財團法人資訊工業策進會
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Joint Commission of Taiwan

Building an Assistance System for Facilitating the Hospital Quality Evaluation in Taiwan

Jun-Ming Su[1](蘇俊銘), Nai-Hua Chen[2](陳乃華), Ching-Feng Chiang[2] (江靜楓), Yung-Ren Chen[1] (陳勇任), Li-Shin Chang[1] (張立昕), Pa-Chun Wang[2] (王拔群)

1. Institute for Information Industry 2. Joint Commission of Taiwan

Background

Hospital Quality Evaluation (HQE) is extremely important for the Safety and Quality in Healthcare.
In Taiwan, more than 400 hospitals are required to be evaluated per 4 years.

Pressing Issue

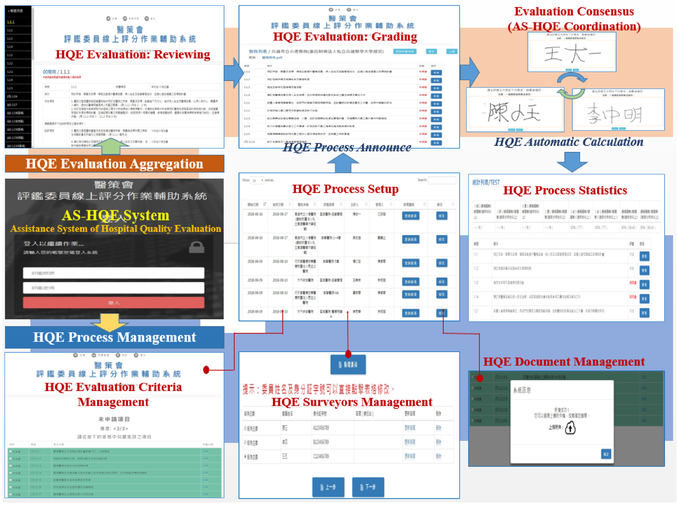
The Hospital Quality Evaluation (HQE) process in Taiwan is a **Time-Consuming and Labor-Intensive** work.

Objective

Applying Information and Mobile Technology to systematize and facilitate the Hospital Quality Evaluation process for efficiently improving the performance and decreasing the cost.

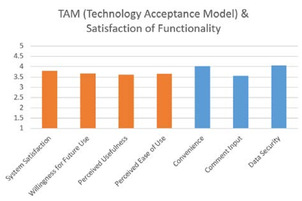
Method

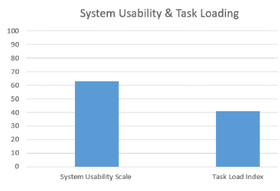
AS-HQE (Assistance System of Hospital Quality Evaluation) System: consists of **(1) HQE Process Management** and **(2) HQE Evaluation Aggregation** functions to systematize and facilitate the HQE process.



Results

- **Experiments: Five** HQE processes with **Twenty-Four** Surveyors have been conducted in Taiwan
- AS-HQE System gains the **"Satisfied"** average score in **Technology Acceptance Model (TAM)** and **Satisfaction of Functionality.**
- The **System Usability** and **Task Loading** of AS-HQE System are **"Slight Satisfied"** on average score, 63 points and 41 points (100 is the maximum), respectively.





Conclusion

- The **Effectiveness** of the HQE process (the cost of the time and labor) can be proved according to the current experiment results.
- The **Satisfaction** of the AS-HQE System can be improved if the surveyors are able to be familiar with the AS-HQE System, especially for the "the input method using the computer and mobile devices".

Organizations

Joint Commission of Taiwan (JCT) (http://www.jct.org.tw/),
Advanced Intelligent Learning Technology (AI+LT) Center (http://ailt.iiiedu.org.tw),
Digital Education Institute, Institute for Information Industry (www.iii.org.tw)