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PATIENT SAFETY: CROSSING THE QUALITY CHASM THE TECHNOLOGY WAY.

AMPERSAND LOGISTICS

Business Intelligence, process automation and Systems Integration

Country Technical Partner of: Anoto AG, Acecad, VisionObjects (MyScripts), BPS
HEALTHCARE UK

INTRODUCTION/BACKGROUND

Clinical audits and error reporting are the main crux of patient safety, but without adequate Documents management clinical audit might be impossible and error reporting only used for punitive purposes only.

With Document management, audit is easy and error reporting is spontaneous and could be anonymously used for constructive reviews.

METHOD

A crossover study using direct observation, questionnaires and interviews

The User: the population of interest in the study is hospital doctors, with or without prior knowledge of computer.

The Tool: the intervention in this study was the use of Intelliform clinical data entry system which uses structured forms and digital ink to capture information real time and dealt with at the backend with a HWR engine.

The Task: Patient clerking/consultation/follow up was chosen as the primary task for evaluating the Intelliform because it is the main essence of any medical practice.

The Task Environment: the study was conducted in moderately busy private hospitals with a diverse patient population serving many patients.

RESULTS:

6 key findings emerged

- ✓ Intelliform was easy to use and utilization was intuitive .
- ✓ Improvement in accuracy of patient information capture 97%.
- ✓ Fewer note/prescription interpretation and transcribing errors 6/5022.
- ✓ Despite its portability Intelliform was not always used correctly.
- ✓ Data availability and manipulation for administrative and epidemiological purposes were most impressive with Intelliform posting over 2000% improvement against legacy pen and paper.

CONCLUSION

Though this study was limited by its evaluation of short-term use, the results may have implications for the adoption of a standard in Medical Data Entry System and Document Management.

Free text entry was found to be rapid and easy. However, using an Intelligent form containing a combination of check-box entries, free text entry, clinical cues and pointers used with Digital Ink for real time data capture was nearly as efficient, more accurate, makes Practice audit (for both **clinical governance** and **error mining**) possible and improves patient care.