



Singapore Healthcare
Management 2019

Electronic Documentation Adoption Rate Improvement for Plastic, Reconstructive & Aesthetic Surgery (PRAS) Department

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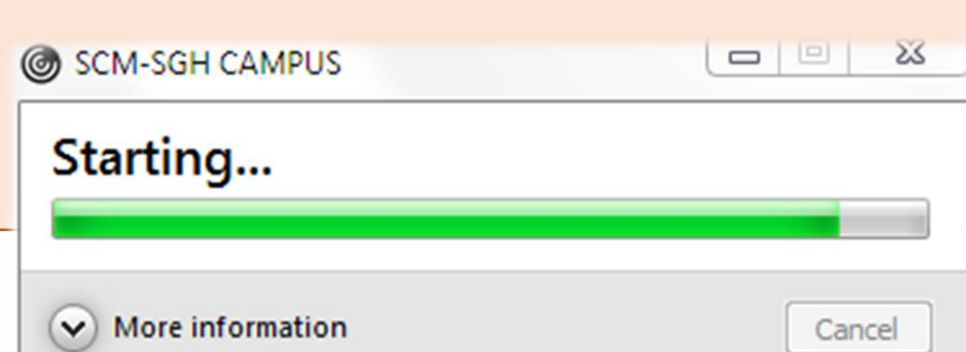
Introduction

As SGH progresses towards complete paperless documentation, there is a need for doctors to begin typing the consultation summaries electronically in SCM (Sunrise Clinical Manager) and hence moving away from hardcopy case notes.

In order to increase the adoption rate of electronic documentation by Plastic doctors, multiple initiatives have been implemented in Clinic J and P in SGH SOC.

Objectives

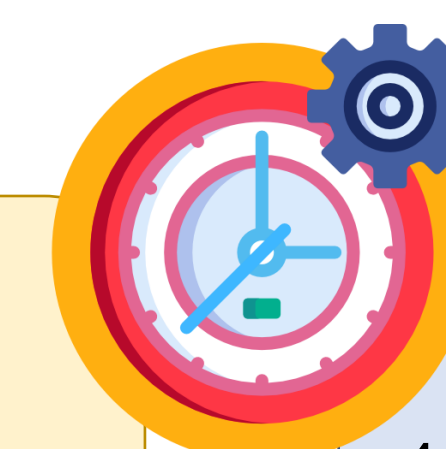
1. To increase adoption rate of electronic documentation



2. To remove case notes from consultation rooms



3. To reduce the amount of time spent on tracing of case notes



4. To reduce patient's waiting time for consultation

Methodology

PLAN

1. Multiple meetings held with IHiS and Plastic doctors to understand concerns when using electronic documentation
2. Proposed solutions to address concerns

DO

1. Arrangements made for IHiS team to guide doctors in using system
2. Case notes were progressively removed from the consultation rooms from January 2019

ACT

1. Findings presented to doctors
2. Full removal of case notes from consultation rooms were completed in May 19
3. Room assistants reminded doctors to type in notes actively

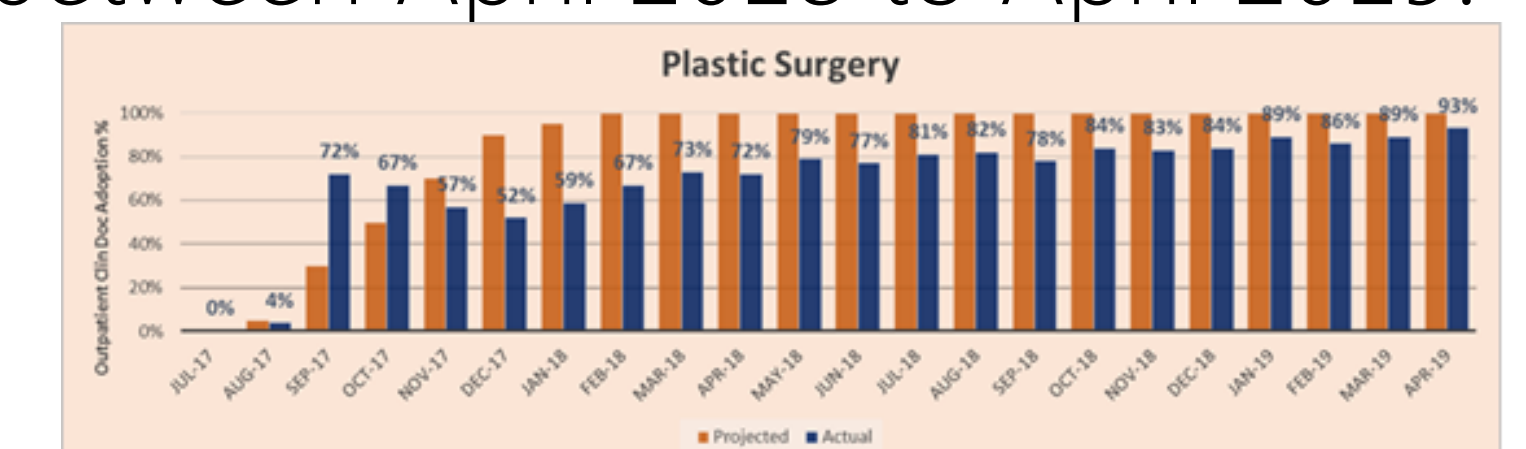
CHECK

1. Adoption rate of electronic documentation was closely monitored
2. List of visits without electronic documentation was analysed to identify reasons for not doing so

Results

1

Electronic documentation adoption rate increased from 72% to 93% between April 2018 to April 2019.



2

Manpower on tracing of the case notes can be re-deployed to other areas as doctors no longer require the case notes in consultation room.

3

Reduction in patient waiting time to consultation as doctors no longer need to wait for notes to be traced before seeing patient.

Conclusion

It is essential to collaborate with the relevant stakeholders such as IHiS and doctors and examine the root cause of the concerns before solutions can be identified. Findings were also be openly shared amongst the stakeholders in order to achieve our aims. It is vital that doctors are provided with the necessary support in order to improve the electronic documentation adoption rate.

Future Possibilities

As SGH embarks on the journey to become completely paperless, the final aim will be for all systems to be seamlessly linked electronically. With the increasing emphasis on patient empowerment, patients would want to be more involved in the care plan and treatment options across the hospital. Electronic documentation allows cross disciplinary teams to have access to the patient's records without having go through the time consuming process of tracing the case notes.

As patients become more digitally savvy, encouraging the doctors to consistently document their notes and treatment plans electronically will allow for quality patient-doctor interaction and hence better patient outcome.

Electronic documentation also allows for manpower savings that could be better deployed to other areas which need them more, such as patient education and engagement.