



# Apply Lewin's 3-Stage Change Theory to Implement Hospital Digitalized Pressure Injury Monitoring System for Enhanced Reporting Efficiency and Proactive Intervention/Prevention

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# The Challenge for Pressure Injuries Monitoring

## Why Early Detection Matters

Early identification, continuous monitoring, and timely intervention are essential pillars for preventing pressure injury progression and improving patient outcomes.

## The Problem We Faced

Our existing manual, paper-based reporting system created barriers to effective monitoring, delayed interventions, and hindered our ability to provide proactive, quality care.

# Our Strategic Approach...

## Lewin's 3-Stage Change

provided the framework for our transformation from paper-based to electronic pressure injury reporting at our hospital with 19 inpatient wards.

01

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### Unfreeze

Prepare the organization for change by engaging stakeholders and addressing concerns

02

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### Change

Implement the new electronic system with transparent communication and comprehensive support

03

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### Refreeze

Solidify the new practice through reinforcement and continuous quality improvement



# Phase 1: Unfreeze

Building the Foundation for Change



## Stakeholder Engagement

Gathered frontline feedback through nursing meetings and forums to understand concerns and needs



## IT Collaboration

Partnered with IT teams to develop a user-centered electronic system incorporating nurse input



## Change Readiness

Addressed barriers and prepared staff for the transition to digital reporting

# Phase 2: Change

## Implementing the Electronic Pressure Injury Reporting System





# Phase 3: Refreeze

## Reinforcing the New Practice

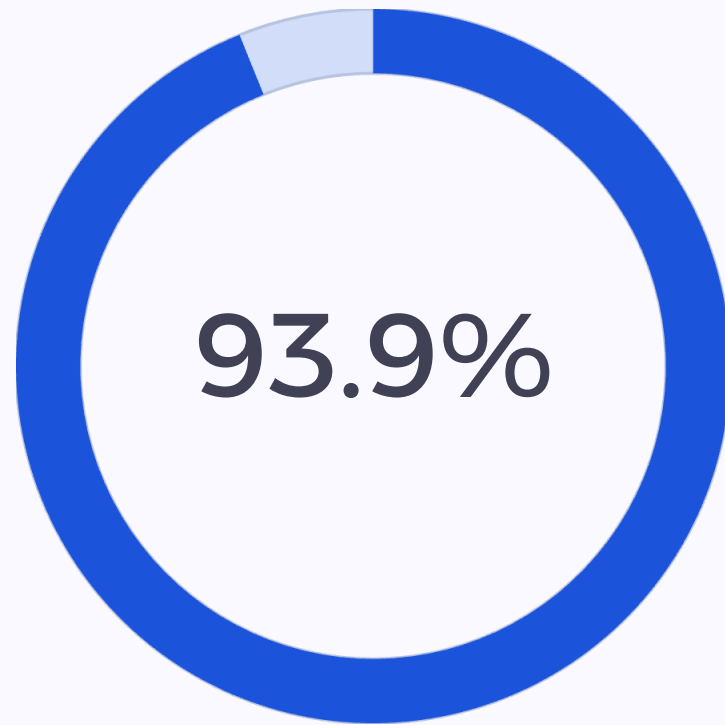
- Proactive interventions supported by real-time system notifications
- Enhanced data accessibility empowering nursing leaders
- Quality improvement initiatives driven by comprehensive PI overview
- Sustained practice change through continuous monitoring

## Leadership Impact

The system's robust data capabilities enable nursing leaders to identify trends, implement targeted interventions, and drive meaningful quality improvement across all wards.

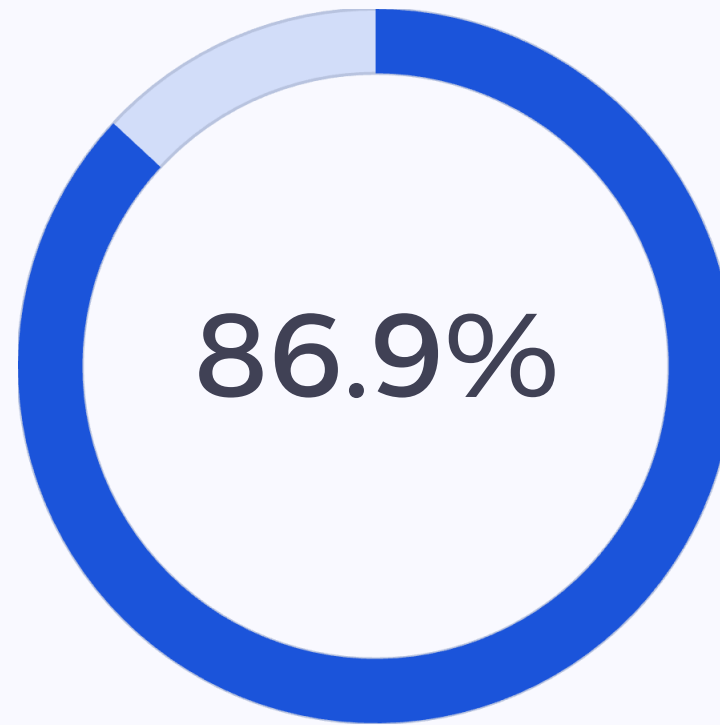
# Remarkable Staff Satisfaction

Survey results from 61 nurse respondents demonstrated overwhelming acceptance and appreciation for the new system



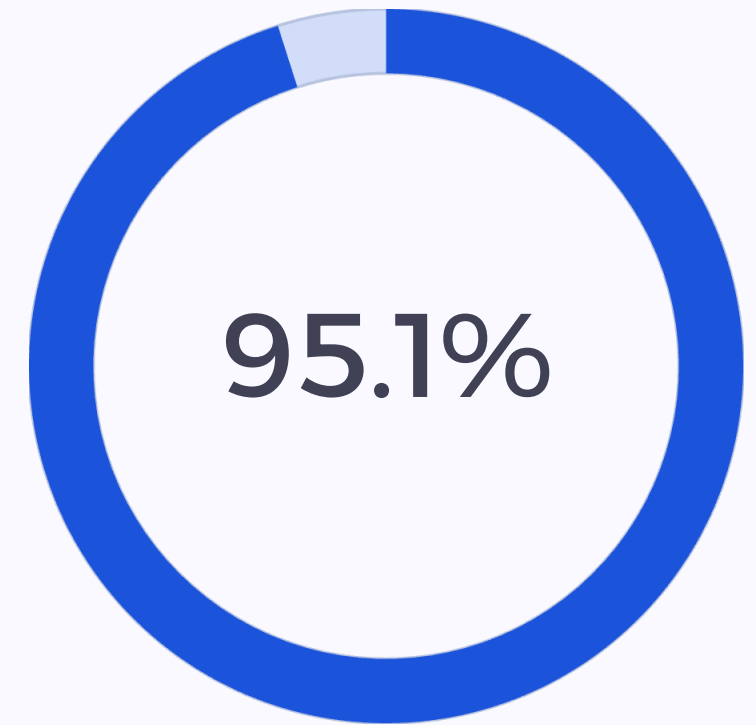
## Error Reduction

Agreed the system significantly reduced reporting errors



## Streamlined Communication

Confirmed improved communication efficiency



## Quality Improvement

Agreed ward-level overview supports QI initiatives

# Tangible Resource Savings

2Q2025 Impact Analysis (622 PIs Reported Electronically)

1,244

Paper Sheets  
Saved

Environmental  
impact through  
reduced paper  
consumption

1,866

Minutes Saved

Nursing time  
redirected to direct  
patient care

207

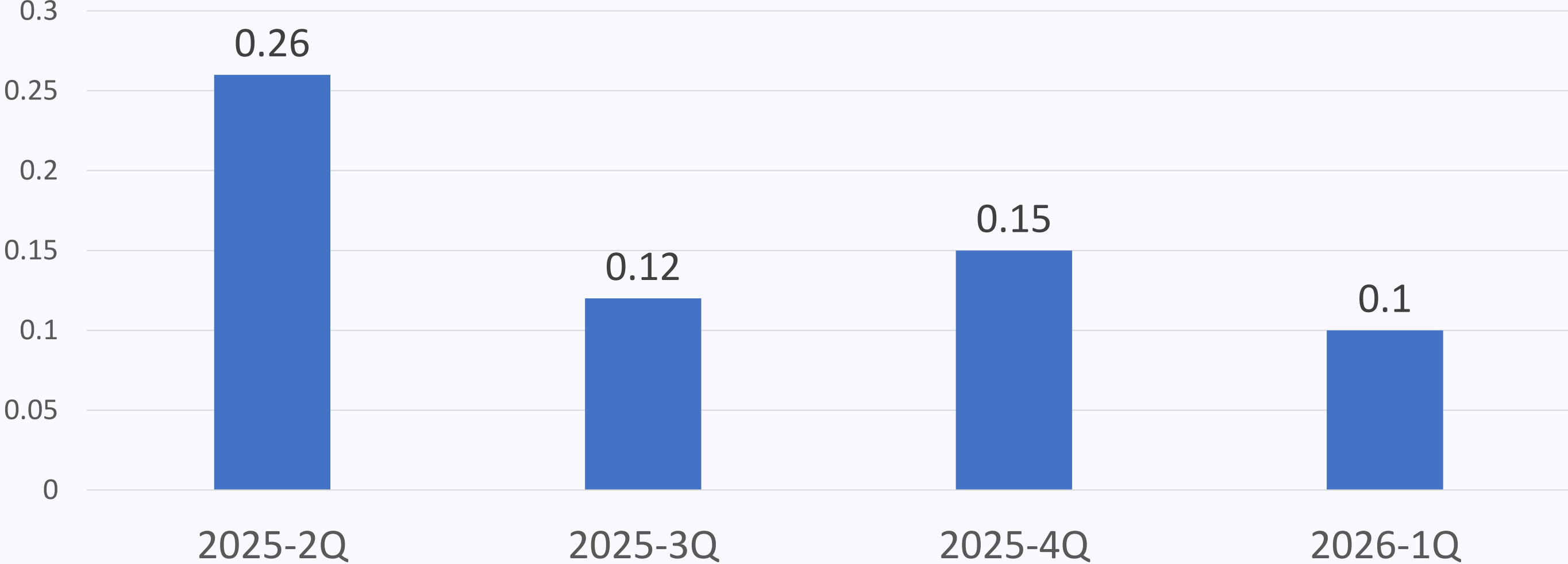
Fewer Phone  
Calls

Streamlined  
communication  
reducing  
interruptions



# Gradually Improvement in HAPI Rate

AHNH Quarterly Average HAPI Rate (as at 1Q 2026 untill February)



**New Electronic PI Reporting System implemented**

# Key Takeaways

## Theory-Driven Success

Lewin's Change Theory provided a structured framework that facilitated smooth adoption and sustained practice change

## Enhanced Patient Care

Digital transformation reduced care times while enabling proactive interventions and improved patient outcomes

## Empowered Leadership

Data-driven insights support nursing leaders in quality improvement and evidence-based decision making

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- Ms. CHUNG Yuen Man Josephine, AHNHCND GM(CND)/TPHCND GM(CND)/(N)
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