Predictors of electronic health management information system for improving the quality of care for women and people with disabilities

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Abstract

The electronic Hospital management Information System (eHMIS) can improve care for vulnerable patients, help collect important disability and maternal health data, and improve the hospital’s overall data management. This study assessed the use of HMIS and factors influencing the usage and behavioral intentions to use the eHMIS at the Comprehensive Community Based Rehabilitation in Tanzania (CCBRT). We investigated both clinical and non-clinical staff (n=69) using tablets and online surveys, with a rate of return of 71.9%. The ICT staff were also interviewed to supplement data from the survey. The survey questionnaire was guided by the updated Information System Success (ISS) model. Most health workers (81.2%) used the eHMIS several times a day to support different decision-making activities. The better educated personnel were more likely to enter data more effectively into eHMIS as compared to their counterparts. Among six predictors, self-efficacy positively influenced self-reported use and user satisfaction of HMIS, while service quality negatively affected self-reported use of eHMIS. The system quality positively influenced health workers to be satisfied with the eHMIS, and user satisfaction positively influenced continued usage intention of the eHMIS. Both user satisfaction and continued usage intention were positively related to individual impact of eHMIS. Individual impact had positive effects on organizational impact of eHMIS. This is a comprehensive study conducted in Tanzania regarding the implementation of eHMIS, and factors influencing post-adoptive use of HMIS to improve quality of care of women and people with disabilities.

Keywords: Health information system, women, people with disability, Tanzania