

建構智慧自助式的健檢報到系統

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摘要

在門診服務品質指標中，等候時間為影響病人滿意度的一個重要因素，臺灣各醫療院所陸續在進行縮短門診、檢查室等候時間的相關研究及流程再造，以求提升醫院服務品質。為改善本院健檢流程、縮短健檢病患等候時間及增加醫護工作效率，本計畫將透過服務分析來進行門診健檢流程之優化，並搭配智慧式報到系統的建置，將健檢病患依健檢類別進行適當分流，減化報到及健康問卷填寫等繁複的手續，以提升門診健檢效率。

本計畫分為二階段進行，分別為「服務分析」階段及「系統建置」階段：「服務分析」階段主要運用脈絡訪查方法進行場域觀察、使用者研究並透過原型測試(Prototype)方式來進行門診健檢流程之評估及優化；「系統建置」階段則依原型設計結果，進行系統平台開發。

智慧式健檢報到系統由「智慧式報到平台」、「健康問卷填寫平台」、「報到管理平台」及「健康問卷管理平台」四大模組所組成，並與院內HIS系統取得健檢門診的掛號病人資訊，進行異質系統間的資料整合，以增加系統有用性。

最後，則透過科技接受度模型來探討此系統平台對於病患及醫護人員之知覺有用性及知覺易用性，期望藉由本計畫之結果來提升門診工作效率，提供病患更好的健檢體驗。

Abstract

Long wait times are a common occurrence for clinic patients and are a source of decreased patient satisfaction. In order to have higher health care quality, medical institutions worked hard on how to decrease clinic wait times. Our study aims to optimize the health check process and reducing wait times for clinic patients by developing a smart health check system.

This study has two phase: health check process analysis phase and system development phase. In the first phase, we use contextual inquiry method to do in-depth observation and interviews of a small sample of users to gain a robust understanding of work practices and behaviors. Then, to build prototypes to ensure the system designs are meets patients' and health providers' needs. We develop a smart health check check-in system in the second phase.

This system is divided into four parts: smart check-in services, health questionnaire survey, patients manager dashboard and dynamic questionnaires. Through the integration of HIS data, health providers can get the health check patients' status easily. Finally, we use Technology Acceptance Model to explore the perceived usefulness and perceived ease of use. We aspect that the result of this study can improve the efficiency of outpatient work and provide a better health check experience for clinic patients.