

An evolution of an administrative duty; from vertical to flat

Improving efficiency, accuracy and adaptability

Dr M CHENG, Dr T YU, Dr E YEUNG

K YIU, S YEUNG, J WONG, A CHAN

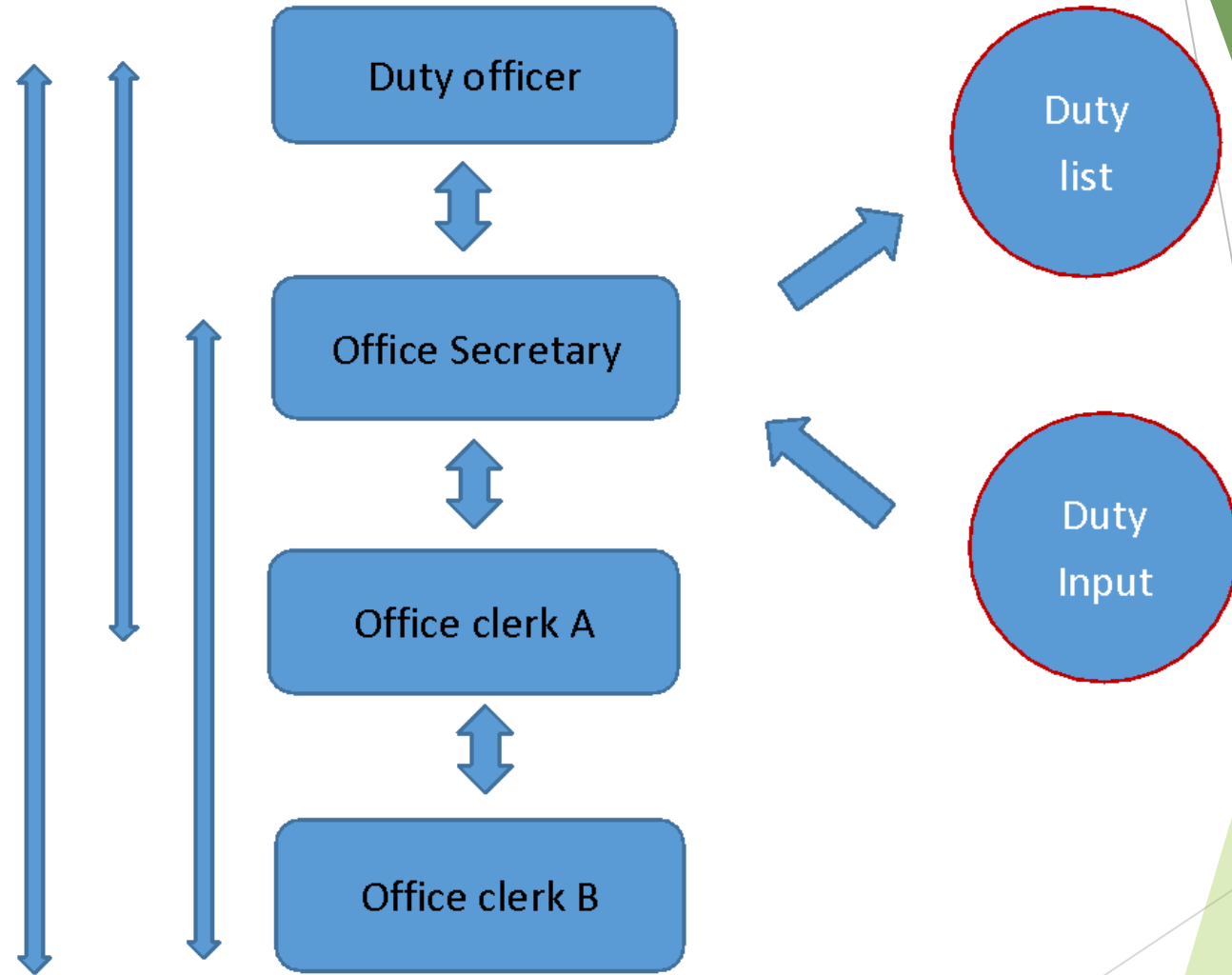
K CHOW, C WONG, J LUI

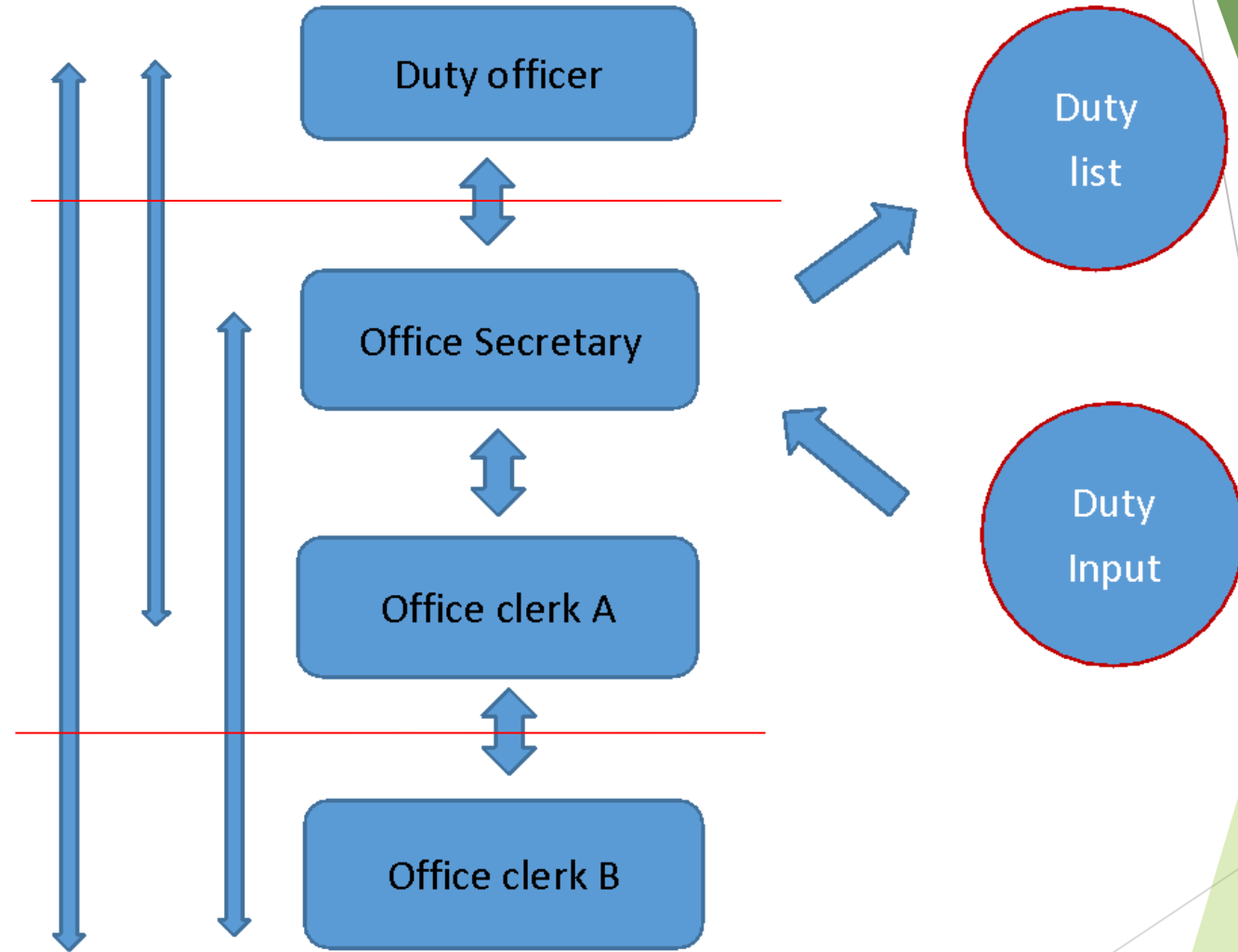
The Problem with Traditional Clinical Duty List Arrangement

- The clinical duty was usually prepared by a senior physician (duty officer)
- The process involved a lot of paper
- The co-operation between physician and the secretary and the clerk was inefficient
- The preparation process was tedious as it changed the paper format into electronic format,
 - time-consuming, usually 2-3 days
 - and involved a lot of manpower
- Any updates and amendments were challenges
- Further challenge occurs if the duty officer is not on-site or there is a sudden change of manpower (e.g. during COVID -19)

Preparation process

Steps involved in duty arrangement	Responsible person	communication	Responsible person
Assess Departmental Needs	Senior Physician		
Gather Necessary Data	Senior Physician	Paper/ e-mail	Secretary / Clerks
Plan the Shifts	Senior Physician		
Create the Duty Table	Senior Physician		
Review and Refine	Senior Physician		
Finalize and Publish	Senior Physician	Paper/ e-mail	Secretary / Clerks
Monitor and Adjust	Senior Physician		
Ad hoc event / New arrangement	Senior Physician	Paper/ e-mail	Secretary / Clerks





The Need for a New Solution

Key Requirements:

- Reduce physical paperwork by digitalization
- Improve the workflow & communication between staffs
- Matching of staff's excellency
- Improve accuracy and efficiency in the preparation of the list
- Enhance adaptability to rapidly changing conditions

Electronic Platform

Inspired by the flat management and private cloud, the team tried to make a new tool

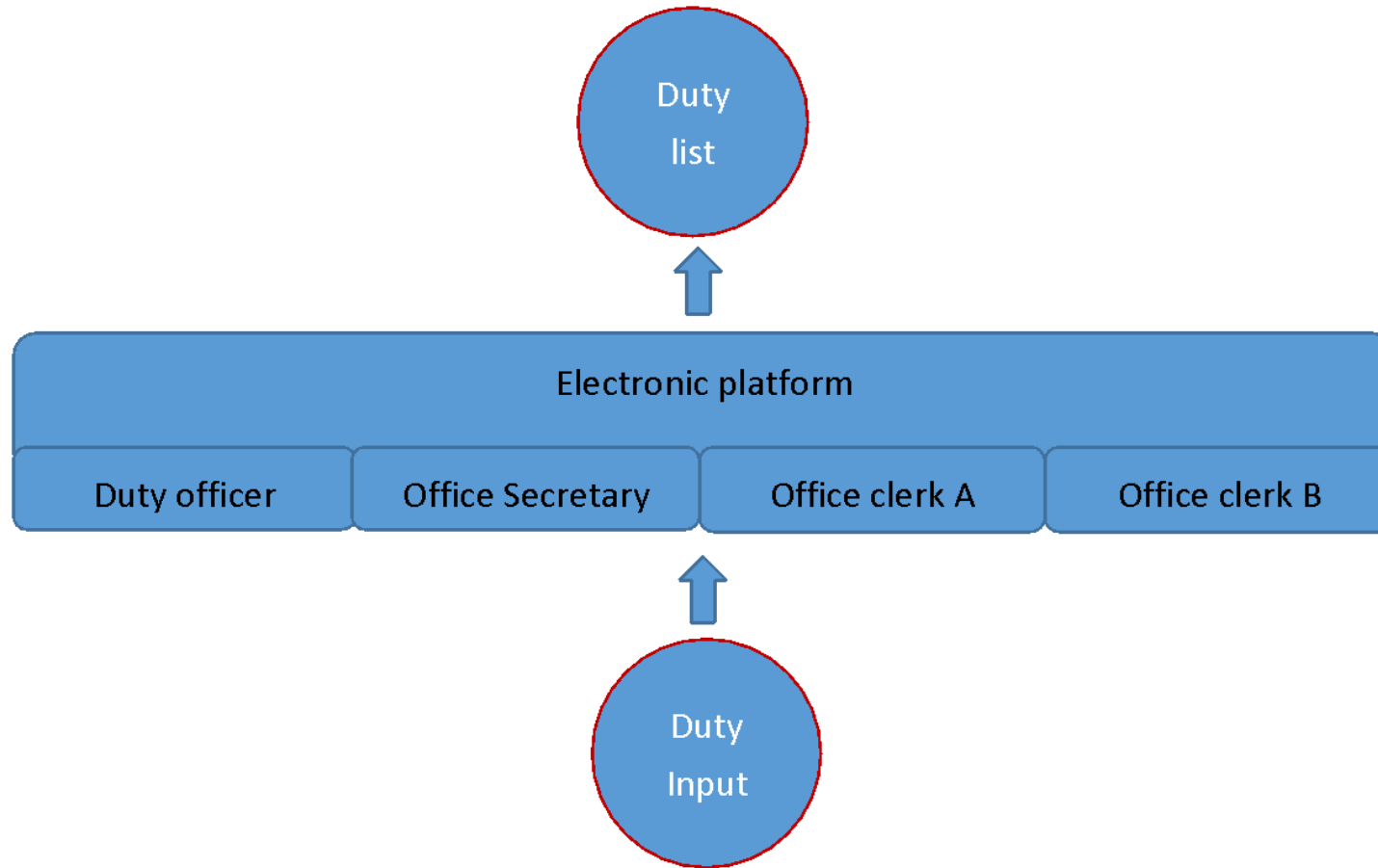
Hardware/Software Requirements:

- A 24/7 computer served as the “cloud”
- A tailored made “Excel file” with automated features was made by the team
- The file was kept in the cloud and shared to all team members by the “links”

Staff roles:

- Duty officer, office secretary, and clerks with be delineated.

New structure



Electronic Platform

Key Features:

- A shared platform for duty officers, the secretary and the clerks. The file can be easily assessed.
- Using the automatic features from “Excel”, the preparation process speeds up & accuracy improves.
- Digitalization. Enables a better oversight of daily clinical duties, any ad hoc event or subsequent adjustment could be easier.
- Supports flat management and decentralization. If the duty officer is not on-site or on leave, relieving officer for the duty officer can pick up the role timely.

Electronic Platform

Steps involved in duty arrangement	Responsible person	communication	Responsible person
Assess Departmental Needs	Senior Physician	Cloud (Excel file)	
Gather Necessary Data			Secretary / Clerks
Plan the Shifts	Senior Physician		
Create the Duty Table			Secretary / Clerks
Review and Refine	Senior Physician		Secretary / Clerks
Finalize and Publish			Secretary / Clerks
Monitor and Adjust	Senior Physician		Secretary / Clerks

Advantages of the Electronic Platform

- ✓ **Paper-Free:** Reduces physical documentation
- ✓ **Privacy & Security:** Encrypted files and non-transferable “links”
- ✓ **Efficient Communication & Division of Labor:** Streamlined collaboration
- ✓ **Easy Manpower Tracking:** Clear daily distribution overview
- ✓ **Quick Response:** Faster response to ad hoc events
- ✓ **Scalability:** Tailored to department needs
- ✓ **Reduced Errors:** Automatic functions minimize typos
- ✓ **Decentralization:** Reduces workflow disruptions

Results

- ★ A fully functional private cloud with an electronic platform.
- ★ A paper-free environment.
- ★ No additional costs for setup.
- ★ Over 50% time saved compared to traditional methods.
- ★ Faster and more efficient responses to changes.
- ★ Scalable and adaptable to future challenges.

Conclusion

- With years of effort, the team members make use of their intelligence, to compensate each other, to develop an e-platform that can meet the current challenge.
- The e-platform empowers office secretaries and clerks to significantly contribute to the clinical duty list arrangements.
- The new structure is sustainable, green, accountable, and measurable.

Thank You