CHAPTER VI

CONCLUSION

This cross-sectional study is aiming at identifying the essential management information, the volume of and method to handle those information in central hospitals located in Hanoi. 44 managers from 8 central hospitals located in Hanoi, including hospital leaders, medical service division heads, OPD heads and pharmacy heads were studied by using questionnaire from 18 August 1992 to 26 November 1992.

The findings from the study show that essential information in those hospitals is drug information, planning, bed control and statistics. For Medical Service division, bed control, statistics, medical record and patient registration data are the most important information. For Pharmacy division, drug control, planning information, statistics and manpower are at top priority. For the OPD, medical record, the most needed information are employee staffing schedule, equipment and patient registration.

The volume of data has no linear relation to number of bed. Patient record is the greatest volume of data in terms of both daily data (113.86 ± 18.40 thousand characters) and total volume of data to storage (350 million characters in 10.6 years of keeping). Drug prescription is the second

greatest data (86.50±16.38 thousand character and 270 million characters in 5.4 years of keeping). The other remarkable data in terms of volume are patient admission and drug distribution record in pharmacy division. Totally, the VDS of management information is about 1 billion character to keep residently in a central hospital.

To date, the main media to keep data at those hospitals are logbook, report or document. The way to file data is simple by alphabetical, date and last copy order. Computer system is seldom utilized.

The study reveals that management information system in central hospitals in Hanoi is still weak and simple. It had better to modernize this system by upgrading the information techonology.

The findings also reveals that if a computer system is applied in a central hospital, it would be a system of minicomputer with great hard disk (over 1 gigabytes) and several terminals to cover other related works.

Computer nowadays is very cheap and many computer programs can be used in HIS, MIS. To determine what is most relevant approach to apply in a concrete hospital, we need further and more detailed study, like feasibility study with the coordination of expert on computer science.

Collecting data is hard work, but not having data is even harder work and consumes greater time. However, we never forget that data is merely data. The more significant and important to managers is information or intelligence, that is valuable data for decision making.

The results from this stusy should be used for developing the information system that is essential for the hospital managers to provide effective strategic management.