

RMO eHandbook: A WDHB Wide Collaboration

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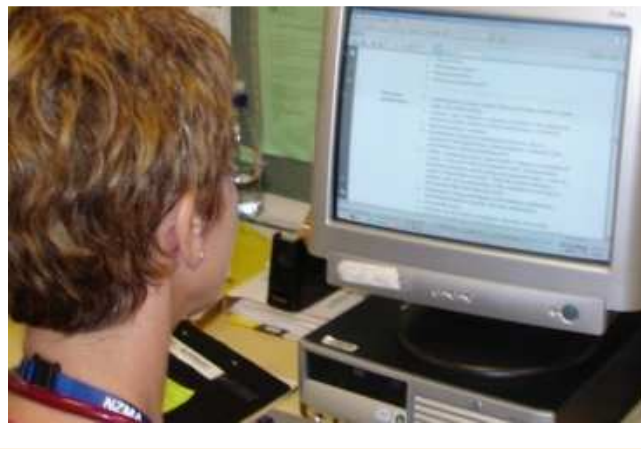
Introduction

There were very few, easily accessible, resources available for Resident Medical Officers (RMOs) starting at WDHB to support their clinical decision making process. As a result external resources were being used, which did not always reflect WDHB guidelines. This presented a potential risk to WDHB and its consumers as the information was not always pertinent for this organisation.

Senior clinicians proposed that WDHB should develop an RMO Handbook specific to the DHB that was to be easily updatable, consistent with WDHB policy, clinically sound and only accessible electronically to reduce the risk of old information being used.

Objectives

- To develop a web based tool that contained accurate clinical information able to be used in the clinical decision making process.
- Post Graduate Year 1 (PGY1) and Post Graduate Year 2 (PGY2) House Officers were the target audience.
- Information was to be relevant, easily accessible by RMOs, updatable and easy to maintain.
- The project was to be completed within one year.



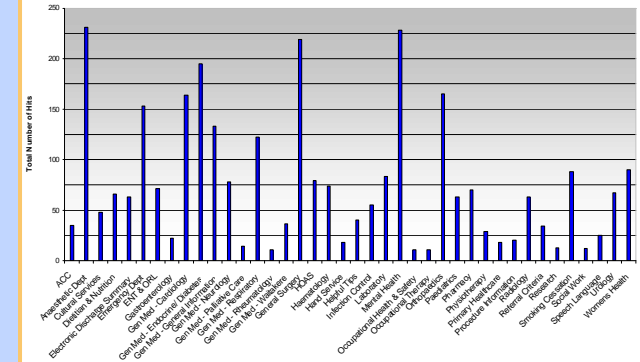
Method

- Consultation with key stakeholders, including senior clinicians, management of clinical areas, information services and RMO's to determine the requirements and limitations of the system.
- External provider contracted to provide assistance with system design.
- External agencies including GP's and ACC were asked to provide information relevant to their areas such as contact information and referral guidelines.
- Clinical information obtained from the various services was formatted and entered onto the site.
- A process to ensure that the various services review their information on a regular basis was developed and agreed upon.
- Testing of the site was conducted by RMO's prior to the launch to identify any issues with the site or the information on the site.
- The launch of the eHandbook was advertised on the WDHB intranet home page, posters in clinical areas and via a DHB wide e-mail.
- The site was launched prior to the next intake of new graduate RMO's.
- Training of the new graduate RMO's was conducted as part of their orientation to WDHB.

Results

- Feedback on the site from clinical staff has been very positive.
 - Useful for people starting off*
PGY1 House Officer
 - Good Bowel Prep instructions for the different Consultants*
PGY1 House Officer
 - The web links with a specific heading is very good as RMO's otherwise have to search and search in our old stroke web site to get the rehab issues*
Consultant – Home and Older Adult Services
- A statistical tool is registering the number of hits the site is receiving as well as each individual page. These statistics show that the eHandbook is being accessed.

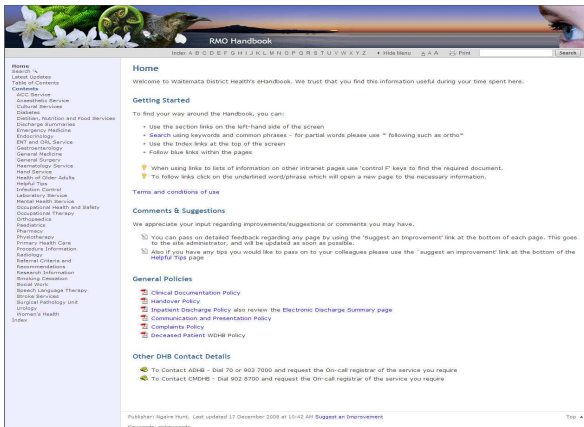
RMO eHandbook Total Hits by Service over the period 1 - 30 November 2008



- A feedback mechanism on each page allows faults, information updates, or other requests to be e-mailed direct to the eHandbook Coordinator.

Conclusion

A WDHB specific, electronic handbook is now available and is being used as a reference by RMOs as well as other clinical staff. This eHandbook is a useful resource as it gives RMOs the means to access relevant information in a timely manner. It is a dynamic resource that will continue to develop into the future to assist in the ongoing quality of care.



RMO E-Handbook Home Page