



**Singapore Healthcare  
Management 2018**

# Improving ClinDoc Adoption rate for Orthopaedic Surgery Department in SOC

Goh Kee Wee, SOC Operations  
Charmaine Tan Sze San, HIMS  
A/Prof Tan Mann Hong, Orthopaedic Surgery  
Tiffany Thng, Orthopaedic Surgery



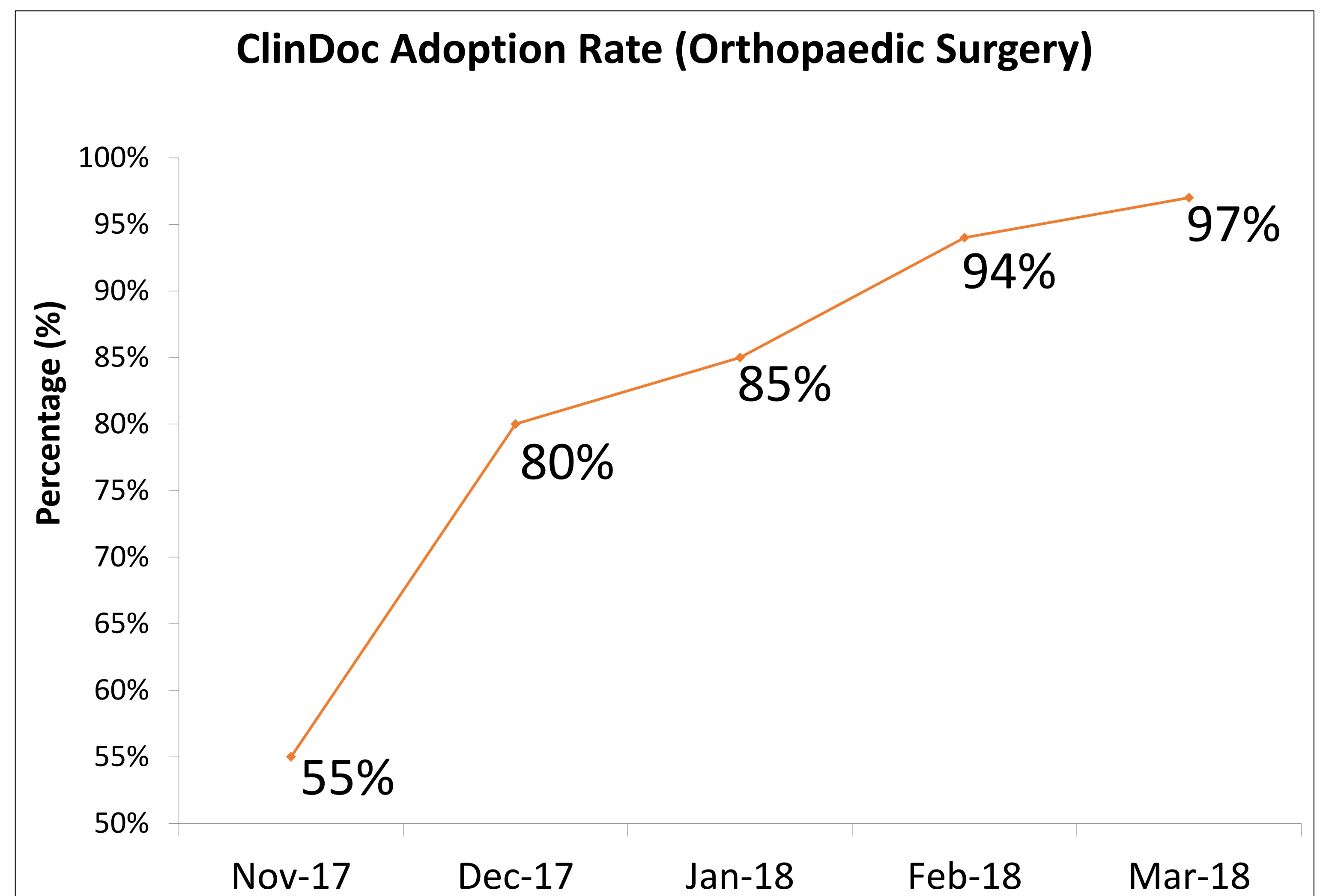
## Why use ClinDoc?

- 1) To support SingHealth's initiative on the use of Electronic Medical Records
- 2) To improve operational workflow in managing of Orthopaedic casenotes in SOC

## Objectives:

- 1) Improve adoption rate
- 2) Improve team morale
- 3) Improve patient experience
- 4) Smooth transition from physical to electronic documentation

## Results



## Methodology

- ✓ Review with stakeholders
  - Orthopaedic Surgery, SOC, HIMS
- ✓ Identify challenges and issues faced by clinicians
- ✓ Review challenges and issues
- ✓ Identify intervention
- ✓ Present and communicate to remaining Orthopedic Doctors during Department meeting
- ✓ Gather feedbacks from clinicians and staffs after each phase of implementation
  - To address the operational gaps
    1. Improvements in the next phase(s)
  - To address challenges and issues faced
    1. Familiarity to ClinDoc
    2. Drawings required for Spine Sub-Speciality
- ✓ Rollout by Phases (clinic sessions managed by):
  1. Medical Officers & Associate Consultants
  2. Consultants
  3. Senior Consultants

## Positive Takeaway

- Team's morale improved
  - Less need for tracing of missing casenotes
- Patient Experience improved
  - Seen promptly with electronic notes
- Job Satisfaction for staffs improved
  - Clinics & Medical Record staffs

## Conclusion

It is important to work with and engage all the stakeholders when rolling out new initiatives. Constant review and feedback provide the team with insights to fine-tune the workflow between the doctors, ground and admin staffs. This will provide for smooth transition from physical casenotes documentation to electronic documentation for our Doctors.