

EXAMINING THE CHALLENGES FACING THE MANAGEMENT OF ELECTRONIC  
RECORDS: A CASE STUDY OF MITYANA HOSPITAL, CENTRAL REGISTRY

BY

KASANDE MOREEN

12/A/DRM/1278/F

A RESEARCH REPORT SUBMITTED TO THE FACULTY OF ARTS AND SOCIAL  
SCIENCES, DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE

AWARD OF A DIPLOMA IN RECORDS MANAGEMENT

OF KABALE UNIVERSITY

JUNE 2014

## **ABSTRACT**

This study aimed at examining the challenges of electronic records management in Mityana Hospital with the case of Central Registry. The general objective of this was to investigate challenges facing the management of electronic records in Mityana hospital with a case study of central registry. The following were the specific objectives; to find out the types of records being managed in Mityana hospital, to identify the challenges faced in handling electronic records in Mityana hospital and to find out the solutions of handling those challenges.

The study employed a mixed method: both quantitative and qualitative approaches were used in data collection and presentation. The study found out that patients' cases notes, patients' registers, patients' indexes, computer based filing, x-rays, minutes, reports, correspondences, drug records and emails were the types of records managed by the central registry in Mityana hospital. Also the study showed that insufficient funds, lack of enough computers, inadequate maintenance, inadequate knowledge in electronic records management(ERM) , lack of qualified personnel, difficult in computerizing records, lack of software and lack of interest are the most challenges the central registry face in the management of electronic records. Finally, the study revealed that the allocation of enough funds, training the personnel in ERM, improved of technology, recruitment of qualified staff, effective planning of ERM, setting new rules and regulations of ERM, ensuring security of e-records and encouraging change were the suggested solutions to challenges faced by the central registry of Mityana hospital in managing electronic records. It is concluded that in public hospitals in Uganda, the use of electronic records management system is still low. Therefore, the government should make effort to improve electronic records management for better performance of public hospitals.