NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

DISASTER MANAGEMENT ACTIVITIES FOR MEDICAL RECORDS AT MATER-DEI HOSPITAL

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ABSTRACT

The operations and sustenance of any business venture is hinged on the availability and well administered disaster management activities. Disaster management activities are an integral component of any business venture, regardless of the type of services offered; this notion also applies to the medical institutions as well. This research is a case study that is pivoted around the assessment of the disaster management activities for medical records at Mater-Dei Hospital. The most pertinent and fundamental issues that prompted this study were vividly highlighted in the preliminary chapter of this project. Various literature sources were consulted for the provision of information, aired by some authors in the arena of disaster management, particularly in the medical institutions. The non-probability sampling technique known as the purposive/ judgmental sampling technique was adopted in this study in order to gather information. Triangulation of data collecting techniques was utilized and it aimed at enhancing validity and reliability of results. The quantitative approach was used in this study as the research methodology. For the collection of primary data, questionnaires and in-depth interviews were administered in this study as the data collecting techniques. However, the data collection process was obstructed by some barriers, such as time and financial constraints. In order to supplement for such deficiencies, some measures were implemented, so that the excellence would be yielded in this study. Graphical tools such as pie-charts and graphs were used to present and analyze the collected data, into meaningful interpretations. The evidence gathered from the findings of this study, fully revealed that; the majority of the records staff at Mater-Dei Hospital lacked education and training in regard to disaster management in general, the disaster management board was inactive, the disaster preparedness plan was outdated and this plan was unavailable for all of the members of staff. In order to pursue excellence in disaster management, some measures were devised by the researcher in an attempt to assist the institution to enhance their disaster management activities fully. Recommendations to Mater-Dei Hospital emphasized the need; to avail the disaster preparedness plan throughout the institution; the roles of the disaster management board need to be revisited and redefined, the disaster preparedness plan is supposed to be updated so that it presents the current trends in the information age, and the records staff needed to be trained and educated on disaster management respectively.