

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT**

**AN ANALYSIS OF THE STORAGE SYSTEMS OF CASE NOTES AT THE UNITED  
BULAWAYO HOSPITAL'S MEDICAL RECORDS DEPARTMENT**

**BY**

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## **Abstract**

The purpose of the project was to analyse the storage systems of case notes at the United Bulawayo Hospital's Medical Records Department. The project focused on UBH MRD as it is the department responsible for the management of case notes. The project reviewed the storage equipment, filing equipment and the storage conditions applied by the MRD for management of the case notes.

The project was carried out and presented in five chapters. The project discussed the importance of storing case notes appropriately in order to access and safeguard the case notes. The research used a survey approach and quota sampling in coming up with samples to collect data from the population for the research. The population comprised JRMOs, SRMOs, nurses and records keepers at MRD.

The research analysed the storage situation at the hospital under review of literature by focusing on the storage equipment used for storing case notes. Data was collected using questionnaires and interviews and the data presented using tables, pie charts and bar charts to clearly show the impact of storage of case notes on quality medical services provision.

The research came up with recommendations that would be undertaken by UBH to current case notes to NAZ records centre, employing qualified records managers and the coordination of the existing records departments to ensure uniform records management.