



TEMS - App with real-time Average Waiting Times on the Portuguese Health Services

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SPMS_{EPE}

Serviços Partilhados do Ministério da Saúde





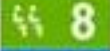


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Introduction

- In the Portuguese NHS the patients only had knowledge of the average waiting times when they were already at the emergency room

Urgência pólo HG		14:05:04
 1	0 por observar	
 21	0 por observar	tempo de espera 00:51
 37	2 por observar	tempo de espera 00:16
 8	0 por observar	tempo de espera 00:31
 0	0 por observar	
 1	1 por triar	tempo de espera 00:01
68	tempo de espera: é o tempo de espera do último atendimento	
<small>Total de utentes</small>		



Objectives

- Provide an ubiquitous way to share waiting time data;
- It is expected that the institutions with emergency services at peaks of demand of are avoided;
- The patients can weigh, in a sustainable way, the visit to the emergency room of a Hospital (specialized care);
- And instead go to a Primary Care Facility.



Methods (1)

- A group of Emergency Setting specialists from the National Commission for Accompaniment of Clinical Informatisation was created;
- This group has various experts on the field, and are from a variety of health institutions;
- This experts defined the functional requirements, the methodology of calculation of the average waiting times, and documented all the specificities related the emergency settings;



Methods (2)

- So, it was possible to standardize the ways the times were presented and calculated at the emergency settings across the Portuguese health institutions;
- Several designs of the information were tested and the final was translated to a mobile application (App);
- The App, initially, provides only the average waiting times on the emergency rooms organized by the Manchester triage.;
- The waiting times are updated periodically, but are near real-time.



Results (1)

- The first free mobile app provided by the SPMS for all the Portuguese citizens (and foreign, has an English translations;
- Initially provides only the average waiting times of the Hospital's emergency rooms;
- Available for Download at





Results (2)

- The information is integrated onto the TEMS app by an Web API service.
- The Ministry of Health developed EHR – SClínico – already have this integration;
- All the other vendors can easily integrate with this app;
- A website (<http://tempos.min-saude.pt>) were also developed to provide a desktop view of the same information.



Results (4)

vodafone P 3G 23:34 86%

Urgencies - Hospital Garcia de Orta, EPE

- Urgencia Geral
- Urgencia Ginecologica/Obstetrica
- Urgencia Pediatrica

H Hospital Information

vodafone P 3G 23:34 86%

Hospital Santa Maria (Centro Hospitalar de Lisboa Norte, EPE) - Urgência Central

Average time to attendance

	--h--m	⌵
	00h02m	⌵
	00h42m	⌵
	00h42m	⌵
	01h18m	⌵

*Times were updated at 00 day(s) and 00h04m
The times shown above refers to the average waiting time for care in the last two hours and the number displayed shows the number of people that is currently awaiting assistance after sorting.

H Hospital Information

vodafone P 3G 23:34 86%

Hospital Santa Maria (Centro Hospitalar de Lisboa Norte, EPE) - Urgência Central

Average time to attendance

	--h--m	⌵
	00h02m	⌶
Cirurgia	--h--m	👤 - people
Medicina	00h02m	👤 - people
	00h42m	⌶
Cirurgia	00h24m	👤 - people
Medicina	00h42m	👤 - people
	00h42m	⌶
Cirurgia	00h42m	👤 - people

*Times were updated at 00 day(s) and 00h04m
The times shown above refers to the average waiting time for care in the last two hours and the number displayed shows the number of people that is currently awaiting assistance after sorting.

H Hospital Information



Conclusion (1)

- 70 out of 85 institutions are sending waiting times in real-time (including public-private-partnerships);
- More 1000 downloads in the first month;
- As of February more than:
 - 1570 at the Apple App Store
 - 1347 at the Google Play Store
 - 319 at the Windows Phone Store



Conclusion (2)

- As of future work, integrate the average waiting times for speciality consultations, and surgeries.
 - *Already available at the desktop website.*
- Integrate the information of Private institutions



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A solução está na partilha!
Sharing is the Solution!

Obrigado
Thank you

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