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**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

APPLICATION AND USE OF THE ELECTRONIC PATIENT MONITORING SYSTEM IN  
THE MANAGEMENT OF HEALTH INFORMATION AT GWERU PROVINCIAL  
HOSPITAL

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## ABSTRACT

The primary objective of the study was to assess the utilisation of the Electronic Patient Monitoring System at Gweru Provincial Hospital after it emerged that since the installation of the system in 2012, full utilisation of the system by clinicians and health information workers was still a serious challenge. The utilisation challenge was characterized by incorrect, partial and under-utilisation thereby compromising accuracy, completeness and authenticity of patient information. This adversely affected the quality of the information produced by the EPMS, thereby resulting in erroneous diagnosis, incorrect drug dispatch, poor tracking of patients, flawed health decision making and poor healthcare service delivery. Due to the adverse impact of using such information, the researcher was compelled to carry out the study in order to assess factors behind the poor utilisation. Using the UTAUT2 conceptual framework, the researcher formulated objectives which were explored through use of the pragmatic approach, where mixed method research strategy was employed as the strategy of enquiry and case study as the research design. Findings in the study revealed that the highest predictor of system utilisation at GPH was performance expectancy (PE) followed by hedonic motivation (HM) and social influence (SI) respectively. Last in influence was effort expectancy (EE) which stood in equivalence with facilitating conditions (FC). Findings revealed that EPMS is a very important and indispensable operational and managerial tool though its efficacy is impeded by lack of adequate resources and the need for continuous training. Implications of this study include employment of strategies to increase the adoption rate of EPMS as well as capitalise on the high predictors of usage (PE, HM, SI) and enhance the influence of low predictors (EE, FC) to ensure supportive usage conditions that will improve system utilisation, which will subsequently improve the quality of healthcare service delivery and enhanced patient welfare.