Total Waiting Patients >= 1		SUR	1		6 hr(s) 12 min(s)

A&E Dashboard : Status YELLOW

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		M&G	5	1	0 hr(s) 50 min(s)
Total Waiting Patients >= 1		SUR	1		0 hr(s) 17 min(s)

A&E Dashboard : Status GREEN

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		M&G	4		0 hr(s) 50 min(s)
Total Waiting Patients >= 1		SUR	2	1	0 hr(s) 49 min(s)

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

- 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

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A&E Dashboard Queue on 2018-04-03 18:03:16

Case No	Sex	Sub Spec.	Queue Time	Ward Time	Call Time	Doctor Code(Call)	Seen Time	Total Waiting Hrs	Remarks	Status
AE17008736I	M	MA	06:04:08		06:14:08	SHM339		11.98		Q
AE17017884O	M	MB	08:08:26					9.92		Q
AE18026067P	M	MB	09:28:29					8.58		Q
AE18030719L	M	MA	10:05:30		10:05:30	LKK691	10:15:30	7.97		Q
AE18030735N	F	MA	11:11:43					6.87	iso	Q
AE18030718N	M	ST3	11:37:55					6.43		Q

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From: KWH App, Service Operator
 To: Leo WONG, KCCIT APM(KWH); Y F LEUNG, KWH DOM(A&E); L H CHUNG, KWH & TWG's WTSH GM(I); C M LO Dr, KWH Deputy COS(A&E); T W HO, KWH DOM(M&G) & DOM's Coordinator
 Cc:
 Subject: A&E Dashboard Report on 03 Apr 2018 8:00:00 - 03 Apr 2018 17:59:59

A&E Dashboard Report

03 Apr 2018 8:00:00 - 03 Apr 2018 17:59:59

Case No	Sex	Sub Spec.	Queue Time	Ward Time	Call Time	Doctor Code(Call)	Seen Time	Total Waiting Hrs	Remarks	Status
AE18030614O	M	MB	00:10:28	09:57:58	09:01:26	SHM339		9.78		W
AE18030566K	M	MB	01:14:54	13:06:50	09:02:17	LKK691	09:54:20	11.87		W
AE18030650K	M	MB	03:56:06	15:43:47	11:39:16	CKW304	13:35:08	11.78		W
AE18030627F	M	MB	07:42:52	15:44:11	14:58:33	LAE084	15:12:24	8.03		W
AE18030664K	M	MB	07:51:54	09:38:41				1.78		W
AE18030592J	M	MB	07:52:06	16:21:27	14:59:53	CKH762	15:36:21	8.48		W
AE18030680M	F	MA	09:16:56	10:16:48				1.00		W
AE18030686L	F	MA	09:17:11	09:43:13				0.43		W
AE18030667P	M	MA	09:25:08	17:59:52				8.57		W
AE18030697G	M	MA	10:04:08					7.93	OLM	R
AE18030683G	F	MA	10:08:26					7.87	D C DAMA	R
AE18030720P	M	MA	10:28:29	12:19:27				1.85		W
AE18030694M	F	MA	10:28:37	17:22:50				6.90		W
AE18030718N	M	MA	11:05:30	17:26:27				6.35		W
AE18030719L	M	MA	11:11:43	11:27:57				0.27		W
AE18030735N	F	ST3	11:37:55	14:39:30				3.03		W
AE18030731K	F	MA	11:54:33	17:40:28				5.77		W
AE18030763I	F	MA	13:36:59	16:46:36				3.17	11:38	W
AE18030770L	F	MA	13:58:53					4.03	OLMH	R
AE18030765P	F	MA	13:59:03	16:17:36				2.30		W
AE18030776K	M	MA	14:09:22	17:26:12				3.28		W

RESULT & OUTCOME

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

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Real-Time KWH Bed Utilization Summary

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				
96	95	191	108			View

A&E Dashboard : Status ---										Situation Breakdown			
Criteria										Dept M F Longest Waiting Time			
Total Waiting Patients >= 10 or Waiting Time >= 5 hrs													
Total Waiting Patients for ONE Dept >= 5 or Waiting Time >= 3 hrs													
Total Waiting Patients >= 1													

Dept.	Type	Ward	BDO					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)	Added Bed (non A,B,C) (b)	BDA (c)			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	-

