

體檢總評報告系統優化計畫

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摘要

隨著近年預防醫學觀念興起，國人健康識能提升，許多民眾前來本院體檢門診尋求健檢服務，希望依個人需求進行客製化選擇。然而由於本院體檢後端作業流程繁瑣，歷來醫護人員需消耗大量時間精力處理行政報表，且常發生核對錯誤情形；另以往體檢報告制式之報告範本，內容呈現未針對閱讀者設計，民眾常不易理解報告內容。過去研究顯示，若能針對後台操作流程進行優化，將可大幅改善系統可用性；針對使用者調查研究重新設計報告，亦可增進內容可讀性，以解決上述問題。本研究之目的，在於由醫療服務提供者之操作流程出發，建立電子化操作雛型 (MOCKUP system)，產出使用者易於理解之體檢報告。

本研究針對本院參與體檢之醫護人員，進行深度訪談調查，釐清現行體檢流程與其中之困境，並召開會議，諮詢資訊工程師，串接院內報告資料，使體檢流程便於追蹤，並導入近代使用者經驗設計概念，讓醫師及護理同仁之操作直覺化、自動化，減少反覆抄寫紙本流程，減少醫護人員在行政上耗費時間。

本研究也針對前來健檢之民眾進行使用者訪談研究，瞭解民眾之理解習慣與現行體檢報告易使一般民眾混淆之部分。再進一步搜集與比較多家健檢公司之報告型式，並召開專家諮詢會議，提出需求並委請平面設計師設計「體檢報告版式」與系統介面，使民眾閱讀報告時能更易理解內容。

本研究建置之完整作業平台與頁面包含：「總評作業系統」、「影像總評平台」、「綜合匯整介面」、「智慧評讀後台」，完成院內資料之串接，並發展智慧型總評報告系統，提升效率，讓健檢流程更為順暢。預計未來此系統可用於本院正式健檢系統之開發。

關鍵詞：體檢系統、流程設計、使用者體驗

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Abstract

The concepts of prevention medicine have risen up in recent years. An increasing number of people realize the importance of health promotion. People come to the health examination center, and hope to choose the check-up items as their wishes during examination. However, the back-end workflow of making reports is complicated, time-consuming and outdated. Medical practitioners need to spend much time accomplishing document work, and errors often occur. Besides, the form of the report is not reader-centered, making people could not fairly understand the context sometimes. According to the past studies, system usability can be improved by optimizing the back-end process, and the readability of the health report can be improved by re-designed its form based on user research. The purpose of research is to establish a user-friendly back-end MOCKUP system of health examination, and generate health reports that are easy to understand.

In this study, we perform in-depth interviews with health providers who engage in health examinations, clarifying the predicament of the current process. Computer engineers will be consulted in meetings, in order to connect patient profiles from the database in the hospital, making the workflow of the health exam more traceable and automatic. The concept of UI/UX will be introduced to make it user-friendly, saving the time spent by medical staff in routine processes.

In this study, we will also perform user interviews of people who come for health exams. The pattern of reading reports and confusing components should be defined. The reports of different hospitals will be collected and compared, and a graphic designer will be outsourced to design the "report format" and system interface, making the reports of the health exam more readable.

The following platforms are planned to design, including "Recommendation System", "Image Report Interpretation Platform", "Profile Overview Interface", and "Automatic Appraisal Backstage". Stakeholders of the current health examination process are interviewed to redesign the MOCKUP system, In the future, this system will be fundamental to develop a formal health examination system. The following platforms are planned to design, including "Recommendation System", "Image Report Interpretation Platform", "Profile Overview Interface", and "Automatic Appraisal Backstage". Stakeholders of the current health examination process are interviewed to redesign the MOCKUP system, In the future, this system will be fundamental to develop a formal health examination system.

Keywords: health examination system, workflow design, user-centered design