



REVIEW ARTICLE

THE ROLE OF PROCESS REENGINEERING IN THE CONSTRUCTION OF PEDIATRIC  
DEMONSTRATIVE EMERGENCY OUTPATIENT CLINIC IN TERTIARY COMPREHENSIVE HOSPITAL

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ABSTRACT

Tertiary comprehensive hospital is a regional hospital with high level of medical and health service, higher education and scientific research task. Its medical service and management, medical quality and safety, technical level and efficiency show the comprehensive strength of the hospital. Pediatrics as an integral part of the general hospital, the emergency building for children's safety treatment is of great significance. This paper describes the role of the concept of process reengineering in the construction of pediatric demonstration and emergency department of a comprehensive hospital. It aims to provide new ideas for the establishment of Chinese pediatric emergency department.

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INTRODUCTION

The idea of process reengineering is a kind of new management idea put forward by American scholar Michael Hammer and James Champs in the early 1990s. With the development of this idea, it has gradually expanded from the business community to the government, education, Medical, health and other industries, and has achieved remarkable results. In the new round of health care reform, optimize the medical service process, shorten the patient waiting time, to provide patients with convenient medical conditions is the focus of reform, and is the main way to alleviate the current situation of "difficult to see a doctor". In a tertiary comprehensive hospital, building a pediatric emergency clinic is one of the important links, this article on the application of the concept of process reengineering in pediatric emergency clinic construction described the contents are as follows.

Literature review

Process reengineering concept

The business process in the medical institution has a fixed pattern, and the implementation of the concept of the process

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reengineering in the medical institution is to examine the original process, to reflect on the problems in the process, to respond to the needs of the patients and the retrogression Thinking, reengineering new business processes, so that the key indicators of quality of health care, medical costs, quality of medical services and performance evaluation to improve (An Lichao et al., 2017). The idea of a process reengineering in a hospital is to define the relationship between the physician and the patient as an organic system. The module of the relationship, the module of the role, the module function, and the activity boundary are defined according to the way of medical activity, and the medical process of the activity model is a broad process model.

Current statuses of demonstrative pediatric emergency clinic in tertiary comprehensive hospital

In recent years, the reform of the medical system to the hospital has brought a huge impact on hospitals and on the development of hospitals. In the composition of the hospital, the emergency clinic work is an important part of the quality of emergency services, the impact of the overall image of the hospital, the overall level of construction, and affects the evaluation of the quality of medical services. The patient is difficult to see a doctor, the poor enthusiasm of medical staff and other factors exist, not only reduced the quality of work,

but also increased the medical disputes (Xu Jie *et al.*, 2013). Demonstrative pediatric emergency clinic as an integral part of the hospital emergency department, the patient received a small age, poor compliance, accompanying staff and other characteristics, therefore, increased the pediatric emergency medical staff workload, and negligence, will lead to dispute. Therefore, problems of the demonstrative pediatric of emergency clinic construction required to be summarized. At present, in the building of demonstrative pediatric emergency clinic, there is a large flow of patients, peak concentration, patient activity and more complex features, and the layout of pediatric emergency department is unreasonable, partition is unknown, waiting for crowded, distinction and so on. In addition to the environmental construction problems above, there are also problems leading to the relationship between doctors and patients, such as the pursuit of drug profits for doctors, prescriptions for children issued more than needed, chaotic, etc., in the treatment of children writing lack of normative, not timely writing, writing is not complete and other issues, to collect medical history or for children with physical examination did not pay attention to the protection of children's privacy, poor service attitude, lack of work responsibility, and even some doctors are over the scope of practice (Huang Pei, 2014).

In addition, to see a doctor needs to be registered, assign, check, test, charge, take medicine, treatment and other steps, and even some steps need to go many times, so that parents with children running back and forth, and each steps need to line up waiting for a long time, not only wasted the parents' time and energy, but also increased the parents and children with irritability. Today's society is already the information era, through the Internet to obtain the necessary information, but in the pediatric emergency hospital the data cannot be shared, cannot meet the regional information needs, cannot achieve information sharing, the system interface cannot be connected, as if there is an information barrier. The discovery of the above status requires targeted improvement measures, and the application of the concept of process reengineering changes the situation as follows.

## DISCUSSION

### Application of process reengineering concept in tertiary comprehensive hospital demonstrative pediatric emergency clinic implementation

#### Outpatient process reengineering

In the demonstrative pediatric emergency clinic construction, to set up a newly diagnosed and referral division, for the reception staff of newly diagnosed children, a special person is required to be responsible for building cards, screening, emergency admissions, for the referral of children also assign a staff be responsible for them, so to avoid the initial diagnosis, referral, emergency work between the conflict between each other so that children do not need to wait too long time to visit, improve the accuracy of the appointment check (Jia Hengya and Zhang Ling, 2013), reduce the parents And children waiting for treatment time, while the daily workload of medical staff to achieve a balance, and effective medical resources have been fully utilized. Accurate grasp of the number of visits per month, the number of children in the next month to predict the situation, so ahead of a good manpower, material resources, venues and other medical resources

configuration, the appropriate mobilization and arrangements for medical resources. Accurate grasp of the number of visits to children every week, the number of children to be treated every day to balance the number of children, so that the number of children for the treatment in the next week can be balanced, reducing the number of children focused on medical treatment at a time.

#### Outpatient peak emergency process

In the construction of demonstrative pediatric emergency clinic process, the appointment service is a must existence in the construction project, and some parents under the influence of some factors, failed to lead the patient within the time of appointment, so there is an impact on the pediatric emergency work flow implementation, a treatment time peak would occur. Therefore, in the designing of process reengineering, to establish a small probability of the peak emergency process, the parents of the agreed time and the children should be prioritized in the system, as for those parents who didn't show up for the appointment, clearly inform that the appointment time has missed, please re-queue again, and for those who did not inform the time change, and bring their children for the treatment, arrange a doctor for them, so that pediatric referral order can maintain smooth (Yang Xin *et al.*, 2015).

#### Establish a green access tunnel

Some children after the initial examination, can predict the prognosis of the disease, therefore, after the initial consultation was informed of the time of admission, selectively give parents and children with psychological intervention, health education and other behavior, so that the children complete the guidance which suppose to be learned after the admission earlier, thereby reducing the occurrence of unexpected situations. The usage efficient of the pediatric wards is increased.

#### Emergency process reengineering

#### Emergency environment reengineering

In the pediatric emergency building, environmental rehabilitation to meet the needs of children, eliminate the characteristics of adult medical environment, according to the children's physical and psychological characteristics for children to provide convenience, the bathroom set to meet the general height of children, At the same time, set up to meet the characteristics of the parents of the facilities. In the construction, the medical staff to stand in the children and children's parents point of view, put themselves in mind, you can set in the pediatric treatment area to divide a certain area, placed to attract children's interest in facilities and toys, the use of LCD to play children's favorite cartoons and music, ward and corridor to have a cartoon atmosphere, colorful, thereby reducing the children's fear of the hospital and health care workers. To reduce the distance between the pediatric departments, to put those departments as close as possible, so that children can receive a comprehensive diagnosis and treatment as soon as possible.

#### Emergency clinic personnel reengineering

In the pediatric emergency department of personnel reconstruction, to cultivate health care workers to save others' lives, realize that for the children, children as the center, to

alleviate the pain of children is a pediatric health care staff's cause. In the process of construction, through the history of education, a typical demonstration guide, etc., to strengthen the sense of responsibility and sense of urgency of health care workers, so that health care workers establish a sense of selfless dedication, so that "not forgetting others' children when taking care their own," in the work, remember the spirit of Bethune, Nightingale, keep enthusiasm, initiative for children and parents, give children and parents' reasonable demand, with a high sense of responsibility, writing documents in line with the provisions of patience to answer parents questions, prescript drugs according to the children's situation, to avoid going into the alley of money pursuit.

### Conclusion

Through the application of the concept of process reengineering in the construction of demonstrative pediatric emergency clinic in a tertiary comprehensive hospital, the pediatric emergency treatment process is reorganized and optimized, and the existing information resources are fully utilized to make the treatment process more convenient, smooth and shorten treatment time, remove unnecessary treatment to ease, so as to shorten the time children stay in the hospital to improve the efficiency, fully embodies the tertiary comprehensive hospital humanities, social responsibility, laid a harmonious relationship between doctors and patients, made a great significance on the construction of demonstrative pediatric emergency clinic.

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