Smart Hospital
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融匯創科 共建智慧醫院

HA Go is a Game Changer for Sustainable Healthcare

Hui Hing Loi

APEHC 2023

醫院管理局
HOSPITAL AUTHORITY

Challenges Highlighted in HA Strategy

- The challenges as stated in HA Strategic Plan 2022-27
  - Escalating Service Demand
  - Ageing Population
  - Chronic Diseases
  - Resource Constraints
- Pressure to inpatient care ↑

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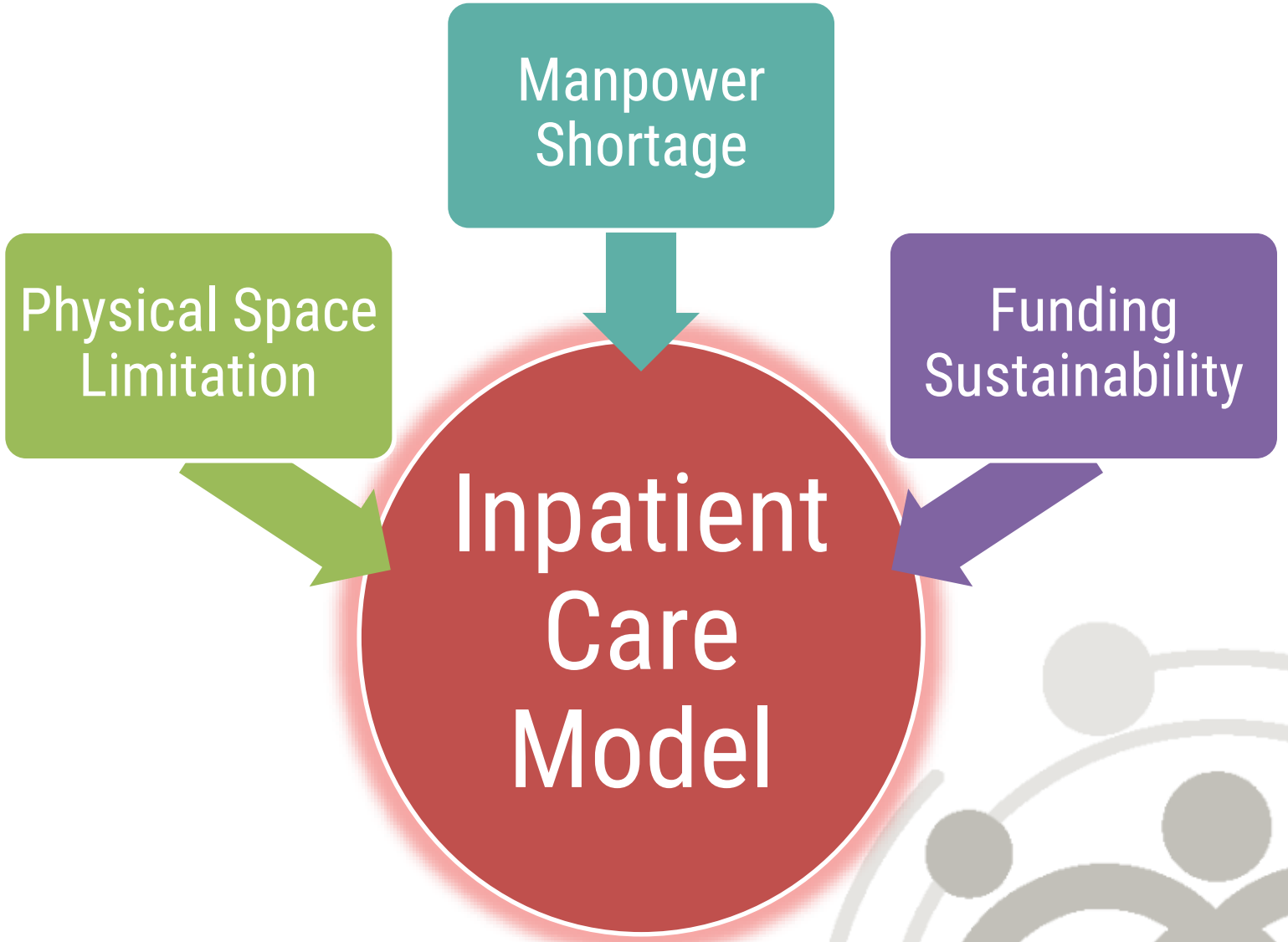
Hospital-centric Model not Sustainable



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Strategies for Sustainable Healthcare

Provide Smart Care	Data Driven Care	Personalized Care	Telemedicine And Telecare	Ambulatory Care
	Community-base Care	Self Care	Alternative Options	Different Public Private Partnership Options
Develop Smart Hospitals	AI Support	Smart Ward	Smart Clinic	Smart Pharmacy
	Mobile Patient	Automation And Robots	IT Platforms for Operations	Digital Workforce*

** From "Nurture Smart Workforce" Strategic Goals*

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Top Down Support to Smart Hospital

SMART HOSPITALS WILL MAKE HEALTHCARE SERVICES MORE **EFFICIENT** AND **CONVENIENT** FOR **PATIENTS** AND THEIR **FAMILIES**. THE HA WILL CONTINUE TO IMPLEMENT SMART HOSPITAL INITIATIVES TO BOLSTER THE CAPABILITY AND PROMOTE SUSTAINABILITY OF PUBLIC HEALTHCARE SERVICES.

-- MR. HENRY FAN, HA CHAIRMAN

SMART HOSPITAL STRATEGY AIMS TO ENHANCE THE HA'S DIGITAL CAPABILITIES TO DEVELOP NEW MODELS OF HEALTHCARE DELIVERY, IMPROVE **PATIENT**S' **EXPERIENCE** AND ENGAGE THEM BETTER IN THEIR OWN CARE, AND PROVIDE MORE **EFFICIENT** SUPPORT FOR BOTH CLINICAL AND NON-CLINICAL STAFF IN THE WORKPLACE.

-- DR. TONY KO, HA CHIEF EXECUTIVE

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HA Go is a Smart Hospital Enabler

HA Go is a Huge Patient Self Care Platform

A well-planned portfolio of functions and capabilities

My Health

My Records

My Carers

My Care Plans

My Clinics

My Companions

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HA Go : Health in Your Hand

掌握健康「智」輕鬆
Health in Your Hand

- Book Appointments
- Manage Appointments
- Taking Attendance
- Making Electronic Payment
- Collecting Medication
- Telehealth
- Reviewing Lab Results
- Checking Clinical Records
- Knowing Where You Are in the Queue
- Keeping Records of Your Health
- HA Go Wi-Fi
- Managing Your Conditions

HA Go is Saving Patients' Time

1.8M+

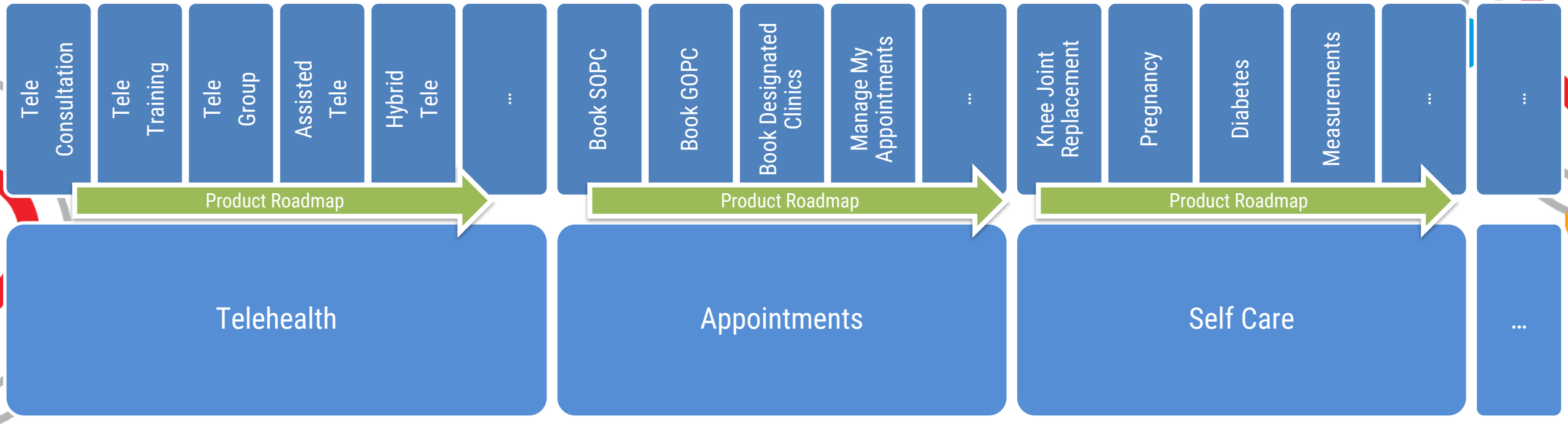
HA Go Full Members

19/20 20/21 21/22 22/23 23/24

LIVE

- **2,900,000+** S/GOPC appointments booked
- **600,000+** payments made in 22/23
- **4,100,000+** rehab exercises done
- **150,000+** attendances in 21/22
- **2,200,000+** access/update of their own health records

HA Go Uses SuperApp Architecture



HA Go One Stop Mobile App Platform

Mini-apps are built and deployed in parallel

My Health | My Records | My Carers | My Care Plans | My Clinics | My Companions | The Platform | ...

HA Go is Care beyond Hospital Walls

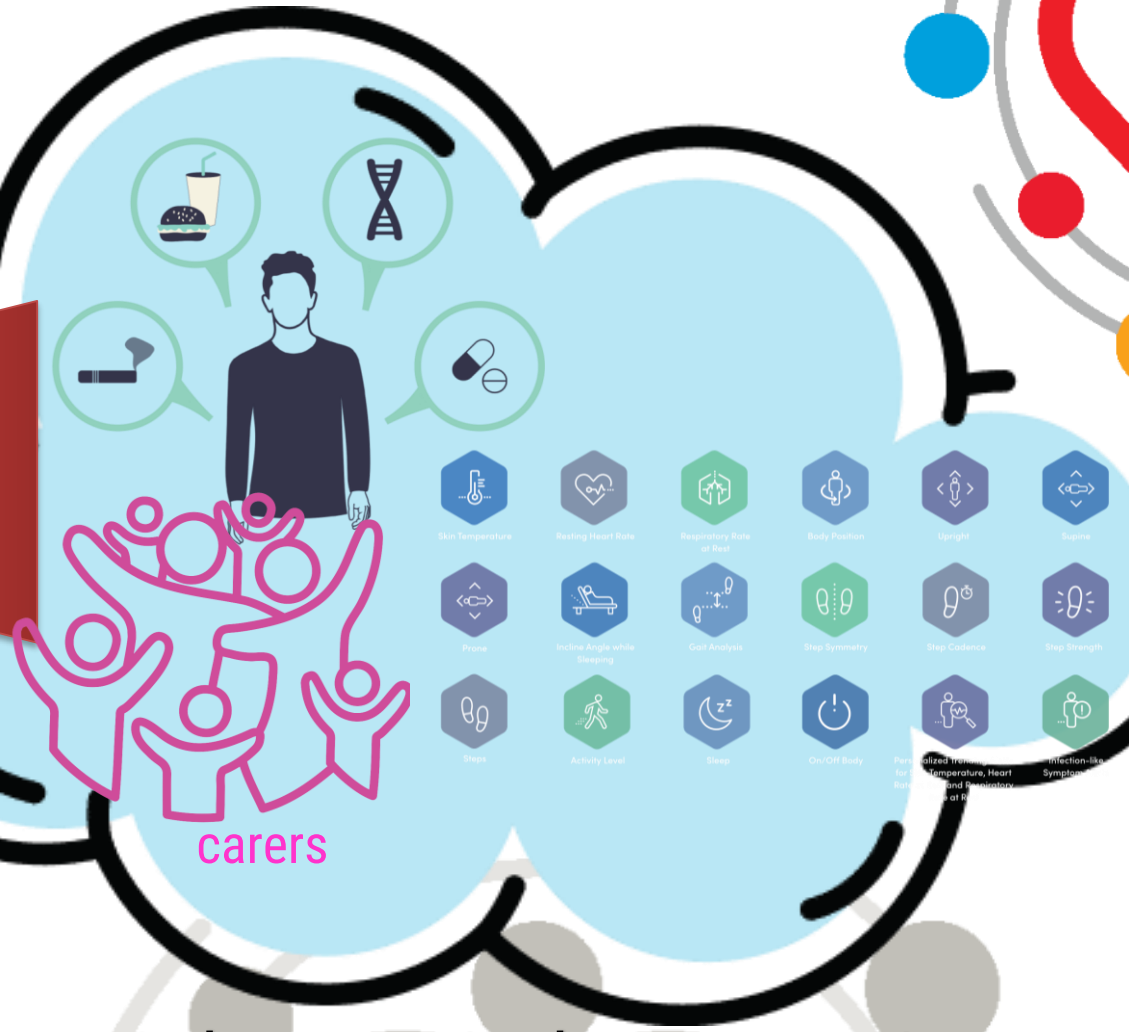
Leave a message to my doctor
Check **my meals**
Share my **OT status** with my family
Fully aware of my **care plan**

Attending **DHC** Post Surgery Rehab
Refill Drugs at Community Pharmacies
Share info with **private doctors**
Share info with **CNS/CGAT**

Schedule or cancel **appointments**
Stay at home using **telehealth**
and get my **sick leave** certificate
Well informed of **clinics workflow**
Know **when doctor will see me**

Check my **lab results**
Monitor my **chronic diseases**
Keep track of **self-assessed data**
Check my **medication** schedule

HA Go is a Data and Service Turbine



At home or in the community

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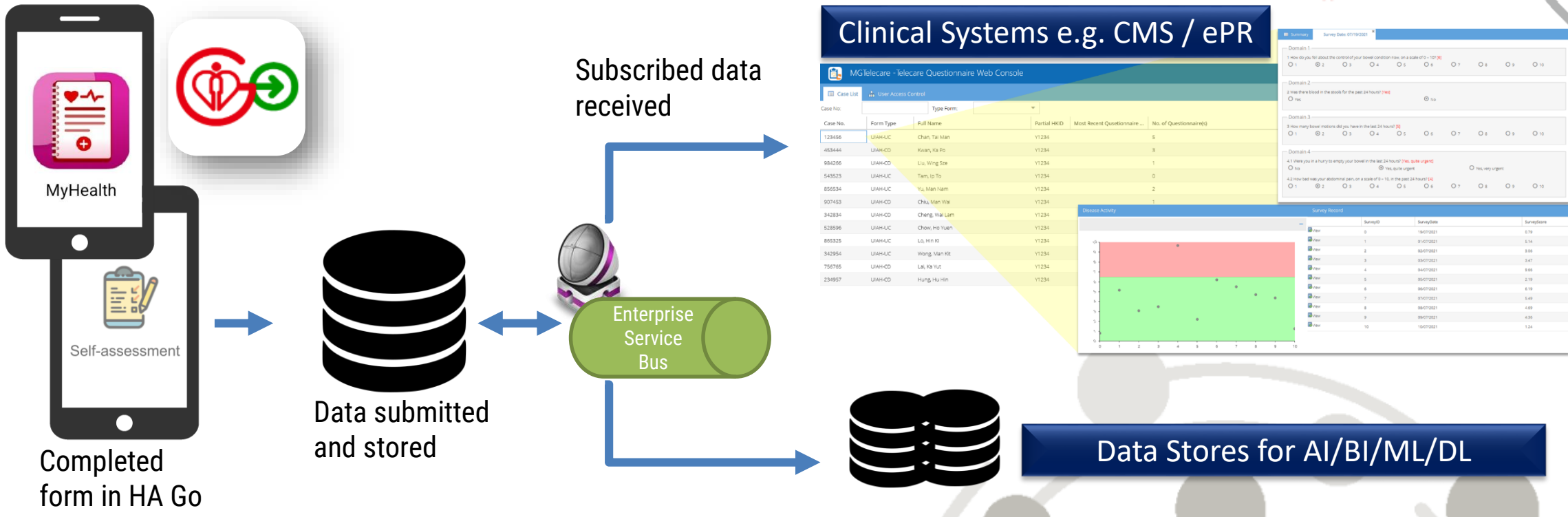
Patient Reported Outcome Measures

- PROMs allows collection of structured data directly from patients on their conditions through HA Go

CMS



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CMS as a Structured Data Foundation

CMS
Form Builder

CMS Generic Clinical
Documentation Engine

Form Definition Import

Form
Definition

Microservice
Calculation
+/- Feedback

Backend

Data Integration
Data & ESB

Form Data
Database

API

HA Go

Example

Version 1 dated 16 Nov 2020

基督教聯合醫院耳鼻喉科

透過口腔面部功能運動治療睡眠窒息症患者研究

嗜睡量表 (Epworth Sleepiness Scale)

研究編號：_____

日期　　：_____

在以下情況打瞌睡或入睡的機會：

	從不	少有	中等	很大
1. 坐下及閱讀	□	□	□	□
2. 看電視	□	□	□	□
3. 在公眾地方不動地坐著(如戲院或會議中)	□	□	□	□
4. 乘坐汽車上，不停地行駛一小時	□	□	□	□
5. 當情況許可時，在中午躺下休息	□	□	□	□
6. 坐下與別人談話	□	□	□	□
7. 在午飯後(沒有喝過酒)安靜地坐下	□	□	□	□
8. 在車廂內，因塞車而停下數分鐘	□	□	□	□

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Closer Integration for Convenience

醫健通 ehealth

智方便 iAM Smart

HA Go Could Be Game Changer

Without HA Go

- Care inside HA
- Care at a distance
- You search for care

With HA Go

- Care anywhere
- Care a few clicks away
- Care searches for you

Care Comes Like a Bus

Just like...

1	往 摩星嶺 - 城巴 中銀大廈, 金鐘道	- 分鐘
1	往 跑馬地 (上) - 城巴 遮打花園, 德輔道中	1 分鐘
1P	往 黃泥涌道 (樂活道... 中銀大廈, 金鐘道	7 分鐘
1P	往 中環 - 城巴 皇后像廣場, 遮打道	3 分鐘
4A	往 嘉亨灣 - 新巴 大會堂, 干諾道中	10 分鐘
5B	往 銅鑼灣(景籠街) - 小巴 駱克道,銅鑼灣廣場一期外	7 分鐘
5B	往 堅尼地城 - 城巴 中銀大廈, 金鐘道	- 分鐘
5B	往 銅鑼灣 / 香港大球... 遮打花園, 德輔道中	7 分鐘
5X	往 堅尼地城 - 城巴 中銀大廈, 金鐘道	23 分鐘

Quoted from an idea imagined by the Chairman of Smart Clinic Work Group

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Thank You

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