

A DATA MANAGEMENT SYSTEM IS AN ESSENTIAL PART OF PALLIATIVE CARE

Rays of Hope Hospice Jinja

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AIM

- Improve on the patients' follow up system
- Improve on records keeping
- Improve on filing system
- Create central data monitoring and management system
- Ensure reliable data for programme planning

PROBLEM STATEMENT/GAP

- Rays of Hope Hospice Jinja (RHHJ) provides care to patients with chronic diseases over a very wide region, this requires a good data system in place.
- As the organisation grew the initial basic record keeping failed to serve the needed purposes for patient follow-up and planning.
- This created a great need to improve on the data management of the organization.

METHODS

- Purchased two file stores.
- Employment of the data officer
- Creation of the excel sheet for capturing the records.
- Introduction of double-checking system of the box files
- Introduction of the driver's guide
- Ensuring sufficient office space with inbuilt filing cabinets



RESULTS

- Twenty-four active routes formed each with a specific clinician responsible
- Active patients on each route identified and their numbers maintained by tracking the route performances
- Improvement on lost for follow up to average 1.4 patients since Jan 2020
- Improvement of the missed appointments from 21% per month to below 6.6% in 2021
- Early submission of reports
- Reliable data for planning

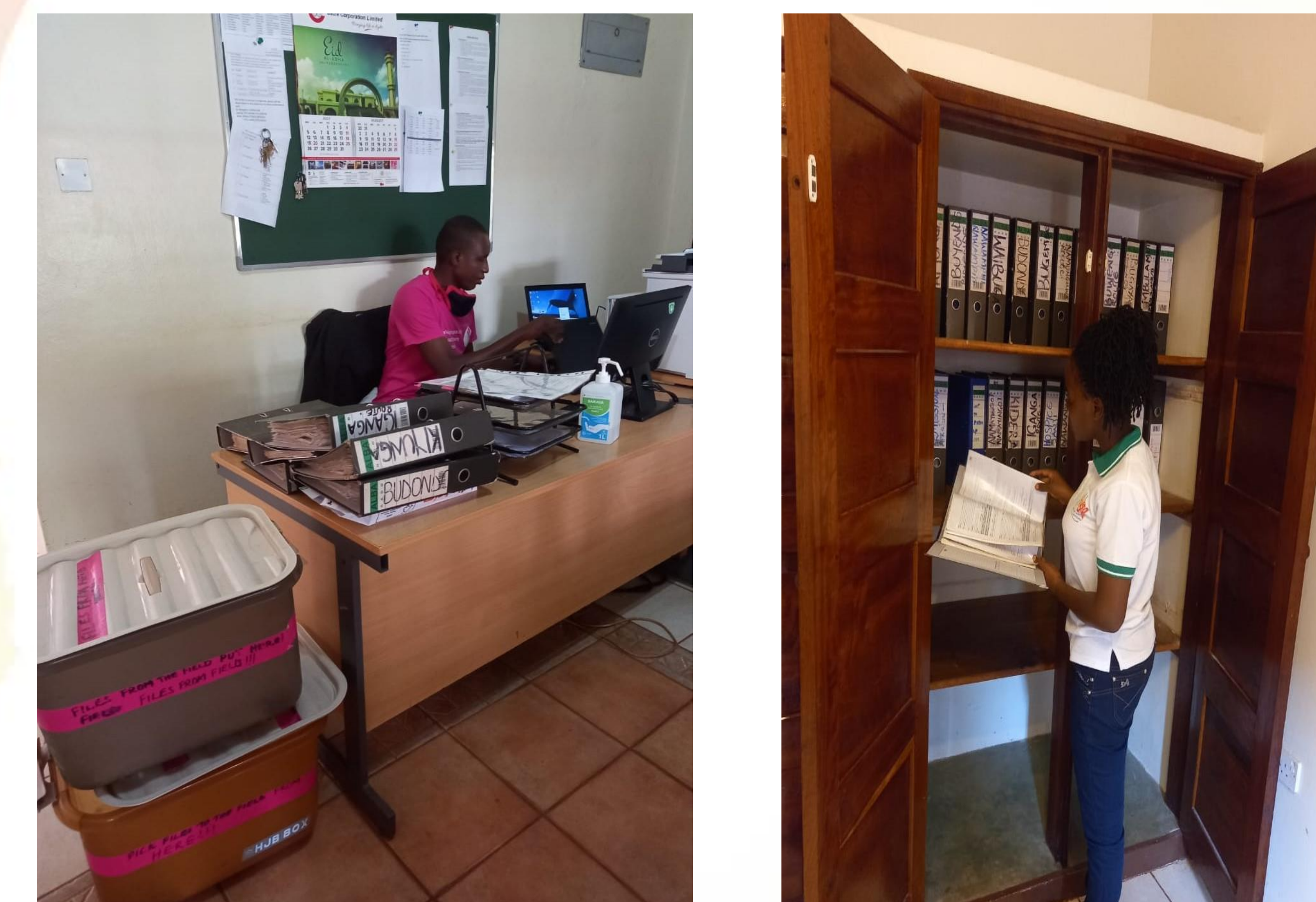
Years	Total active patients	Contacts	%missed of planned appointment (Aver)
2016	633	3625	15.5
2017	730	3610	11.0
2018	729	3811	13.9
2019	1083	5516	12.2
2020	1133	6650	9.9 (incl. covid lockdown)
2021	808	3553	8.9 (incl. covid lockdown)

CONCLUSION

A well functioning records management system is essential for sustaining quality, consistent patient care and sound organizational planning.

LESSONS

Having data system in place contributes greatly to the provision of quality services.



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