

HAC 2016 ABSTRACT for Oral Presentations

Presentation no.: F6.6

Presenting Author: Anna TONG Dr, HOIT&HI SHI(PH&IS)

Project title

Pilot Findings on Agile Development of Management Information Portal (MIPo) – Beta version of Management Dashboard

Author(s)

Y H Anna TONG (1), Winnie WONG (1), C Y Marita CHENG (2), Amy CHUNG (2), Kenny TSE (2), Edward CHEUNG (2), Edmund KWONG (2), Dick LAM (2)
(1) Health Informatics Section, Hospital Authority Head Office Information Technology and Health Informatics Division (2) Information Technology Department, Authority Head Office Information Technology and Health Informatics Division

Keyword(s)

Management Information
Management Dashboard
Timely information

Approval by Ethics Committee: /

Introduction

Timely management information is important for management teams to make informed decision. When encountered management information needs, like increasing AED and inpatient hospitalization demands with admission block during winter surge period in this year, agile development of a management dashboard with timely and drill-down AED and inpatient bed occupancy situation information has met the information needs and improvement of data quality in operational systems to be provided by frontline teams and then the management information.

Objectives

(1) to promptly understand the management information needs (2) by leveraging the infrastructure of IT systems and features of the Management Information Portal (MIPo), to quickly design and develop a management dashboard with better graphical presentation and drill down features to provide timely management information (3) to promptly collect users' requirements and refine the input of data of operational systems and criteria of reporting to improve quality of the management information

Methodology

With the quick understanding of management information needs of the increasing AED and inpatient hospitalization demands with admission block during winter surge period from previous years' experience, by leveraging the infrastructure of IT systems and features of the Management Information Portal (MIPo), HOIT & HI Teams under the MIPo Steering Group had promptly design a management dashboard in June this year. Interfaces between different sources systems including IPAS, AEIS and MORIS and CDARS had been developed in the following months. Five panels of management information reports with drill down features to detailed information had been launched, including 1. A&E Queuing & Admission Waiting list (Updated every 15 min.) 2. Bed Occupancy by Specialty and by Ward location (Updated every 30 min.) 3. Infection Corner (Isolation Room Statistics Report, Updated everyday at 00:00, 06:00, 09:00, 12:00, 18:00) 4. Mortuary Utilization (Updated everyday) 5. Seasonal flu vaccination no. and Staff coverage rate (Update everyday) Users of the MIPo Management Dashboard can easily access other timely performance reports at MIPo, like AED Waiting Time KPI, Winter Surge AED attendance / admission / bed occupancy reports, mortuary utilization reports.

Result

The beta version of the MIPo Management Dashboard has been launched in October October 2015 and up to 31 January 2016, there are more than 250 users in HAHO and Clusters/ Hospitals. Engagement of frontline users and utilization of management information of the Dashboard had also quickly refine the

input of data of operational systems and criteria of reporting to improve quality of the management information in turn. **Conclusion** To understand and meet management information needs in the ever changing environment, agile IT development to promptly provide situation information for management teams to make informed decision is a challenging while emerging trend in the advanced technology era. It is showed that engagement of frontline staff in the information value chain process facilitates the improvement of data quality in the operational systems to be provided by frontline staff through which quickly improves the quality of management information.