

The Factors Militating Against Effective Medical Record Documentation. A Case Study of Ekiti State University Teaching Hospital Ado Ekiti

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Abstract:- It has been recognized that effective medical record documentation is affected by prevailing factors militating against health institutions in Nigeria. The Ekiti State University teaching Hospital has track record of competent Health Information officers who utilize different documentation methods, the methods in use are assessed while also identifying the problems or factors militating effective documentation in the EKSUTH. . The sampling technique employed was a random sampling which is a sub-group of people chosen by chance in a way that everyone has the chance of being selected. Thirty questionnaires was distributed and retrieved personally. From the data collected it revealed that the Major factor militating against effective MRD in EKSUTH is inadequate resources, funding while also revealing complaints on non-legibility of physicians handwriting, lack of skilled personnel among others. Based on the findings of this research work, it was concluded that inadequate funding and resources is the main factor militating against effective MRD in EKSUTH. Government should make provision for more facilities and electronic medical record equipment to enhance efficient MRD while also making effort to employ more Health Information professionals to further boost effective MRD in EKSUTH.

➤ **Objective:**

This study is done to appraise the contributory factors militating against effective documentation in Ekiti State teaching hospital.

➤ **Materials and Methods:**

Structured questionnaire and personal interview of Health Information Professionals in EKSUTH was carried out. The Questionnaire was structured with questions targeted in accordance with the specific objective of this study.

➤ **Results:**

Respondents aged between 26 - 50 years and with Tertiary education as the highest proportion of respondents. The highest respondents blamed the ineffectiveness on inadequate resources although these associations did not reach significant levels. More apportioned the factors to be due to non-legible handwriting of physician.

➤ **Conclusion:**

It is recommended that there should be adequate funding and provision of resources needed for effective medical documentation, Training and retraining program and employment of more health record personnel.

Keywords:- MRD, Electronic Health record, Health Data, Coding.

I. INTRODUCTION

Health care delivery system is the process of meeting the health care needs of people, institutions, and resources and other target populations. There are numerous health care delivery systems globally. Every country is expected to set up the health delivery system which is up to standard level in terms of health care delivery and services. [3]. The essential health systems consist of primary healthcare which is the health system which consist of planning and distribution of health care needs among market participants and public health care system which is the effort of governments, trade unions, charities, religious organizations, or other co-ordinated bodies to deliver planned health care services targeted to the populations they serve. Health care planning and distribution is evolutionary rather than revolutionary[6]. The World Health Organization defines health systems as a system consisting of all organizations, people and actions directed at promoting, restoring or maintaining health. This includes efforts which influence health determinants and health-improving activities. A health system encompasses publicly owned facilities which delivers personal health services, health insurance organizations, a mothers care for a sick child at home; vector-control campaigns, efforts of private health care providers; behavior change programmes, occupational health and safety legislation[8]. It also takes into consideration inter sectoral action by health staff, such as enhancing the ministry of education to promote female education which facilitate the growth of good health **WHO(2000)**. Documentation of health care delivery system plays a significant role in providing the needed information regarding the evaluation and treatment of health care services and communicating same to third-party payers. Documentation guidelines serve as the standard for many other insurance plans[11]. Documentation also provides relevant clinical information. It is essential that the

documents note and reports are clear, legible and that it efficiently conveys all of the essential information required for clinical management and reimbursement[12]. The study seeks to proffer an appraisal of the factors militating against effective documentation in health delivery system in EKSUTH. World Health Organization defines health systems as a system consisting of all organizations, people and actions directed at promoting, restoring or maintaining health. This includes efforts which influence health determinants and health-improving activities. A health system encompasses publicly owned facilities which delivers personal health services, health insurance organizations, a mother's care for a sick child at home; vector-control campaigns, efforts of private health care providers.

➤ *Statement of the Problem*

The challenge facing documentation relates to certain factors inadequate skilled manpower, lack of efficient technology, lack of financial resources to adopt modern technology which promote effective documentation, lack of information technology skill among others. Consequently the problem confronting the study is to appraise the factors militating against effective documentation in health delivery system in Ekiti State University Teaching Hospital Ado Ekiti.

➤ *Objectives of the Study*

The Main Objective of the study is to appraise the factors militating against effective documentation in health delivery system. A case study of EKSUTH Ado Ekiti; The

specific objectives include: To find out if there are proper documentations of health delivery system in Ekiti State University Teaching hospital. To investigate the impacts of effective documentation of health delivery system in Ekiti State University Teaching Hospital. To identify the factors militating against effective documentation of health delivery system in Ekiti State University Teaching Hospital.

➤ *Research Questions*

- Are there proper documentations of health delivery system in Ekiti State University Teaching hospital?
- What are the impacts of effective documentation of health delivery system in Ekiti State University Teaching Hospital?
- What are the factors militating against effective documentation of health delivery system in Ekiti State University teaching hospital?

II. METHODOLOGY

➤ *Study Area*

Ekiti State University Teaching Hospital is located at Ado-Iworoko-Ifaki Road, Ado Ekiti, Ekiti This was established in 2008. *Built by the State Government in 2008.* Formerly known as The University Teaching Hospital, this is a tertiary health facility affiliated with Ekiti State University, that provides secondary and tertiary medical care, and is also involved in the training of high and middle level manpower for the health industry.



Fig 1

➤ *Population of the Study*

The Health Information Management Department
 Health Record Officer =13
 Health Record Technician =50
 Health Record Asst. =2
 Total = 65

➤ *Sampling*

The sampling technique employed was a simple random sampling which is a subset of individuals chosen randomly and entirely by chance such that each individual has the same probability of being selected in the sample. Thirty questionnaires was distributed and retrieved personally.

III. RESULT

Table 1 shows Age, Sex, Education and Grade level of Medical Record Professionals sampled in EKSUTH.

	AGE	SEX	EDUCATION LEVEL	GRADE LEVEL
RANGE	26-50	FEMALE	TERTIARY	7-10
HIGHEST FREQUENCY	23	17	30	26
PERCENTAGE	76.6	56.6	100	86.6

Table 1

Table 2 shows

- Responses on the method of MRD in EKSUTH
- Wether MRD in EKSUTH is reviewed in Chronological order
- Wether MRD in EKSUTH reveal continuum patient care
- Wether MRD is done effectively in EKSUTH

	MEANS OF MRD IN EKSUTH	MRD IN EKUSTH REVEIWD IN CHRONOLOGICAL ORDER?	MRD IN EKUTH REVEAL CONTINUM PATIENT CARE?	MRD DONE EFFECTIVELY IN EKSUTH?
RESPONSE	BOTH ELCTRONIC AND MANUAL	YES	YES	YES
HIGHEST FREQUENCY	24	30	30	25
PERCENTAGE	80	100	YES	83.3

Table 2

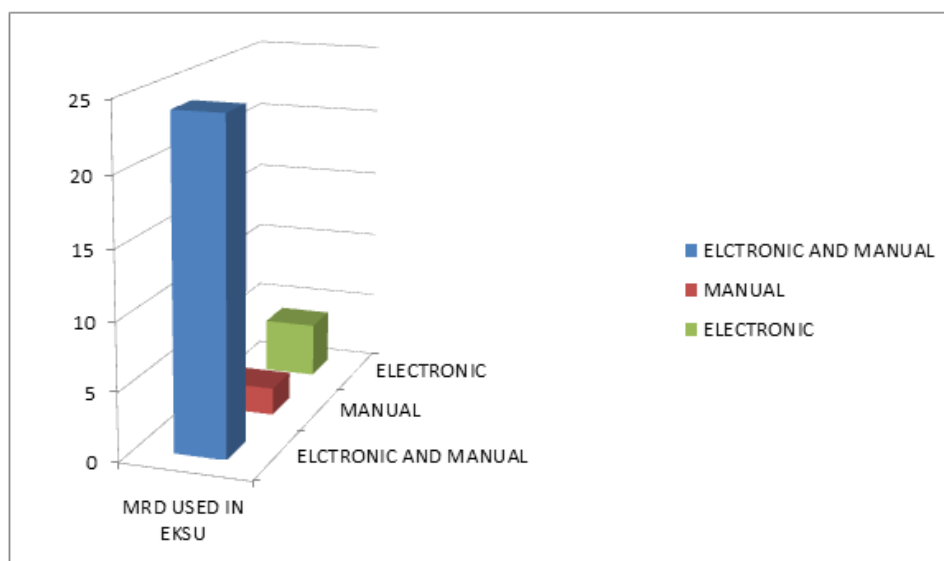


Fig 2:- shows the method of MRD in use in EKSUTH

Table 3 Shows responses on the rating of MRD in EKSUTH, The impact of Poor MRD, Factors militating against effective MRD in EKSUTH and possible solutions.

	RATING MRD IN TERMS OF EFFECTIVENESS AND EFFICIENCY IN EKSUTH	IMPACT OF POOR MRD IN EKSUTH	FACTORS MILITATING AGAINST EFFECTIVE MRD IN EKSUTH	SOLUTIONS TO ENHANCE EFFECTIVE MRD IN EKSUTH
RESPONSE	EFFECTIVE BUT NOT EFFICIENT	POOR FOLLOW UP TREATMENT	INADEQUATE RESOURCES	ADEQUATE FUNDING AND ON THE JOB TRAINING PROGRAM
FREQUENCY	22	18	17	21
PERCENTAGE	73.3	60	56.6	70

Table 3

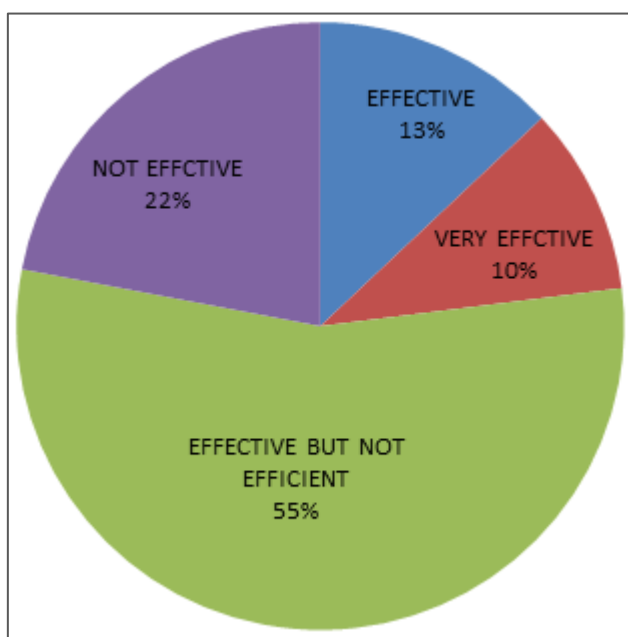


Fig 3:- Shows the Effectiveness and Efficiency Measurement in Eksuth

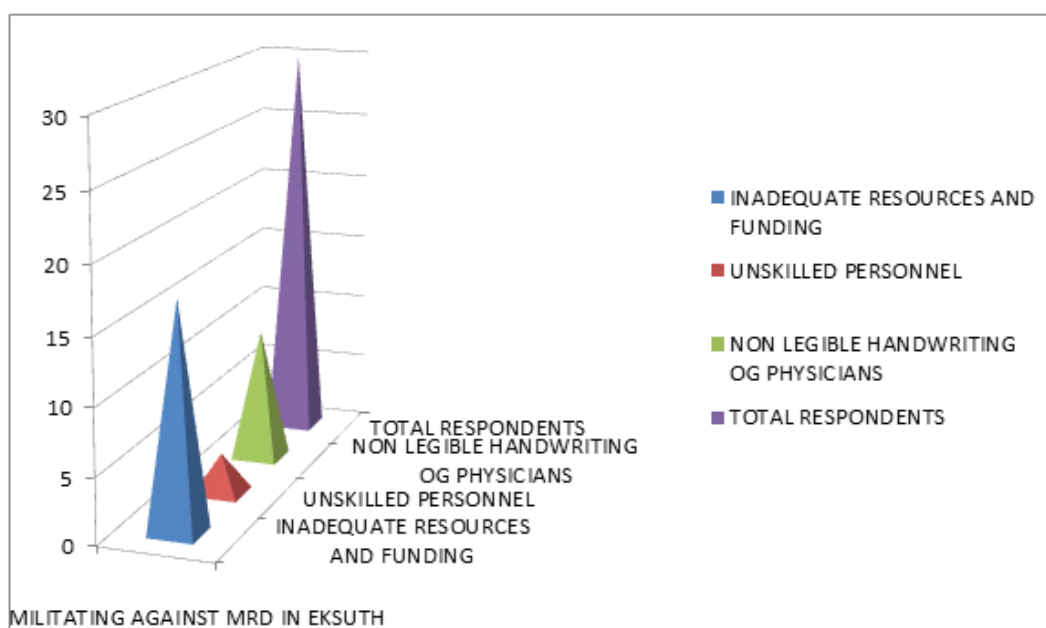


Fig 4:- Shows Responses on Factors Militating Against Effective Mrd in Eksuth.

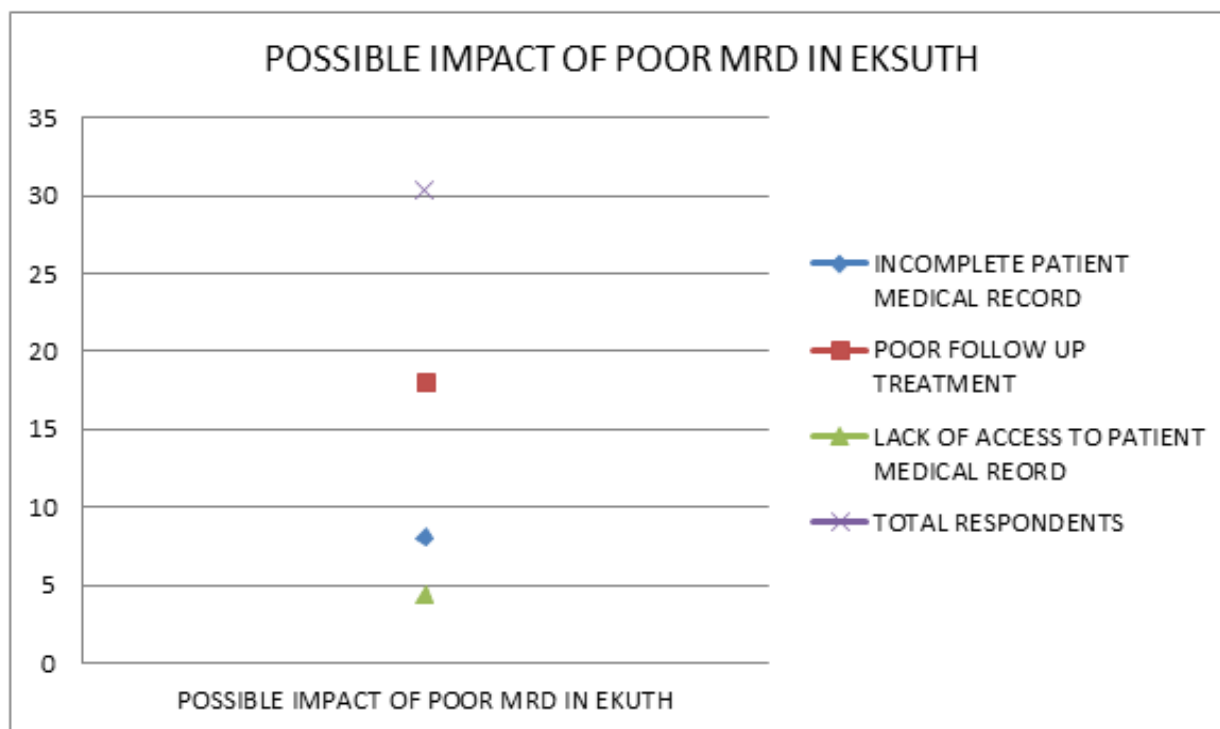


Fig 5:- Shows Responses on the Possible Impact of Poor Mrd in Eksuth

IV. DISCUSSION

This study showed that the method of documentation used in EKSUTH is both Electronic and Manual with the highest number of the respondent in agreement on the importance of MRD in health care system. MRD in EKSUTH is reviewed in chronological order and it reveals continuum in patient care. A visit to some departments, the assessment shows a level of effective MRD in EKSUTH with the highest confirming the claim of MRD in EKSUTH being effective but not efficient. It was also noted that poor MRD could lead to poor follow up treatment, lack of access to patient medical record and incomplete medical record of patient. From the data collected it revealed that the Major factor militating against effective MRD in EKSUTH is inadequate resources, funding while also revealing complaints on non-legibility of physicians handwriting, lack of skilled personnel among others.

V. CONCLUSION

Based on the findings of this research work, it was concluded that inadequate funding and resources is the main factor militating against effective MRD in EKSUTH. Government should make provision for more facilities and electronic medical record equipment to enhance efficient MRD while also making effort to employ more Health Information professionals to further boost effective MRD in EKSUTH.

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