

Enhancing the Productivity of Health Information Professionals through Capacity Development: A Case Study of Government Hospitals in Calabar Urban, Cross River State, Nigeria

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Abstract- The aim of this study is to investigate how 'Capacity development in health information management can promote efficient health services delivery in hospitals in Calabar Urban, Cross River State, Nigeria. Three research objectives and questions were framed which culminated in three hypotheses for the study. A well designed questionnaire was prepared and one hundred copies were printed and distributed to respondents in the sampled hospitals for completion. The data were extracted from the questionnaire and analysed using Chi – square statistical tool to test the hypotheses at 0.05. The result of the study revealed that; capacity development enhances skills of health information professionals to perform their jobs successfully; it serves as a means of improving efficiency in services delivery and also motivate health information professionals to increase their input. The study recommended that; Capacity development should be promoted to sustain skills; promote efficiency and productivity; health information staff should be encourage to attend seminars in order to function effectively, and agency responsible for certification and license validation should formulate policies that will make it mandatory for every professional to attend capacity development workshops.

Index Terms- enhancing, efficient health information services, and capacity development

I. INTRODUCTION

Capacity development has its roots in a range of disciplines which in the 1970s flew the flag for empowerment, e.g. community development, international aid and development, public health and education (Kaplan, 1995). Although these traditions are somewhat inter-related and have, to varying degrees, been concerned with developing healthy communities, it is perhaps not surprising that capacity development as a term has been conceptualized in a diverse range of ways and associated with a plethora of meanings (Omodia, 2004).

Palmer and Short (1994) define capacity development as the process through which individuals, organizations and societies obtain, strengthen and maintain the capabilities to set and achieve their own development objectives over time. It is about supporting growth – within individuals, groups and across

societies as a whole. It can be viewed from three distinct but related perspectives:

1. Individual: the skills and knowledge vested in individuals, communities and groups.
2. Organizational: the internal policies, systems and strategies that enable an organization to operate and to achieve its goals.
3. Enabling environment: the wider society within which individuals and organizations function.

However, capacity development in health information management will focus on different factors that play important role in organizational setup to ensure effective information management. Individuals can adequately develop themselves and this can be achieve through various national institutions and agencies responsible for human resource development. This study therefore seek to investigate capacity development in health information management for promoting efficient health services delivery in hospitals in Calabar urban, Cross River State.

II. STATEMENT OF THE PROBLEM

Health information management professionals are the custodian and managers of patients' health information in health facilities. Health information is necessary to improve health outcomes, guide identification of health problems and population needs, inform planning and design of health interventions to address public health problems, guide decision making during allocation of scarce resources and provide opportunity for monitoring and evaluating progress towards achievement of health goals.

Most Health information professionals do not see capacity development as a means of improving on their services which will in turn have positive effect on the services rendered in the hospital to patients. They belief in the knowledge acquired during their initial training at the entry point into the profession. Thus, effort to influence them to attain workshops or further studies which are not back by financial gains becomes a problem as the willingness of the professionals to imbibe the culture of development is not considered. Once they have secure a job, re – training becomes secondary, as their effort will now be geared

towards consolidating their job. These in overall terms does not enhance high productivity among individual professionals in health industry at large.

III. OBJECTIVE OF THE STUDY

The objectives of this study are;

1. To ascertain whether capacity development will result in the development of sustainable skills among health information professionals in hospitals in Calabar urban of Cross River State.
2. To find out whether capacity development is a means of improving efficient health information services in hospitals in Calabar urban of Cross River State.
3. To confirm if capacity development is a means of motivating health information professionals in hospitals in Calabar urban of Cross River State.

IV. RESEARCH QUESTIONS

The following research questions were framed for the purpose of the study.

1. Does capacity development results in the development of sustainable skills among health information professionals in hospitals in Calabar urban, Cross River State?
2. Does capacity development serve as a means of improving efficient health information services in hospitals in Calabar urban, Cross River State?
3. Does capacity development serve as a means of motivating health information professionals in hospitals in Calabar urban of Cross River State?

V. RESEARCH HYPOTHESES

1. Capacity development cannot result in sustainable skills among health information professionals in hospitals in Calabar urban, Cross River State.
2. Capacity development cannot serve as a means of improving efficient health information services in hospitals in Calabar urban, Cross River State.
3. Capacity development is not a means of motivating health information professionals in hospitals in Calabar urban, Cross River State.

VI. THE CONCEPTUAL CLARIFICATION

Capacity development is a concept which is based on enabling—individuals, organizations, systems—for positive changes, strengthening their capacities to perform effectively in solving problems. This concept is associated with the definition of health promotion in the Ottawa Charter, which integrates values associated with participation, knowledge exchange, ownership, equity, and sustainability. It goes from individual to organizational, community, national, and international levels. It is understood by different approaches, mainly concerning the

interventions that can be invested in providing material aid or training skills. The main debates centre on whether some of the interventions are caring about strengthening the system or whether they are more systemic and sustainable dealing with building local and national infra-structures. Capacity development rests on the notion that change is the norm, because capacity depends on the ability to adapt to change (McPeake, 2000).

Oku (2003) opined that capacity development goes beyond simple training or providing technical assistance, but a foundational strategy outlined in the Ottawa Charter for Health Promotion. Capacity development from the health approach can also be seen as 'the development of sustainable skills, structures, resources and commitment to health improvement and other sectors to prolong and multiply health gains. World Health Organization (2002) saw capacity development, as conceptual approach to development that focuses on understanding the obstacles that inhibit people, governments, international organizations and nongovernmental organizations from realizing their development goals while enhancing the abilities that will allow them to achieve measurable and sustainable results.

Robert (2002) observed that, capacity development is based on the development of sustainable skills, resources, and structures. The capacity of a program is enhance when its effects are multiplied through the work of a network of organizations. It can be seen as both a determinant of sustainability and an outcome of it, which has additional domains relevant to sustainability included enduring over time, multi-level focus, and improved health/concrete outcomes. A focus on capacity development will increase the likelihood that other people and organisations within health and other sectors will also be able to promote health. Highly skilled physicians, nurses, administrators, and ancillary staff are critical to producing high-quality outcomes and effective quality improvement hence hospital growth (Ake, 2001).

VII. METHODOLOGY

This study adopted survey design in the course of the investigation. Survey design was chosen based on the fact that, the study is intended to gather information about the relationship that exist between the variables and the research problems under investigation. The population of the study was all health information management professionals in government hospitals in Calabar urban, Cross River State, who were available as at the time the study was conducted.

Simple random sampling technique was used for the study. The sample for the study was drawn from four Health Information management departments in four hospitals within Calabar urban (two secondary and two tertiary hospitals). The name of the hospitals so picked for the study were; University of Calabar Teaching hospital, Calabar; Federal Neuropsychiatric hospital, Calabar; General hospital, Calabar; and Dr. Lawrence memorial hospital, Calabar. The total number of Health information management professionals in the four hospitals were one hundred and forty – five (145), a sample of 100 professionals (representing 69%) was purposively used for the study. A 15 items questionnaire was prepared for the study. The reliability of the instrument was tested by the consistency of response, which

was evaluated by repeated pilot testing. Chi square statistical tool was used to test the hypotheses at 0.05 level of significance.

H₀: Capacity development cannot result in enhancement of skills among health information professionals in hospitals in Calabar urban, Cross River State.

H_i: Capacity development can result in enhancement of skills among health information professionals in hospitals in Calabar urban, Cross River State.

VIII. RESULTS

Hypothesis one

Table 1: Observed (o) and (e) expected frequency for Hypothesis one

VARIABLES	YES (E)	NO (E)	TOTAL
Capacity development can result in enhancement of the skills of HIM professionals	60 (56)	20 (24)	80
Capacity development cannot result in sustainable skills	10 (14)	10 (6)	20
TOTAL	70 (70)	30 (30)	100

Source: questionnaire

$$\begin{aligned}
 X^2 &= \frac{(60 - 56)^2}{56} + \frac{(10 - 14)^2}{14} + \frac{(20 - 24)^2}{24} + \frac{(10 - 6)^2}{6} \\
 &= 0.29 + 1.14 + 0.67 + 2.67 \\
 &= 4.77 \text{ calculated value}
 \end{aligned}$$

Decision rule: Since the calculated value 4.77 is higher than the table value 3.84, H₀ is therefore rejected and H_i accepted. This implies that capacity development in Health information management department can result in the development of sustainable skills among health information professionals in hospitals in Calabar urban, Cross River State.

Hypothesis two

H₀: Capacity development cannot serve as a means of improving efficient health services in hospitals in Calabar urban, Cross River State.

H_i: Capacity development can serve as a means of improving efficient health services in hospitals in Calabar urban, Cross River State.

Table 4.7 observed (o) and (e) expected frequency table in relation hypothesis 2

VARIABLES	YES (E)	NO (E)	TOTAL
Capacity development can serve as a means of enhancing efficient health information services	60 (50)	12 (22)	72
Capacity building cannot serve as a means of enhancing efficient health information services	10 (20)	18 (8)	28
TOTAL	70 (70)	30 (30)	100

Source: questionnaire

$$\begin{aligned}
 X^2 &= \frac{(60 - 50)^2}{50} + \frac{(10 - 20)^2}{20} + \frac{(12 - 22)^2}{22} + \frac{(18 - 8)^2}{8} \\
 &= 2 + 5 + 4.55 + 12.5 \\
 &= 24.05 \text{ calculated value}
 \end{aligned}$$

Decision rule

The calculated value 24.05 was higher than the table value 3.84, H₀ is therefore rejected and H_i accepted. This implies that, capacity development can serve as a means of improving efficient health information services in hospitals in Calabar urban, Cross River State.

Hypothesis three

H₀: Capacity development cannot serve as a means of motivating health information professionals in hospitals in Calabar urban, Cross River State.

H_i: Capacity development can serve as a means of motivating health information professionals in hospitals in Calabar urban, Cross River State.

Table 3: observed (o) and (e) expected frequency table in relation to hypothesis 3

VARIABLES	YES (E)	NO (E)	TOTAL
Capacity development can serve as a means of motivating health information professionals in hospitals	65 (60)	10 (15)	75
Capacity development cannot serve as a means of motivating health information professionals in hospitals	15 (20)	10 (5)	25
TOTAL	80 (80)	20 (20)	100

Source: questionnaire

$$\begin{aligned}
 X^2 &= \frac{(65 - 60)^2}{60} + \frac{(15 - 20)^2}{20} + \frac{(10 - 15)^2}{15} + \frac{(10 - 5)^2}{5} \\
 &= 0.42 + 1.25 + 1.67 + 5 \\
 &= 8.34 \text{ calculated value}
 \end{aligned}$$

Decision rule

Since the calculated value 8.34 is higher than the table value 3.84, H_0 is therefore rejected and H_1 accepted. This implies that, Capacity development can serve as a means of motivating health information professionals in hospitals in Calabar urban, Cross River State.

IX. DISCUSSION OF FINDINGS

This study was carried out to investigate how Capacity development in health information management can promote efficient health services delivery in hospitals in Calabar Urban, Cross River State, Nigeria. The result of hypothesis one revealed that capacity development in Health information management department can result in the development of sustainable skills among health information professionals in hospitals in Calabar urban, Cross River State. The data revealed that the calculated value 4.77 was higher than the table value 3.84, H_0 was rejected and H_1 accepted. The result of the hypothesis was in consonant with Adeyemo (2005) assertion that capacity development is the behind the scenes efforts by practitioners to develop sustainable skills that increases effective health promotion programs. It is the development of structures, resources and commitment to health improvement.

The result of hypothesis two revealed that capacity development can serve as a means of improving efficient health information services in hospitals in Calabar urban, Cross River State. This was indicated by the fact that the calculated value 24.05 was higher than the table value 3.84, H_0 was therefore rejected and H_1 accepted. This correspond to Health Reform Foundation of Nigeria (HERFON, 2006) view that building on capacity of an organisation is to bring about improvement in efficiency in services delivery in health care.

The result of hypothesis three also revealed that capacity building is a source of motivating health information professionals in hospitals in Calabar urban, Cross River State. The calculated value 8.34 was higher than the table value 3.84, so H_0 was rejected and H_1 accepted. This was in line with Palmer and Short (1994) opinion that building capacity requires action from within organisations as well as developing strategies that will motivate their work force in the organisation to have a powerful means for effecting change. This study revealed that capacity development sustain skills, enable staff in health

information management department to improve on their services delivery to patients, and as well as motivate health information management staff to be effective and efficient in services delivery to patients in hospitals.

X. SUMMARY

This study was carried out to investigate how Capacity development in health information management can promote efficient health services delivery in hospitals in Calabar Urban, Cross River State, Nigeria. Three research questions were framed which gave rise to three hypotheses. A well designed questionnaire was prepared and 100 copies were distributed to respondents in the sampled hospitals for completion. The questionnaires were collected back and data extracted for analysis. The result of the study revealed that: Capacity development can result in the development of sustainable skills among health information professionals; it can serve as a means of improving efficient health information services in hospitals, as well as motivate health information professionals in hospitals in Calabar urban, Cross River State.

XI. RECOMMENDATIONS

Capacity development should be promoted to sustain skills among health information professionals, Health information management professionals should be encourage to attend professional development seminars, incentives should be provided to motivate them to attend workshops and certificates issued from such workshops should be used as bases for promotion.

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