



UNIVERSITY OF ZULULAND

COMPARATIVE STUDY OF MEDICAL RECORDS MANAGEMENT  
PRACTICES AT THE BAY AND LOWER UMFOLOZI REGIONAL WAR  
MEMORIAL HOSPITAL IN THE UMHLATHUZE AREA, KWA-ZULU  
NATAL PROVINCE, SOUTH AFRICA  
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By Ms. L.P Luthuli  
Supervisor: Prof Trywell  
Kalusopa  
University of Zululand

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# INTRODUCTION

- ✓ Hospitals deal with the life and health of their patients.
- ✓ Medical records as a critical source of information that meet the diverse community needs of people seeking medical assistance require that they are well managed in order to establish and show the medical trends and history (IRMT, 1999:1).
- ✓ Good medical care relies on well trained doctors and nurses as well as high quality facilities and equipment. This, however, in return relies on good record keeping (IRMT, 1999:1).

# BACKGROUND OF THE STUDY

- ✓ The City of uMhlathuze (KZ 282) is situated on the north east coast of the province of KwaZulu-Natal, about 180 kilometers north east of Durban.
- ✓ The uMhlathuze Municipality was established on 5 December 2000 after the demarcation process and the local government elections of that date. As such it encompasses the towns of Empangeni, Richards Bay, eSikhaleni, Ngwelezane, eNseleni, Vulindlela and Felixton as well as the Traditional Authority areas under Amakhosi Dube, Mkhwanazi, Khoza, Mbuyazi and Zungu.
- ✓ The uMhlathuze Local Municipality has been divided into 30 municipal wards. This study will focus on two major hospitals in uMhlathuze area – one private (The Bay Hospital) and one public (Lower Umfolozi regional war memorial).

# PROBLEM STATEMENT

- ✓ Management of good records are critical to good service delivery.
- ✓ There is been debate about the issues that affect service delivery in South Africa.
- ✓ Most previous research in South Africa on medical records management have only alluded to records management as having a bearing on public service delivery and service delivery on its own. Khoza (2008); Marutha (2011); Kattu (2015); Pyrene (2015).
- ✓ Contribution of good records management more of Kwa-Zulu Natal particularly in uMhlathuze area, very little has been done therefore establish are effectively managed in two hospital one private and one public.

# OBJECTIVES

- ✓ To determine the level of compliance to the set regulatory framework in the management of medical record in South Africa in private and public hospitals in the uMhlatuze area.
- ✓ To establish current records management strategies, programs and systems in records management in the context of service delivery in the uMhlatuze area.
- ✓ Examine the extent of the integration of ICTs in the management of medical records in private and public hospital in the uMhlatuze area.
- ✓ To recommend effective records management practices for efficient public service delivery in the uMhlatuze area.

# RESEARCH METHODOLOGY

- ✓ The study adopted a qualitative research approach
- ✓ The study uses the multiple case study design
- ✓ Both qualitative and quantitative data methods.

# SAMPLE SIZE – PUBLIC HOSPITAL

Participants	Study population	Sampling size
Patient admin	12	12
Ward clerks	10	10
Doctors	for each department 2 doctors are chosen out of 14 departments	28
Nurses	for each department 2 head nurses will be chosen out of 14 departments	28
Records manager/case manager	1	1
Monitoring and evaluation manager	1	1
Users (Patient)	The several patients from the community use facility or hospital, these is purposefully selected based on their availability and cooperation to get the filling.	The study of the targeted population that comes to hospital over the period of study are used, out of 50 that comes only 20 are taken or used.
Total	222	100



# PRIVATE HOSPITAL

Participants	Study population	Sampling size
Receptionist	10	10
Filling clerk	1	1
Managers	2	2
Doctors	for each department 2 are chosen out of 15 departments	30
Nurses	for each department 2 head nurses are chosen out of 15 departments	30
User (patient )	The several patients from the community that use facility or hospital, these are purposefully selected based on their availability and cooperation to get the filling.	The study of the targeted population that comes to hospital over the period of study are used, out of 50 that comes only 20 taken or used.
Total	483	93

# PRELIMINARY RESULT FOCUS

- ✓ Compliance to set regulatory frame works in context of service delivery
- ✓ Current records management strategies, programs and systems in records management in the context of service delivery
- ✓ Integrated of ICTs in the management of medical records

# PRELIMINARY RESULTS

## COMPLIANCE TO SET REGULATORY FRAMEWORKS IN CONTEXT OF SERVICE DELIVERY:

- ✓ Awareness of standards for records management in public and private hospital.
- ✓ Regards to South African National Archives and Records Management service the records.
- ✓ Records management policy in place.
- ✓ International standards
- ✓ International standards in regards to the patient medical care

# CURRENT RECORDS MANAGEMENT STRATEGIES, PROGRAMS AND SYSTEMS IN RECORDS MANAGEMENT IN THE CONTEXT OF SERVICE DELIVERY

- ✓ Manual System
- ✓ Electronically system
- ✓ Proper filing system is needed; clerks;

Her word was [public hospital]

*“Selokhu fike la ngo 5:30 kodwa u 8 manjena ngilinde ukuthi bakhiphela l fayela lami, okubuhlungu ngane yami ulayini uyashiya ekubone udokotela, sengofana nomuntu ofike emvakwesikhathi”*

I've been here since 5:30 am but up until now I have not receive my file and it 8 o'clock now. What makes me sad is that to the detector it will be like I came late and I did not meet appointment time.

# INTEGRATED OF ICTS IN THE MANAGEMENT OF MEDICAL RECORDS

- ✓ ICTs in public hospital is much more for communication purposes
- ✓ For file tracking they used numbering and color stickers
- ✓ Electronic system that could be easily traceable in the system

**NGIYABONGA!**  
**THANK YOU**