TKOH Itinerary of Experience Day Visit

9:15 – 10:00am	Travel from HK Convention & Exhibition Centre
10:00am	**Arrival** Meet hospital management at Lower Ground Floor, Ambulatory Care Block, 2 Po Ning Lane, Hang Hau, Tseung Kwan O, Kowloon
10:05am	**Overview of TKOH and Introduction of Smart Hospital Development in TKOH** Conference Room 3 or Lecture Theatre, 8/F Ambulatory Care Block, TKOH Led by Dr Kenny YUEN, Hospital Chief Executive and Dr Dione SZETO, Chief of Service (Anaesthesia & Operating Theatre) cum Smart Hospital Coordinator, TKOH • **Hospital Brief** • **Introduction of Smart Hospital Projects in TKOH** • **Clinical Management System (CMS)** - the CMS is an electronic medical records management system. It was developed by HA's in-house IT team, enabling the system to be tailored to the Authority's specific requirements and needs. After completing a simple log-in procedure, authorized healthcare workers can quickly access a wide range of patient medical records, such as their drug history, laboratory reports, diagnostic radiology reports, and some of the digital images of X- ray and computer tomography scans, etc.

10:25am	**Department Visit (1) : Specialist Out-patient Clinic [2/F Ambulatory Care Block]** Led by Mr Siu-yan CHEUNG, Department Operations Manager (Ambulatory Services) • **HA Go** : a one-stop mobile application developed by Hong Kong Hospital Authority (HA), which is designed to improve patient experience in the overall healthcare journey. It connects patients beyond hospital care and empower them to manage their own health. With HA Go, one can check appointments made in HA hospitals or clinics, pay HA bills and drug charges, book appointment for general outpatient services and new case of specialist outpatient services, view medication and perform rehabilitation exercise following prescriptions. Patients can also download various mobile apps published by HA via HA GO

10:40am	**Department Visit (2) : Orthopaedics & Traumatology Ward 7B [7/F Hospital Main Block]**
	Led by Dr Kenneth NG, Consultant (O&T) & Mr Stanley WONG, Dept Ops Manager (O&T)
	• **e-Vitals** : It consists of five core strategic elements including data digitalization, auto charting, auto scoring, aberrations alert and data sharable for day-to-day clinical service. With an interface with physio-monitor devices as well as auto charting and auto scoring, the workflow process can be streamlined and staff experience enhanced.
	• **Smart Panel** - It supports a clear and structured care information of patients at bedside. Such also interfaces with other clinical systems (e.g. Corporate Alert System and Patient Assessment Form - Nursing) could streamline clinical workflow resulting in data accuracy and time saving. Moreover, with the synergistic effect along with e-Vital, the vital signs chart can be viewed at panel display in a more convenient way.
	• **Generic Clinical Request System Paperless Label Management with UPI and Scheduling (GCRS+) -** A paperless solution to support in-patient specimen label printing for the right patient at the right time.
11:00am	**Tea Break**
	Conference Room, Department of Anaesthesia & Operating Theatre
11:10am	**Department Visit (3) : Operating Theatre (OT) [2/F Hospital Main Block]**
	Led by Dr Dione SZETO, Chief of Service (A&OT) & Ms Doris LO, Dept Ops Manager (A&OT)
	TKOH OT is the pioneer in applying smart solutions to enhance seamless workflow, patients' safety and quality of care, and even patients' experience in perioperative journey. We are the first HA hospital to implement the OT Smart Dashboard, 5G application to support surgical procedures and the robotic system in sterilization of surgical instruments, which are the showcases for other hospitals to take reference to.
	• **5G Application and Implementation in OT -** OT uses 5G network and smart devices for teleconference, teaching, teleconsultation and remote supervision of surgical procedures. With timely guidance and real-time communication and feedback, patient safety is greatly enhanced.

	• **Transportation Robot in Integrated Disinfection & Sterilization Services (IDSS)** - The Robot takes over the staff's duty in manual handling of heavy instruments, thus enhances staff safety and results in better staff job satisfaction and morale. Staff can now can engage more in the highly technically-demanding tasks such as checking/ handling of micro-instruments.
	• **OT Smart Dashboard** - A local innovation to real-time display manpower allocation, OT staff assignment, equipment allocation and facility management. It also enables mutual communication with individual OT rooms for meal time planning and other special arrangements.

11:40am	**Department Visit (4) : Pharmacy [LG/F Hospital Main Block]** Led by Mr C K MAK, Senior Pharmacist i/c • **Paperless Pharmacy** - Drug orders generated in clinical management system and signed with clinicians' e-signature are automatically uploaded to pharmacy system inbox. Using HA Go, patient can choose to settle drug payment, generate ticket and trigger drug preparation remotely without physical presence in pharmacy. Pharmacy staff can check payment status and process the drug order electronically. Using HA's electronic patient record (ePR) and the Government eHealth system, pharmacists are able to view patients' medication profile in all HA institutions including 43 public hospitals and 123 Specialist and General Outpatient Clinics as well as other patient clinical information shared in the private healthcare sector • **Smart dispensing using Integrated IOT technologies** - "RFID assisted assembled to light" provides visual indicators in assembling medications; "2D drug label" scanning feature facilitates medications checking; and "RFID assisted issuing" allows auto calling of patient for checked medications at issuing window to enhance the accuracy and efficiency of medication process.
12:00 – 1:00pm	**Lunch** Lecture Theatre, 8/F Ambulatory Care Block
1:15pm	**Travel from lunch venue to PM site**