HBCIS Enhancement - SMS

Initiative Type

Service Improvement

System Improvement

Status

Close

Added

19 July 2017

Last updated

11 October 2022

URL

https://clinicalexcellence.qld.gov.au/improvement-exchange/hbcis-enhancement-sms

Summary

This project improved Outpatient clinic utilisation through reducing the number of patients who fail to attend (FTA) their appointments.

Key dates

Jul 2013

Feb 2017

Implementation sites

Hervey Bay, Blackwater Hospital, Bundaberg, Caboolture, Caloundra, Dalby, Gayndah and Districts, Gladstone Hospital, Gold Coast, Gympie, Kingaroy, Mackay, Maryborough, Monto, Nambour, QEII, Redland, Rockhampton, Royal Children's, TPCH Mental Health, Toowo

Key Contacts

Tamara McCrory

Manager Health Systems Development

Healthcare Improvement Unit

(07) 3328 9069

Tamara.Mccrory@health.qld.gov.au

Aim

To improve Outpatient clinic utilisation, through reducing the number of FTA's.

Benefits

- Cost benefits of SMS were achieved through increasing the utilisation of outpatient resources, including medical and nursing staff time, clinic overheads and costs and reduced administration time reminding patients of appointments and rebooking patient appointments.
- The system was designed to be responsive to business requirements with the ability for users to set a number of parameters. These include the time messages are sent, the days on which a message is sent and the number of messages sent. The system also allows for a minimum age to be set as well as sites being able to use their own message content (in line with Queensland Health policy). Departments can also choose from three types of messages; reminder, alteration or cancellation.

Background

In conjunction with the HBCIS Application Support team from Health Services Information Agency (HSIA) and external messaging company, Message Media, and the Healthcare Improvement Unit developed an enhancement which allows SMS to be sent from the HBCIS Appointment Scheduling and Elective Admissions Management modules. This enhancement operates through an automated process whereby SMS are sent from Queensland Health through a Secure Transfer Service to Message Media, who then deliver the messages to the nominated patients.

Solutions Implemented

- Testing of the HBCIS upgrade prior to release
- Facilitate SMS configuration with the Secure Transfer Service and the facilities (including SMS testing from the facility end).
- Engage with Message Media to obtain account information for the purpose of setting up SMS accounts for each facility.

Evaluation and Results

At the completion of the HBCIS SMS configuration for facilities across the state, the Department will undertake an evaluation of the service improvements achieved by introducing the SMS functionality

Lessons Learnt

Culture change takes time.

PDF saved 26/04/2024