

**ASSESSMENT OF HEALTH RECORD SYSTEM AT GOVERNMENT
HOSPITAL WITH STAFF PERSPECTIVE**

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ASSESSMENT OF HEALTH RECORD SYSTEM AT GOVERNMENT HOSPITAL

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About the organization

Ohum Healthcare Solutions, by Ohum Healthcare Private Limited, leads in Clinical Transformation by enhancing healthcare delivery in hospitals and public health communities. They developed OhumSky, a top cloud-based hospital management system that controls costs and improves patient care, including Financial, Administrative, and Clinical Management. It features OhumBI for advanced analytics. Their cloud-based HMIS enables efficient management of hospital operations—patient management, clinical workflows, inventory control, and billing—with remote access for emergency response.



Introduction

- The Electronic Health Record (EHR) system is a digital version of a patient's paper chart, designed to store comprehensive patient data such as medical history, diagnoses, medications, and test results.
- EHRs enable instant and secure access to patient information, improving care coordination and efficiency.
- EHR systems support functions like Computerized Physician Order Entry (CPOE) and clinical decision support, enhancing accuracy and reducing errors. They facilitate data sharing across healthcare settings, leading to more informed and timely decisions.
- Despite their benefits, EHR systems face challenges such as usability issues and high implementation costs.
- Understanding the experiences of healthcare staff and patients is crucial to addressing these challenges and improving the system's effectiveness.
- This presentation focuses on assessing the EHR system at a government hospital from the perspectives of both staff and patients to identify areas for improvement.

Objectives

- To analyse the healthcare staff perceptive towards EHR system with respect to-
- Managing patient health record system with reduction of wait time.
- CPOE system (reduction in delivering the medication.
- Accuracy of Patient records maintained by the system.
- Perceive the security measures in protecting the patient data.
- To study the patients, view point about the usefulness of implementing EHR from patients with respect to -
- Navigating the health record system.
- Flow of the healthcare services received by the patient.

Methodology

- **Study Type :-** Cross sectional study. The particular study is prospective and observational in nature.

Study period and area - The particular study is carried out for a period of three-month duration in SMS Hospital Jaipur

Sample size- A sample of 50 survey reports was taken up for the study.

Data Collection:

Secondary Data- The secondary data relating to the study were collected from books, journals, research articles, reports, newspapers, and websites.

Primary Data- Primary data was the data collected from the respondent for the first time. For collection of primary data, a well-structured questionnaire was framed based on objectives.

Research Question

How user-friendly Electronic Health Record system from the perspective of different staff members (Administrative personnel, IT staff and Patients)?

1.EHR IT Staff -

1.1 Rating of the ease of navigating the health record system?

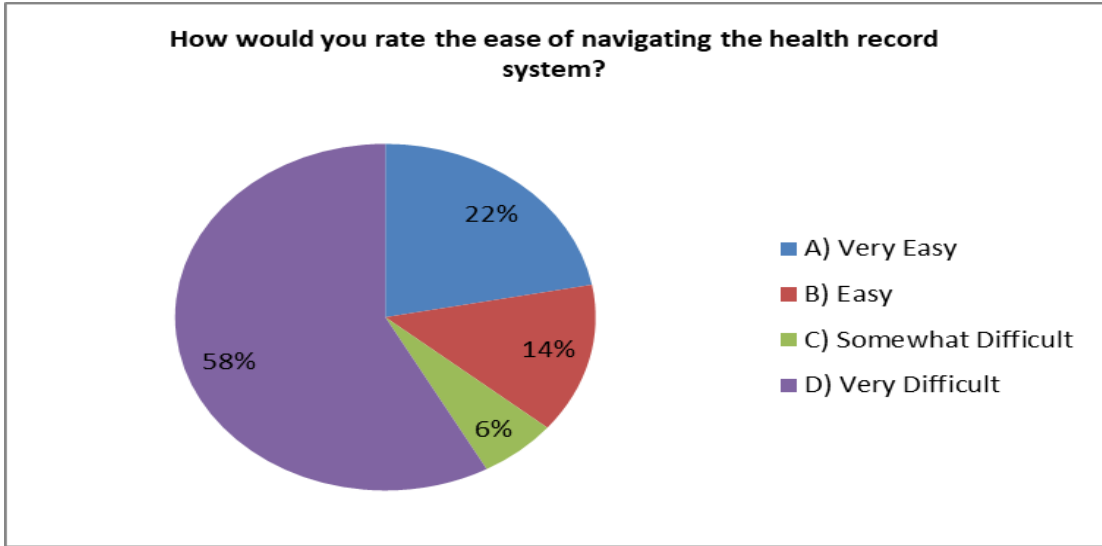


Figure 1: Rating of navigating the health record system

According to the figure 1, 58% of users reported finding the system very difficult to use, while 22% found it very easy. The remaining users indicated that the system was either somewhat difficult or easy to use.

1.2 The accuracy of patient records maintained by the system?

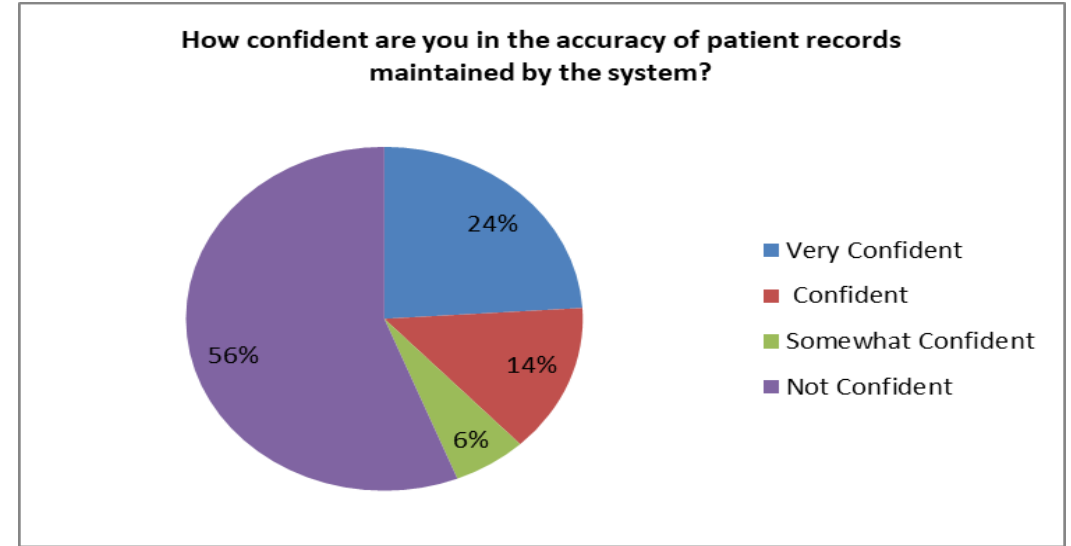


Figure 2: Accuracy of patient record maintained by the system

According to the figure 2, 56% of users reported finding the system that they are not confident to use the system, while 24% were very confident to maintained the patient records. The remaining users indicated that the they are somewhat confident.

Perceive the security measures in place to protect patient data?

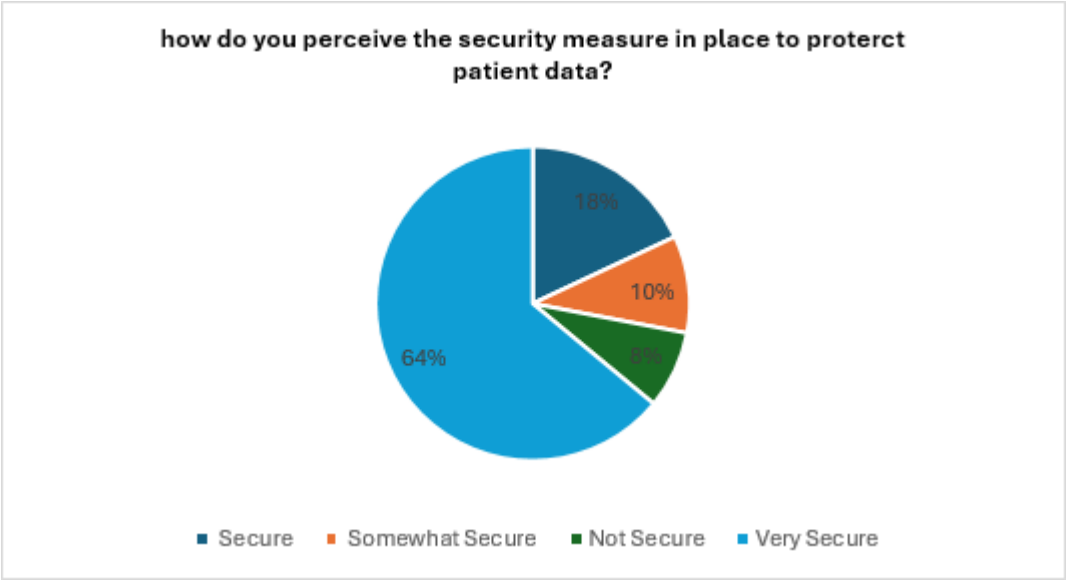


Figure 3: Security measure in place to protect patient data
In figure 3, Overall the chart indicates the security measure in place to protect patient data, with 82% of patient data are secure, very secure . However 18% patient data are not secure and somewhat secure.

Patient Perspective -
Improvements that they suggest to reduce waiting times and enhance efficiency.

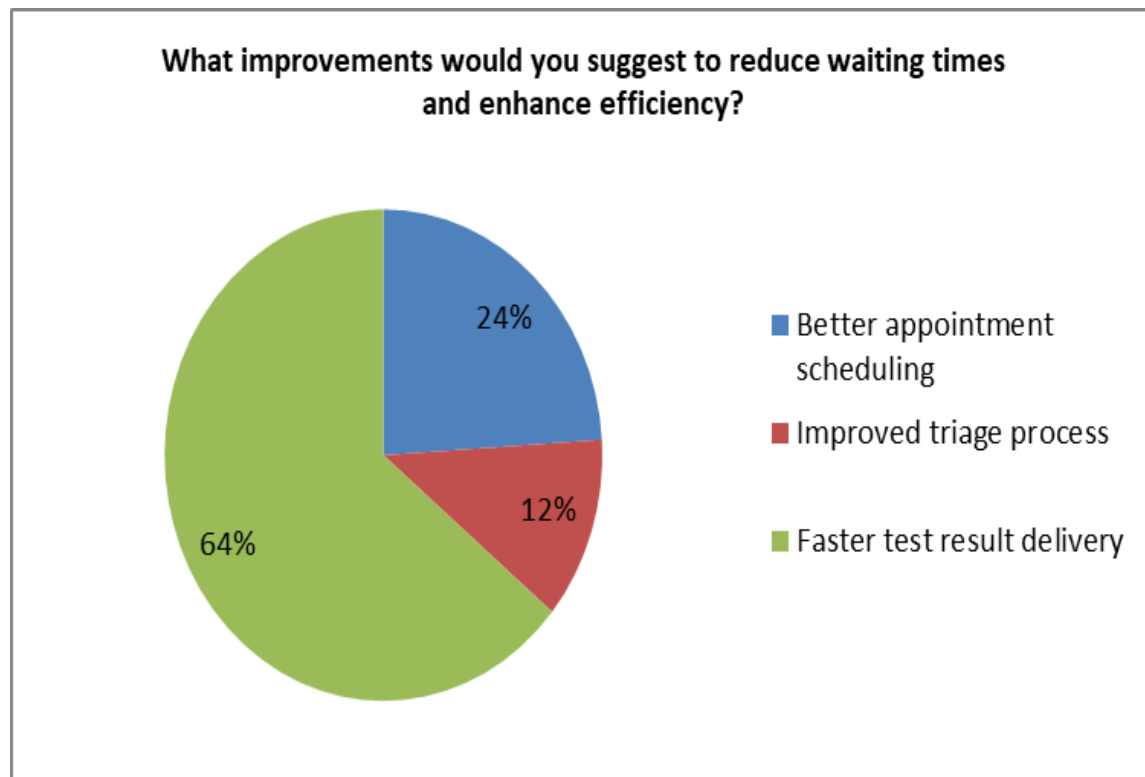


Figure 4: Suggestions to reduce waiting times and enhance efficiency
In figure 4, 64% of users has suggested that faster test result delivery will reduce wait time and enhance efficiency, 24% patients suggested that there should be a better appointment scheduling, while 12% advocated for enhancements in the triage process.

On a scale of 1 to 5 rating of the overall organization and flow of the healthcare services you received same day .

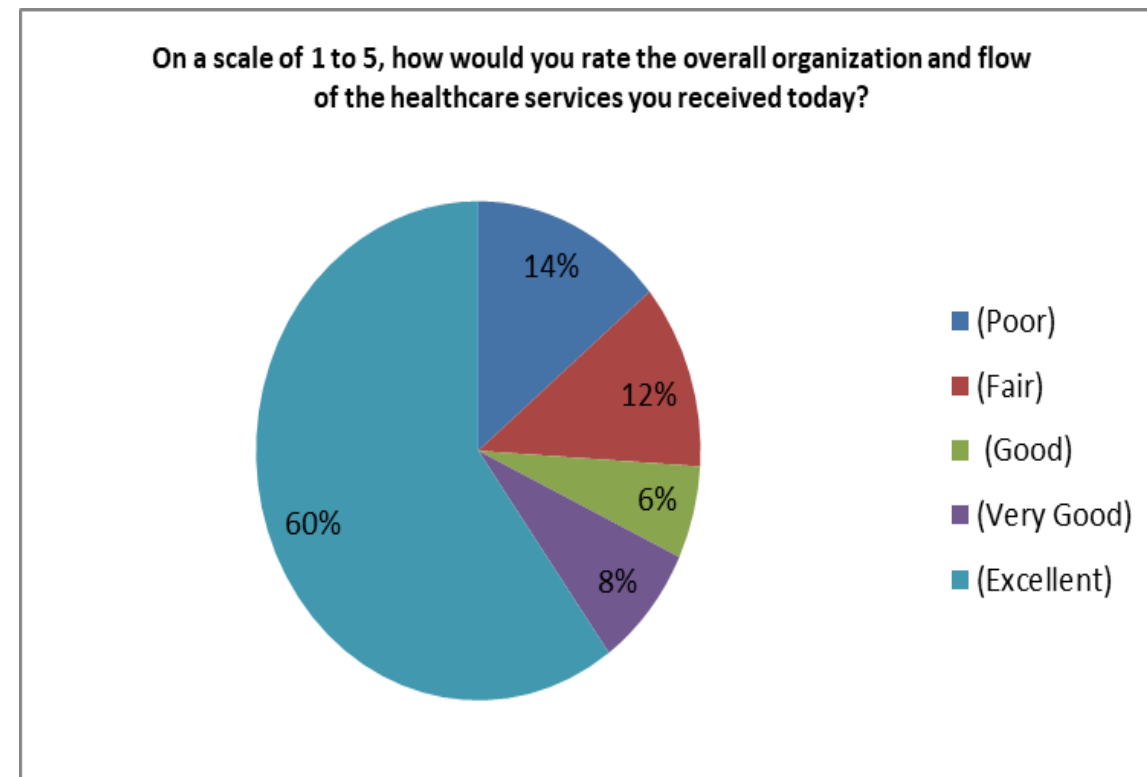


Figure 5: Rating of overall organization and flow of the healthcare services.
In figure 5, Overall the chart indicates the high level of satisfaction with the healthcare services among most respondents, with 74% giving rating of good, very good or excellent. However 26% who rated the services as fair or poor.

THANKYOU