



Service Priorities and Programmes Electronic Presentations

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Develop and integrate a computerized Barcode System to enhance the efficiency of Aids Loan Service provision.

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Introduction

As patients' conditions become more frail with the prevalence of terminal and late stage of diseases, adaptive aids or equipment for short term/transitional use is much prominent in the current rehabilitation process. Aids loan service plays a significant role in facilitating patients to discharge home. In the past five years, the demand of the service had increased by 40% from 435 to 610 transactions in Occupational Therapy (OT) Department of Shatin Hospital. In 2014, Occupational Therapist needs to spare their clinical time to carry out the transaction and the total clinical time spent was over 300 hours. In order to cope with the increasing demand, a computerized bar code loan system was developed to enhance the accuracy and efficiency in the daily operation.

Objectives

To develop and integrate a computerized barcode loan system for aids loan service to improve efficiency and accuracy during operation.

Methodology

A computerized barcode loan system was launched in OT department from June, 2015. Over 170 loan items were categorized and assigned with a barcode label. Therapist could simply use the on screen computer operation to process the reserve, loan and return procedures. Further to this, the written on-loan agreement letter could be generated in a computer printout format. All loan records were filed in electronic version and the outstanding loan items could be retrieved by computer for follow up. Reports on monthly transaction or utilization of individual item were also analyzed by computer system.

Result

After implementing the system together with the rearrangement of staff duties, there was a 94% reduction in therapist's time in handling the aids loan procedures from 28 minutes to 1.8 minutes and a total of 81.3% reduction in manpower cost was achieved. In addition, the number of outstanding loan items was also dropped from 40% to 5%.
Conclusion The efficiency and effectiveness of Aids Loan Service is markedly

enhanced by integrating the computerized Bar Code System with a reduction in therapist's time in handling the aids loan procedures, a reduction in manpower cost and an overall decrease in outstanding loan items.