The Management University of Africa

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UNDERGRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DIPLOMA IN COMMUNITY HEALTH AND DEVELOPMENT

DHD 102: HEALTH RECORDS AND SYSTEM MANAGEMENT

DATE: 7TH AUGUST 2025

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **THREE** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the case study below to answer the questions that follow.

DATA MANAGEMENT IN A HEALTH RECORDS SYSTEM

Sunnyvale Medical Centre, a medium-sized hospital, recently transitioned from a paper-based health records system to an electronic health record (EHR) system. The main goal of this transition was to improve patient care, reduce administrative burdens, and enhance data accuracy and security. However, as with any significant change, the hospital faced multiple challenges during and after the implementation of the new system. Sunnyvale Medical Centre implemented an EHR system called Medi Core to handle patient data entry, storage, retrieval, coding, and billing. The system aimed to streamline patient information management across different departments, from admission to discharge, including outpatient and inpatient services.

After the EHR system went live, the hospital experienced issues with the accuracy and completeness of patient data. For instance, patient demographic details, such as addresses or insurance information, were sometimes entered incorrectly or were incomplete. This led to discrepancies in billing, delays in patient care, and challenges in patient follow-up. Data security became a significant concern after a minor data breach occurred, exposing sensitive patient information. The breach was caused by unauthorized access through weak user credentials and insufficient audit mechanisms within the EHR system. The breach highlighted the need for stronger data protection policies and better training for staff on safeguarding patient data. The hospital had not fully optimized its data backup and storage processes, resulting in the loss of some patient records during a system outage. Although backups were performed, they were not frequent or automated enough, which meant that some critical data was lost between manual backup periods.

The hospital introduced mandatory data validation checks at every stage of the patient admission process. For example, staffs now double-check data fields such as addresses, insurance details, and medical history during admission. Implemented a data reconciliation system to cross-check patient information across multiple departments to ensure consistency. Automated alerts were set up to prompt

healthcare providers if important information, such as medical history or allergies, was missing from a patient's file before treatment or discharge. Regular security audits were conducted to monitor unauthorized access attempts and identify vulnerabilities. Training sessions were organized for all healthcare workers on best practices for handling and securing patient data, such as locking screens when leaving workstations and identifying phishing threats.

After implementing mandatory data validation checks and cross-department reconciliation, the hospital saw a significant reduction in errors in patient information. This resulted in improved patient care as physicians had access to accurate and up-to-date records at all times. The security breach was quickly contained, and no further incidents occurred. The stronger authentication protocols and regular audits provided an additional layer of protection against unauthorized access. Sunnyvale Medical Centre also regained patient trust by demonstrating their commitment to safeguarding sensitive health information. The new backup system ensured that even during minor outages, patient data could be quickly restored with minimal disruption to hospital operations. The transition to cloud-based storage also reduced the risk of physical damage to records in the case of a disaster.

Sunnyvale Medical Centre's experience highlights the critical role that effective data management plays in healthcare. Ensuring data accuracy, implementing strong security protocols, and establishing reliable backup and storage systems can significantly enhance the quality of patient care and operational efficiency in a hospital setting. While challenges are inevitable during system transitions, proactive management and continuous improvement can lead to a successful outcome.

Required:

a) Explain four challenges Sunnyvale Medical Centre faced with their data backup and storage processes. **(8 MARKS)**

b) Discuss five roles that staff training play in improving data management practices at Sunnyvale Medical Centre. **(10 MARKS)**

c) Propose four lessons learned from Sunnyvale Medical Centre's experience with transitioning to an electronic health records system. **(12 MARKS)**

QUESTION TWO

a) As a health records officer at a hospital, describe **four** steps in which you can take in improving the security breach in the electronic health record system. **(8 MARKS)**

b) Define the following terms:

i. A health record **(1 MARK)**

ii. A patient chart **(1 MARK)**

QUESTION THREE

a) Discuss three characteristics of a good record. **(3 MARKS)**

b) Using relevant examples, propose types of documents found in a health record. **(7 MARKS)**

QUESTION FOUR

a) Briefly state and explain **five** challenges that are facing health care professionals when interviewing a patient. **(5 MARKS)**

b) Discuss **five** reasons that form the importance of an electronic document management system. **(5 MARKS)**

QUESTION FIVE

a) Define the terms:

i. Policy **(1 MARK)**

ii. A patient health record **(1 MARK)**

b) Describe four key steps involved in the formulation of health policies within a healthcare organization. **(8 MARKS)**

QUESTION SIX

Evaluate five common challenges faced by healthcare providers when dealing with health insurance carriers during the claims process **(10 MARKS)**