

regretless contribution from every team member, we witnessed the fruits of these implemented changes. The management recommended we submit the test result in a nationwide contest. Everyone was honored when we won the “Best Potential Award” as well as the Hospital’s Superintendent Award. If someone asks me what the greatest gain during the process is, I will say, without a doubt that, that “I am grateful to my partners, who are willing to change their roles, to assume responsibility with courage and perseverance, and I am

indebted to everyone having the courage to change and evolve.”

The tangible gain is the results, but the intangible gain is the strong cohesion among the team. “Everything starts with a decision, a seedling. Do not fear changes that come with the new and never underestimate our ability to change”. I am grateful to the supervisor’s prospective thinking, to improve our working environment through mobile nursing, and everyone who participated and dedicated in this project.

From Reluctance to Enjoy the Smart Mobile Cart

Ya-Wen Si, Deputy Head Nurse of ENT Ward, Hualien Tzu Chi Hospital

The hospital introduced mobile e-nursing cart two years ago, ridding the traditional medication dispensing system via MAR sheet. The mobile e-nursing cart integrates with the in-hospital drug inquiry system and CPOE (Computerized Physician Order Entry) system, allowing immediate access to the properties of unfamiliar drug and the new physician order that appears in the drug delivery screen. Whether it is suspending or prescribing medication, or entering or discontinuing physician order, the mobile e-nursing cart would provide a



timely reminder that secure patient safety.

However, I was not used to pushing such a cumbersome cart at first, especially when the cart is taller than I, obstructing my view forward, a slight distraction and the cart can ram into walls or people. Some patients' families thought the cart was moving by itself. My hands and back often ached from pushing the cart all morning. When dispensing medication, I have to hold the barcode scanner to verify the drug, and again the barcode on patient's wristband, before confirming the correct medication to complete the procedure. The procedure could take up to an hour and half. If the Internet signal is lost during the scanning, and very often due to the unstable Internet system, the system will crash, and rebooting the system is lengthy. I was irritated by the dispensing method. I

was not familiar with the equipment and the operating system, any instability and crash would severely cripple the workflow. I would vent my anger at the IT guys as I call them over to fix the issue.

The information system is now stable and work flow smoother than ever. It only takes 30 minutes for dispensing medication, and the error rate has reduced. With nursing record automated, each shift has their own mobile cart, which decreases the instance of competing with doctors over limited computers. As long as we have the cart, we can input nursing records in the ward; not only can we spend more time observing patients, we can deal with any issues and document it in a timely manner. One cart has multiple uses. I am thankful to have such safe and fully equipped working environment.

Been Through Throes to Approve the e-Nursing Cart

Yi-Ju Chen, Registered Nurse, ENT Ward, Hualien Tzu Chi Hospital

It is the second year since we implemented mobile nursing cart in East 26 Ward. Starting from December 2012, we went from novice to pro, and the complex emotions marked the process of our growth.

We should have been thrilled when given the opportunity to use this luxurious mobile cart worth approximately a million dollars (TWD). However, its "side effects" could not to be ignored: it was hard to push