

**HEALTH MANAGEMENT INFORMATION
SYSTEM: A CASE STUDY OF KENYATTA
NATIONAL HOSPITAL**



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ABSTRACT

Kenya National Hospital (KNH) has a number of information systems in operation. These include the Health Information System (Medical Records), Personnel Information System, Finance Information System, and Supplies Information System among others. Access to information from these systems is a difficult process owing to a number of reasons. No study has been done to establish the operation and effectiveness of the KNH information system in meeting the information needs of the users among other things. This study sought to bridge this gap.

The study investigated the provision of health management information at KNH. The objectives were: to establish the information services available to senior managers at KNH; to establish the effectiveness of these services in meeting the information needs of the staff; to ascertain the problems faced by the personnel in accessing or using these information services; and to propose solutions to the problems identified by the study.

The study population comprised of all managers involved in decision making at KNH. Purposive and stratified sampling techniques were used to select the participants in this study. In total, fifty respondents participated in the study drawn from the top management, middle management, and operational management. Data was collected by use of face-to-face interviews and documents were analyzed to complement the data obtained from the interviews. Data collected was analyzed using descriptive analysis. Tables were used to summarize responses.

The findings from the study suggest that the provision of health management information at KNH is not effective. Various reasons can explain this situation. These include: delays in accessing information, distorted information, vague and inaccurate information, lack of basic training in information management, inadequate feedback system, staff negligence, bureaucracy and poor interdisciplinary information transfer among others.

The study concluded that managers at KNH required health management information to make effective decisions. The information system at KNH was fragmented and riddled with problems. These problems slowed down decision-making and negatively affected service delivery.

The study recommends that: staff at KNH be exposed to health management information systems concepts and operations through seminars or workshops, a systems analysis of this system be carried out, supervision be improved, an information department be created, there be constant top-bottom communication, bureaucracy be reduced and individual staff discipline be enhanced.