

Comparative analysis of health information system performance in selected public and private Health facilities in Dar es Salaam

Zainabu Juma Mallya

Master of Health informatics,

University of Dar es Salaam, School of Health Science, 2014

Tanzania country encounter challenge in getting hold of quality and timely health information from its health facilities which leads to poor performance of Health Information system (HIS) implementation and further makes it unreliable to serve as an integral system. Its reliability depends largely on the availability of timely/quality data and use of information that generated through routine or non-routine methods of data collection from both public and private health facilities. This situation precipitated the need to conduct the study to identify factors that contribute to poor performance of HIS in relation to data collection, compilation, reporting and use among public and private health care facilities, and to suggest possible solution for better performance. Two public and private health facilities in Dar es Salaam was selected as study areas where structured questionnaires and document review were used to assess determinants that might be key contributors to poor performance HIS, Qualitative design used with targeted sample size of 30 participants from each facility to make total of 120 participants. However, researcher manages to interview 71 respondents. Findings revealed that there is positive relation between technical, behavioral and organizational determinants that affect health workers performance while implementing health information tasks in both public and private facilities. Gap identified are not limited to availability of computers and its components, accessibility and use also found to be problem in some areas, furthermore, staffs have less confidence and competence when performing RHI tasks hence affect their motivation and lastly, feedback an supportive supervision was picked –up as a co-related factor to some areas. Once the managements and supervisors address all these, the motivation of health workers will be increased hence improved data quality and ultimately health information performance. However, supportive supervision is the key factor improvement.