

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

**AN EVALUATION OF THE MANAGEMENT OF PATIENTS' RECORDS AT THE
UNITED BULAWAYO HOSPITAL (UBH)**

BY

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ABSTRACT

The purpose of this study was to evaluate the management of patients' records at the United Bulawayo Hospitals (UBH). The study was triggered by the experience the researcher had when she was admitted and observations that she made from visits she made to UBH. The research question was how effective was the patient records management at UBH? Chapter two looked at the review of related literature and the following was captured; patients' records need to be managed in an effective way. Descriptive survey was used in this study because of its strength as a tool for investigating the present state of affairs. Questionnaires and interviews were used as research instruments. Questionnaires were distributed by the researcher in person to the respondents and collected after one week. Interviews were carried to the administrators over the telephone. The data collected was presented in tables, graphs, charts and pie charts. Based on the survey results it was found that UBH kept their records in paper format and some weaknesses were observed in their record management practice. It was also discovered that employees are not trained adequately to manage patients' records. There are some weaknesses in the recording system followed in keeping records at UBH. It is recommended that the records management function should form part of performance appraisal evaluation and that all members of staff should be evaluated in terms of their record keeping skills.