

DISSERTATION

A STUDY ON RECORDS
MANAGEMENT PRACTICE
IN HOSPITAL SECTOR

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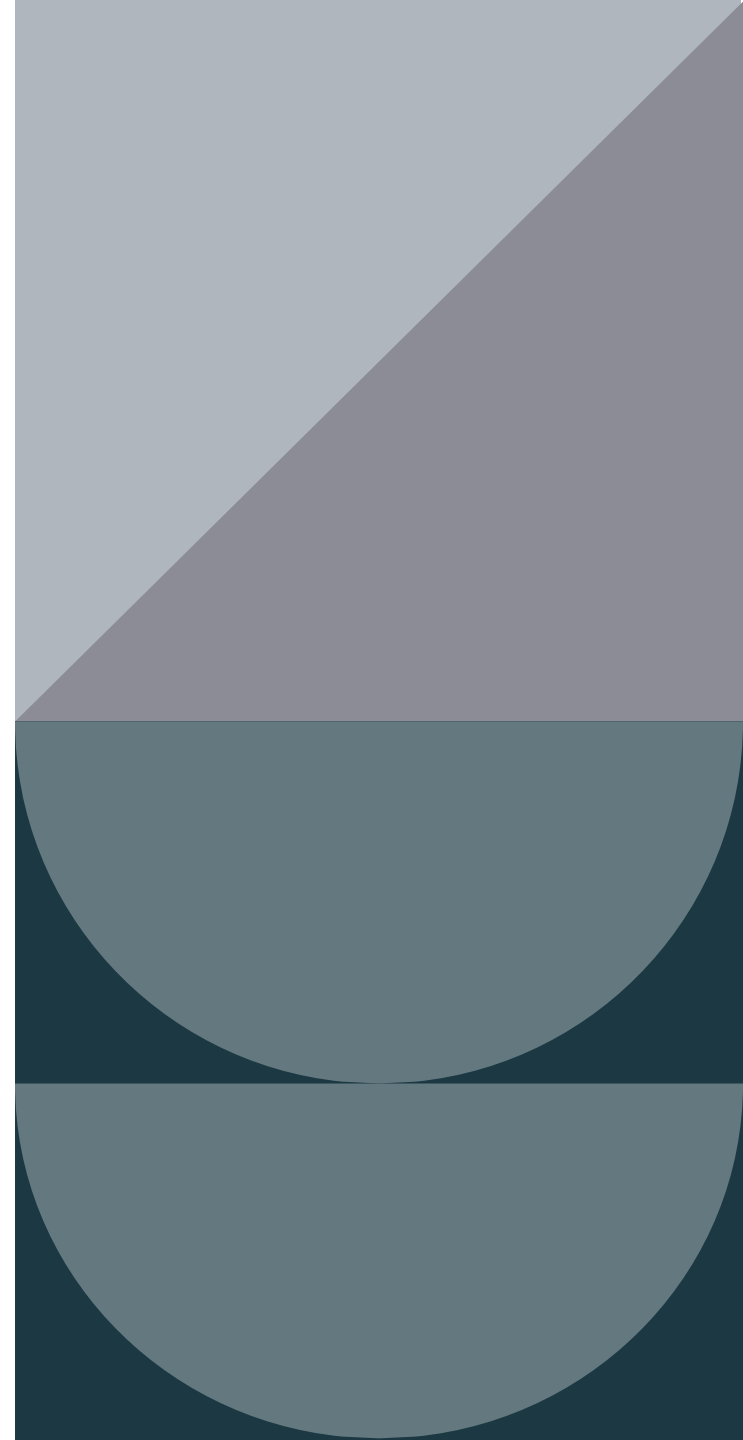
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Introduction:

- Record management practice has always been an hospital's important assets. The authorised hospital or healthcare organization could not run effectively and efficiently without Records management.
- An electronic medical record system is a computerized health information system where providers record detailed encounter information such as patient demographics, encounter summaries, medical history, allergies, intolerances, and lab test histories. Some EMRs support scheduling, billing, reporting, order entry, results management, and decision support.
- This study aims to assess the importance and implementation, implications, and barriers of electronic medical record system in maintaining the quality of health services at the hospital at Eye Q Vision Pvt. Ltd. Hisar.



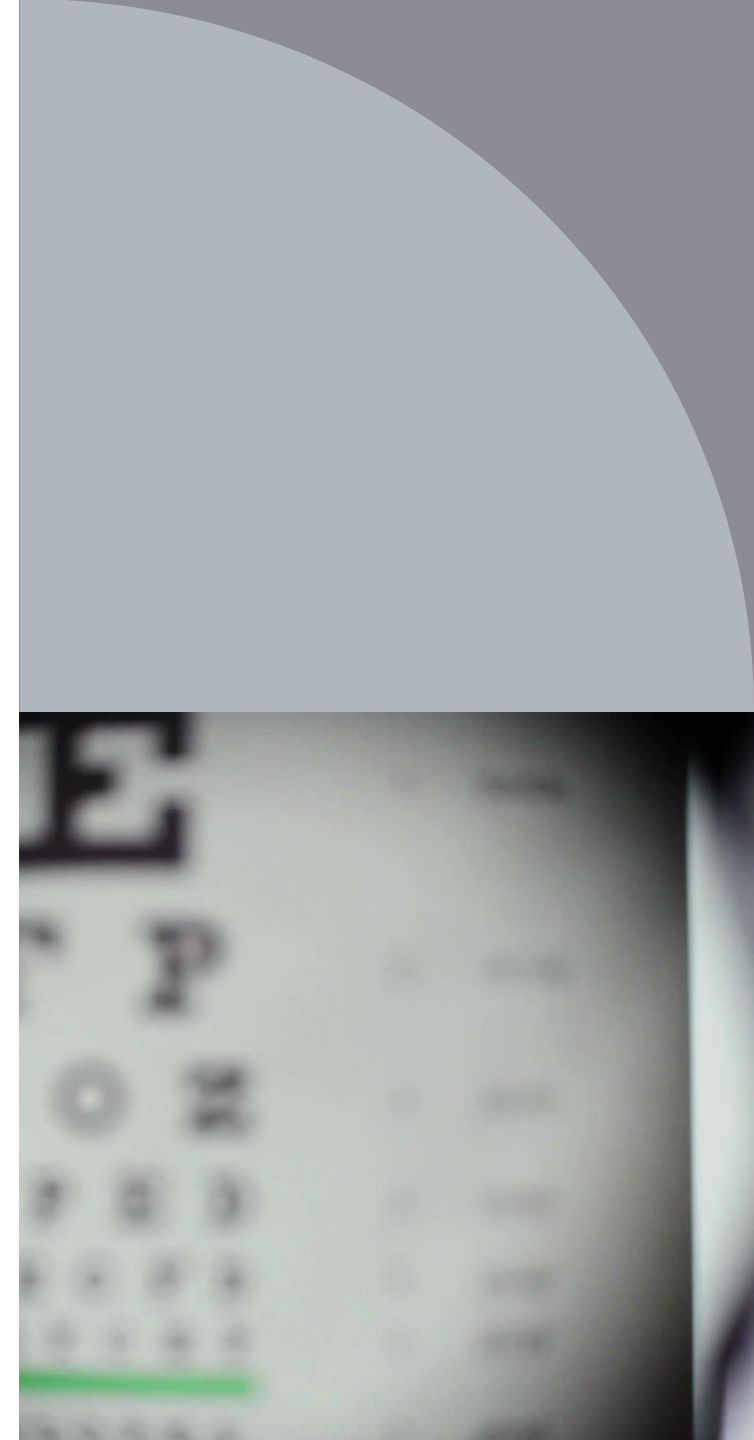
Research question & Objectives

Research question:

What is the importance, implications, and barriers of electronic medical record system in maintaining the quality of health services at the hospital at Eye Q Vision Pvt. Ltd. Hisar, Haryana?

Objectives:

- To review literature, goals and guidelines related to electronic Record Management System at Eye Q.
- To describe and study the current record management practices in Eye Q hospital
- To study relationship between quality of records keeping and service delivery
- To study the difference between manual record management and electronic record management.



List of Respondents:

Doctors

Optometrists

Pharmacist

Nurses

Executives

RESEARCH METHODOLOGY

Study area: Eye Q Vision Pvt. Ltd. Hisar, Haryana

Study Respondents: Doctors (5), Optometrists (7), pharmacist (4), nurses (3), executives (11).

Study design: Observational cross-sectional survey

Sampling and sample size: All The respondents were from both the records management unit and health staff who administer the records and use records for statistics every day Purposive sampling technique was adopted to conduct the study during April- June 2022 and the total no. of respondents were 30 only.

Data collection methods and tools: The study methods include survey and observation. Questionnaire was administered to the respondents who were directly related to record management. A checklist was used for observation.

Data analysis: Data is entered in MS Excel and data is analyzed and summarized in the forms of tables and graphs. The average and percentages are calculated.

RESULTS

Goals of Electronic Record Management System:

- Develop interaction and where necessary clarify specific exchange rates and word values to establish a way forward for semantic interaction.
- Support evolution and timely maintenance of acceptable standards
- Improve technology .
- Encourage participation and acceptance by all vendors and stakeholders
- Keep operating costs as low as possible
- Consider best practices, information, policies and frameworks
- To the extent possible, apply modular and independent standards

Guidelines:

- Verify user authentication and authorization
- Support privacy and security
- Get advanced search, integrate, and streamline operations to ensure duplicate resolutions are firmly resolved
- Support the latest / latest patient health records.
- Create a medical / clinical summary based on available records from initial to current / recent visits
- Especially able to support fast data capture-storage-retrieval-data display.

Current records management practices in Eye Q hospital:

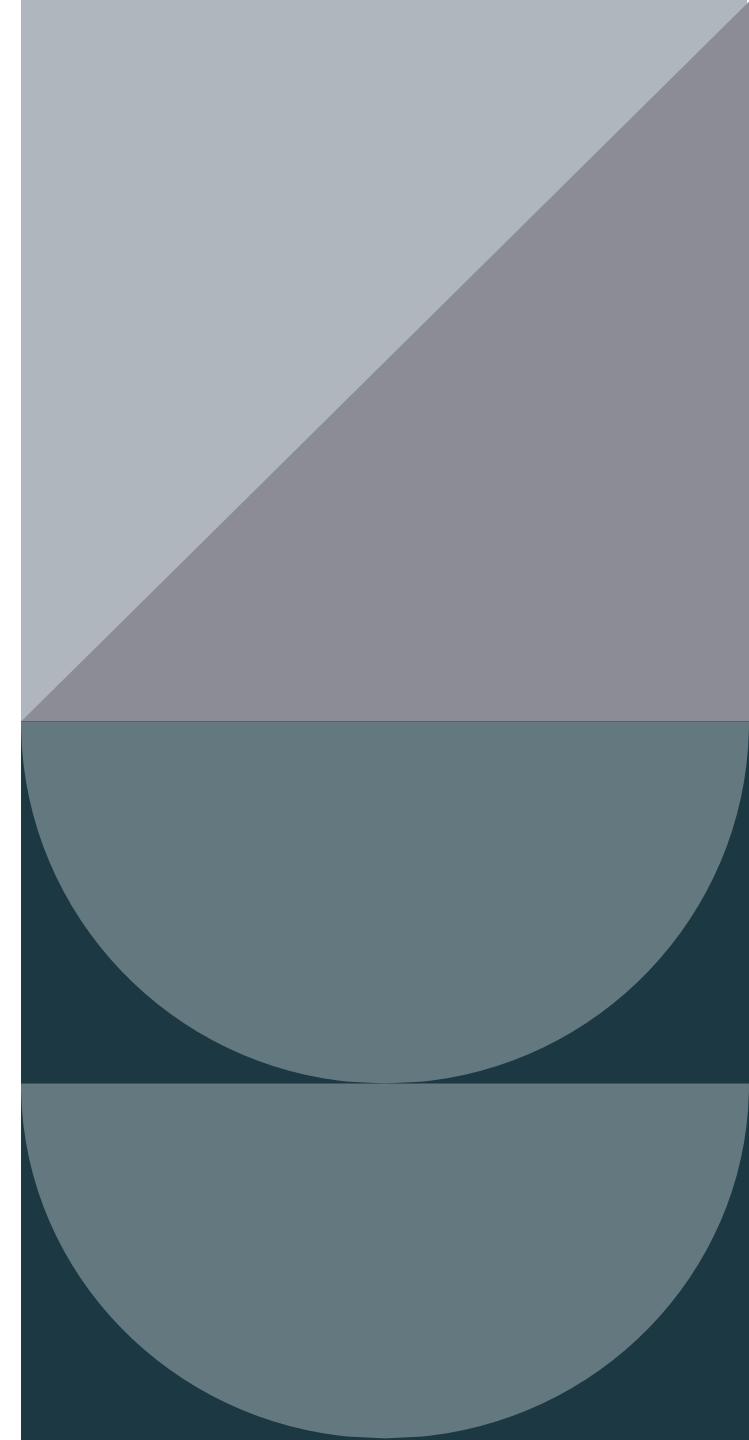
After Sept. 2013, Electronic Medical Record management system named, Eye Tech. software was launched by eye Q at every centers and currently the same software is being used with updation on software on regular intervals.

Prior to this, Manual Record keeping was practiced.

Training along with assessments of the staff members takes place monthly or in case any new upgradation has been launched in the Eye Tech software.

In this study:

- The smallest age group was 46- 55 years and above whereas maximum range of age group was 25-35 years, and the mean age was 35 years which includes Doctors (5), Optometrists (7), pharmacist (4), nurses (3), executives (11).
- Around 97% people are using eye tech software out of which 77% participants finds no difficulty while using it.



The most common problem experienced that resulted in delay of work was navigations were found to be complex in the EMR system, time consuming with too many clicks, due to which some of them get discouraged. (Fig. 1)

The most influencing factors for using ERMS - easy access to EMR of patients (Fig.2)

Also it enforces the process which helps to easily understand the patient information and give a more structured view for collecting and analyzing the patient information.

EMR system is better in decision. Along with this 97 % staff believes that paperless technology has significant benefits.

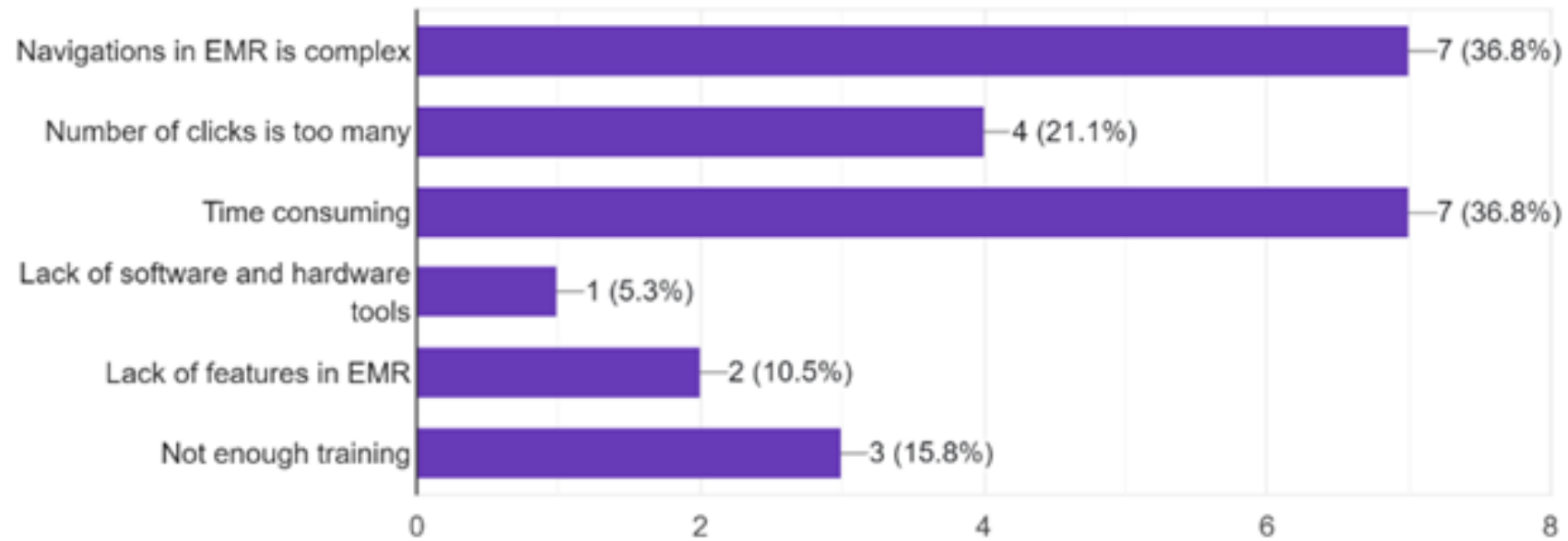


Fig. 1 Percent distribution of respondents who faced difficulties by its type (n=19) (For above graph mentioned multiple response questions, may add up to more than 100 %.)

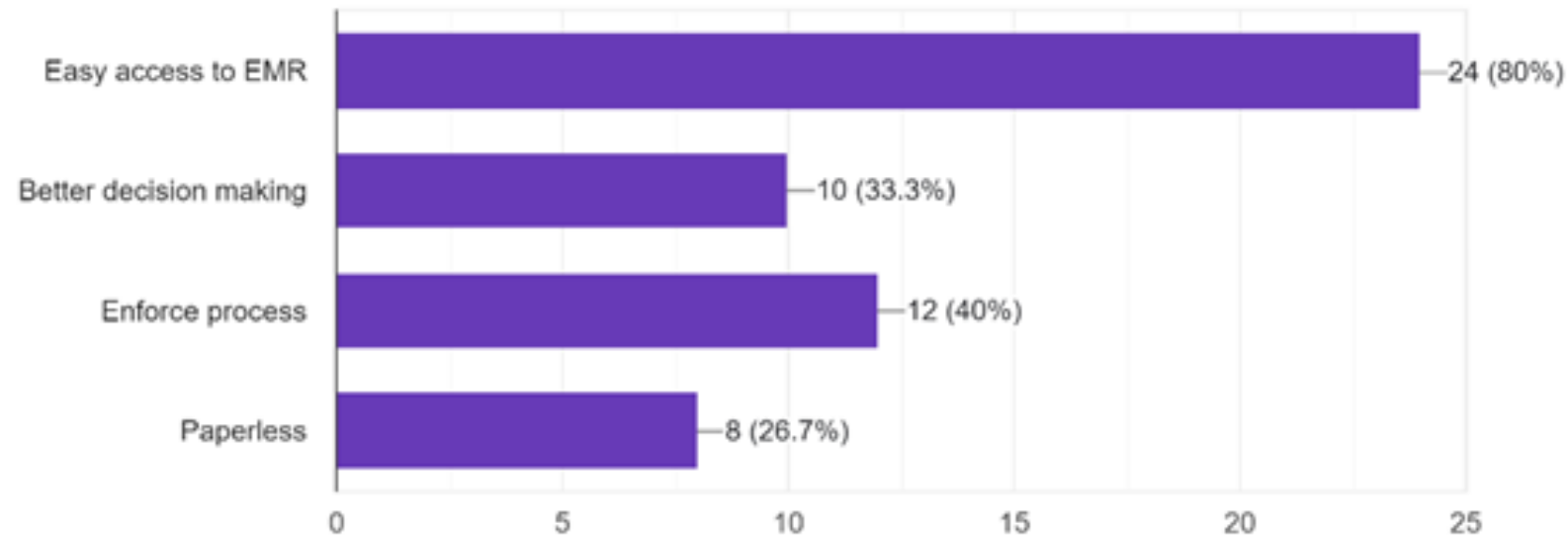


Fig. 2. Percent distribution of respondents reporting enabling factors for using ERMS (n=30)) (For above graph mentioned multiple response questions, may add up to more than 100 %.)

Relationship between record keeping and quality of delivery of service:

Records management ensures that records are trustworthy, useful, accessible and retained for as long as they are needed, covering records in all formats.

Service delivery as a multiphase interactive action which coincide with the dimensions of excellence, assurance of competence, attentiveness, dissemination of information by staff and flexible helpfulness that add valuable meaning to the users.

In this study :

97% people believes that quality of record keeping benefits the hospital by providing better quality services to the patients by keeping their data confidential, safe and secure with long term validation.

60 % participants are confident in saying that the use of EMR system in the hospital will have advantages in future while 37% are not sure regarding the same.



Difference between manual record management and electronic record management.

- At Eye Q both type of record management practices takes place.
- 97 % participants believes that EMR system is best in maintaining confidentiality of patient medical information and is more secure that manual record system as it is username and password protected.
- It is easily trackable and patients record can be searched in a more hustle free manner and hence saving time contributing in providing quality of service as it is more -clearer, presentable and accurate than manual records.

CONCLUSION

This study including Doctors , Optometrists , pharmacist , nurses , executives have evaluated importance, implications, and barriers of electronic record management system.

Despite of the challenges with EHR system use , they prefer using Electronic Record Management system than paper- based record system as according to them it is worth the time, effort and investment.

In general, though there are challenges with EHR use, most staff members were satisfied while using it. The study also found out that users feel that quality of service delivery in terms od patient care and security has been improved with the outline of EHR system.

RECOMMENDATIONS



Trainings should be provided to the staff members including clinical practitioners at 15 days interval so they can more efficiently use the EYE tech software.



Navigation complexities can be made simpler by making it a single window process in order to reduce the difficulties while using it and save time.



Staff members should be motivated always towards work even when they are facing difficulties.

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THANK YOU

