

Experience Sharing of AKA ECS and HSS System Under SWDF IT Project

6/9/2022

The Projects

Projects' names:

- ECS System (Elderly Centre Service Management System)
- HSS System (Home Support Service Management System)

Target users:

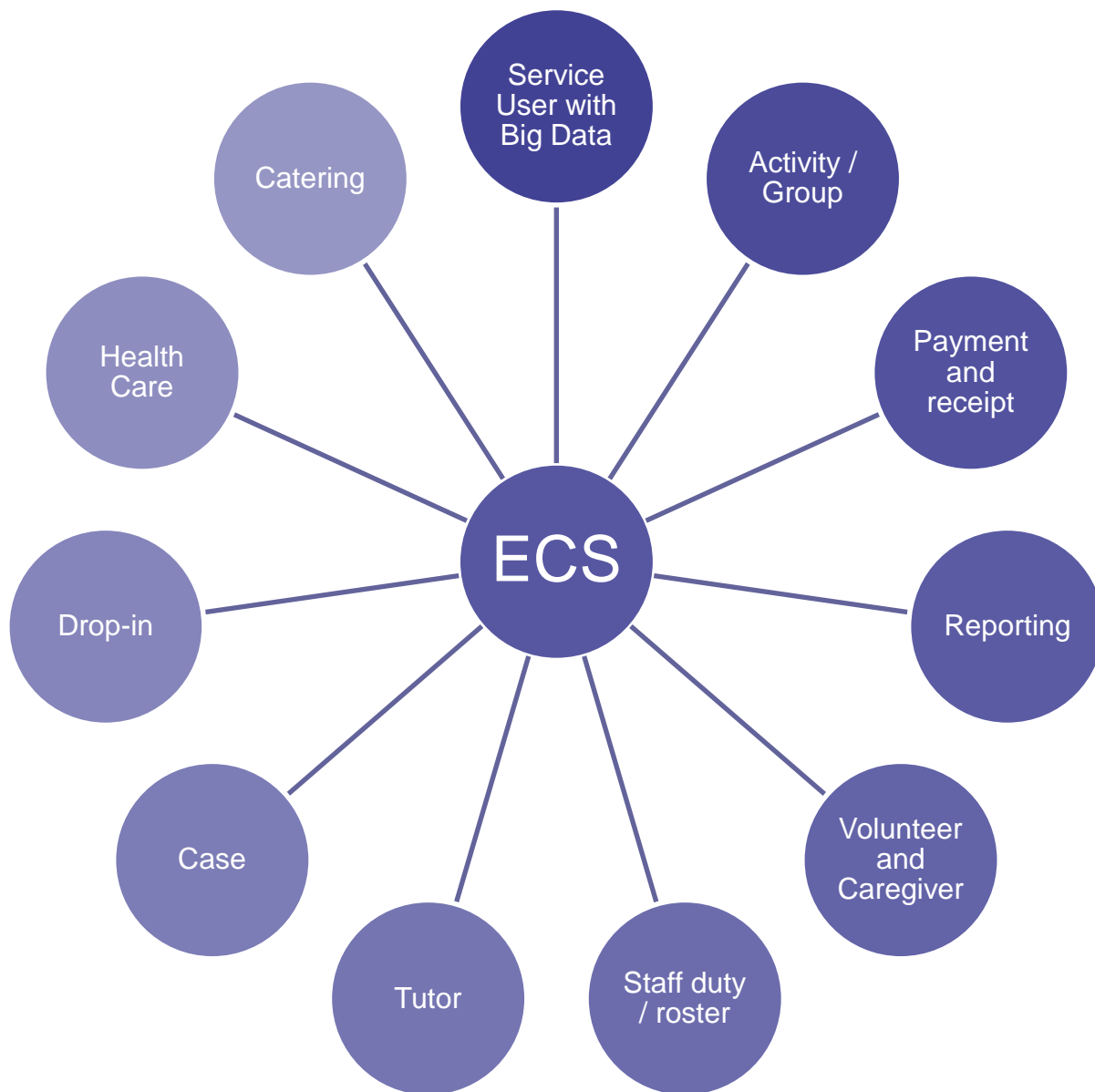
- AKA staff and service-users



Objectives of the Projects

1. To develop a secure, reliable, accurate and user friendly platform to integrate and streamline decision-making process, data-management, operation workflows and documentation for AKA Elderly Centre and Home Support Service,
2. To support multi-disciplinary service teams to collaborate conveniently at various locations, and
3. To establish a **Big Data System** for AKA elderly service

Overview of the “ECS”



Overview of the “HSS”



Roles of practice

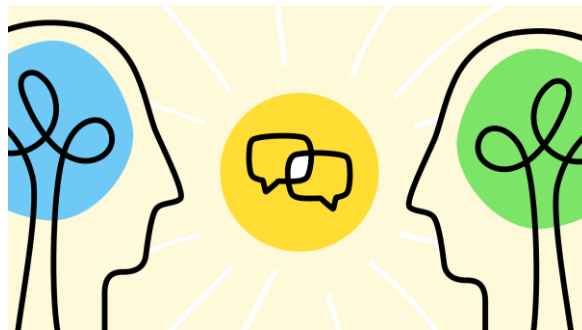
- AKA: Formulation of system requirement and operational needs
- Vendor: Technical and system development
- CoA: Big Data Design and Analysis



Development process

Stage 1: Bidding and tendering documentation

- Formulation of wish list by brainstorming and consolidation of users' requirements amongst Agency as a whole
- Intra-agency collaboration among 1. Elderly Service Units (2 DECCs and 2 NECs), 2. Home Care Service Teams (Team 1 & 2, 3 and 4), 3. IT Dept, 4. Finance Dept, 5. R&D and 6. HQs



Development process

Stage 1: Bidding and tendering documentation (Experience gained)

- Compromise of wish-list from service units and administrative branches is indispensable
- Worthwhile to invest time and manpower to formulate the framework of user's requirements
- Take reference of prevailing IT system templates



Development process

Stage 2: Project management

- Regular meetings among vendor, agency's service units and administrative branches
- Intra-agency alignment and compromise
- Inter-agency collaboration (HKU CoA)
- Business re-engineering
- Workflow and mock-up formulation



Development process

Stage 2: Project management (Experience gained)



- Regular (formal / informal) meeting and email correspondence are essential to monitor the progress of IT project
- Compromise is fundamental and an ART
- Develop an atmosphere of co-ownership and co-creation
- Commitment to service / business re-engineering

Development process



Stage 3: Strategies applied

- Sum of 50+ meetings conducted including core & ad-hoc meetings, site visits and speedy responses involving elderly service centers and home care service teams for soliciting staff's feedback and continuous optimization
- Sequential batches of UATs for fine-tuning service modules with staff's involvement
- Fostering direct communication between technical and frontline staff
- Service-user's involvement

Development process

Stage 3: Strategies applied (Experience gained)



- Time to digest and optimize the system development progress
- Various platform between frontline and technical staff (ie. regular meeting, on-spot demonstration and site visit) to achieve mutual understanding and system development direction
- Constant feedback from staff and service users for system optimization via UATs and hands-on demonstration

Development process

Stage 4: Staff Orientation and Training

- Jointly provided by the vendor, agency and HKU CoA
- MoCA Training provided by CUHK
- User Manual provided by HKU CoA

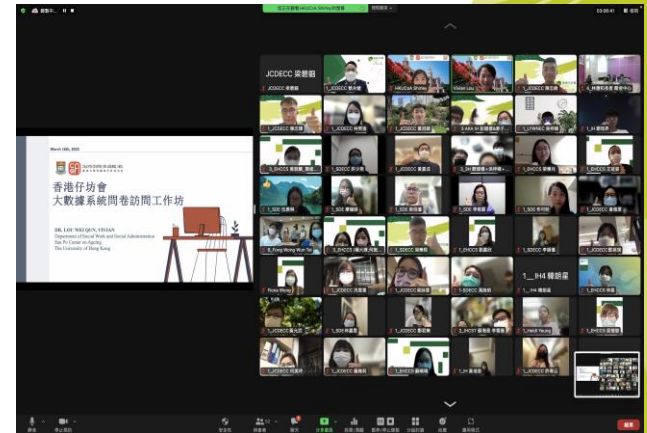


MARCH 16 2022

香港仔坊會
大數據系統問卷指導手冊



Prepared by:
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Development process

Stage 4: Staff Orientation and Training (Experience gained)



- Enhancing commitment and knowledge as well as to alleviate the “worry” derived from the new system
- Traceable documentation (ie. recording of training and user manual) for daily operation and future optimization

Big Data Incorporation

Opportunity

- Incorporation of Big Data System into SWDF IT Project (within membership module) in collaboration with HKU CoA

Pain Point addressed

- Non-structural service data derived from different elderly service units



Big Data Incorporation

Objectives

- To build a database for more efficient intervention and advocate new policy and service initiatives,
- To systematically report the health and well-being of older adults in Southern District, and
- To examine individual- and neighbourhood-level factors associated with individual characteristics and longitudinal changes

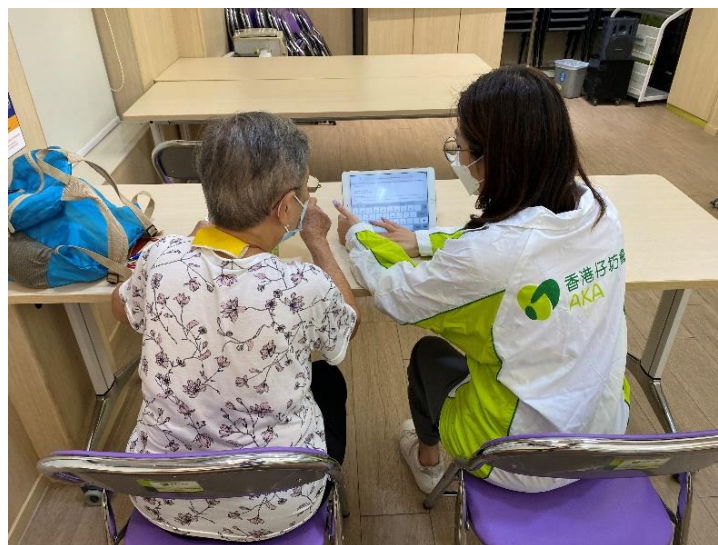
Big Data Incorporation

Development process

- Reflecting frontline staff service experience and service-user's needs
- Formulation of research proposal with theoretical framework
- Design of Big Data Questionnaires with validated psycho-metric scales
- Pilot test with staff's and service-user's feedback
- Trial run of Big Data Questionnaires
- Staff training and workshop
- Rollout of Big Data Questionnaires



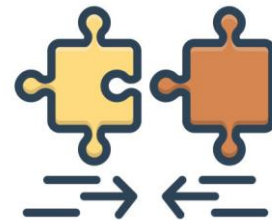
Physical and online big data training delivered by Prof. Lou, the Director of CoA, HKU for AKA Staff.



Pilot test with staff's and service-user's feedback

Service implications

1. Collaboration of Agency's health service, strengthening neighborhood support network and thematic mental health services to address bio-psycho-social needs of service users amidst the fifth wave of COVID-19.
2. Incorporation of data analyses in annual year plan of AKA elderly service units to address service-user's needs



Effectiveness of the IT Project

Care: Facilitate to find out service-user's needs

Helpfulness: Effectively respond service-user's needs with evidence-based intervention

Accessibility: Provide timely, integrated and varied system for staff to echo service-user's needs

Reliability: Analyse service data in collaboration with academia with secure infrastructure

Mutuality: Achieve business re-engineering with shared mission and vision amongst service units through experience exchange

Concluding remarks

1. Necessity of continuous business re-engineering for changing social needs
2. The worthiness of adoption of IT investment in service delivery
3. Mindset changes of staff from resistance to willingness
4. Honoring evidence-based practice



