

Patient Records Retrieval Strategy on Service Quality of Health Information Management Professionals in Public Health Institutions in Oyo State, Nigeria

Temitope Elizabeth Ojo,
Department of Information Management,
Lead City University, Ibadan
lizzyaboveall@gmail.com

Abstract

Service quality (SQ) has emerged as an essential aspect for high customer industries like hospitals. Patients demand quality, healthcare institutions must implement a system in meeting the expectations of the patients. Medical records are important tools in patient management with details about each patient's health history from birth to death. The wide range of clinical information seekers suggests a strong demand for information, thus getting records is essential in information retrieval systems. Patient records retrieval strategy entail all processes and procedures in place to enhance prompt recollecting patient health records as the need arises. For high SQ there should be comprehensive working record retrieval strategy (RRS). Literature has not been established on how patient records retrieval strategy (PRRS) influence SQ among HIMPs, the study is based on it. This is a cross-sectional study that included 322 HIMPs, total enumeration technique was employed. Structured questionnaire was used. Data collected was analyzed using descriptive and inferential statistics. Findings revealed that HIMPs render very high quality service to their patients with the grand mean of 3.55 on a four-point scale where PRRS has grand mean of 3.36 showing high level of PRRS in PHIs in Oyo State. Hypothesis reveals a fair relationship at 0.421, adjusted value 0.175 implying less significant contribution of PRRS on SQ. The outcome show that PRRS has contributed significantly to SQ of HIMPs in PHIs in Oyo State. Therefore, it is recommended that HIMPs should be encouraged through training, and conferences with modern IT equipment to enhance higher performance.

Keywords: Service quality (SQ), patient record retrieval strategy (PRRS), public health institution (PHI), Health information management professional (HIMP), patient.

Introduction

In the recent era of globalization, healthcare sustainability has attracted more attention due to its market size, investments, technological advancements, quality patient services, rise in medical tourism, rising patient safety consciousness, and government initiatives. In the age of globalization, adherence to specified standards has become important. Particularly, this assists organizations to benchmark their services against those provided by the peers in the other parts of the world. The requirements or the standards are interpreted base on customers' needs. Therefore, when patients are happy with their healthcare services, it suggests that the set of requirements were met and satisfied. Notably, this approach of service quality from the standpoint of addressing patients' demands is also implied in numerous quality improvement models. However, some have developed a more robust view and understanding of quality. Service quality was considered to be multi-dimensional encompassing aspects such as trustworthiness, responsiveness, politeness, and the ability to maintain of a service, quality is dynamic in nature because of the fact that clients' beliefs, attitude and values are liable to change. The difficulties of complexity, co-production, and service intangibility inherent in service delivery in healthcare organizations may make research valuable.

Service quality has emerged as an essential aspect for high customer industries like hospitals. In essence, building a reputation of quality service practices to the patients could be key to supporting companies in the service industry gain a competitive edge and sustain long-term profitability. The relevance of service quality in the service sector is important since it supports and enhance corporate performance. Patients demand quality, so healthcare institutions must implement a system that will assist in meeting the expectations of the patients who are healthcare consumers. Quality originated from the Latin word, *qualis*, which means 'what kind of' Quality is an abstract and illusive idea, with different meanings and interpretations. Consequently, quality has been referred to as excellence, adherence to standards and patient satisfaction. Notably, according to several authors' service quality is defined as going above and beyond what the client requires by ensuring that the organization's processes and services are up to design standards. While the definition of service quality used in the literature is nonuniform, it is even more varied when considered from the perspective of healthcare.

Service quality among health information professional's framework is a set of principles, standards, policies and constraints used to direct the design, development, deployment, operation and retirement of services provided by a service provider with the goal of providing

a consistent service experience to a particular user in a specific business context. This includes also the setting for the organization as service provider's skills are organized into services. An action that is intended to benefit a patient is referred to as a practice. As a result, service quality in healthcare practice is considered to be the gap between the service's actual performance and what was anticipated. The degree to which a particular service meets the expectations of the patients is regarded as a sign of a high-quality service in healthcare practice (Shankar, Datta, & Jebarajakirthy, 2019).

Hospitals must maintain accurate patient records that are easily accessible in order for health information management personnel to perform effectively and efficiently. Record retrieval technique or strategy is the process of finding record system resources from a group of those resources that are relevant to a record need. Searches may use full-text indexing or another type of content-based indexing. Record retrieval is science of finding patient health records in papers, in documents themselves, in databases of patient texts and photos, as well as in the metadata that characterizes data. Automated record retrieval systems are used to decrease what has been known as record overload. An information record system is a software program that gives users access to patients' health record. A record retrieval strategy starts when a health information management professional inserts a query into the system. Queries, such as search terms in web search engines, are explicit declarations of health record demands. A query used for record retrieval does not specifically identify each and every item in the collection. Instead, several objects may match the query, perhaps with different degrees of relevancy. An object is a representation of an entity in a database or content collection. The database record is compared with user queries. Results in record retrieval are often ranked since the results may or may not fit the query. One significant distinction between record retrieval searching and database searching is the ranking of the results.

Depending on the application the data objects could be, for instance, text documents, images, audio files, mind maps or laboratory test results on health conditions (Shankar, Datta, & Jebarajakirthy, 2019). Frequently, document surrogates or metadata are used in record retrieval systems to represent actual documents rather than keeping or storing them there directly. The majority of record retrieval systems calculate a numerical score on how well each database object matches the query and rank the objects within the database based on this score. This study will measure patient record retrieval strategies with record searching, record collecting, record reading and writing of records. These protocols are not followed when patients are

examined and it is due to poor record management in public health institutions in Oyo State. For patients' record to be retrieved appropriately and properly, the records must first be saved appropriately. In light of the aforementioned discussion, this study seeks to investigate the influence of patient record retrieval strategies on service quality among health information management professionals in public health institutions in Oyo State, Nigeria.

Statement of the Problem

Professionals in health information management should have a reliable method for getting information to patients, as well as an appropriate approach, to make it possible to transfer information without difficulty. Preliminary investigation or investigation, close observations and literature review, however, have revealed that patients face difficulties in accessing their health records (case note), time wastage due to long line on appointment days, poor communication and occasionally rude attitude from health information management professionals. These difficulties might impair patients' perception of the value of the service provided, thus, calling to question the practices of health information management professionals in public health institutions in Oyo State. Good patient record retrieval strategies has been found to enhance service quality. Practical experiences reveal that there is no promptness in retrieving patient health records, no specific policy on patient waiting time including inadequate monitoring of patient movement from unit to unit in the hospital in public health institution in Oyo State, all the aforementioned have negative impact on the level service quality in public health institutions causing patient worsen health condition and even death.

Empirical studies on patient record retrieval strategies within the context of service quality of health information management professionals have been conducted. However, scholars in Nigeria have paid less attention to studies concentrating on how patient record retrieval strategy affect service quality, particularly in public health institutions in Oyo State. This suggests a hole that needs to be looked into. This study aims to find out how patient record retrieval strategy affects the level of service quality provided by health information management professionals in public health institutions in Oyo State, Nigeria.

Aim and Objectives of the Study

The aim of this study is to investigate the influence of patient record retrieval strategies on service quality among health information management professionals in public health institutions in Oyo State, Nigeria. The objectives are to:

- I. identify the level of service quality among health information management professionals in public health institutions in Oyo State, Nigeria;
- II. examine different patient record retrieval strategies that exist among health information management professionals in public health institutions in Oyo State, Nigeria;
- III. ascertain the influence of patient record retrieval strategies on service quality among health information management professionals in public health institutions in Oyo State, Nigeria;

Research Questions

1. What is the level of service quality among health information management professionals in public health institutions in Oyo State, Nigeria?
2. What are the different patient record retrieval strategies that exist among health information management professionals in public health institutions in Oyo State, Nigeria?

Hypothesis

H₀– There will be no significant influence of patient record retrieval strategies on service quality among health information management professionals in public health institutions in Oyo State, Nigeria;

Scope of the Study

The study focuses on the influence of patient record retrieval strategies on service quality among health information management professionals in public health institutions in Oyo State, Nigeria. Communication of service, reliability of service, timeliness of service and empathy are the standards established for measuring service quality while the measures for patient record retrieval strategies are record searching, record collecting, record reading and record writing. The geographical scope include public tertiary, secondary and primary health institutions while the respondents are health information management professionals in public health institutions. This population was chosen due to the high number of HIM staffs working in the chosen scope and they were contacted through the help of the human resources staff, and research assistance.

Significance of the Study

This research work would greatly benefit the patients who are the primary healthcare consumers to be fully aware of the existing challenges that may possibly tamper the expected service quality, staffs and management in public health institutions in Oyo State as well as the following stakeholders; health information management professionals, aspiring researchers, and government.

Literature Review

Service Quality meaning in the healthcare industry is challenging due to the nature of services, variety of professionals and ethical practices that support healthcare delivery. One of the common healthcare service quality definitions indicated in literatures is healthcare services whose elements and traits adhere to predetermined specifications and standards. In this regard, it is known as “conformance to specifications or requirements”. In light of this, service quality in this research paper is recognized as conformity to specifications. To sum it up, the use of the aforementioned definition in defining service quality in healthcare practices is the best because it is straightforward in assessment. In other words, assessment of service quality in healthcare practices only necessitates that the services offered be compared against the established criteria and requirements to see whether there is conformance.

A survey of the literature in service quality reveals the intrinsic complexity of quality in the healthcare industry, which makes healthcare sector unique in terms of how service quality management practices should be put into effect. First, providing a distinct treatment path for each patient, given the diversity of customers (patients), requires a highly tailored level of care that add to the complexity of the quality of care as it rises. Second, the knowledge asymmetry (knowledge gap) between the healthcare provider and the patient increases the complexity of the overall healthcare process. Third, compared to other industries, both patients and the healthcare providers are exposed to high risks and costs related to the services rendered, where the cost of failure is considerable and significant. Fourth, in order to guarantee that clients receive high-quality service, healthcare organizations should follow specified regulatory procedures and regulations. Finally, unlike other industries, service delivery may take place over a longer time frame, and may involve variety of treatments, which may affect how customers perceive the quality of care in the healthcare industry. Hence, both healthcare

organizations and patients would be significantly impacted by understanding the antecedents and drivers of service quality results (Halamka, Lippman & Ekblaw, 2017).

Poor service quality among health information professionals continues to be a major overwhelming problem in most African countries. Healthcare practices are significantly impacted by infrastructure. For instance, in Nigeria, the availability of better infrastructures has lagged behind over years. There are inferior medical equipment, limited energy supply etc. Public procurement, at the healthcare level, is believed to be one of the primary areas where corruption in Nigeria occur. Any government department's ability to function properly suffers greatly from corruption. It transfers decision- making and the provision of services from those who need them to those who can pay for them.

It has been well documented how crucial and noteworthy it is for medical practitioners to have access to timely information so they may make the finest diagnoses and decide on the most appropriate course of treatment, which makes it essential to consider health records or information retrieval system (Halamka, Lippman & Ekblaw, 2017). Records retrieval can be traditional paper-based or Electronic medical records (EMRs). EMR is an electronic way for capturing, storing, accessing, and compiling health and medical data as a result of the development of digital technology and it has emerged as a preferred way⁴. Both the paperbased and EMR has the same strategy which include record searching, collecting, reading and writing. Records retrieval becomes challenging when there is lack of training, unqualified professional, suitable equipment, low rate of EMR adoption will definitely affect services quality as this will result into long patient waiting, delay in retrieving existing records, misplaced laboratory result affecting patient satisfaction and perception of such health institution (Alzoubi, Hayati, Ahmad & Al-Hamdan, 2019).

In conclusion service quality is rated by patient satisfaction based on the kind of care given to them in health institution beginning from health information management professionals who are the public relation officers of their health institution.

Conceptual Model

Independent Variable

Dependent Variable

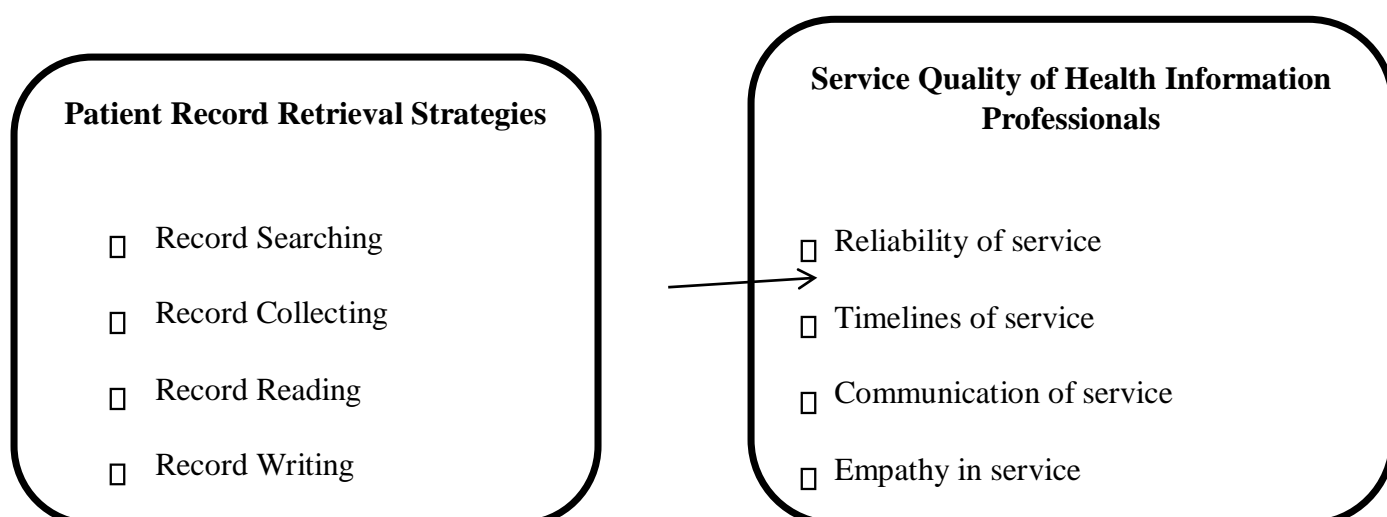
Methodology

Descriptive cross-sectional study design was adopted for this study. The population of this study consists of three hundred and twenty-two (322) health information management professionals working in Health Records Department in public health institutions in Oyo State, Nigeria i.e. University College Hospital (86), Ladoke Akintola University Teaching Hospital (Lautech) (30), Primary health board (111), State hospital management board (95). Total number was adopted.

The data collected was analyzed using descriptive statistics such as frequency distribution, percentage, mean and standard deviation. Linear regression was used to analyze the hypothesis. The hypothesis was tested at 0.05 level of significance. The data were entered into Statistical Packages for Social Sciences (SPSS) version 24. The analysis is presented in tables and explained.

Presentation and Discussion of Findings

TABLE 1: Demographic Characteristics of Respondents



Gender of Respondents

Variable		Frequency	Percent	Valid Percent	Cumulative Percent
Gender	Male	74	23.0	23.0	23.0
	Female	248	77.0	77.0	100.0
Total		322	100.0	100.0	

Age of Respondents

Variable		Frequency	Percent	Valid Percent	Cumulative Percent
Age	20- 25	29	9.0	9.0	9.0
	26- 30	39	12.1	12.1	21.1
	31- 35	68	21.1	21.1	42.2
	36- 40	90	28.0	28.0	70.2
	41- 45	68	21.1	21.1	91.3
	46 and above	28	8.7	8.9	100.0
Total		322	100.0	100.0	

Educational Level of Respondents

Variable		Frequency	Percent	Valid Percent	Cumulative Percent
Educational Level	Technician	60	18.6	18.6	18.6
	OND	42	13.0	13.0	31.7
	HND	119	37.0	37.0	68.6
	Bachelor's degree	89	27.6	27.6	96.3
	Master's degree	11	3.4	3.4	99.7
	Ph.D.	1	0.3	0.3	100.0
Total		322	100.0	100.0	

Work Experience of Respondents

Variable		Frequency	Percent	Valid Percent	Cumulative Percent
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Experience	5-10	111	34.5	34.5	34.5
	11-15	104	32.3	32.3	66.8
	16-20	76	23.6	23.6	90.4
	21-25	31	9.6	9.6	100.0
Total		322	100.0	100.0	

The above table reveals the gender distribution of health information management professionals in public health institutions in Oyo State, Nigeria which include 74 male and 248 female. Followed by age distribution, 29 of the respondents are between the ages of 20 and 25 years of age. 39 of them are within the age range of 26 to 30 years of age while 68 of them are between the ages of 31 and 35 years of age. 90 of them are also within the range of 36 to 40 years of age and 68 of them are within the age of 41 and 45 years of age. Finally, 28 of them are within the age range of 46 years and above. Educational factor shows 60 respondents possess technical certification while 42 have OND degree. 119 have HND degree while 89 possess bachelor's degree. Master's degree and Ph.D. were 11 and 1 respectively. Years of experience shows 111 respondents are between 5 and 10 years of experience. 104 respondents falls between 11 and 15 years of experience. 53 of them have worked for 16 to 20 years and 31 have experience within the range of 21 and 25 years.

Research Question One: What is the level of service quality among health information management professionals in public healthcare institutions, Oyo State, Nigeria?

TABLE 2: Service Quality among Health Information Management Professionals in Public Health Institution in Oyo State

Reliability of service	VS	S	D	VD	Mean	Standard Deviation
I perform the promised practices and accurately (69.3%)	223	96 (29.8%)	1 (0.3%)	2 (0.6%)	3.68	0.513
I influence my colleague's work positively (65.5%)	211	103 (32.0%)	6 (1.9%)	2 (0.6%)	3.62	0.557
I keep error free records	201	107 (62.4%)	8 (33.2%)	6 (2.5%)	3.56	0.639

Patients have very high confidence in healthcare Workers (55.6%)	179 (39.4%)	1 (4.3%)	4 (0.6%)	2 (0.6%)	3.50	0.613
I am sincere in solving patients' problem (68.3%)	220 (30.1%)	2 (0.6%)	3 (0.9%)		3.66	0.542

Mean: 3.60

Timeliness of service

I have the willingness to help patients and provide prompt record (71.1%)	229 (27.6%)	2 (0.6%)	2 (0.6%)	3.69	0.513
Personal attention is given to patients by physicians and other medical staff with their records (61.8%)	199 (35.1%)	8 (2.5%)	2 (0.6%)	3.58	0.576
I respond to patients' request and complaints almost immediately (61.2%)	197 (35.1%)	8 (2.5%)	4 (1.2%)	3.56	0.610
I deliver prompt services without an appointment to our patients (58.4%) (33.5%) (5.3%) (2.8%)	188 (33.5%)	108 (5.3%)	17 (2.8%)	9 3.48	0.724
I give adequate information about our patients' health status (28.0%) (3.4%) (0.6%)	219 (28.0%)	90 (3.4%)	11 (0.6%)	2 3.63	0.582

Mean: 3.59

Communication of service

Adequate information regarding treatment and admission was provided by the health information management professionals (64.6%)	208 (31.1%)	13 (4.0%)	1 (0.3%)	3.60	0.584
There is a clarity in staff communication (59.6%)	192 (37.3%)	120 (1.9%)	6 (1.2%)	4 3.55	0.600

	177	105	31	9	3.40	0.776
	(55.0%)	(32.6%)	(9.6%)	(2.8%)		

During admission, I and/or patients family members were given proper counselling to make informed decisions

Alarm systems and communication systems were in place and functioning	176	98	43	5	3.38	0.773
	(54.7%)	(30.4%)	(13.4%)	(1.6%)		

Mean: 3.48

Empathy

I individualized attention given to my patients	194	101	22		5	3.50	0.694
	(60.2%)	(31.45)		(6.8%)	(1.6%)		
I am always willing to help our patients	201	108	9		4	3.57	0.614
	(62.4%)	(33.5%)	(2.8%)		(1.2%)		
I understand the specific needs of our patients	196	107	10		9	3.52	0.707
	(60.9%)	(33.2%)	(3.1%)		(2.8%)		
The management provide safe feeling of patients during treatment	192	111	17	2	3.53	0.627	
		59.6%)		34.5%)		5.3%)	0.6%)
I provide the needed attention to patient at all time	204	106	9	3	3.59	0.596	2.8%)
							0.9%)

Mean: 3.54

Grand Mean: 3.55

Key: Very Satisfied (VS) = 4, Satisfied(S) = 3, Dissatisfied (D) = 2, Very Dissatisfied (VD) = 1

Decision Rule: 1.00 – 1.49 (very low), 1.50 – 2.49(low), 2.50 – 3.49 (High), 3.50 – 4.00 (Very High)

The first research question in this study has to with determining the level of service quality among health information management professionals in public health institutions in Oyo State. Four indicators were used. The indicators are Reliability of service, Timeliness of service,

Communication of service and Empathy. Each indicator has a mean of 3.60, 3.59, 3.48 and 3.55 respectively on a scale of 4 point scale. Out of these indicators only communication of service fell under high and the rest (reliability of service, timeliness of service and empathy) falls under very high. Overall, from the grand mean score of 3.55, we could say that the health information management professionals in public health institutions in Oyo State gives very high-quality service to their patients.

Research Question Two: What are the different patient record retrieval strategies that exist among health information management professionals in public healthcare institutions, Oyo State, Nigeria?

Patient Record Retrieval Strategies among Health Information Management

Professionals in Oyo State

Record Searching	SA	A	D	SD	Mean	Standard Deviation	n
Customizability of the system according to users' needs	178	55.3%)	98	23	23	.34	0.893
Additional time for data entry affects utilizing the record system	154	47.8%)	114	35	19	.25	0.873
Distributing patient-doctor communication	153	47.5%)	108	36	25	.21	0.926
Mean: 3.26							
Record Collecting							
Availability of records to support patients' healthcare services	183	56.8%)	107	11	21	.40	0.838
Social support for patients to enhance wholesome care	169	52.5%)	114	16	23	.33	0.867
Understanding health information enough to know what to do	197	61.2%)	99	6	20	.47	0.813
Mean: 3.40							
Record Reading							
Legible medical practitioners' handwriting	194	60.2%)	93	16	19	3.43	0.837
Types orders are clear to read leading less error	175	54.3%)	108	20	19	3.36	0.844

All orders are done in one place 175	91	30	26	3.29	0.938
using electronic record 54.3%)	28.3%)	9.3%)	8.1%)		

Mean: 3.36

Record Writing

Benefits of electronic record 179 outweighs	103	19	21	3.37	0.862
records' remote access 55.5%)	32.0%)	5.9%)	6.5%)		
Electronic record increase practice 194	97	11	20	3.44	0.831
productivity 60.2%)	30.1%)	3.4%)	6.2%)		
Electronic information equipment 185	96	20	21	3.38	0.368
give help in better 57.5%)	29.8%)	6.2%)	6.5%)		

Writing

Mean: 3.40

Grand Mean: 3.36

Source: Field Work

Key: Strongly Agree (SA) = 4, Agree (A) = 3, Disagree (D) = 2, Strongly Disagree (SD) = 1

Decision Rule: 1.00 – 1.49 (very low), 1.50 – 2.49 (low), 2.50 – 3.49 (High), 3.50 – 4.00 (Very High)

The second research question in this study has to do with determining the patients' records retrieval strategies that exist among health information management professionals in public health institutions in Oyo State with four indicators. The indicators are Record searching, Record collecting, Record reading and Record writing. On a scale of 4, record searching has a mean score of 3.26, record collecting has mean score of 3.40, record reading has 3.36, record writing has an average score of 3.40. All of these indicators fell under high. Overall grand mean score is 3.36, we could say that the health information management professionals in public health institutions in Oyo State have high level of patients' records retrieval strategies.

Presentation of Test of Hypothesis

The null hypothesis is the one that states that there will be no significant influence of patient records retrieval strategy on service quality among health information management professionals in public healthcare institutions, Oyo State, Nigeria was tested using regression analysis and results are presented in the tables below

Hypothesis: There will be no significant influence of Patient Record Retrieval Strategies on Service quality among Health Information Management Professionals in public health institutions in Oyo State.

Model Summary

Model R	R Square	Adjusted R Square	Std. Error of the Estimate
1 .421 ^a	.177	.175	6.312

a. Predictors: (Constant), RECORD RETRIEVAL STRATEGIES

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2746.678	1	2747.678	256.935	.000 ^b
	Residual	12747.732	320	39.837		
	Total	15494.410	321			

a. Dependent Variable: SERVICE QUALITY

b. Predictors: (Constant), RECORD RETRIEVAL STRATEGIES

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	50.295	1.700		29.585	.000
	RECORD RETRIEVAL STRATEGIES	.343	.041	.421	8.304	.000

a. Dependent Variable: SERVICE QUALITY

The study hypothesis investigates the influence of patients record retrieval strategies on service quality among Health Information management Professionals in public health institutions in Oyo State. The outcome of this null hypothesis is that patients record retrieval strategies is an indicator of service quality. The probability value was at 0.000. This is lesser than the actual level of significance (0.05) this study adopted to determine how an independent variable will determine a dependent variable. The relationship between patients record retrieval strategies

and service quality was at 0.421. This indicated in the model summary table. This implies that there is a 42.1% relationship between patients record retrieval strategies and service quality. It also means that the relationship is positive and fair. The adjusted r^2 value is at 0.175. This means that record retrieval strategies has less significant contribution to service quality among Health Information management Professionals in health institutions in Oyo State.

Discussion of Findings

The outcome of research questions in this study is extensively expatiated upon using empirical findings to support this discussion. The first research question has its main subject of attention on service quality among health information management professionals. The four components or measures examined in this study determining service quality are; reliability of service, timeliness of service, communication of service and empathy. All the components surrounding service quality had high mean scores which remarkably are very satisfactory. The outcome of this study is in line with the statement that people who work in hospitals, in particular health information management professionals to all patients should render patient-centered services (Alzoubi, Hayati, Ahmad & Al-Hamdan, 2019).

The second research question had to do with patient record retrieval strategies among health information management professionals. There are four indicators or measures used to examine this context, it includes record searching, record collecting, record reading and record writing. All the indicators had approximately equal high mean scores indicating agreement with positive patient record retrieval strategies. This corresponds with a statement that a record retrieval strategies begins when a health information management professional enters a query into the system. Queries are formal statements of health record needs, for example search strings in web search engines. In record retrieval a query does not uniquely identify a single object in the collection. Instead, several objects may match the query, perhaps with different degrees of relevancy.

The hypothesis is about “Patient record retrieval strategies will not significantly influence the service quality”. On this, the outcome of the study comes out significant, therefore, it means that the service quality of health information management professional significantly are influenced by the practice of patient record retrieval strategies. Several studies have reported positive significant effect of record retrieval strategies on service quality (Tang, Liu, Zhao & Wang, 2018).

Conclusion

This study revealed that service quality of health information management professional can be very satisfactory diligent patient record retrieval strategies. The retrieval strategy should be improve on because independent variable studied in the research has a great influence on dependent variable. Therefore to have a satisfactory service quality in health institution, patients health records should be available and retrieved as when needed by the authorized user using all modern technology suitable and applicable.

Recommendations

The study hereby recommended that health institution management should provide appropriate technology and modern equipment needed in all health records department to aid patient satisfactions including seminars, conferences and other health related trainings that will broaden their mind and equip them in rendering a patient-centered service that can meet up with international standard.

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