

# WIKI AS A WORK-AID FOR ECONOMIC ADMINISTRATORS AT DIALYSIS CENTRES AND OUTPATIENT CLINICS

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## INTRODUCTION

In general, we can describe a wiki as a website that allows new content to be added as well as the modification of the existing content. Wiki enables an easy creation and updating of web pages. Therefore, it is not surprising that wiki is also being used in day-to-day clinical and organizational practice at dialysis centres and enables multidisciplinary use.

## OBJECTIVE

Our objective was to create a space with guides, instructions, and experience that would serve as a guide for new employees at our dialysis centres in the Czech Republic and Slovakia. We wanted this space to also be useful for all employees when introducing new procedures, building on the existing functional system of electronic documentation and making use of its advantages in other projects.



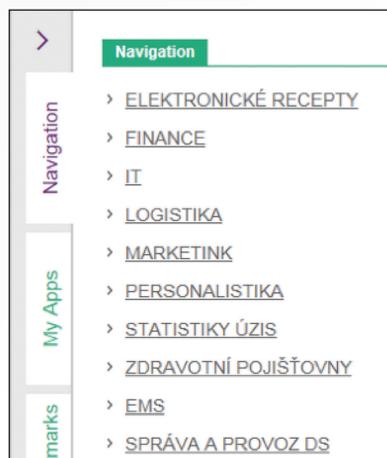
## METHODS

We created the AIRwiki website in the shared intranet accessible to all dialysis centre staff. The acronym stands for Administration, Instructions, and Reports.

Here is one example related to the work of the economic administrators at the dialysis centres.

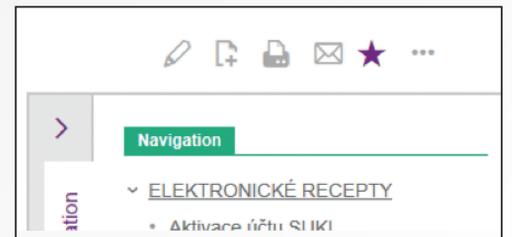
First, we set up the subpages for all work areas of the economic administrators. In these areas, we added subpages with guides, work instructions and other recommended procedures.

New pages can be easily created by simply adding a link to the associated web page. The creation and editing of web pages in the intranet system ensures the uniform appearance of all web pages.



Individual guides may refer to each other or refer to other applications, useful websites, etc.

The staff may create, evaluate, and edit the web pages or share experience from clinical as well as organizational practice at the dialysis centre. There are no restrictions necessary, as the history of the page displays any changes and the administrator may restore any version at any time. The AIRwiki users create the environment together not only by creating web pages, but also by supporting the topics by their assessments.



After adding their favourite pages to the followed list, they get an overview of all changes and comments on the web page. The guides from the web pages can be exported into print format for those who prefer hardcopy instructions. Due to the expanding content, we added the possibility of searching within AIRwiki, enabling users to search for guides that may be classified under several areas.

## CONCLUSION

AIRwiki is a welcome assistant for both the new staff at dialysis centres and their trainers. We received very positive feedback, especially from the mentors of the new staff. With the introduction of the electronic registration of prescriptions in the Czech Republic, the AIRwiki environment was opened to physicians. We are already planning for the additional application of AIRwiki for nurses. The experience from both countries demonstrates that AIRwiki could be of benefit for other countries as well.