

Application Strategy of PDCA Cycle in Hospital Archive Management Under the Background of “Internet+”

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Abstract: Archive management plays an important role in the development and operation of a hospital. Through archive management, various official documents in the hospital can be stored and processed appropriately. Besides, proper archive management allows significant events to be documented accurately. In the context of “Internet+,” integrating the PDCA cycle into hospital archives management is an innovative measure that promotes the reform and improves the quality and effectiveness of hospital archive management. Therefore, in this paper, the integration of the PDCA cycle into the hospital is in-depth analyzed and explored. Besides, strategies to help improve hospital archive management are proposed.

Keywords: “Internet+”; PDCA cycle; Hospital archive management

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1. Introduction

File management plays an important role in the development and operation of a hospital. Proper management of documents and files can promote the orderly development of the hospital by ensuring that the hospital’s work is well-documented and hospital operations can be carried out smoothly. Under the background of “Internet+,” to further improve the archive management of hospitals, it is necessary to strengthen the emphasis on hospital archives management, commit to improving the management system, and continuously promote innovation in archives management. As a new technology, the PDCA cycle can be comprehensively used in hospital archives management. It not only helps promote innovation in hospital archives management but also ensures the quality and helps improve the effectiveness of hospital archives management. Therefore, it is necessary to conduct a comprehensive analysis of hospital archive management and explore the integration of the PDCA cycle into hospital archive management.

2. Interpretation of the connotation of the PDCA cycle

The PDCA cycle, proposed by American quality management experts, stands for Plan, Do, Check, and Act. These four stages represent a method to promote comprehensive quality management. In quality management, it is necessary to formulate several plans, implement them, and assess their effectiveness. After that, the successful plans will be included in the standard system, while failed ones will be addressed in the next cycle. The PDCA cycle is an essential means to improve enterprise management. It facilitates the progress of various tasks in enterprises. The PDCA cycle is not a one-time process; instead, it is implemented continuously to address and resolve problems encountered in the development of the enterprise. Through repeated cycles, the PDCA process contributes to the ongoing improvement and construction of the enterprise. Through repeated cycles, the PDCA process plays a crucial role in the continuous improvement and development of the enterprise. Specifically, it involves incorporating unresolved problems into the next cycle, thereby encouraging the enterprise to achieve incremental progress and development. Therefore, it is evident that the PDCA cycle is an essential model for promoting enterprise management. In hospital archive management, the integration of the PDCA cycle can enhance the effectiveness of the management process. The continuous cycle management approach consistently identifies and addresses issues, contributing to improved efficiency and quality in hospital archive management. This, in turn, establishes a solid foundation for the high-quality development of the hospital.

3. The significance of integrating the PDCA cycle into hospital archive management under the background of “Internet +”

Hospital archive management covers all aspects of hospital work. It involves collecting, organizing, classifying, and archiving documents through various methods.

Additionally, within the framework of “Internet+,” the advancement of hospital archives management requires a heightened focus on innovation. Cloud storage and refined management practices have been gradually implemented in hospital archive management. The utilization of network computers has led to savings in file storage space and human resource investment. Furthermore, file classification has become more efficient, ensuring scientific preservation, durability, and convenient access to files. This adaptation allows hospital archives management to meet the evolving needs of the times. In light of these advancements, the quality requirements for hospital archives management work are elevated, necessitating a strengthened focus on quality control in hospital archives management. Hence, the incorporation of the PDCA cycle into hospital archives management is imperative. This integration not only invigorates the vitality of archives management but also establishes a continuous cycle through planning, doing, checking, and taking action. This approach enhances the operational efficiency of hospital file management work. In practice, the “planning” phase ensures the standardization and orderliness of hospital archives management; the “doing” phase ensures that the management plans are implemented, and the “checking” phase allows timely discovery of problems in the management system; the “action” phase involves addressing the problems found and improving the management system. Through continuous cycles, it enables the timely detection of issues in hospital archives, promoting the overall level and continuous optimization of the quality of hospital archives management.

4. Shortcomings in hospital archive management in the context of “Internet +”

4.1. Lack of emphasis on archive management by the leadership

In promoting hospital archives management, it is crucial to enhance investment in this field. Continuous improvement of the hospital archives management model ensures the systematic progress of each archives

management component and enhances the vitality of archives management ^[1]. However, some hospital leaders lack knowledge of document and archives management, leading to a lack of awareness in promoting archive management. This has resulted in an imperfect hospital archives management working mechanism, potentially leading to issues like disorganized management and low quality in archive management work. Additionally, the nature of hospital archive management work is complex and involves an extensive range of content, covering all departments of the hospital. Therefore, there is a need for effective communication between the archives management department and other departments of the hospital. Moreover, due to the relatively limited allocation of resources in the hospital, insufficient effort has been invested in archives management. The intensity of archives management has been relatively low, leading to issues such as a lack of supporting equipment and incomplete management rules and regulations in archives management. These problems can significantly impact the efficiency and quality of hospital archives management work, reducing the overall level of hospital archives management.

4.2. The operating mechanism of document and file management should be improved

In the realm of hospital archives management, a significant challenge lies in the imperfect document management mechanism. This issue hampers the effectiveness of hospital archives management, making it challenging to ensure optimal performance in the current “Internet+” context. It impedes the orderly progression of archives management work. The lack of a complete management mechanism leads to poor documentation and file management. For instance, the process of transferring files for storage in the hospital, and converting paper files into digital format for cloud management lacks clear regulations within the management system framework. The construction of the hospital archives management mechanism lacks a well-defined design for collaboration, coordinated operations, and smooth functioning between departments. However, there are often problems with the communication between the archive management department and other departments, which also leads to errors in the document management work, reducing the accuracy and completeness of the files. Poor communication also hampers the progress and affects the quality of the hospital’s archive management work.

4.3. Relative shortage of archives management professionals

Talent is a top priority in promoting hospital archives management. Building a robust talent reserve is crucial to ensuring the organized development of hospital archives management and is key to enhancing the quality of archives management. However, there is a lack of professional talents in this field, which affects the advancement of hospital archive management ^[2]. For instance, archives management personnel in some hospitals lack professional knowledge and proficiency in operating skills. They have not proactively acquired network computer operating skills and lack an understanding of cloud storage methods in archives management. Besides, a lack of management awareness leads to a lack of professionalism and professional abilities. As a result, the archive management staff do not strive to improve their skills or participate in training programs organized by their respective hospitals. As a result, the professional abilities and knowledge of archives managers have not been promptly updated, making it challenging to fully adapt to the requirements of archives management under the current “Internet+” background. The lack of professionalism also leads to issues such as unclear document management procedures and low management efficiency, thereby reducing its effectiveness in hospitals.

5. Application strategy of PDCA cycle in hospital archive management under the background of “Internet+”

5.1. Hospital archive management strategy in the “planning” phase

The planning process is an important part of promoting the integration of the PDCA cycle into hospital archives management. It also encourages innovation in hospital archives management and improves the level and quality of hospital archives management. Therefore, it is necessary to formulate a complete hospital archives management system. On this basis, the hospital archives management work should be standardized so they can be carried out in an orderly manner. It is necessary to fully consider the aspects of information recording, analysis, organization, and preservation of hospital archives management and formulate corresponding rules and regulations for these links to achieve practical constraints on each link. Furthermore, considering the diverse range of content encompassed in hospital archive management, including data, text, pictures, audio, and video, strict regulations must be implemented in this process. Archives management personnel should adhere to proper archiving and classification procedures before storing documents ^[3]. For example, relevant documents and materials can be stored when a project is being carried out in the hospital. The goal of integrating the PDCA cycle goal is to achieve centralized storage and scientific control of valuable documents to prevent document loss. Hence, when conducting a scientific research project, it is essential to formulate a comprehensive archive management plan to ensure that the hospital’s archives management work aligns with established goals, promoting the stable development of the hospital.

5.2. Hospital archive management strategies in the “doing” phase

The “doing” phase is essential in the PDCA cycle. In this phase, it is necessary to ensure that the archive management plan can be executed properly, so as to ensure the smooth progress of archive management work. Hence, archives management can be appropriately promoted by focusing on the following perspectives to ensure the full implementation of the hospital’s archives management plan. First, it is crucial to strictly adhere to the annual plan for the hospital’s archives management work. During this period, ensuring the completion of the hospital’s yearly archives management plan is essential, and simultaneously, closely controlling the document archiving work to prevent issues such as the omission of document information ^[4]. The second step is to standardize the training of hospital archive management staff to ensure that each staff can carry out their tasks as required. Simultaneously, it is essential to clearly define the responsibilities of each staff member. Comprehensive rules and regulations must be formulated to govern the conduct of archives management personnel, ensuring their adherence to professional standards and updating their skills and knowledge reserves through regular training. Additionally, there is a need to increase financial investment in hospital archives management and upgrade essential supporting equipment. This ensures the organization, progression, and effective implementation of the hospital archives management work plan.

5.3. Hospital archive management strategy in the “checking” link

In the PDCA cycle, full attention should be paid to implementing the “checking” phase, which is also an essential part of improving the archive management of hospitals. First, archives management staff must conduct periodic inspections of documents and files. These inspections can be done monthly, quarterly, semi-annually, etc., so that problems in archive management can be discovered in time ^[5]. The results of the inspection can be summarized and analyzed to identify existing problems. It is necessary to promptly report these problems and propose targeted corrections and improvements, especially addressing inappropriate regulations in the archives management rules and regulations to enhance the efficiency of hospital archives management. Finally, it is necessary to check the weak links in the hospital’s archive management work, such as analyzing and

exploring the annual progress of the hospital's annual archive. Through the inspection of the above aspects, the weaknesses in the hospital's archives management can be found on time, and improvements can be made in the follow-up work to enhance the level and effectiveness of hospital archive management.

5.4. Hospital archive management strategies in the “action” phase

The “action” phase is the top priority in the PDCA cycle and is also vital to improving the quality of hospital archive management. During this process, the results obtained from the “checking” phase can be comprehensively analyzed^[6]. In practice, it is first necessary to sort out the omissions, errors, delays, and other problems in hospital archives management, summarize the issues in this link, and timely explore and study the causes of problems in hospital archives management. Develop practical solutions and improvements. Secondly, it is necessary to carry out professional training for hospital archives management staff and effectively promote the skill update and expansion of knowledge reserves of hospital archives management staff based on the “Internet +” background, thereby improving the professional level and capabilities of the personnel. Finally, within the hospital, conducting regular evaluation and analysis meetings on the archives management work is necessary. Besides, evaluation and analysis meetings on archive management should also be conducted regularly. The effectiveness of the hospital's archive management work should be evaluated regularly, and suggestions for improvement should be put forward to address the weaknesses so that timely reporting can be achieved. Lastly, it is important to plan for the next cycle is necessary to ensure that hospital archives management work achieves better results.

6. Conclusion

In conclusion, to enhance the standard of hospital archives management and facilitate its organized progression, it is imperative to thoroughly examine and explore innovative directions in hospital archives management within the context of the “Internet+”. By fully utilizing the PDCA cycle in hospital archive management, continuous improvements can be made to the model, fostering reform and innovation. This, in turn, enables the completion of hospital archives management tasks with superior quality, ultimately elevating the development level and quality of the hospital.

Disclosure statement

The author declares no conflict of interest.

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