

iTool for quality improvement and optimization of working processes in health-care institutions

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Health-care institutions are home to various working processes that need to be completed with high quality for establishment of proper work and purpose of organisation. One of the most important processes is the process of nursing which represent systematic performance of nursing care in four phases: identification, planning, implementation and evaluation. Following the process provides a comprehensive treatment of the patient, improved health-care continuity and enables a democratic relationship between nursing and medical team. All this leads to quality patient treatment and better patient outcome.

Consistent documentation of implemented services plays major role in ensuring properly conducted nursing process. In addition to all scientific researches it is generally known that accurate, comprehensive and on-time, so quality met care documentation, is necessary for the best possible patient's outcome. But at the same time documentation represents the biggest "enemy" of nurses, as it daily takes up to one third of their working time.

In the world of IT logical next step leads to informatization of documentation. This represents a big challenge to developers, as it is necessary to avoid duplication of work and to enable real-time documentation on a simple interface that will be easy to use also for less skilled IT users.

For this reason a system for e-documentation of all services done in patient's room was developed together with its end-users: nurses. Easy to use and very intuitive system allows nurses, cleaning ladies and janitors to identify themselves through touch-screen room terminals, log all services done in the room in real-time, make comments, set reminders and get notifications. Collected data are processed and can trigger automatic alerts when needed. This modular system combines nursecall and care documentation functionality in one device and represents the most effective iTool for quality improvement and optimisation of work processes in health-care institutions.