

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

11-22-2021

STUDENTS HEALTH RECORDS MANAGEMENT IN ACADEMIC INSTITUTION: A SURVEY OF PRACTICES AT FEDERAL COLLEGE OF EDUCATION (SPECIAL), MEDICAL CENTER, OYO, OYO STATE

Oladotun Ayowumi Osunkentan

Federal college of Education Oyo, Oyo State, osunkentanoladotun11@gmail.com

Abass Bello

Federal College of Education (Special), Oyo, yomiextra@gmail.com

Moyosore Adegboye

moyosoreadegboye@gmail.com

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>

Osunkentan, Oladotun Ayowumi; Bello, Abass; and Adegboye, Moyosore, "STUDENTS HEALTH RECORDS MANAGEMENT IN ACADEMIC INSTITUTION: A SURVEY OF PRACTICES AT FEDERAL COLLEGE OF EDUCATION (SPECIAL), MEDICAL CENTER, OYO, OYO STATE" (2021). *Library Philosophy and Practice (e-journal)*. 6500.

<https://digitalcommons.unl.edu/libphilprac/6500>

**STUDENTS HEALTH RECORDS MANAGEMENT IN ACADEMIC INSTITUTION: A
SURVEY OF PRACTICES AT FEDERAL COLLEGE OF EDUCATION (SPECIAL),
MEDICAL CENTRE, OYO, OYO STATE.**

Oladotun Ayowumi, Osunkentan

College Library, Federal College of Education (Special), Oyo
Oyo State, Nigeria.

Abass Abayomi, Bello

College Library, Federal College of Education (Special), Oyo
Oyo State, Nigeria.

Moyosore Oluwatounse, Adegboye

Abstract

This paper explores Students Health Records Management in Academic Institution, using the practices at Federal College of Education (Special), Oyo Medical Centre. Its specific objectives was to determine the available students health records, ascertain the level of effectiveness of the students' health records management practices and investigate the challenges faced by the records officers in the effective management of students health records in the surveyed. Also, the paper utilizes simple percentage method to analyze data from 20 health officials of the surveyed institutional medical center in Oyo State. The major challenges faced in handling health records in the medical center studied were inadequate computer and other ICT devices, unstable power supply and lack of funding for training on health records management. Hence, the paper concludes that adequate provision of funds should be made available to enhance better health records management practices. Also, managers of the surveyed medical centre should intensify their efforts in encouraging their health workers to maintain proper handling and care of health record.

Keywords: Records Management, Medical Centres, Health Records

Introduction

Health records are those records used in describing the systematic documentation of patient's medical history and care across time within one particular health care provider's jurisdiction. Health records comprises of series of notes that health care providers has entered over the years based on the observation, treatment and the administration of drugs, therapies and series of other interactions with the patient over time. Health is wealth and one of the statutory institutions that provides and supports citizenry's health is hospital. Hospitals, according to Yeo (1999) are those institutions that deal with life and health of their patients. Good medical care relies on well-trained doctors and nurses and on high-quality facilities and equipment.

The management of health records is very crucial to the operations of health services. Effective management of health records facilitate easy retrieval of the records when required without

wasting the time of neither the health service provider nor the patient. Studies have proven that availability of medical records enhances treatment and it enables the health service provider to render quality services. A study conducted by the US Department of Health and Human Services (2006) reported that 80% of the problems in the health service institutions are created by inaccurate information in medical records, inaccessible health records, mislabeled specimens and misfiled or missing charts.

Records are invaluable. Keeping complete records information from the beginning can save time and money. It has been observed that accurate, reliable and trustworthy records that fulfill evidential requirements are being created in the tertiary institution system but not properly managed.

Statement of the problem

An effective management of medical records is a critical factor in providing capacity for hospitals' or medical centres' efficiency, accountability, transparency, information security and indeed good governance. The deterioration of materials forms the basic problem of registries and gives rise to preservation and conservation of records. Therefore, knowledge of the causes of deterioration of materials and how to cater for these materials is essential for all librarians and others who are concerned about the preservation and conservation of information stored in books and non-book formats. As a result, health workers more often than not end up not rendering certain services because the health history of the patient is not contained in medical files. This is owing to the fact that, if the health personnel continue treating patients exclusive of sufficient information about the patients' health conditions the individuals could end up rendering poor health care that may be unsafe to patients' health. This issue motivated the researcher to examine

the effectiveness of health records management in academic institutions using the practices at the Federal College of Education, (Special), Medical Centre, Oyo.

Keywords: Records, Health, Management, Health Records, Health Record Management

Objectives of the Study

The main purpose of this study is to examine students' health records management in academic institutions. The specific objectives of the study are to:

1. determine the available students' health records in the selected medical centre?
2. ascertain the level of effectiveness of the students' health records management practices in the selected medical centre;
3. investigate the challenges faced by the records officers in the effective management of students health records in the selected medical centre;

Research Questions

1. What are the available health records in the selected medical centre?
2. What is the level of effectiveness of the students' health records management practices in the selected medical centre?
3. What are the challenges faced by the in the effective management of students' health records in the selected medical centre?

Literature Review

Records management is the systematic control of an organisation's records, throughout their life cycle, in order to meet operational business needs, statutory and fiscal requirements, and community expectations. Effective management of corporate information allows fast, accurate and reliable access to records, ensuring the timely destruction of redundant information and the

identification and protection of vital and historically important records (National Archives of Scotland).

According to Kemoni and Ngulube (2008), records management is defined as the unit of the organization assigned with the function of managing records in order to ensure that the organization is able to comply with business operational needs, meet community needs and properly account to the citizens. The health records in most Nigerian health institutions especially in hospitals has been facing some numbers of problems and challenges; these had affected the accessibility and utilization of health information in the treatment of people that have health challenges in those hospitals, as information needed on each patient is not being accessed on time or is not even available for immediate use. Aljumah, Ahamad and Siddiqui (2013) observed that the basic challenge being faced by hospital authorities in preservation and management of records in most developing countries include: Use of outdated forms: Need of constant revision; Shortage of experienced personnel: Need of trained personnel; Lack of planning in storage of inactive records: Need of effective storage and control of in-active records; Lack of determination of records retention period: Need of determination of records retention period. The unwanted records should be destroyed to save the time and resources; also, Delay in transfer of records: transfer of record entail two stages i.e. dating of unimportant records for destructions and ultimate disposal and moving the records from active to in-active files and from there to the storage area.

A very germane issue facing the longevity of digital collections in developing countries is not only the storage media deterioration, but the problem of rapidly changing storage devices. Unlike analogue information which places emphasis on the preservation of physical artifacts, it is the informational contents of the digitized material that is preserved. It will require a conscious

effort of archivists in Africa and other developing countries in the world to make sure that the digital information is preserved since “continuously change in software and hardware creates headache for staff working on digital longevity” (Besser, 1999).

Medical records, health records and medical charts are often used interchangeably to describe a single document used in deriving information pertaining to the medical attention that has been given to a particular patient over the years. Usually, the document contains information on observations and administration of drugs and therapies, test results, x-rays, reports and lot of other health pertaining issues that an individual has gone through while interacting with an individual health provider. Awe (2015) posited that healthcare is driven by the capturing of Patient Health Information which can either be tracked and stored using paper/physical files or in digital format.

Methodology

The study adopted a survey method. The targeted population of this study was the entire health professionals of the surveyed medical centre. These include Doctors, Nurses, Health Record keepers, Specialists. The total enumeration method was used to select 20 respondents as sample size for the study considering the small size of the population. The main research instruments used in the study was a structured questionnaire. An instrument titled “Students’ Health Records Management Questionnaire” (SHRMQ) was developed by the researcher to obtain data for the study after an extensive review of the related literature on Students’ Health Records Management.

Data analysis and discussions

Table 1: Demographic Information of Respondents

Gender		
Gender	Frequency	Percentage
Male	10	50.0
Female	10	50.0
Total	20	100.0
Age		
30-39 years	7	35.0
40-49 years	2	10.0
50-59 years	9	45.0
60-69 years	2	10.0
Total	20	100.0
Marital Status		
Single	1	5.0
Married	19	95.0
Total	20	100.0
Field of Specialization		
Medicine	8	40.0
Nursing	10	50.0
Common health	2	10.0
Total	20	100.0
Academic Qualification		
MPH/Masters	12	60.0
CHEW	6	30.0
BSc	2	10.0
Total	20	100.0
Professional Status		
Doctor	6	30.0
Nurse	10	50.0
Medical Lab Technician	4	20.0
Total	20	100.0

The demographic information revealed that 50.0% respondents were male as well as female. In addition, the highest age bracket of the respondents were between 50-59 years of age which constituted 45.0%, this is followed by the age brackets of 30-39 years of age which constituted 35.0% while the least age brackets of respondents were between the ages 40-49 years which constituted 10.0%. Also 5.0% respondents were single while 95.0% were married.

The table also revealed that 40.0% respondents specialized in medicine, 50.0% specialized in nursing, and 10.0% specialized in common health. Also, it was revealed that 60.0% respondents had MPH/Master certificate, 30.0% had CHEW, and 10.0% had BSc certificate. 30.0% respondents were Doctor, 50.0% were Nurse, and 20.0% were Medical laboratory Technician respectively.

Research question one: What are the available health records in the selected medical centre

Table 2: Available health records in medical centres

S/N	Medical records	SD	D	A	SA	\bar{x}	S.D
1	Admission register	-	-	2 10.0%	18 90.0%	3.90	0.308
2	Admission register	-	-	4 20.0%	16 80.0%	3.80	0.410
3	Personnel records	-	-	4 20.0%	16 80.0%	3.80	0.410
4	Patient case notes	-	-	5 25.0%	15 75.0%	3.75	0.444
5	Nursing and wards	-	3 15.0%	1 5.0%	16 80.0%	3.65	0.745
6	Pharmacy/drug records	-	2 10.0%	4 20.0%	14 70.0%	3.60	0.681
7	Central administrative records	-	3 15.0%	6 30.0%	11 55.0%	3.40	0.754
8	X-ray films	1 5.0%	2 10.0%	6 30.0%	11 55.0%	3.35	0.875
9	Pathological specimens	3 15.0%	2 10.0%	5 25.0%	10 50.0%	3.10	1.119
10	Financial records	7 35.0%	2 10.0%	4 20.0%	7 35.0%	2.55	1.317
Weighted Mean = 3.49							

Table 2 revealed that the available health records in medical centres is admission register (\bar{x} =3.90) was ranked highest by the mean score as the main available health records in medical centres, and was followed in succession by Personnel records (\bar{x} =3.80) and Patient case notes Financial records was the least item indicated by the respondents (\bar{x} =2.55).

It was deduced from the result above that the available health records in medical centres includes admission register, personnel records, patient case notes, nursing and wards, and pharmacy/drug records respectively.

Research question two: What is the level of effectiveness of the students' records management practices in the selected medical centre?

Table 3: Effectiveness of health records management in medical centre

s/n	Reasons	SD	D	A	SA	\bar{x}	S.D
1	Using paper record/manual filling	-	1 5.0%	8 40.0%	11 55.0%	3.50	0.607
2	Complete filling of records (paper based and electronic)	1 5.0%	2 10.0%	6 30.0%	11 55.0%	3.35	0.875
3	Using electronic record/electronic filling	-	7 35.0%	5 25.0%	8 40.0%	3.05	0.887
4	Have a classification system that ease retrieval	-	8 40.0%	6 30.0%	6 30.0%	2.90	0.852
5	Clear policies relating to records management	3 15.0%	6 30.0%	2 10.0%	9 45.0%	2.85	1.182
6	Adequate storage facility and record security	3 15.0%	6 30.0%	3 15.0%	8 40.0%	2.80	1.152
7	Off-site electronic storage hack up facility	2 10.0%	8 40.0%	5 25.0%	5 25.0%	2.65	0.988
8	Have retention and disposition schedule	3 15.0%	7 35.0%	7 35.0%	3 15.0%	2.50	0.946
Weighted Mean = 2.95							

Table 3 revealed that using paper record/manual filling ($\bar{x} = 3.50$) was ranked highest by the mean score as the major way to measure the effectiveness of health records management, and was followed by complete filling of records (paper based and electronic) ($\bar{x} = 3.35$), having retention and disposition schedule ($\bar{x} = 2.50$) was the least item indicated by the respondents.

It was deduced from the findings above that the effectiveness of health records management in medical centres includes paper/manual filling, complete filling of records (paper based and electronic), classification system, records management policies respectively.

Research question three: What are the challenges faced by the records officers in the effective management of students' health records in the selected medical centre?

Table 4: Challenges facing the handling of health records in medical centre

s/n	Challenges	SD	D	A	SA	\bar{x}	S.D
1	Inadequate supply of computer and other ICT devices for record preservation	-	-	7 35.0%	13 65.0%	3.65	0.489
2	Unstable power supply for electronic record filling	-	1 5.0%	8 40.0%	11 55.0%	3.50	0.607
3	Lack of funding for on the job training for those responsible for records management system	-	2 10.0%	9 45.0%	9 45.0%	3.35	0.671
4	An inadequate storage facility and records security	-	1 5.0%	12 60.0%	7 35.0%	3.30	0.571
5	No retention and disposition schedule	2 10.0%	2 10.0%	9 45.0%	7 35.0%	3.05	0.945
6	Lack of specialized training in records	1 5.0%	6 30.0%	4 20.0%	9 45.0%	3.05	0.999
7	No clear policies relating to records information management	-	5 25.0%	12 60.0%	3 15.0%	2.90	0.641
8	Lack of adequate funding	-	8 40.0%	7 35.0%	5 25.0%	2.85	0.813
9	No complete listing of vital records (paper-based or electronic)	1 5.0%	7 35.0%	7 35.0%	5 25.0%	2.80	0.894
10	Lack of records management literacy among the health workers	1 5.0%	7 35.0%	8 40.0%	4 20.0%	2.75	0.851
Weighted Mean = 3.12							

Table 4 revealed that inadequate supply of computer and other ICT devices for record preservation (\bar{x} =3.65) was ranked highest by the mean score rating as the major challenges facing the handling of Health records in medical centre, and was followed in succession by unstable power supply for electronic record filling (\bar{x} = 3.50), Lack of records management literacy among the health workers (\bar{x} =2.75) was the least item indicated by the respondents.

Hence, the challenges facing health records in medical centres include inadequate supply of computer and ICT devices, unstable power supply, lack of funds, and inadequate storage facility and record security.

It was deduced from the result above that inadequate supply of computer and other ICT devices for record preservation, unstable power supply for electronic record filling, lack of funding, inadequate storage facility and records security, no retention and disposition schedule were the challenges facing health records management in medical centres.

Research Findings

The summary of findings from the study is as follows:

- The result revealed that needed health records are available in the surveyed hospital even though the proportion of availability varies.
- The analysis on factors made available for effective management of records in the selected medical centre revealed that using paper record/manual filling makes effective health records management in the medical centre.
- The major challenges faced in handling health records in the medical center studied were inadequate computer and other ICT devices, unstable power supply and lack of funding for training on health records management.

Conclusion

A good medical record serves the interest of the medical practitioner as well as his patients. Management and preservation of health records is an integral part of medical service delivery. Hence effort should be made to ensure regular preservation and management of health records. More efforts should be made by the institutions/hospital managements, all clinicians and medical

record officer to improve the standard of maintenance and preservation of medical records. Training and re-training, introduction of ICT equipments and facilities, formulation of record management policies, health infrastructural development and proper funding of health centres should be given great consideration as this will help in developing an efficient and effective records management practices in medical centres.

Recommendations

Managers of the surveyed medical centre should intensify their efforts in encouraging their health workers to maintain proper handling and care of health records, paper based records should be microfilmed in order to sustain their durability for future references. However, adequate provision of funds should be made available to enhance better records management practices. Funds would be beneficial in the procurement of ICT tools/equipments that could be used in documentation process of records.

References

- Aljumah, A.A.; Ahamad, M.G. & Siddiqui, M.K. (2013). Application of data mining: Diabetes health care in young and old patients. *Journal of King Saud University - Computer and Information Sciences*, 25 (2): 127–136.
- Awe, T. P. (2015) Health Records Management Practices and Patients' Satisfaction in Medical Centres: A Case Study of Three Private Universities in South-West Nigeria. Undergraduate project submitted to the Department of Library and Information Studies, Adeleke University, Ede, Nigeria.

Besser, H. (1999). Implications in digitizing Special Collections Materials: The institution, scholarship, interoperability, longevity. Retrieved on 2/07/21 from: <http://sunsite.berkeley.edu/imaging/Databases/Conservation/RBMS99/ppframe.html>.

Kemoni, H. & Ngulube, P. (2008). Relationship between records management, public service delivery and the attainment of the United Nations Millennium Development Goals Kenya. *Information Development* 24(4):294-306.

U.S Department of Health and Human Services (2006) Consumer Awareness Addressing *Healthcare Connectivity as a Matter of Life and Death* Available: <http://www.hhs.gov/healthinformationtechnology/consumerAwareness.html/>
Date Accessed: June 20, 2021

Yeo, G. (1999). *Managing Hospital Records*. London: International Records Management Trust.
Available online at <http://www.irmt.org>.