

ABSTRACT

In recent years, Ministry of Health and Sports (MOHS) of Myanmar is designing to more develop the electronic medical record (EMR) system in hospitals and it becomes very important to assess the quality of EMR system used in hospitals. This cross sectional descriptive study was conducted to assess the quality of EMR system at New Yangon General Hospital in 2017. In this study, 267 EMRs at New Yangon General Hospital in 2017 were checked for completeness and correctness and then two hospital administrators (one Deputy Medical Superintendent and one Assistant Medical Superintendent) and four staff in EMR department at New Yangon General Hospital were in-depth interviewed regarding their perceptions, practices, difficulties and suggestions. When the completeness of EMR documentation was assessed, three components (investigation, treatment and surgical procedure) were omitted because EMR staff had been instructed not to fill these components since they were in EMR software training. On reviewing the components, all records in this study were over 90% complete in 27 out of 28 items. In the police case item, only 61% of the records had completeness. In this study, overall completeness of patient's registration, patient's biodata, diagnosis and discharge components (total 28 items) was found in 248 records (92.9%) and overall correctness of EMR documentation was found in 258 records (96.6%). All erroneous data were found in principal diagnosis item. In this study, all hospital administrators and EMR staff accounted that EMR system is important and necessary for quality health care services and patient's safety. EMR system is more effective than paper-based medical record system and it needs proper backup system. The hospital administrators stated that if the staff had no training and no competence in EMR system, it can be burden for them but EMR staff answered that EMR system is not burden for them. Sufficient competent staff, computers and facilities were needed in New Yangon General Hospital. EMR software training should be given to not only EMR staff but also the hospital administrators and medical officers. The completeness and correctness of EMR documentation was satisfactory and all hospital administrators and EMR staff had good perception of EMR system. This study can be applied to upgrade EMR system thereby leading to be the lean hospitals in Myanmar and improve quality of health care and patient's safety.