

IMPROVING INNOVATION IN HEALTHCARE USING LOW-CODE/NO-CODE TECHNOLOGY: WAIKATO HOSPITALS ACUTE ELECTRONIC ENDOSCOPY TRIAGE AND REFERRAL SYSTEM, A SINGLE TERTIARY HOSPITAL EXPERIENCE

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Poster

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A clinician-built low-code/no-code electronic referral system for acute endoscopy at Waikato Hospitals in New Zealand replaced paper-based faxed requests, processing 1201 referrals over nine months with workflow reduction from 15 to 7 steps.

KEY POINTS

- The Microsoft Power Platform system went live in December 2021, recording 1201 acute endoscopy referrals through August 2022, with 1007 (84%) procedures completed, 56 (5%) duplicates, 17 (1%) triaged to outpatient settings, and 111 (10%) declined or cancelled.
- The system reduced the referral-to-procedure workflow from 15 steps to 7 steps, eliminated paper waste from the previous handwritten fax-based system, and enabled real-time coordination with instant upload and tracking.
- Electronic push notifications were used in 1177 (98%) of referrals, minimising face-to-face contact between clinicians, nursing staff, and administrators.
- Ten endoscopy staff (2 doctors and 6 nurse coordinators among them) provided positive feedback in surveys; the system was built using existing Microsoft 365 licensing without additional hospital costs and has potential for adoption by other hospitals with similar licensing.

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