

Abstract

"The knowledge, skills and tools which enable information to be collected, managed, used and shared to support the delivery of healthcare and to promote health" is the expected ultimate outcome of health informatics.

The lack of above was felt dramatically and the aim of this study is to provide recommendations on policy, standards, guidelines and implementation strategy for an actionable, feasible, and sustainable IT Human Resource (HR) Development Strategy for the state health sector of Sri Lanka.

The Human Resources planning and eHealth Policy Framework was identified as a priority by the ministry of Health in January 2009.

Having analysed the other countries policies and current practice a study was conducted for the requirement analysis primarily through interviews using questionnaire from selected stakeholders in identified institutions in different parts of the country. Study helped to recognize the problems related to eHealth in the respective institutions and strengthen the staff communication and motivation.

The deliverable of this research is a strategic plan for eHealth Human Resource Development which will elaborate to help the authority providing recommendations to identify skilled and competent medical professionals, other staff to involve in eHealth activities and assist for their selection criteria, recruitment, job description, retention, training, carrier development etc. which is to make sure the adequacy, effectiveness and completeness of the eHealth human resources Development Strategy in the proposed eHealth policy of Sri Lanka. Among the recommendations, supportive staff in relation to eHealth should be appointed from the combined service to minimize the work related issues, the duties of the IT professionals in the ministry of health should be formulated by the health authority to best suite to the state health care settings, establishment of National Health Informatics Resource Centre , emphasis on organizational goals ,on going HR planning depending on the future needs, further monitoring and review cycles, continuous professional development of all eHealth staff, issues related to transfers, appointing special evaluation bodies before installing any eHealth system etc.

Keywords

eHealth, policy, Human Resource/s, Management, Employee benefits, Employee Compensation, job satisfaction, HR, job design, job description, employee turnover, organizational effectiveness, best practices, Benchmarking.