

CASE STUDY: Development of a structured new technology adoption process by Kwong Wai Shiu Hospital

Aim:

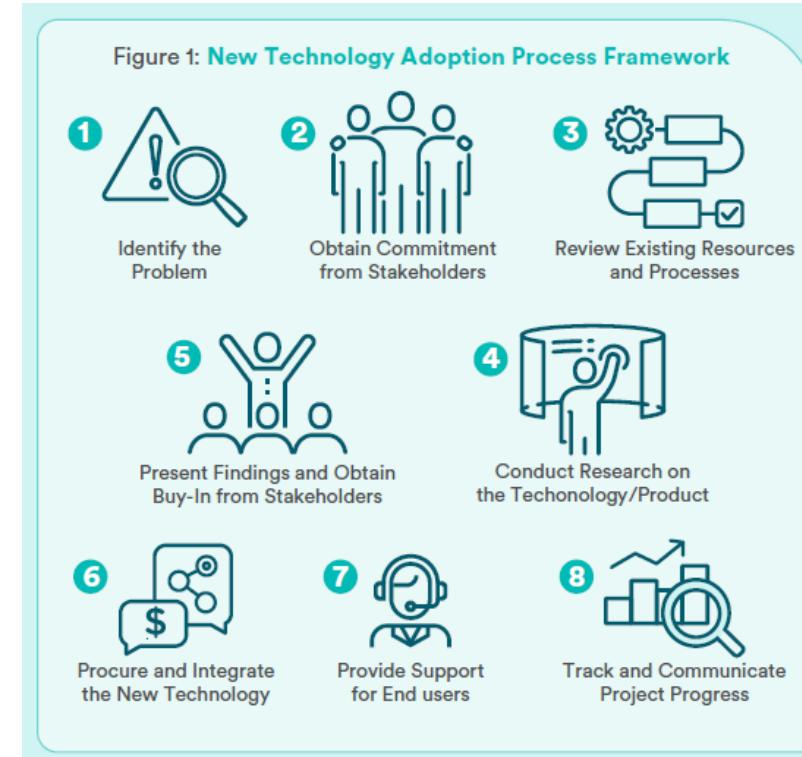
- Develop a new technology adoption workflow process to improve productivity of staff and care quality at nursing home

What was done:

- A framework with four stages (Diagnosis – Planning – Implementation – Evaluation) was developed to guide project teams in implementing new technologies. See Figure 1: New Technology Adoption Process Framework
- The responsibilities of project roles were defined and documented for clarity
- The projects were managed using the PDSA approach, which involved understanding challenges and identifying needs, engaging stakeholders and conducting gap analysis, collecting ideas and trials, tracking progress, and providing regular updates to stakeholders
- End users were involved from the beginning of the improvement project to gather ideas and ensure buy-in
- An economic evaluation was conducted before implementing new technology

Outcomes:

- A structured and clearer evaluation process was established
- Better engagement with stakeholders and end users resulted in higher staff/ resident acceptance after implementing the technology



“An optimal technology adoption process helped Kwong Wai Shiu Hospital adapt to evolving technologies that elevated efficiency, build robust workflows and reduce overall costs. Through improved patient safety and care and better hospital performance, client satisfaction is enhanced.”

**Dr Mok Ying Jang, Chief Executive Officer,
Kwong Wai Shiu Hospital**