HEALTH MANAGEMENT INFORMATION SYSTEMS OF MOI TEACHING AND REFERRAL HOSPITAL: CHALLENGES AND POLICY IMPLICATIONS

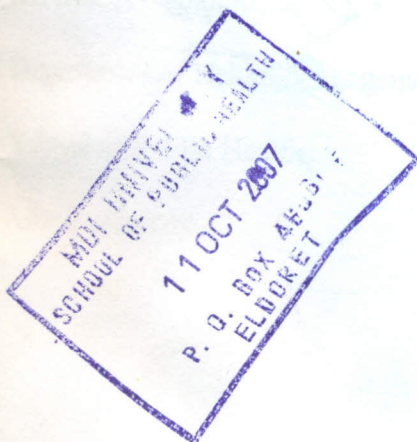**By**

Lillian S. Wambui Muiruri
B.A (Hons) (Anthropology), Moi University, 2003

A Thesis Submitted to the School of Public Health in Partial Fulfilment of the Requirements of the Degree of Master of Public Health of Moi University

**Department of Health Management,
School of Public Health,
Moi University,
P.O Box 4606,
Eldoret**

SEPTEMBER 2007

ABSTRACT

This research activity studied the Health Management Information Systems (HMIS) of Moi Teaching and Referral Hospital (MTRH). It attempted to determine how health information was created, collected, processed, disseminated and maintained at the MTRH; Determined the extent to which management information system facilitated decision-making process at MTRH; Identified challenges of the current health management information systems at MTRH and the implications of that to health care management at the institution and finally the study recommended measures to improve the HMIS at the MTRH for better health care to the society.

This study assumed a cross sectional study approach of MTRH and was based on in-depth interviews with respondents comprising of health records and information officers, statisticians and clerical staff in the medical records department stationed in various sections of the hospital. Data was collected from primary and secondary sources. The researcher obtained a sample frame from the Health Records and Information System (HRIS) department of MTRH from which a sizeable sample of respondents was determined. Thereafter, respondents were proportionately selected from the various sections of the HRIS department for the research activity. A purposive sampling technique was used to select the key informants for the study.

To ensure that the focus and objectives of the study were captured fully, all major variables were analyzed on the basis of the objectives of the study. Content analysis method was used to analyse the variables in question in the study from which important policy implications touching on the health information management systems were revealed. Specifically, the study provided a better understanding of the HMIS situation at MTRH and main issues impairing the acquisition of sound health management information systems at the institution.

The study concluded that decision-making at MTRH was to some extent dependent on the health information generated at the HRIS department although the hospital administration made some adjustments on the information availed so as to focus clearly to the needs of the hospital. The study also concluded that MTRH's HMIS was inadequate in many respects and therefore needed to be improved for better decision-making and effective management of the hospital in the delivery of good health care.