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Specialist Clinic Booking Mobile App – 'BookHA'

*By **Information Technology and Health Informatics Division, Department of Cluster Performance** and **Department of Quality and Standards,** HAHO*

'BookHA' is a user-friendly and interactive mobile app that provides the public with an efficient and effective means of making Specialist Outpatient Clinics (SOPC) new case appointment bookings. It is far more convenient to patients than coming to clinics in person or sending in booking application by fax. BookHA facilitates submission of booking applications anytime and anywhere with only a smart phone. In implementing the app, HA has taken conscientious effort to ensure that all confidential patient information transmitted electronically are under security control in accordance with the personal data protection protocol.

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BookHA was piloted in Gynaecology specialty in March 2016. In mid-September, the app was successfully rolled out to four additional clinical specialties, i.e. Ear, Nose & Throat; Eye; Neurosurgery and Orthopaedics & Traumatology.

BookHA users can complete the booking application by submitting (1) choice of SOPC; (2) minimal patient personal data; (3) snapshot of the patient's identity document (only required for patients who have never attended HA) and address information; and (4) photo of the doctor's referral letter. The app also facilitates patients' choice on cross cluster SOPCs new case booking. Once submitted, patients will receive appointment information via BookHA.

The Central Booking Unit will screen the accuracy and completeness of the BookHA application documents before sending them to SOPCs for appointment booking. This pre-screening will expedite the booking process for frontline staff and shorten patient queues booking for new case appointment at SOPC counters.

With the upgrade of a 'Booking Cancellation' feature in the app in September, patients can now conveniently cancel their SOPC new case appointment booked via BookHA. This feature serves to save SOPC new case quota in a timely manner, which in turns facilitate the effective use of public resources.

HA will continue to roll out BookHA aiming at covering all major clinical specialties in the coming year. Given the many benefits of the app, please help HA to promulgate BookHA to your patients, friends and relatives booking for SOPC new case appointment!

Editorial Comments

Booking so easy! *Having personally used the "BookHA", I would like to thank you and congratulate the Team for having developed such a user-friendly patient-centred initiative. Without bothering to go to the busy clinic or find a fax-machine, and just taking a few minutes, I successfully made a SOPC new case booking for my Mom via "BookHA" at home last week. I received an acknowledgement SMS instantaneously and an appointment letter together with a confirmation SMS 7 days later. Moreover, useful information such as waiting time and choice of clinics could be accessed easily. What a wonderful experience! Highly commendable!*

Dr Jenny LAM
Deputizing Service Director (Quality & Safety), KEC

CMS Apps for Smoother Ward Round

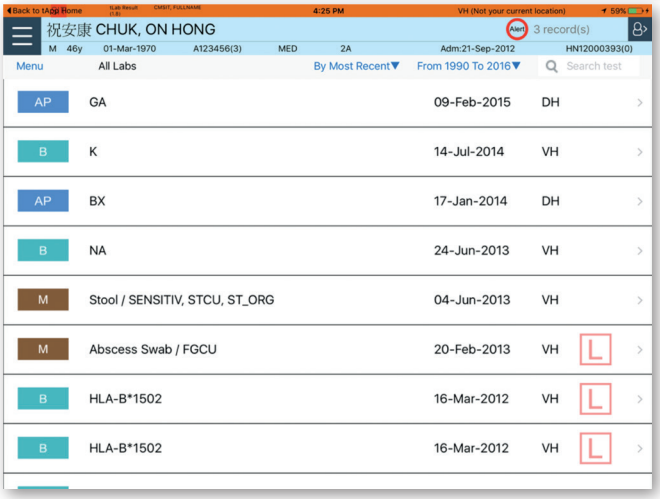
*By **Dr Joyce CHAN,** Health Informatician, Information Technology and Health Informatics Division, HAHO*

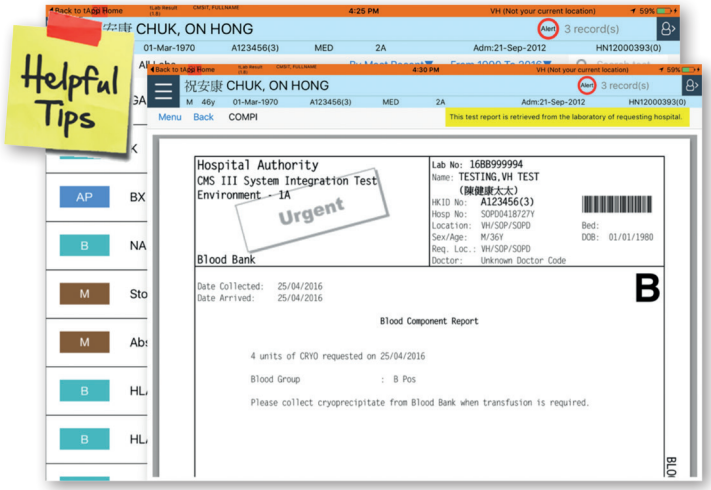
Doctors and nurses are now able to review patient clinical data and execute clinical judgment out of the boundary of Clinical Management System workstations. CMS apps running on iOS devices were launched since August 2016. There are now 1800 iOS devices with CMS apps installed and the number of apps and devices will be gradually increased across HA.

The CMS apps which are now in use are 1) Laboratory Result, 2) Radiology Result, 3) IPMOE History Enquiry, 4) IPMOE Prescribing, 5) Personal Memo and Memo Viewer, and 6) Corp Alert

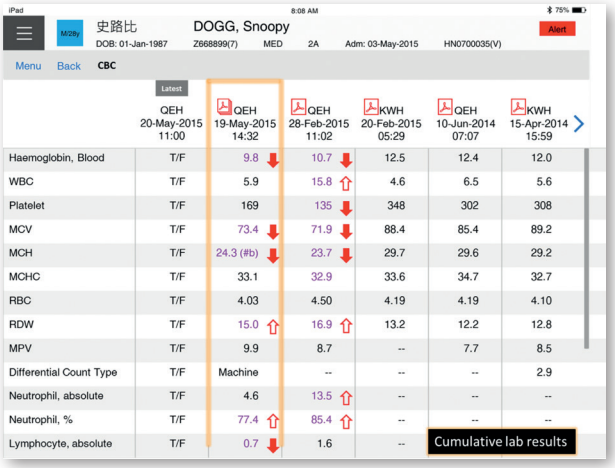
Doctors are now able to view patient data and corporate reports via iOS devices anywhere. They also do not have to go through different systems to gather clinical information and the workflow is streamlined.

Laboratory Result





The laboratory results can be displayed in PDF, text and cumulative view format.



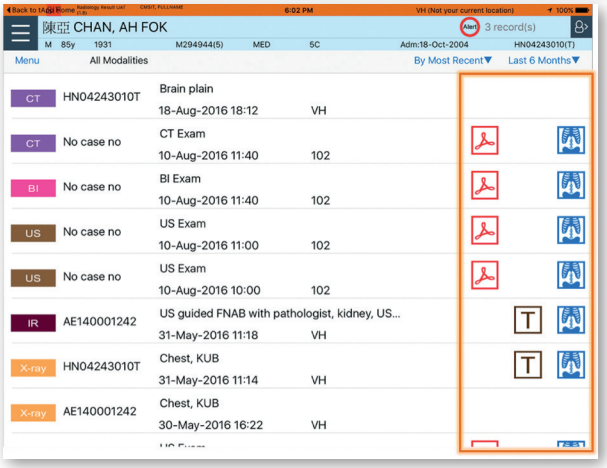
The cumulative view can facilitate comparison of lab results.

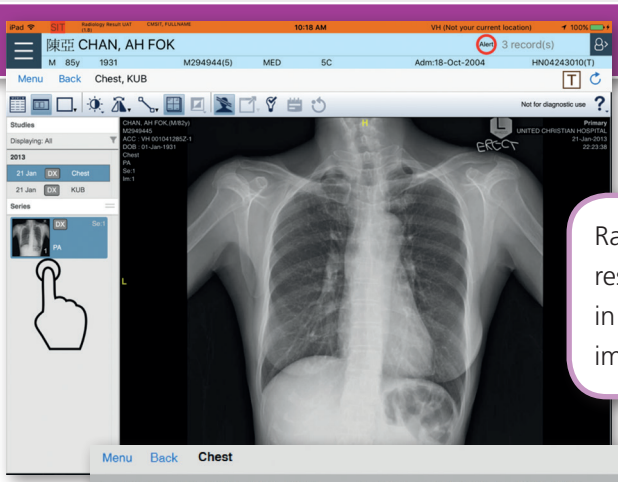
Editorial Comments

Mobile technology is a truly disruptive technology that changed our lives. Not long ago, we are welcoming the "COWs" to our wards and in no time we are seeing newer mobile devices and applications just around the corner. The CMS apps allow clinicians to view laboratory and radiology results, in-patient prescription history right at their fingertips. We can also prescribe and draft note in personal memo anywhere, which is all linked to CMS workstation. We are looking forward to more apps and eventually a full mobile CMS for clinical modules, which will profoundly improve the whole patient management process.

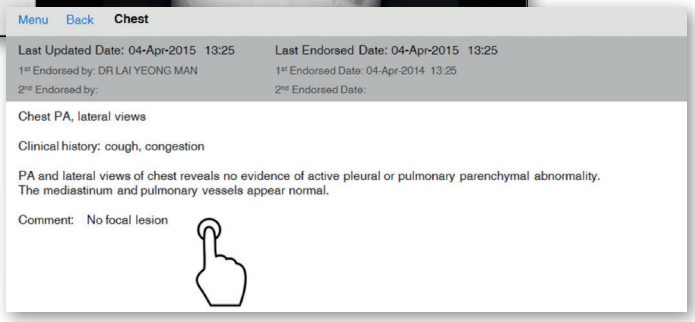
Dr W Y SO
Chief Manager (Quality & Standards), HAHO

Radiology Result



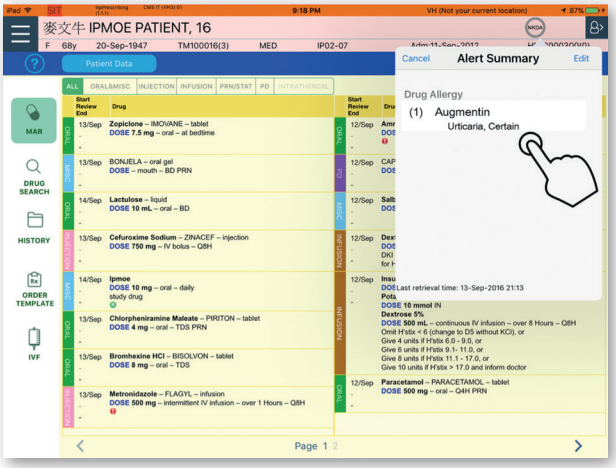


Radiology results can be in pdf, text or image format.



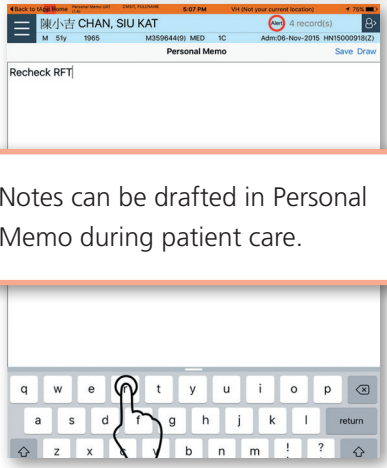
Doctor can review radiology reports with correlation of radiology images simultaneously in the iOS device.

IPMOE History Enquiry and Prescribing

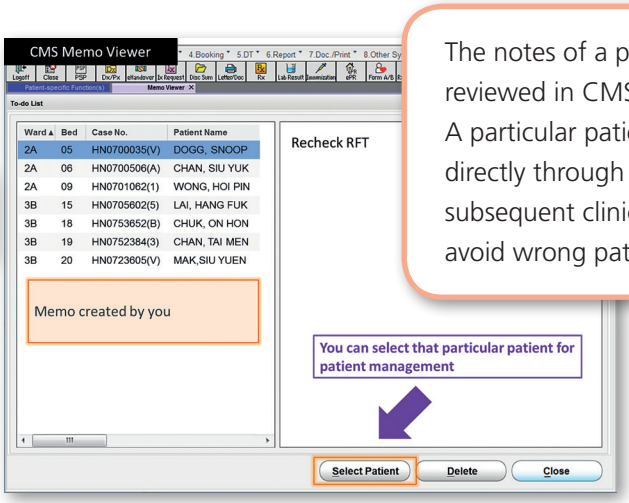


For hospitals with IPMOE implementation, doctors and nurses are able to review and prescribe patient medication. Doctor can view and edit the current inpatient Medication Administration Record at bedside with allergy and adverse drug reaction decision support checking.

Personal Memo and Memo Viewer



Notes can be drafted in Personal Memo during patient care.



The notes of a patient can be reviewed in CMS via Memo Viewer. A particular patient can be selected directly through Memo Viewer for subsequent clinical management to avoid wrong patient selection.

CLUSTER SHARING

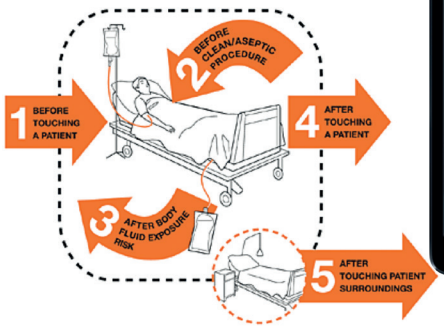
Kowloon West Cluster

Mobile Infection Control Audit (mICA) – Real time data at your fingertips

*By **Dr Kristine LUK**, Hospital Coordinator (Q&S), PMH, and **Ms Queenie LAM**, System Manager (IT), PMH*

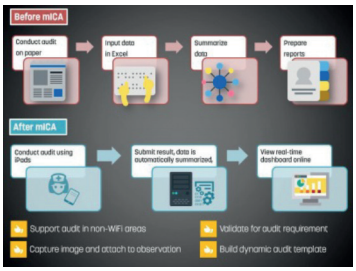
Thanks to the Kowloon West Cluster Information Technology (KWC IT) Services, infection control audit is no longer a daunting task! Instead of bringing piles of audit forms to wards with subsequent hours of data entry, all an infection control nurse (ICN) needs is an i-Pad with preinstalled applications.

Hand hygiene is the most important measure to prevent healthcare associated infections. To promulgate and monitor good practice, regular audit based on 5 Moments of Hand Hygiene Audit Tool by World Health Organization (WHO) is adopted. With mounting workload, KWC IT has developed a mobile Infection Control Audit (mICA) program in 2014 to streamline the paper-based workflow of Infection Control Team (ICT). With mICA, ICNs could simply enter the observation data and upload the data to a central server after performing hand hygiene audits through iPad. Analyzed report would then be generated instantly on an intranet website and real-time feedback could be given to concerned units.



Moving to mICA has demonstrated:

- Improved work efficiency – eliminate data transcription and expedite report generation
- Improved data accuracy – eliminate error in transcription and calculation
- Eco friendly – go 'paperless' for hand hygiene audit
- Improved hand hygiene compliance – identify problems promptly and allow for immediate remedial actions



With ICT and IT's commitment and innovation for better services, mICA was recognized by the 18th Annual ACHS Quality Improvement Awards 2015 as Highly Commended Submission in Clinical Excellence & Patient Safety. To share the project results with other healthcare professionals, it was presented in the Hospital Authority Convention 2015 and was nominated for entry into the World Summit Youth Award 2016 and International Hospital Federation Excellence Awards 2016. The project was first piloted in Princess Margaret Hospital and is now deployed to all KWC hospitals and shared with Queen Mary Hospital. Further enhancement initiatives to extend the application to auditing environmental cleanliness, peripheral catheter care and infection control practice for Multi-drug Resistant Organisms (MDROs) are planned.

Mobile technology can provide an ideal prototype for improving quality and efficiency of healthcare delivery. Hospital managers can act timely based on real-time information. The mICA lays an important foundation for other clinical audits to go mobile.

Editorial Comments

The Mobile Infection Control Audit (mICA) is an exemplary application of technology to facilitate our work. By one single switch in the mode of data capture in the workflow, it makes innovative utilization of what information technology can offer. Besides speed enhancement and environmentally-friendly, mICA provides a real-time feedback for improvements which is the key purpose of audit in the first place. Simple, elegant and innovative, mICA is truly deserving of recognition and awards

Mr William CHUI
Cluster Service Coordinator (Pharmacy), HKWC

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