

PILOT ELECTRONIC CALL BACK REGISTRY IN KWH GOPC

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Introduction

In the KWH GOPD, there are **over 4500 cases** per year with **abnormal investigation results** indicative of early intervention by calling back

involved patients. Our current practice relies solely on written documentation in paper registry to record down all relevant information for those cases. GOPD nurses need to manually trace through the registry to identify individual case.

Objectives

The aims of this project were **establish a user-friendly and accurate** electronic call back registry for patients with abnormal investigations. To enhance efficiency in handling call back registry for nursing staff and to enhance patient care quality.

Methodology

The project started to have preparatory meeting since 3Q 2018. The proposed electronic platform had been designed 4Q 2018. The trial run of the electronic platform had been implementation on April 2019. To evaluate the outcome of program, there were 50 cases had been studied during 11-16 February 2019 by manual record. Another 50 cases had been studied during 6-10 May 2019 by electronic call back registry.




Results

During 11-16 February 2019, total time was 621 minutes, average 11.3 minutes per case. Compared with the period in May 2019, handled by the electronic registry, the total time was 376 minutes, average 7.5 minutes per cases. **There was significantly reduced 39% the total time for documentation.**

Using the electronic platform would **minimize the time spent** in documenting patient's information.

Conclusions

There was a significant reduction in nursing man-hour for handling the call back registry. All patients with abnormal investigation results indicative of early intervention would be well registered in a secure and easily accessible electronic registry. We planned to extend to SOPD in our next phase.

Order Date	Name	OPD No.	Reason for Call Back	Treatment	Status	Sent Letter	Expiry	Next Appointment
2019-06-12	LUI LK	OPD	檢查報告異常	藥物治療	PS	Y	2019-06-24	2019-08-23
2019-06-20	CHAN SMA	GOPD	Others	儀器治療	I		2019-07-20	
2019-06-28	LUI LK	OPD	檢查報告異常	藥物治療	I		2019-08-02	2019-08-06