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**REPUBLIC OFCAMEROON**

**UNIVERSITY OF BUEA**

PEACE-WORK-FATHERLAND

P.O. Box 63, Buea, South West Region CAMEROON Tel : (237) 3332 21 34/3332 26 90 Fax: (237) 3332 22 72

**FACULTY OF ENGINEERING AND TECHNOLOGY**

**DEPARTMENT OF COMPUTER ENGINEERING**

**DESIGN AND IMPLEMENTATION OF A HOSPITAL MANAGEMENT INFORMATION SYSTEM**

*A dissertation submitted to the Department of Computer Engineering, Faculty of Engineering and Technology, University of Buea, in Partial Fulfilment of the Requirements for the Award of Bachelor of Engineering (B.Eng.) Degree in Computer Engineering.*

**By:**

ACHALE EBOT OMA  
Matriculation Number: FE20A002  
**Option:** Software Engineering

**Supervisors:**

Prof Elie Fute  
Dr. Kengnou Nicole  
University Of Buea

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Achale Ebot Oma  
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**Department of Computer Engineering   
Faculty of Engineering and Technology  
University of Buea**

**Certificate of Originality**

We the undersigned, hereby certify that this dissertion entitled **“DESIGN AND IMPLIMENTATION OF A HOSPITAL MANAGEMENT INFORMATION SYSTEM”** presented by ACHALE EBOT OMA, **Matriculation number FE20A002** has been carried out by him in the Department of Computer Engineering, Faculty of Engineering and Technology, University of Buea under the supervision of **PROF ELIE FUTE** and **DR. KENGNOU NICOLE.**

This dissertion is authentic and represents the fruits of his own research and efforts.

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Supervisors**

**Head of Department**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Student**

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**Dedication**

**Acknowledgment**

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**CHAPTER 1. GENERAL INTRODUCTION**

1. **Background and Context of Study**

Traditional paper-based systems in hospitals pose a significant challenge to effective patient care. Retrieving information is a time-consuming task, often requiring manual searching through physical folders. This delays treatment initiation and hinders real-time decision-making. Additionally, paper records are prone to errors like illegibility, misplacement, and loss, leading to inconsistencies in patient data and potentially compromising care quality. Incomplete medical histories can result in medication errors and misdiagnoses. Staff productivity also suffers due to the burden of managing cumbersome paperwork. These limitations translate to longer wait times for patients, potential harm due to inaccurate information, and difficulty in analyzing trends for improvement.

A Hospital Management Information System (HMIS) offers a powerful solution. It creates a centralized electronic database, granting real-time access to patient data and resource availability. This eliminates delays in retrieving information, facilitating efficient care coordination. Data validation features ensure accuracy and consistency, minimizing human error. Additionally, an HMIS streamlines record management by enabling easy access to complete medical histories regardless of physical records. This not only improves continuity of care but also frees up staff time for direct patient interaction. By collecting and analyzing data points, an HMIS empowers hospital administrators with valuable insights for informed decision-making, ultimately leading to improved patient care delivery, enhanced efficiency, and better resource management.

1. **Problem statement**

Hospital staff find it hard to manage the information in the hospital due to the traditional hand-written information used. This makes it difficult for them to know resources which are available for a patient at a given time. These resources could be the staff which include doctors and nurses, or the rooms available for the patient. When a patient needs medical attention, it will be difficult to know the rooms available for the patient, as well as available nurses and doctors who need to provide patient care. Also, this hand-written system makes it hard to reclaim, manage or process patients’ records when needed. This makes it difficult for the hospital staff to fully understand the patient’s problems in a case where the patient forgets his or her hospital book at home while coming either to do a consultation or do some lab tests.

1. **Objective of the Study**
   1. **General Objectives**

Build a digitalized and secure system which manages the information of hospitals in a user friendly way so that it can be easily retrieved by the staff when needed.

* 1. **Specific Objectives**
* Analyze other existing hospital management information systems which correspond to the problem mentioned. Know how the systems operate, their drawbacks and brainstorm solutions to these drawbacks
* Design a system which has similar functionalities to the existing systems which are very important to the staff and integrate the solution to their drawbacks as well.
* Implement the designed system to be user friendly in a way that staff can easily add or retrieve data from it.

1. **Proposed Methodology**

This project proposes a systematic approach to develop and implement a Hospital Management Information System (HMIS) that addresses the challenges outlined in the problem statement. The methodology will involve the following key phases:

* 1. **Requirements Gathering and Analysis:**
     1. **User Interviews and Surveys:**

Conduct interviews with key stakeholders, including doctors, nurses, administrative staff, and hospital management, to understand their specific needs and pain points regarding information management. Surveys can further gather broader perspectives on user requirements.

* + 1. **System Analysis:**

Analyze the existing paper-based system to identify its strengths and weaknesses. This involves understanding data flow, current processes, and limitations.

* + 1. **Defining Functional and Non-Functional Requirements:**

Based on the gathered information, document both functional requirements (what the system should do) and non-functional requirements (how the system should perform). This will include features like patient registration, appointment scheduling, medical record management, resource allocation, reporting, and security requirements like user access control and data privacy.

* 1. **System Design and Development:**
     1. **Technology Selection:**

Choose the appropriate technology stack for developing the HMIS. This includes selecting a database management system, programming language(s), and development frameworks based on factors like scalability, security, and integration capabilities.

* + 1. **System Architecture:**

Design the overall architecture of the HMIS, outlining the components, data flow, and communication between different modules. This includes functionalities like user interface design, data access layer, and business logic layer.

* + 1. **System Development:**

Develop the HMIS functionalities based on the designed architecture and system requirements. This involves coding, unit testing, integration testing, and user interface development.

* 1. **System Implementation and Testing:**
     1. **Data Migration:**

Migrate existing patient data from paper records to the electronic HMIS while ensuring data integrity and security. This may involve manual data entry or data conversion tools.

* + 1. **System Testing:**

Conduct comprehensive system testing to ensure the HMIS functions as intended. This includes unit testing, integration testing, user acceptance testing (UAT) involving hospital staff, and security testing to identify and address any vulnerabilities.

* + 1. **Training and User Support:**

Provide comprehensive training to hospital staff on using the HMIS effectively. This may involve user manuals, video tutorials, and hands-on training sessions. Ongoing support will be provided to address user queries and troubleshoot any issues that arise.

* 1. **Evaluation and Deployment:**
     1. **Evaluation:**

Evaluate the effectiveness of the implemented HMIS by collecting feedback from users and monitoring key performance indicators (KPIs) like improved access to information, reduced wait times, and enhanced data accuracy. This will help identify areas for further improvement.

* + 1. **Deployment:**

Once evaluation confirms the system's effectiveness and user satisfaction, the HMIS will be deployed for full-scale use within the hospital.

* + 1. **Maintenance and Support:**

Ongoing maintenance will be provided to ensure the HMIS remains functional and secure. This includes addressing user concerns, bug fixes, system updates, and incorporating any future enhancements identified during evaluation.

1. **Research Questions**

* Are there existing systems which manage hospital information? If there are systems, what are their loop-holes?
* What are the features of these systems?
* How can the new system be made to take in data and send it out in an appealing way which is easy to understand.

1. **Research Hypothesis**
2. **Significance of the Study**

Many healthcare facilities still rely on paper-based systems for managing patient records and hospital operations. While these traditional methods may seem familiar, this study emphasizes the critical need for a transition to a Hospital Management Information System (HMIS). Paper-based systems create significant roadblocks to efficient and high-quality patient care.

One major challenge lies in the retrieval of information. Locating specific details within a physical folder can be a time-consuming task, leading to delays in treatment initiation and hindering real-time medical decision-making. This inefficiency can have a ripple effect, impacting patient care and overall workflow. Additionally, paper records are susceptible to errors. Illegible handwriting, misplacement, and even loss of documents can compromise data accuracy and consistency. Incomplete medical histories due to missing or inaccurate information can then lead to medication errors and misdiagnoses, potentially jeopardizing patient safety.

Furthermore, managing paper records creates a significant burden on staff. Sorting through physical folders and maintaining extensive filing systems consumes valuable time that could be better spent on direct patient interaction. This burden ultimately affects both staff productivity and the quality of patient care.

An HMIS offers a powerful solution to these challenges. By creating a centralized electronic database, it grants immediate access to patient data and resource availability. This eliminates the time-consuming searches associated with paper records, facilitating efficient care coordination and improving overall workflow. Data validation features within the HMIS ensure accuracy and consistency, minimizing human error and protecting patient safety.

The benefits extend beyond immediate access. An HMIS streamlines record management by providing easy access to complete medical histories regardless of location. This fosters improved continuity of care, ensuring healthcare providers have a comprehensive understanding of a patient's medical background when making treatment decisions. Additionally, by eliminating the need for physical record management, an HMIS frees up valuable staff time. This allows healthcare professionals to focus on direct patient interaction, improving the overall patient experience.

Finally, an HMIS empowers hospital administrators with a powerful tool for data-driven decision making. By collecting and analyzing data points, the system provides valuable insights into hospital operations, patient trends, and resource utilization. This information allows administrators to make informed decisions that can improve patient care delivery, enhance operational efficiency, and optimize resource management.

In conclusion, this study underscores the significant advantages of adopting an HMIS. By addressing the shortcomings of paper-based systems and leveraging the power of digital solutions, healthcare facilities can create a more efficient, accurate, and patient-centered environment. This shift towards digital record management holds tremendous potential for improving the quality of care, enhancing staff productivity, and ultimately, optimizing overall healthcare delivery.

1. **Scope of the Study**

This project delves into the critical role of a Hospital Management Information System (HMIS) in transforming healthcare delivery. Our focus is on highlighting the limitations of traditional paper-based systems and exploring how an HMIS tackles these challenges to create a more efficient, accurate, and patient-centered environment.

The scope of this study encompasses the following key areas:

* 1. **The Inefficiencies of Paper-Based Records:**

This section will provide a comprehensive analysis of the drawbacks associated with paper-based record management. We will explore how the time-consuming nature of retrieving information from physical files leads to delays in treatment initiation and hinders real-time decision-making by healthcare professionals. Additionally, the study will examine the susceptibility of paper records to errors like illegibility, misplacement, and loss. We will analyze the impact of such errors on data accuracy and consistency, highlighting the potential risk to patient care quality due to incomplete medical histories. Finally, this section will delve into the burden paper records place on staff, analyzing how they consume valuable time that could be better spent on direct patient interaction.

* 1. **Unveiling the Advantages of an HMIS:**

Building upon the identified limitations of paper systems, this section will delve into the benefits of implementing an HMIS. We will explore how a centralized electronic database streamlines workflows by providing immediate access to patient data and resource availability. This analysis will highlight how such access eliminates delays associated with paper searches, facilitating efficient care coordination and improving overall hospital operations.

Furthermore, this section will delve into the data validation features offered by an HMIS, emphasizing their role in minimizing human error and ensuring data accuracy and consistency. The impact of this enhanced data integrity on patient safety will be a key focus. We will also explore how an HMIS streamlines record management by providing easy access to complete medical histories regardless of location. This analysis will highlight the positive impact on continuity of care, ensuring healthcare providers have a comprehensive understanding of a patient's medical background for informed decision-making. Additionally, we will examine how an HMIS frees up valuable staff time by eliminating the need for physical record management. This will be linked to improved staff productivity and the potential for enhanced patient experiences through increased direct interaction.

* 1. **Empowering Decision-Making with Data Analytics:**

The final section of the scope will explore the powerful data analytics capabilities of an HMIS. We will examine how the system collects and analyzes data points, providing valuable insights into hospital operations, patient trends, and resource utilization. This analysis will showcase how administrators can leverage this information to make informed decisions that can improve patient care delivery, enhance operational efficiency, and optimize resource management.

**Exclusions:**

While this study focuses on the benefits of an HMIS, it is important to acknowledge some exclusions. The specific features and functionalities of different HMIS solutions will not be a central focus. Additionally, the implementation process and potential challenges associated with adopting an HMIS will not be covered in detail. These aspects may be explored in further research projects.

By comprehensively examining the limitations of paper-based systems and the multifaceted benefits of an HMIS, this study aims to provide a compelling argument for the adoption of digital solutions in healthcare. Ultimately, the goal is to highlight how this shift can contribute to a future where healthcare delivery is characterized by efficiency, accuracy, and a patient-centered approach.

1. **Delimitation of the Study**
2. **Definition of Keywords and Terms**
3. **Organization of the Dissertion**

**CHAPTER 2. LITERATURE REVIEW**

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2. **General Concepts on Hospital Management Information Systems**
3. **Related Works**
4. **Partial Conclusion**

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1. **Introduction**
2. **Tools and Materials used**
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