

**Specification of Competency Standards**  
**for the Elderly Care Service Industry**  
**Unit of Competency**

Functional Area - Gerontechnology

Title	Assess the Effectiveness of the Electronic Health Record Program
Code	110885L5
Range	This Unit of Competency is applicable to practitioners who are responsible for the management of electronic health records in the elderly care service industry. The application requires the demonstration of in-depth expertise or theoretical knowledge in a range of technical, professional or managerial working environments, and its execution requires careful thinking, critical analysis and decision-making skills. Practitioners should be able to comprehensively assess the effectiveness of the electronic health record program, identify and suggest the required improvements.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on assessing the effectiveness of the electronic health program</p> <ul style="list-style-type: none"> <li>• Understand the concept, background and goals of the electronic health record program</li> <li>• Understand the goals of the electronic health record program, such as: <ul style="list-style-type: none"> <li>○ Improve health management awareness</li> <li>○ Early identification of high-risk elderly persons</li> <li>○ Help the elderly persons to establish social life</li> <li>○ Community care services for the elderly persons at home</li> <li>○ The basis for the execution of targeted activities, etc.</li> </ul> </li> <li>• Understand the work content and schedules of the electronic health record programs</li> <li>• Understand the data of various activities</li> <li>• Understand the financial conditions of the electronic health record program</li> <li>• Understand the methods to effectively assess the electronic health record program</li> </ul> <p>2. Assess the effectiveness of the electronic health record program</p> <ul style="list-style-type: none"> <li>• Collect various data on the effectiveness of the electronic health record program using different methods, such as: <ul style="list-style-type: none"> <li>○ Service performance data, such as: <ul style="list-style-type: none"> <li>▪ Number of care calls and follow-ups</li> <li>▪ Number of outreach sessions</li> <li>▪ Health promotion activities</li> <li>▪ Targeted activity figures</li> <li>▪ Innovative service model, etc.</li> </ul> </li> <li>○ Elderly data, such as: <ul style="list-style-type: none"> <li>▪ Number of participants</li> <li>▪ Number of cases improved</li> <li>▪ Program participation rate, etc.</li> </ul> </li> </ul> </li> <li>• Establish a focus group to arrange meetings with service users to understand their needs and opinions on the program</li> <li>• Conduct service user satisfaction survey questionnaires</li> <li>• Consult the staff of the execution and cooperation units to understand the operation effectiveness and improvement areas</li> <li>• Check whether the schedule and finance of the activity correspond to the budget, and identify the reasons for the difference</li> <li>• Integrate the relevant program review data, analyze the collected data, and identify the effectiveness of the program as well as the areas that affect the quality of the program</li> </ul>

**Specification of Competency Standards**  
**for the Elderly Care Service Industry**  
**Unit of Competency**

Functional Area - Gerontechnology

	<ul style="list-style-type: none"> <li>• Develop specific improvement plans according to the improvement priorities, and report to the senior, to act as a reference for future improvements</li> <li>• Appropriately and systematically record the program review and improvement options</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Analyze different data and comprehensively assess the effectiveness of the electronic health record program</li> <li>• Identify, organize and suggest the required improvements for the electronic health record program</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>• Able to comprehensively assess the effectiveness of the electronic health record program based on the organization's service standards and different data; and</li> <li>• Able to conduct detailed analysis and review, and suggest improvements to the electronic health record program.</li> </ul>
Remark	