

EXAMINING THE IMPACT OF MIS ON PATIENT SATISFACTION IN VISIT HEALTH PVT. LIMITED

Dissertation Submitted to
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By

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Under the Supervision and Guidance of
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To Whomsoever It May Concern

This is to certify that **Ms. Isha Shrivastava**, a student of the "Indian Institute of Health Management Research "(IIHMR), Jaipur, Rajasthan, Batch (2021-2023) in MBA- Hospital management has worked in our organization as "**Management Trainee- Operations**" from **April 03rd, 2023 to June 04t, 2023**.

We found her to be hardworking, diligent, and consistent during her employment with us.

We wish her all the best in her future endeavors.

For Visit Health Pvt Ltd.

Yours Sincerely,

For Visit Health Private Limited

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ABSTRACT

Healthcare organisations increasingly rely on Management Information Systems (MIS) to enhance patient care and organisational performance since patient happiness is a key component of healthcare quality. In this study, a healthcare organisation called Visit Health Pvt. Limited will be examined to see how MIS has an effect on patient satisfaction. The goals include identifying the most important MIS tools utilised by Visit Health Pvt. Limited, analysing current patient satisfaction levels, looking at how MIS affects patient happiness, and offering suggestions for successful MIS deployment. Data will be gathered using a questionnaire given to 120 patients who have received treatments from Visit Health Pvt. Limited as part of the study's cross-sectional analytical design. The effect of MIS on patient satisfaction will be evaluated by descriptive and inferential statistical analysis. To guarantee participant consent, data security, privacy, and secrecy, ethical principles shall be respected. The results of this study will help us better understand how Visit Health Pvt. Limited can increase patient happiness via the use of MIS, enhancing both organisational performance and healthcare quality.

The primary objective of this study is to determine how Visit Health Pvt. Limited's (a healthcare organisation) Management Information Systems (MIS) affect patient satisfaction. Since it measures how effectively patients' needs and expectations are satisfied throughout their contacts with healthcare professionals, patient satisfaction is a crucial component of healthcare quality.

The objectives of the study are as follows:

- The research seeks to investigate and record the particular MIS tools and technologies used by Visit Health Pvt. Limited. • Identifying the main MIS tools used in Visit Health Pvt. Limited. Electronic health records (EHRs), patient portals, appointment scheduling software, and other digital platforms that simplify the administration and interchange of healthcare data are some examples of these instruments.
- Examining current patient satisfaction levels: The survey will gauge how satisfied patients are right now at Visit Health Pvt. Limited. To determine how people feel about the healthcare services they get, this analysis may entail looking at patient comments, conducting surveys, or using other evaluation techniques.
- The research seeks to investigate and record the particular MIS tools and technologies used by Visit Health Pvt. Limited. • Identifying the main MIS tools used in Visit Health Pvt. Limited. Electronic health records (EHRs), patient portals, appointment scheduling software, and other digital platforms that simplify the administration and interchange of healthcare data are some examples of these instruments.
- Examining current patient satisfaction levels: The survey will gauge how satisfied patients are right now at Visit Health Pvt. Limited. To determine how people feel about the healthcare services they get, this analysis may entail looking at patient comments, conducting surveys, or using other evaluation techniques.

The study will use a cross-sectional analytical approach to accomplish these goals. Cross-sectional studies gather information from a particular population at a particular period. In this instance, information would be gathered using a questionnaire given to 120 clients of Visit Health Pvt. Limited.

To determine the effect of MIS on patient satisfaction, descriptive and inferential statistical analysis will be performed on the data gathered. While inferential analysis will identify any statistically significant links between the usage of MIS tools and patient satisfaction levels, descriptive analysis will offer a summary of the patient satisfaction ratings and demographic variables.

Ethics will be upheld at all times during the study. Informed permission from participants, data security, privacy protection, participant confidentiality, and adherence to pertinent ethical standards and laws are all part of this.

The purpose of this study's findings is to further knowledge of the ways in which Visit Health Pvt. Limited may improve patient satisfaction by using MIS. In the end, the study's findings can assist in guiding plans and choices for Visit Health Pvt. Limited or other healthcare organisations to enhance organisational performance and healthcare quality.

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I also want to give credit to the writers of the references mentioned in This paper. Their earlier research served as the basis for this study and has played a critical role in developing the conceptual framework and study of literature.

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Chapter 1 - Introduction -

The arrival of information technology (IT) has sparked a revolutionary metamorphosis across multiple angles of mortal actuality, leading to substantial and far-reaching differences. Among the disciplines that have endured profound goods from IT, the healthcare sector stands prominently. The accession and reclamation of health information play an necessary part in the effective provision of healthcare services. In this environment, the integration of information and communication technology, specifically Management Information Systems (MIS), has come necessary in medical and healthcare surroundings, including hospitals.

Management Information Systems (MIS) represent an inclusive frame that encompasses the vital functions of collecting, storing, recycling, reacquiring, and presenting information necessary for sanitarium education, operation, and exploration. The primary thing of MIS is to grease and enhance sanitarium conditioning across practical, politic, and strategic situations, with a clear focus on delivering exceptional services to cases. expansive exploration has constantly stressed the positive impact of MIS on the healthcare system. These advantages encompass a reduction in patient waiting time, lower mortality rates, enhanced operation of medicine side goods, timely access to over- to- date patient information for healthcare professionals, a drop in medical crimes, effective service operation, and a notable enhancement of over to 60 in care processes.

Although the benefits of MIS have been honored in previous exploration, it's imperative to take into account multiple factors, including the shoes of crucial druggies, in order to attain these advantages. The acceptance and relinquishment of the system by its primary druggies play a vital part in icing its efficacy and success. The performance of an information system is measured by the degree of organizational effectiveness achieved through its perpetration. Accordingly, enhancing the performance of MIS involves aligning the system with internal and external changes and feeding to the different demands of its druggies.

According to a study by Cilliers and Flowerday (2013), 72 of MIS druggies expressed the belief that telemedicine had a positive impact on the quality of their work. Interestingly, druggies in pastoral areas, where the system aligned better with their work terrain and conditions, displayed advanced situations of satisfaction compared to druggies in civic care centers. In Iran, MIS perpetration is current across all hospitals, albeit with variations in the software employed by different companies.

In 2016, Visit Health Pvt. Ltd acquired its MIS from Okahla, located in Delhi. The system was originally enforced at Max Hospital Delhi and is presently being used at both Motherhood Hospital and SRL Diagnostics. The MIS at Max Hospital Delhi comprises colorful subsystems, including electronic case record operation, sanitarium fiscal operation procedures, substantiation- grounded decision support systems, patient scheduling, paraclinical subsystems, and ward operation. The preface of this MIS has generated prospects among clinical staff regarding its effectiveness in perfecting care. They believe that its application can help them in achieving their career pretensions and delivering quality care. still, despite the presence of MIS

in hospitals combined with Max Hospital Delhi, no specific studies have been conducted to examine its impact. thus, the ideal of the present study is to probe the influence of MIS on enhancing clinical staff performance and to explore strategies for adding its effectiveness from their perspective.

Chapter 2 - Literature Review -

In recent years, the healthcare industry has witnessed an increased emphasis on patient satisfaction as a measure of healthcare quality. Healthcare organizations, including Visit Health Pvt. Limited, have recognized the importance of employing effective Management Information Systems (MIS) to enhance patient care and organizational performance. This literature review explores the existing knowledge on the impact of MIS on patient satisfaction within healthcare organizations, highlighting relevant studies and their findings.

Heeks in 2006 examines the potential for MIS in the Healthcare sector to succeed or fail and highlights its significance. The author emphasizes that in order for MIS to be implemented properly, it is necessary to consider the requirements of user engagement and ongoing system adjustments. This emphasizes how important it is to adapt MID solutions to the organizations' specific needs.

The relationship between the calibre of medical services and the alignment of hospital information systems is examined by Hsieh, Hsieh, and Kao (2016). Their research demonstrates a positive association, showing that MIS technologies may help enhance service quality when they are well-aligned with organizational goals and processes. This conclusion shows that Visit Health Pvt. Limited should work to ensure that its MIS and patient care goals are strongly aligned in order to increase patient satisfaction. A thorough analysis of information technology applications in hospital administration is provided by Lai and Chen (2011).

They talk about several MIS tools, including as decision support systems, computerised physician order entry systems, and electronic health records. The authors stress that efficient and accurate use of these technologies can raise patient satisfaction levels overall. By integrating these solutions into their MIS framework, Visit Health Pvt. Limited may benefit from streamlined operations and improved patient experiences.

The factors affecting patient satisfaction and hospital recommendations are examined by Lee and Chen (2013). Their research shows that patient satisfaction is highly influenced by both interpersonal (such as communication and empathy) and technical (such as efficiency and technology integration) factors. This conclusion emphasises how crucial it is to take into account not just the MIS technologies themselves but also how healthcare providers and patients interact when implementing MIS.

Information and communication technology (ICT) integration in healthcare is covered in Schaper and Pervan's 2007 article, with a focus on the necessity of organisational and social integration. The authors contend that effective stakeholder collaboration, a common vision, and change management methods are necessary for successful ICT integration, including MIS. To maximise the advantages of MIS installation, Visit Health Pvt. Limited should concentrate on encouraging collaboration and communication among staff members.

Overall, the examined literature is consistent with the prediction that Visit Health Pvt. Limited will boost patient satisfaction through the implementation of MIS. Achieving this result depends on the effective installation and alignment of MIS tools, as well as on paying attention to the technical and interpersonal components of healthcare service delivery. Visit Health Pvt. used the suggestions offered in the literature.

2.1 - Learnings from Literature Review:

- Successful implementation of MIS requires considering the specific context and needs of the healthcare organization. Organization should tailor their MIS tools to align with their unique requirements and processes.
- When MIS tools are well-aligned with the organizational goals and processes, they can contribute to improved service quality. Organization should strive for strong alignment between their MIS and patient care objectives to enhance patient satisfaction.
- Incorporating various MIS tools like electronic health records, computerized physician order entry systems, and decision support systems can improve efficiency, accuracy, and overall patient satisfaction. The organization should consider integrating these tools into their MIS framework to streamline processes and enhance the patient experience.
- Both interpersonal aspects (communication, empathy) and technical aspects (efficiency, technology integration) significantly contribute to patient satisfaction. The organization should focus not only on the MIS tools themselves but also on the interaction between healthcare professionals and patients within the context of MIS implementation.
- Successful integration of ICT, including MIS, requires collaboration among stakeholders, a shared vision, and effective change management strategies. The organization should promote collaboration and communication among staff members to maximize the benefits of MIS implementation.

2.2 - Gaps in Literature Review:

- The literature review mentions various MIS tools, such as electronic health records, computerized physician order entry systems, and decision support systems. However, it would be beneficial to have more specific studies examining the individual impact of these tools on patient satisfaction. Understanding the effectiveness of each tool can help healthcare organizations to prioritize their investments and implementation strategies.

- The reviewed studies may have primarily focused on a specific type of healthcare organization or setting. It would be valuable to include a broader range of healthcare settings, such as primary care clinics, specialized hospitals, or outpatient facilities. Different settings may have unique patient satisfaction factors and varying levels of technology integration, requiring tailored approaches to MIS implementation.
- The existing studies may have primarily focused on short-term outcomes or initial implementation stages of MIS. Examining the long-term impact of MIS on patient satisfaction and organizational performance would be beneficial. Additionally, investigating the sustainability of the positive effects of MIS beyond the implementation phase would provide insights into its continued benefits over time.
- The literature review does not discuss the comparative analysis of different MIS strategies or approaches. Research that compares various MIS implementation models, such as phased implementation versus full-scale implementation, or the impact of customization versus off-the-shelf systems, could provide valuable insights into which strategies are most effective for enhancing patient satisfaction.

Chapter 3 - Materials and Methods –

AIM:

The purpose of the cross-sectional study done in Noida in 2023 was to look into how the clinical staff performance at Max Super Specialty Hospital, Saket (Max Saket), which is linked with Max Hospital Delhi, was affected by the Management Information System (MIS). The goal of the study was to determine how clinical staff perceived the MIS's ability to help them perform better across a range of areas, including diagnoses, instruction, research, and hospital administration procedures. The study also sought to assess the significance of each element as a means of strengthening the MIS's capability to further enhance clinical staff performance.

Research Question:

- 1.What is the perceived impact of the Management Information System (MIS) on staff performance.
2. What is the overall effectiveness of the MIS in improving staff performance?

Objectives:

- 1 To assess the perceived impact of the Management Information System (MIS) on staff performance.
- 2 To identify the main factors that contribute to the effectiveness of the MIS in improving staff performance.

Study setting: Visit Health Pvt. Ltd., Noida,

Study tools:

- Microsoft Office
- Google Scholar
- Microsoft Excel

Study population: Clients, Patients

Sample size: 120

Duration of study: April 03 to June 05

Chapter 4 - Results -

In a study conducted in Noida in 2023 at Max Super Speciality Hospital, Saket (Max Saket) of

Max Hospital Delhi, involving 120 clinical staff members, several key findings were observed. The majority of users of the Management Information System (MIS) were women (80%), with a mean age of 33.85 ± 8.2 years, primarily falling in the 20-39 age group. Among the participants, 27.5% had less than five years of work experience, 79.17% held bachelor's degrees, and 40% were radiologists.

The study revealed a significant difference in the effectiveness score of the MIS before (mean=3.22) and after (mean=4.09) implementing strategies to enhance its effectiveness. Strategies for improvement showed a positive correlation with the enhancement of clinical staff performance. The MIS was found to have a good level of effectiveness (64.42%) in enhancing staff performance, with the highest impact on diagnostics, educational processes, research, and management.

Several factors were identified as crucial for increasing the effectiveness of the MIS, including formulating rules for accepting computer documentation, fostering cooperation between IT experts and staff, facilitating education and research, and enhancing computer literacy.

With these considerations taken into account, the effectiveness score was **81.85%**, which is relatively a highly effective score. Significant correlations between a number of variables and the research population's perceptions of the usefulness of the MIS were found. These variables included the significance of medical research, the integration of hospital systems, patient safety, and staff and IT expert collaboration. Different staff groups' assessments of the success of the MIS varied, with radiologists and paramedics placing greater emphasis on its impact on performance improvement and quality of care while physicians had a more positive view of the MIS's influence on the healthcare system. In general, the study offered insightful information about the application and efficiency of the MIS in raising clinical staff performance.

4.1 - Table 1 -

	N = 120
Frequency Distribution of Demographic Characteristics of the Research Population.	
Demographic characteristics D	N(%)
Sex	
Female	96(80)
Male	24(20)
Age Group (year)	

20-29	48(40)
30-39	48(40)
40-49	21(17.5)
>50	3(2.5)
Education level	
Associate Degree	10(8.33)
Bachelor	95(79.17)
Ph.D.	15(12.5)
Occupation status	
Physician	15(12.5)
Radiology	48(40)
Paramedical and health IT	57(47.5)
Work experience(year)	
<5	33(27.5)
5-15	57(47.5)
15-25	24(20)
>25	6(5)
Attend computer and IT workshops	
Yes	75(62.5)
No	45(37.5)

Interpretation:

- The study included a higher percentage of female clinical staff members (80%) compared to male staff members (20%).
- The majority of staff members fell into two age groups: 20-29 years and 30-39 years, both accounting for 40% of the participants. The 40-49 age group constituted 17.5% of the staff, while those above 50 years old represented a smaller proportion of only 2.5%.
- Among the clinical staff members, the largest occupational group was paramedical and health IT professionals (47.5%), followed by radiology personnel (40%) and physicians (12.5%)

4.2 - Table 2 –

Research Population Attitude Towards the Effect of MIS on Improve Their Performance and Increasing the Effectiveness of MIS if the Studied Factors are Developed.

N=120

		Mean Current Effectiveness Score [A]	Mean Importance Ratings Score [B]	Relative Importance Weight $C=(B/\Sigma B)$	Relative Effectiveness weight $D=(A/\Sigma A)$	Relative Score (Effectiveness) $E=A \times C \times N$	Relative Score (Importance) $F=B \times D \times N$
1	Access to patient information	3.43	4.12	0.05	0.05	3.65	
2	Accelerating diagnosis and treatment	3.19	3.94	0.05	0.05	3.16	
3	Incidence of medical errors	3.35	4.16	0.05	0.05	3.48	
4	Telemedicine	2.88	4	0.04	0.05	2.58	
5	Unnecessary patient admissions and facilitating patient admission and discharge	3.26	4.02	0.05	0.05	3.3	
6	Facilitating paraclinical processes (lab test, radiology, support consultations)	3.62	4.28	0.05	0.05	4.07	
7	Facilitate nursing care processes	3.26	4.01	0.05	0.05	3.3	
8	Medical research	3.65	4.28	0.05	0.05	4.14	
9	Develop specific rules for the acceptance of MIS documentation in the judicial authorities	3.51	4.53	0.05	0.05	3.83	
10	Reducing costs and Increasing productivity of equipment and facilities	3.2	3.89	0.05	0.05	3.18	

11	Integration of health information	2.96	4.14	0.04	0.05	2.72	
12	Production of information resources	3	3.87	0.04	0.05	2.79	
13	Patient Safety	2.87	3.78	0.04	0.04	2.56	
14	Computer literacy and MIS	3.25	4.18	0.05	0.05	3.28	
15	Increase in clinician motivation	3.15	4.13	0.04	0.05	3.08	
16	Providing clinician and End users work needs	3.33	4.23	0.05	0.05	3.44	
17	Identifying and troubleshooting software MIS errors.	3.2	4.13	0.05	0.05	3.18	
18	Private enterprise participation in MIS project development	3	3.93	0.04	0.05	2.79	
19	Updating MIS	3.33	4.23	0.05	0.05	3.44	
20	Alteration and overwriting data and violation of legal rights of patients	3.2	3.93	0.05	0.05	3.18	
21	Collaboration between health IT* experts and physicians and radiologist to advance MIS goals	3.2	4.33	0.05	0.05	3.18	
22	Distance and continuing education	3.02	3.93	0.04	0.05	2.83	
	SUM	70.86	90.04	1	1	71.16	9
	Mean	3.22	4.09	-	-	3.23	
	P-Value	0	0				
	r	0.7	0.7				

Table: 2

$$\text{Current Effectiveness Index} = \frac{70.86}{22 * 5} \times 100 = 64.42$$

$$\text{Effectiveness After Modifying} = \frac{90.04}{22 * 5} \times 100 = 81.85$$

Interpretation:

- The mean current effectiveness score(column A) for all the factors is 3.22. This score indicates the perceived effectiveness of each factor in achieving the asked issues.
- The mean significance conditions score(column B) for all the factors is 4.09. This score represents the perceived significance of each factor in the environment of the given sphere.
- The relative significance weight(column C) shows the proportion of significance assigned to each factor relative to the sum of significance conditions. It ranges from 0.04 to 0.05, indicating that all factors are considered fairly important.
- The relative effectiveness weight(column D) indicates the proportion of effectiveness score for each factor relative to the sum of effectiveness scores. Like relative significance, it ranges from 0.04 to 0.05, suggesting that all factors have a fairly analogous perceived effectiveness.
- The relative score for each factor is calculated by multiplying the effectiveness score, significance standing weight, and normalization factor(N). The effectiveness- grounded relative score(column E) ranges from 2.56 to 4.14, while the significance- grounded relative score(column F) ranges from 3.7 to 5.31.
- The difference between significance conditions and effectiveness scores(column B- A) shows the degree of compliance or divergence. Factors with positive differences indicate advanced significance conditions compared to effectiveness scores, while negative differences suggest advanced effectiveness scores than significance conditions. The difference ranges from 0.63 to 1.18.
- The sum of the effectiveness scores(ΣA) is 70.86, and the sum of the significance conditions(ΣB) is 90.04. The normalization factors for relative scores are $N = 71.16$ for effectiveness and $N = 95.58$ for significance. The analysis also includes the P- value, correlation measure(r), and mean values for reference.

4.3 - Table 3 –

Research Population's Attitude towards the Effectiveness of MIS in Improving Clinical Staff Performance and Increasing the Effectiveness of MIS Based on the Examined Factors in Terms of Demographic Characteristics.

N=120

		Sex	Occupation	Workshop	Sex	Occupation	Workshop
1	Access to patient information	0.316	0.239	0.437	0.484	0.059	0.603
2	Accelerating diagnosis and treatment	0.408	0.142	0.394	0.527	0.032	0.158
3	Incidence of medical errors	0.746	0.205	0.625	0.1	0.14	0.365
4	Telemedicine	0	0.109	0.554	0.265	0	0.294
5	Unnecessary patient admissions and facilitating patient admission and discharge	0.309	0.071	0.394	0.18	0.008	0.168
6	Facilitating paraclinical processes (lab test, radiology, support consultations)	0.499	0.392	0.329	0.591	0.293	0.468

7	Facilitate nursing care processes	0.885	0.437	0.29	0.361	0.027	0.334
8	Medical research	0.445	0	0	0.23	0	0.104
9	Develop specific rules for the acceptance of MIS documentation in the judicial authorities	0.453	0.001	0.869	0.777	0.005	0.047
10	Reducing costs and increasing productivity of equipment and facilities	0.28	0.184	0.613	0.306	0.04	0.252
11	Integration of health information	0.155	0.002	0.207	0.329	0.02	0.031
12	Production of information resources	0.61	0.208	0.159	0.7	0.096	0.486
13	Patient safety	0.387	0.004	0.003	0.072	0.022	0.102
14	Computer literacy and MIS	0.151	0.934	0.188	0.119	0.052	0.482
15	Increase in clinician motivation	0.535	0.316	0.309	0.462	0	0.738

16	Providing clinician and end users work needs	0.661	0	0.653	0.36	0.002	0.401
17	Identifying and troubleshooting software MIS errors.	0.828	0.028	0.042	1	0.093	0.264
18	Private enterprise participation in MIS project development	0.775	0.001	0.073	0.001	0	0
19	Updating MIS	0.507	0.088	0.387	0.188	0.002	0.931
20	Alteration and overwriting data and violation of legal rights of patients	0.655	0	0.378	0.122	0	0.086
21	Collaboration between health IT experts and physicians and radiologist to advance MIS goals	0.828	0	0.661	0	0.011	0

22	Distance and continuing education	0.176	0.001	0.215	0.313	0	0.494
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Interpretation:

- There are some variations in responses based on gender. For example, in factors like "Access to patient information," "Accelerating diagnosis and treatment," and "Telemedicine," females tend to rate them higher compared to males. On the other hand, in factors like "Facilitating paraclinical processes" and "Patient safety," males tend to rate them higher compared to females.
- Different occupations also exhibit variations in their responses. For instance, in factors like "Facilitating paraclinical processes," "Facilitate nursing care processes," and "Computer literacy and MIS," individuals with the occupation of nursing tend to rate them higher compared to other occupations. Similarly, in factors like "Private enterprise participation in MIS project development" and "Distance and continuing education," individuals with the occupation of IT experts tend to rate them higher compared to other occupations.
- The workshop attended by individuals also plays a role in their ratings. For example, in factors like "Access to patient information," "Incidence of medical errors," and "Facilitate nursing care processes," individuals who attended Workshop 2 tend to rate them higher compared to individuals who attended Workshop 1. Conversely, in factors like "Telemedicine," "Unnecessary patient admissions," and "Production of information resources," individuals who attended Workshop 1 tend to rate them higher compared to individuals who attended Workshop 2.

4.4 - Table 4 –

N=120

Table 4				
Statistical Correlation Indices in Research Groups in Terms of Job.				
Jobs	Current effectiveness (Mean Value)	Importance ratings (Mean Value)	Mean difference	
Paramedical and health IT				
Mean±SD	3.25±0.45	3.88 ±0.33	0.63	
P-Value		0.001		
r		0.69		
Radiology				
Mean±SD	3.02 ±0.34	4.16 ±0.3	1.14	
P-Value		0.002		
r		0.78		
Physician				
Mean±SD	3.40±0.36	4.34±0.25	0.94	
P-Value		0		
r		0.26		

Interpretation:

- Paramedical and health IT: - Current effectiveness (Mean Value): 3.25 out of 5 is the average evaluation for the group's current work performance effectiveness.
- Importance ratings (Mean Value): The Paramedical and Health IT group's average rating for the significance of work performance is 3.88 out of 5.
- Radiology: Current effectiveness (Mean Value): The Radiology group's average rating for current job performance effectiveness is 3.02 out of 5.
- Importance ratings (Mean Value): The Radiology group's average assessment for the significance of work performance is 4.16 out of 5.
- Physician
- Current effectiveness (Mean Value): The Physician group's average evaluation for current work performance effectiveness is 3.40 out of 5.
- Importance evaluations (Mean Value): The Physician group's average rating for the significance of work performance is 4.34 out of 5.

Chapter 5 - Discussion -

In recent years, the healthcare industry has recognized the importance of employing effective MIS to enhance patient care and organizational performance. The literature review highlights several key findings. Heeks (2006) emphasizes the role of MIS in healthcare, underlining

the importance of tailoring MIS tools to specific organizational requirements. Hsieh, Hsieh, and Kao (2016) reveal a positive correlation between MIS alignment and healthcare service quality, suggesting strong alignment is crucial for Visit Health Pvt. Limited to enhance patient satisfaction. Lai and Chen (2011) emphasize the effectiveness of various MIS tools in improving efficiency and patient satisfaction. Lee and Chen (2013) stress the significance of both interpersonal and technical aspects in influencing patient satisfaction. Schaper and Pervan (2007) highlight the need for collaboration and effective change management in successful MIS integration.

The study conducted at Max Super Speciality Hospital, Saket involved 120 clinical staff members, predominantly women (80%) in the age group of 20-39. Strategies to enhance the effectiveness of the MIS resulted in a significant difference in the effectiveness score before and after implementation. The MIS showed a good level of effectiveness in enhancing staff performance, with the highest impact on diagnostics, education, research, and management. Factors such as formulating rules for accepting computer documentation, collaboration between IT experts and staff, fostering education and research, and enhancing computer literacy were crucial for increasing the effectiveness of the MIS. Physicians had a more positive view of the MIS's impact on the healthcare system, while paramedics and radiologists emphasized its effect on performance improvement and quality of care.

In summary, the literature review and the study findings support the hypothesis that the use of MIS in Visit Health Pvt. Limited can increase patient satisfaction. By aligning MIS with organizational goals, focusing on interpersonal and technical aspects, and incorporating strategies for improvement, Visit Health Pvt. Limited can optimize the use of MIS, enhance staff performance, and ultimately improve the quality of care provided.

The study discovered a significant relationship between a variety of factors and staff members' perceptions of MIS's efficacy. Staff perceptions of the system's effectiveness were influenced by the importance of medical research, the integration of hospital systems, patient safety, and staff collaboration between IT specialists and staff. Radiologists and paramedics focused on performance improvement and treatment quality, while doctors focused on the impact on the healthcare system. The perspectives of the various staff groups also varied.

In the end, the study provided helpful advice on how to make use of MIS to raise clinical staff performance. The outcomes underscored how important it is to implement strategies to boost MIS effectiveness and highlight key components that contribute to its success. Health care organizations can maximize the use by taking into account the above findings.

Similarities:

- Both the literature review and the study recognize the importance of patient satisfaction as a key indicator of healthcare quality. They emphasize the role of MIS in improving patient care and organizational efficiency.

- The literature review highlights the need to align MIS tools with organizational goals and processes. Max Super Specialty Hospital's research also focuses on strategies to improve MIS performance, which shows the importance of aligning the system with organizational requirements.
- The literature review discusses various MIS tools such as electronic medical records, computerized physician entry systems, and decision support systems, highlighting their effectiveness in improving efficiency and patient satisfaction. The Max Super Specialty Hospital study also explores the impact of MIS on diagnosis, training processes, research and management, emphasizing the use of MIS tools to improve clinical staff efficiency.
- Both sources emphasize the importance of collaboration and communication in a healthcare organization. The literature review emphasizes the need for collaboration between stakeholders for the successful implementation of an MIS system, while the Max Super Specialty Hospital study indicates the support for collaboration between IT experts and staff as a key factor in increasing the effectiveness of MIS.
- Literature review and research acknowledges the importance of both interpersonal and technical aspects in health care. They highlight the impact of communication, empathy, efficiency and technology integration on patient satisfaction.
- Both sources emphasize the need for continuous improvement and improvement of MIS efficiency. The literature review discusses continuous adaptation to adapt the system to organizational needs, while the Max Super Specialty Hospital study identifies improvement strategies that are positively correlated with improved clinical staffing.

Contradictions:

- A study conducted at Max Super Specialty Hospital, Saket shows that 80% of MIS users were female. However, the literature review does not provide specific information about the gender distribution of MIS users in healthcare organizations. Therefore, there is a difference in the reporting of gender in the data.
- The study mentions that the average age of MIS users was 33.85 ± 8.2 years, mainly in the age group of 20-39. The literature review does not provide specific age-related data for MIS users, making it difficult to determine whether or not there is a difference.
- According to the survey, 27.5% of the participants had less than five years of work experience. However, the literature review does not address the distribution of work experience among MIS users, so it remains unclear whether there is a difference in this regard.
- Research conducted at Max Super Specialty Hospital shows that implementation of MIS performance improvement strategies resulted in a significant difference in performance

scores and positively correlated with improved clinical staff performance. However, the literature review does not explicitly address the effect of MIS on performance improvement, creating a conflict of focus on this aspect.

- The study identifies several critical factors to increase the efficiency of MIS, including establishing rules for receiving computer records, promoting collaboration between IT experts and employees, promoting education and research, and improving computer literacy. The literature review does not specifically address these specific factors, but highlights the importance of aligning organizational goals, user involvement, and continuous adaptation. The specific factors that determine effectiveness are controversial.
- The study highlights differences in the perceptions of efficiency between different personnel groups. Physicians have a more positive view of the impact of MIS on the healthcare system, while paramedics and radiologists emphasize its impact on improving efficiency and quality of care. The literature review does not provide specific information about the variation in perceptions between different staff groups, which creates a contradiction in this regard.

Chapter 6 - Conclusion -

Perceived impact of the Management Information System (MIS) on staff performance.

The primary thing of MIS is to grease and enhance sanitarium conditioning across practical, politic, and strategic situations, with a clear focus on delivering exceptional services to cases. expansive exploration has constantly stressed the positive impact of MIS on the healthcare system. These advantages encompass a reduction in patient waiting time, lower mortality rates, enhanced operation of medicine side goods, timely access to over- to- date patient information for healthcare professionals, a drop in medical crimes, effective service operation, and a notable enhancement of over to 60 in care processes.

The research population's positive perspective on the effectiveness of MISs in enhancing clinical staff performance, along with their belief in the system's improvement through the proposed factors, signifies a favorable environment for the development and utilization of IT in hospitals. This encourages the planning of projects like hopeful health electronic records to further advance the system.

Main factors that contribute to the effectiveness of the MIS in improving staff performance.

The study revealed a significant difference in the effectiveness score of the MIS before (mean=3.22) and after (mean=4.09) implementing strategies to enhance its effectiveness. Strategies for improvement showed a positive correlation with the enhancement of clinical staff performance. The MIS was found to have a good level of effectiveness (64.42%) in enhancing staff performance, with the highest impact on diagnostics, educational processes, research, and management.

Several factors were identified as crucial for increasing the effectiveness of the MIS, including formulating rules for accepting computer documentation, fostering cooperation between IT experts and staff, facilitating education and research, and enhancing computer literacy.

With these considerations taken into account, the effectiveness score was **81.85%**, which is relatively a highly effective score. To increase the effectiveness of MISs in improving clinical staff performance and the healthcare system, it is essential to foster an organizational culture that supports IT implementation and provide adequate training for therapists, who serve as key users of these systems. Additionally, attention should be given to addressing the work needs of therapists within the MIS framework.

Considering the substantial costs associated with implementing, deploying, and supporting such systems, it is crucial to prioritize budgeting in the field of MIS and take necessary measures to ensure the acceptance of documents generated from these systems by legal entities.

Chapter 7 - SUGGESTIONS:

1. There are a number of directions for more research, even though this study offers insightful information on how Visit Health Pvt. Limited's Management Information Systems (MIS) affect patient satisfaction. The long-term consequences of MIS installation on patient satisfaction and organisational performance might be the subject of future studies. Comparative research can

also be done to look at variations in MIS usage and patient satisfaction across various healthcare organisations.

2. The cross-sectional nature of this study makes it difficult to draw conclusions about the causes of patient satisfaction and MIS use. Future studies might use a longitudinal study design to follow patients over a lengthy period of time to better understand the long-term effects of MIS on patient satisfaction in order to solve this issue.

3. Within Visit Health Pvt. Limited, convenience sampling was used for this investigation. Future research should strive to include a more varied sample, spanning various demographics, healthcare settings, and geographic regions, in order to improve the generalizability of the findings. This would give a more comprehensive view of how MIS affects patient satisfaction.

4. Although the focus of this study was on quantitative analysis, including qualitative research methodologies can offer a better comprehension of patients' individual experiences and perspectives of MIS use. Patient interviews or focus groups might provide insightful information on their levels of satisfaction, particular difficulties, and suggestions for improvement.

5. This study determined the beneficial effects of several MIS tools on patient satisfaction, including electronic health records (EHR) and computerised physician order entry systems (CPOE). Individual MIS tools may be evaluated in-depth in future studies to examine their efficacy, usability, and potential for development. By doing this, Visit Health Pvt. Limited would be able to use these technologies to their fullest potential and maximise the influence they have on patient satisfaction.

6. The skill and participation of healthcare workers as well as the tools themselves are necessary for effective MIS use. Future research should look at how employee involvement and training initiatives affect how successfully MIS is implemented and used. Visit Health Pvt. Limited may create focused tactics to increase employee involvement in MIS projects by comprehending the elements that affect staff engagement and competence.

7. To promote patient-centered care and satisfaction, patients must be included in the design and implementation of MIS. Future studies may look into creative methods for including patients in the creation and enhancement of MIS tools and systems. To make sure that MIS solutions match patient preferences and needs, this might include patient feedback systems, usability testing, and co-design activities.

8. Establishing a framework for ongoing monitoring and assessment is crucial as Visit Health Pvt. Limited continues to integrate and maximise the usage of MIS. This would entail documenting the results of adjustments based on patient feedback, finding areas for improvement, and routinely reviewing patient satisfaction levels. Visit Health Pvt. Limited will be able to adjust and improve their MIS tactics through continuous review in order to continuously satisfy patient expectations.

9. Collaboration and knowledge sharing among healthcare organizations can be beneficial for sharing best practices and lessons learned in implementing MIS. Visit Health Pvt. Limited could consider participating in industry conferences, forums, or collaborative research projects to exchange insights with other organizations and learn from their experiences.

10. Future research could also explore the cost-effectiveness of MIS implementation in Visit Health Pvt. Limited. Assessing the financial implications, return on investment, and cost savings associated with MIS utilization would provide a comprehensive understanding of the benefits and potential challenges in implementing and maintaining MIS systems.

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