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10-11-2021

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Adebayo, Tajudeen Temitayo Dr and Gbabe, Sunday AYo Mr, "Health Information Management Practice in Health Care Delivery System: A Case Study of University of Medical Sciences Teaching Hospital Complex, Ondo, Ondo State, Nigeria" (2021). *Library Philosophy and Practice (e-journal)*. 6450. <https://digitalcommons.unl.edu/libphilprac/6450>

Health Information Management Practice in Health Care Delivery System: A Case Study of University of Medical Sciences Teaching Hospital Complex, Ondo, Ondo State, Nigeria

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ABSTRACT

The aim of this research work is to ascertain the relevance of health information management practice in health care delivery system. This research reviewed past and presents literature that of relevance to this research topic. Descriptive survey research design was adopted. Questionnaire was used to collect necessary information through probability sampling method and specifically the simple random sampling. Fifty (50) questionnaires were distributed to Health Information Practitioners at University of Medical Sciences Teaching Hospital Complex, Ondo and all the fifty questionnaires were retrieved for data analysis. It has been proved that HIM practice plays a very vital role in effective health care delivery as all the respondents supported this assertion, though, 8% of the respondents dispute the fact that HIM practice had role to play in patients' confidentiality and cyber security. Factors that contribute to the effectiveness and efficiency of HIM practice were examined; all these factors were agreed to, except in view cases where 6% of the respondents disagreed that incentives cannot promote effectiveness and efficiency of HIM practice. It was also discovered that the roles of health information practice are relevant in health care delivery system and it was also noted that a lot of problems are confronting the practice and relevance of health information management practices. Considering factors militating against the prospect of HIM practice, in view of this, recommendations were made.

Introduction

Health Information Management Practice plays a vital role in the delivery of health care system in Nigeria, through the focus of collection, maintenance and use of quality data to support the health care system. The world health organization (WHO) stated that the proper collection management and use of information within the health care system will determine the system effectiveness in detecting health problems and providing suitable solutions to improve health outcomes. Health information management is the practice of acquiring, analyzing, and protecting digital and traditional medical patient care (Zughana Akwukwo 2004).

Health information is kept in case files, this information can bring direct benefit to patient by improving patient outcomes and doctors' performance. On the side of patients, the information functions as medical identification (Mann 2003). Health information's are kept in the interest of both patient and clinician. Proper filing of patient's health information ensures easy retrieval and contributes to decreased patient waiting time at the hospital and ensures continuity of care. It is therefore, imperative, that health information's are always kept in the interest of both the clinician and the patient. The case file (Health information's) must always be in the custody of the health facility while the patient enjoys the right of information.

Health information management practice is a cornerstone in supplying health care delivery system with a qualified and trained workforce to provide a quality services and specifically to provide high quality data. Thus, many studies emphasized the needs for changes in the ways information are been kept in some hospital, to enable the monitoring, supervision and decision making on a patient outcome. Some studies found that problem of poor information keeping practices in health care facilities such as, duplication, incomplete data, misfiling and inaccuracies in data, make it difficult for health information officer to accurately and reliably identify and define health problems.

1.2 Statement of the problem

Most health care services is faced with several challenges in managing information , particularly in health care delivery system, despite the relevance of health information management practice in health care system, health information management in Nigeria has quite numbers of problems, these includes insufficient personnel and skills, lack of modern technology, inadequate finance and materials and inexperience. Whence there is a need to access the relevance of health care delivery system.

1.3 Objective of the study

The aim of this study is

1. To ascertain the relevance of health information management practice in health care delivery system.
2. To access the problems confronting health information management system.
3. To determine the necessary steps to improve health information management in the delivery of health care.

1.4 Significance of study

This research is to ascertain the relevance of health information management practice in health care delivery system. The findings from this study will enable health information officers to have experience and upgrade their information keeping, and to enhance quick information retrieval when needed. It will help in organizing information for proper storage.

1.5 Research Question

1. What are the relevancies of health information management practice on health care delivery?
2. What are the problems confronting health information management practice in a health care delivery system?
3. What are the factors that can promote effectiveness and efficiency of health information management?

1.6 Scope of the Study

This study is to ascertain and examine the relevance of health management practice on health care delivery system, to know if they have any effect on health care delivery and what to do to improve the system. The research is limited to UNIMEDTHC Ondo.

3.1. Research Design

This study adopted a descriptive survey research design. A descriptive survey in the sense that the research would describe what the researcher found out in the course of the study. Data was solicited from the sample to be used for the study.

3.2. Study Population

The entire members of staff of University of Medical Sciences Teaching Hospital Complex, Ondo totaling about three thousand staffs made up the population for this study. However, because they all cannot be handled, a sample was drawn.

3.3. Sample Size and Sampling Techniques

A sample of fifty (50) members of staff was drawn from health information management departments of the hospital. The probability sampling method was used, and specifically the simple random technique was adopted.

3.4. Data Collection Instrument

The data instrument adopted for this study was an open ended questionnaire having six sections. Section A focused on socio demographic data of the respondents, Section B, focused on the problems confronting the relevance of health information management practice, Section C, focused on the problems confronting the roles of health information management practice, Section D, focused on the responsibility of health information management practice in health care delivery, Section E, focused on the factors that can promote effectiveness and efficiency of health information management practices and Section F, focused on the factors militating against the prospect of health information management practices. Open ended questionnaire was used in this course of this research.

3.5. Method of Data Analysis

Data gathered in the course of this study were analyzed using frequency distribution table and simple percentage. These data were then used for discussions and recommendations are made appropriately.

3.6. Ethical Consideration

Permission was sought from the ethics and research committee of University of Medical Sciences Teaching Hospital Complex, Ondo before using the subject for my study. Confidentiality and respect for human dignity was considered during and after the collection of data.

4.0. Introduction

A total number of fifty (50) questionnaires were administered and all the fifty questionnaires were retrieved from the respondents. The analysis of the result is presented in tables, data are interpreted in percentage.

4.1. Table, showing socio-demographic data of the respondents

Question	Variable	Frequency	Percentage (%)
Age	20-29	17	34.0
	30-39	14	28.0
	40-49	14	28.0
	50 years and above	5	10.0
Marital status	Married	17	34.0
	Single	31	62.0
	Widow	2	4.0
Tribe	Yoruba	38	76.0
	Igbo	1	2.0
	Hausa	10	20.0
	Other	1	2.0
Religion	Christianity	44	88.0
	Muslim	6	12.0
Highest education qualification	OND/Technician	11	22.0
	HND	22	44.0
	BSC	12	24.0
	Masters	4	8.0
	PhD	1	2.0
Years spent in services	1-5	31	62.0
	6-10	12	24.0
	11-15	3	6.0
	16-20	3	6.0
	21 years and above	1	2.0

Source: field survey, 2020

Table 4.1, shows the socio-demographic information of the respondents, 34% of the respondents were between the ages of 20-29 years, 28% of the respondents were between the ages of 30-39 years, and 28% of the respondents were between the ages 40-49 years while 10% of the respondents were 50 years and above. 34% of the respondents were single, 62% of the respondents were married while 4% of the respondents had divorced. 76% of the respondents

were Yoruba's, 20% were Igbo's, 2% were Hausa while 2% belonged to other tribe. 88% of the respondents were Christians while 12% were Muslim. 22% of the respondents were OND/Technician holders, 44% were HND holders, 24% were BSC holders, 8% were Masters holders, while 2% of the respondent was PhD holder. 62% of the respondents had worked between 1-5 years, 24% of the respondents had worked between 6-10 years, 6% of the respondents had worked between 11-15 years, 6% of the respondents had worked between 16-20 years, while 2% of the respondents had worked for 21 years and above.

4.2. Table, showing Response of the respondents on the Problem Confronting the Relevance of Health Information Management Practice.

Section B, Question	Variable	Frequency (N=50)	Percent (%)
Is there any notifiable problem that is confronting relevance of HIM practice?	Yes	50	100.0
Have these problems hindered/hampered the relevance of HIM practice towards successful health care delivery?	Yes	50	100.0
Are other health workers aware of the problems that HIM practice are facing?	Yes	31	62.0
	No	18	36.0
	Undecided	1	1
Is there any measure being put in place to address these problems that is confronting the relevance of HIM?	Yes	50	100.0

Source: Field Survey, 2020

Table 4.2 shows that all the respondents 100% were aware of noticeable problem that were confronting relevance of Health Information Management (HIM) practice. 100% of the respondents agreed that these problems have hindered the relevance of HIM practice. 62% of the respondents HIM practice were of the opinion that other health workers were aware of the problems confronting their practice, 36% of the respondents said that other health workers were not aware of problems that HIM practice are faced while 2% of the

respondent was undecided. All the respondents 100% agreed that measures are being put in place to address the problems that are confronting the relevance of HIM.

4.3. Table showing response of the respondents on the problem confronting the role of Health Information Management practice.

Section C, Question	Variable	Frequency N=50	Percent (%)
Are there problem militating against the roles being performed by HIM practice?	Yes	50	100.0
Are there measure put in place to address these problems	Yes	50	100.0
Is there possibility to maximize the role of HIM practice	Yes	50	100.0

Source : Field Survey 2020

Table 4.3 shows that the response of the respondents on the problem confronting the roles of Health Information Management Practice. And all the statements under considerations were agreed to by all respondents.

4.4 Table Showing The Responsibility Of Health Information Management Practice In Health Care Delivery

Section D, Question	Variable	Frequency N=50	Percent
Is there role for HIM practice in National health information infrastructure?	Yes	50	100.0
Is there role for HIM practice in patient privacy and security of health records?	Yes	50	100.0
Do HIM practice play a good role in the adoption of health information technology?	Yes	50	100.0
Is there role for HIM practice in the use of health care data?	Yes	50	100.0

Is there relevance of HIM practice in quality and safety initiatives?	Yes	50	100.0
Is there role of HIM practice in cyber security?	Yes	45	90.0
	No	4	8.0
	Undecided	1	2.0

Source: Field Survey, 2020

Table 4.4 shows that all the respondents agreed to all the statements on the responsibility of health information management practice in health care delivery. Except for the 90% of the respondents that agreed that there is role for HIM practice in cyber security, 8% of the respondent disagreed with this while 2% of the respondent was undecided.

4.5. Table Showing The Factors That Promote Effectiveness And Efficiency Of HIM Practice

Section E, Question	Variable	Frequency N=50	Percent (%)
Are there factors that promotes effectiveness and efficiency of HIM practice	Yes	50	100.0
Is motivation part of what can promote effectiveness and efficiency of HIM practice?	Yes	50	100.0
Are incentive means of promoting effectiveness and efficiency in HIM practice?	Yes	47	94.0
	No	3	6.0
Is bonus a way of promoting effectiveness and efficiency of HIM practice?	Yes	50	100.0
Is conducive environment for working affect effectiveness of work?	Yes	50	100.0
Do you think giving regular “ off “ to HIM practice is another means of promoting work efficiency?	Yes	11	22.0
	No	38	76.0
	undecided	1	2.0

Source: Field Survey 2020

Table 4.5 shows that all 100% the respondents agreed that there are factors that promote effectiveness and efficiency of HIM practice. All the respondents also believed that motivation is

part of what can promote effectiveness and efficiency of HIM. 94% of the respondents agreed that incentives are means of promoting effectiveness and efficiency of HIM practice while 6% of the respondents disagreed with this. 100% of the respondents believed that giving bonuses to HIM practice promote effectiveness and efficiency. 100% of the respondents agreed that conducive environment affect effectiveness and efficiency of work positively. 22% of the respondents agreed that giving off to HIM practice is a way of promoting work effectiveness and efficiency, 76% of the respondents opposed this while 2% of the respondent was undecided.

4.6 Table Showing If There Is Any Factors Militating Against the Prospect of HIM Practice

Section E, Question	Variable	Frequency	Percent (%)
Are there factors militating against the prospect of HIM practice?	Yes	50	100.0

Source: Field Survey 2020

Table 4.6 shows that all the respondents agreed that there are factors militating against the prospect of HIM practice.

4.7 Discussion of Finding

The demographic information of the respondents showed that 34% of the respondents were single, 62% of the respondents were married while 4% of the respondents had divorced. This means that majority of the respondents were married and about 76% of the respondents were Yoruba's. One respondent claimed to hold PhD.

Based on the data presented and analyzed, it was discovered that the roles of health information practice are relevant in healthcare delivery system and it was also noted that a lot of problems are confronting the practice and relevance of health information management practitioners. From the information gathered 100% of the respondents agreed to noticeable problem that is confronting the relevance and practice of health information management practitioners, even though; it was also said that 62% of other health workers noticed all the problems confronting health information management practice.

From the information gathered in table 4.4, it has been proved that health information management practice play a very vital role in effective healthcare delivery as all the respondents supported this assertion, though, 8% of the respondents dispute the fact that health information management practice has role to play in cyber security and 2% of the respondent was undecided.

Table 4.5 showed that factors that contribute to the effectiveness and efficiency of health information management practice, all these factors were agreed to, except in view cases

where 6% of the respondents disagreed that incentive cannot promote effectiveness and efficiency of health information management practice. Likewise, it was gathered that 76% of the respondents said that giving off to health information management practitioners is not a means of promoting work efficiency, though 22% of the respondents supported the opinion of giving more off to health information management practitioners so that they can effectively carried out their job effectively while 2% were undecided.

Considering factors militating against the prospect of health information management practice, 100% of the respondents agreed to the fact that a lot of factors are affecting the prospect of health information management practice, though; all of them didn't really specify these factors as they claimed to know them.

5.1 Summary

The aim of this study is to ascertain the relevance of Health Information Management Practice in Health Care Delivery System. This research reviewed past and presents literature that of relevant to this research topic. Descriptive survey research design was adopted. Questionnaire was used to collect necessary information through probability sampling method and specifically the simple random sampling. Fifty (50) questionnaires were distributed to Health Information practitioners at University of Medical Sciences Teaching Hospital Complex, Ondo and all the fifty questionnaires were retrieved for data analysis. Chapter four was on results presentation and analysis based on questionnaires administered.

5.2 Conclusion

In spite of the challenges confronting health information management practice, it was noted that roles cannot be underestimated as they are highly noticeable and conspicuous for effective and efficient health care delivery system. More so, the factors that are militating against the prospect of health information management practice should be investigated as the respondents were not willing to list out the factors despite the fact that all the respondents supported the assertion that there some factors working contrary to the prospect of health information management practice.

5.3 Recommendation

Based on the findings of this study, the researcher makes the following recommendations.

- More motivation/incentive should be given to HIM practice and practitioners so as to increase their effectiveness and efficiency towards sound health care delivery system.
- Conducive environment should be created for effective health care delivery system.
- Measures should be put in place to address the undisclosed problems militating against the HIM practice. And finally if possible ,
- A project should be given next year to a student on factors militating against the prospect of HIM practice and the questionnaires should be designed in a way that it will force answers out of the mouths of HIM practitioners.

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