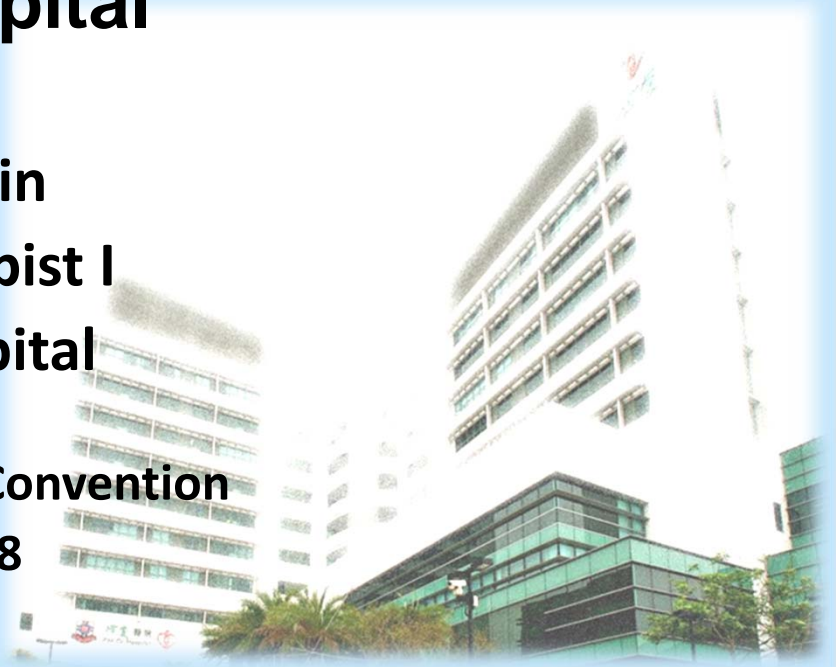


Electronic Documentation of Patients' Record to Reduce Files Handling by Clerical Staff at Out-patient Physiotherapy Department of Pok Oi Hospital

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Physiotherapist I
Pok Oi Hospital

Hospital Authority Convention
8 May 2018



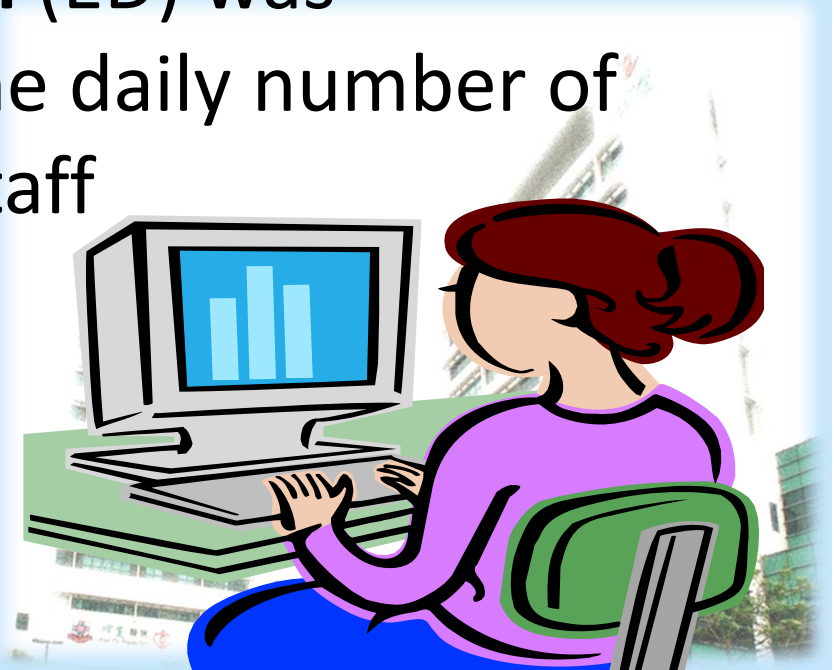
Background

- Clerical staff had to sort out around 300 patients' files on physiotherapy appointment each day
- They need to file back the records after the handwritten documentation by physiotherapists

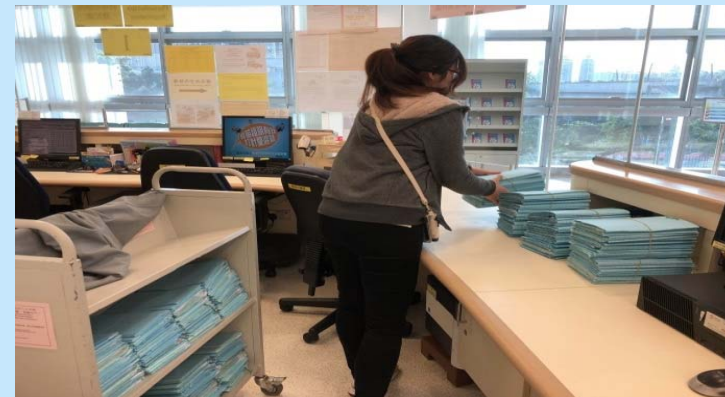


Background

- The process was time-consuming and might induce repetitive stress injuries to clerical staff
- **Electronic Documentation (ED)** was implemented to reduce the daily number of files handling by clerical staff



Files Handling by Clerical Staff



Objectives

- To evaluate the effectiveness of electronic documentation on handling patient's records by clerical staff
- To report the compliance of electronic documentation by physiotherapists



Method

Electronic Documentation through CMS was implemented on 1 Sept 2017



Only files of daily **new cases** are sorted out



Compare the daily number of files being handled by clerical staff

Audit the compliance and accuracy of electronic documentation



Audit for Electronic Documentation(ED)

- To ensure all ED are input correctly into CMS & sign off
- Audit after implementation of ED for one month
- All attended cases of a randomly selected date were recruited
- Each physiotherapist would audit the electronic documentation input of their peers



Challenges for ED

- Staffs not familiar with electronic documentation
- No standard template / format for electronic documentation

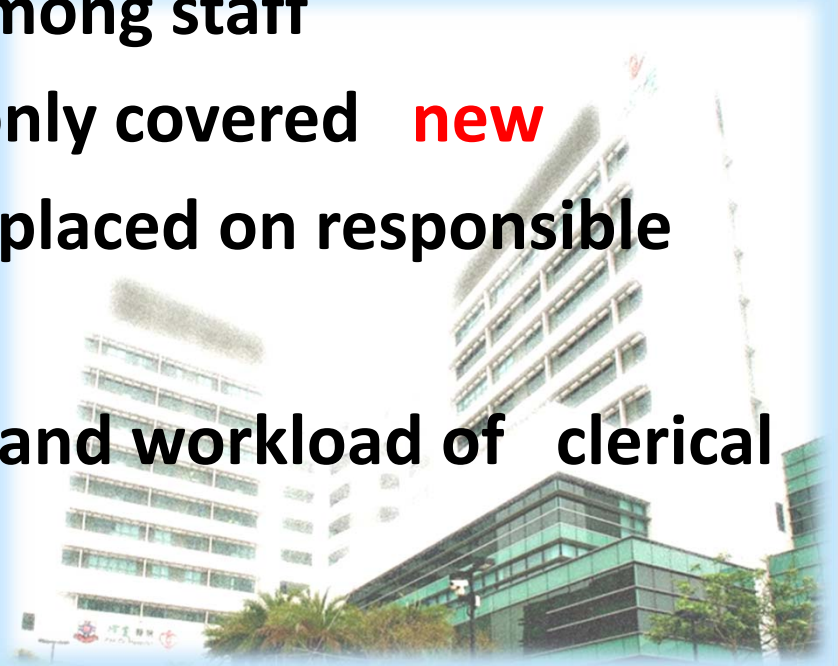


- ? Increased time for documentation



Solutions

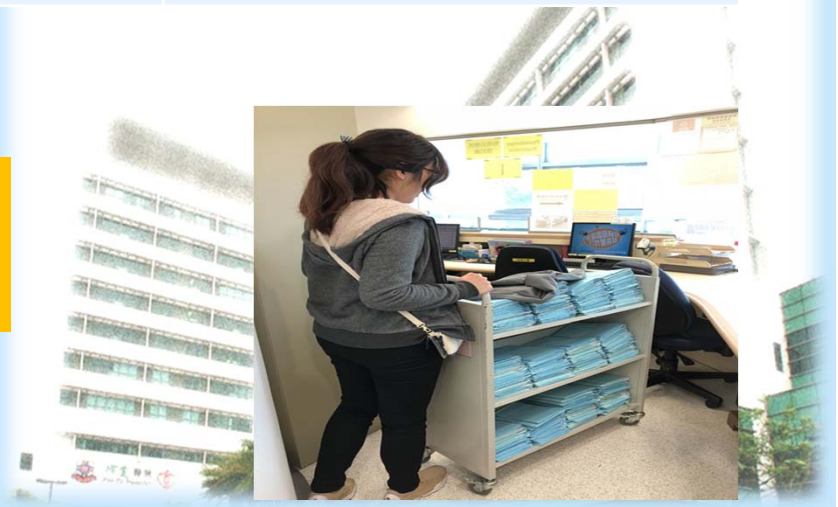
- Regular discussion and review among staffs
- Set up standard template for documentation
- Understand the benefits of electronic documentation
 - *Improve communication among staff
 - *Enhance patient privacy : only covered **new** patient files are currently placed on responsible physiotherapist desk
 - *Decrease repetitive stress and workload of clerical staff



Result for ED

	Before ED	After ED
No. of files handled by clerical staff	300 (new and old cases)	40 (new cases)
Time for files handling	180 minutes	25 minutes

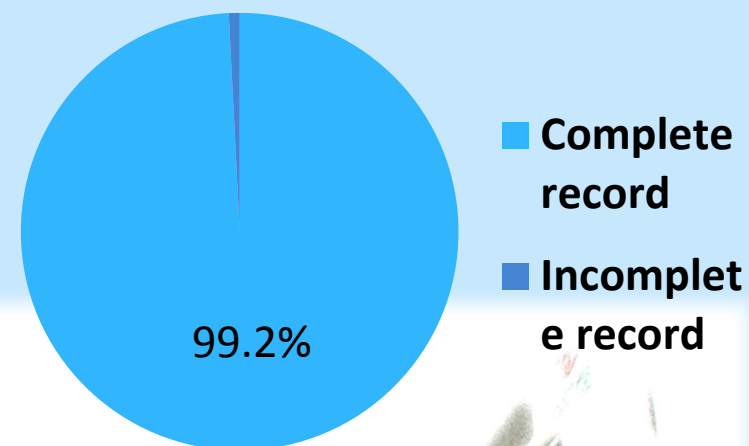
Decreased the stress and loading to clerical staff



Result for ED Audit

Date of Audit	3 October 2017
No. of files being audited for ED	250
No. of files with incomplete ED	248
% of successful ED	99.2%

No. of records



Result for ED Audit

- High compliance rate of ED input (99.2%)
- Two cases were found to have incomplete documentation



Discussion

- “Appointment slip” as a reminder for ED



博愛醫院物理治療部
POK OI HOSPITAL PHYSIOTHERAPY DEPARTMENT

覆診預約便條 - Appointment Slip
Limb Peripheral and Neurological

電話 [Tel.] 24868126

日期: 2018 年 4 月 18 日 (星期三)
[Date] [Year] [Month] [Day] (Wednesday)

登記時間: 上午 10 時 30 分
[Registration] (AM) [Hour] [Minute]

姓名: 麥 [Redacted]
[Name] (Mak. [Redacted])

性別: 女 年齡: 65y
[Sex] (Female) [Age]

身份證號碼: E [Redacted]
[HKID]

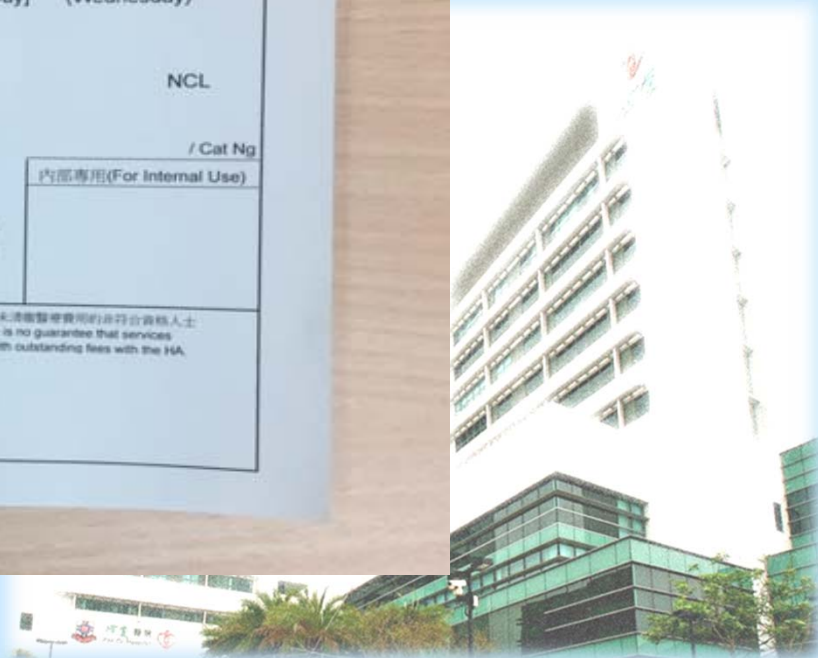
門診編號: PHYA-17-17734(V)
[Out-Patient No.]

Barcode

booked from POH by OPAS
Printed at 11/04/2018 10:30:21 (1 wk)
If English version is needed, please contact our counter staff

醫務管理局的資料乃為香港市民提供醫療服務。除在緊急情況下，醫務局並不保證為非合資格人士提供服務。在非緊急情況下，未清繳醫療費用的非合資格人士將不會獲提供服務。The Hospital Authority's (HA) policy is to serve the citizens of Hong Kong. Other than emergency services, there is no guarantee that services will be provided to Non-Eligible Persons (NEPs). Under non-emergency situation, medical services will not be provided to NEPs with outstanding fees with the HA.

請注意: Please pay attention:
請先向醫務局 (MPS) 之醫務處繳費，然後向物理治療部登記覆診。
Please go to sheriff office on M/F and give your payment prior, then go to registration counter of Physio Dept on 1/F for registration.
如未能即時繳費，請致電改期，電話: 2486 8126。
In case you cannot turn up for the appointment, please phone to Physiotherapy Department for change of appointment. Tel: 2486 8126.



Discussion

CMS

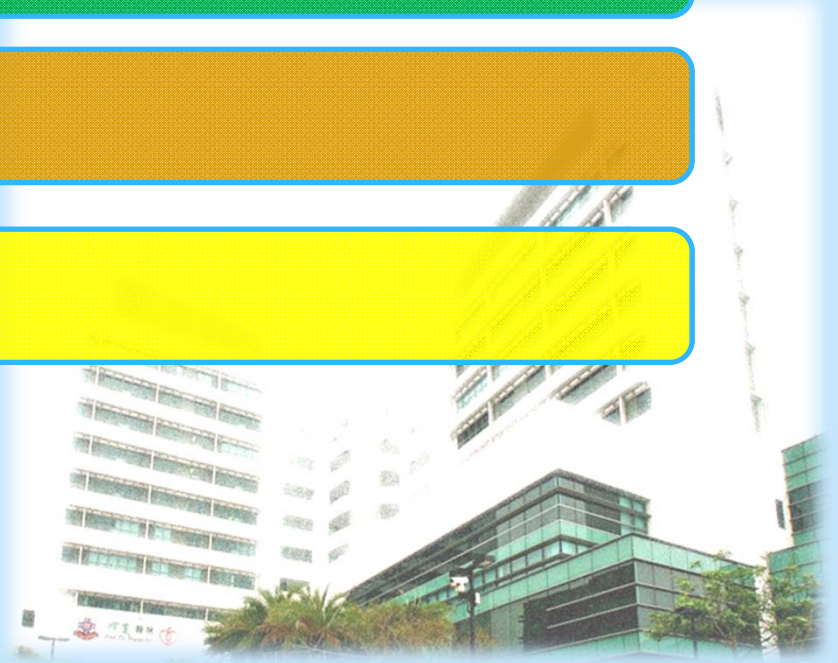
- Appointment slip

- Retrieve patient's record

Yes

- Check sign off

- Complete ED



Improvement

- Regular documentation audit
- ED for patients of group exercise class and hydrotherapy class

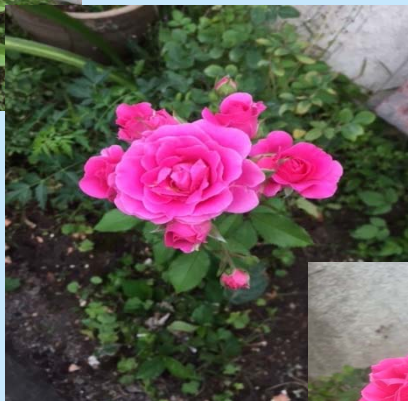
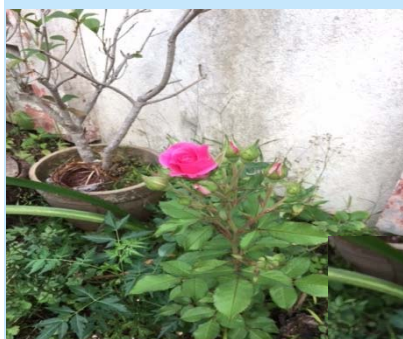


Conclusion

Improvement project of ED resulting in
happy and committed staff



Quality Physiotherapy to Serve Community with Happy & Healthy Staff



Thank You

