

Executive summary

This project was carried out to increase the readiness of sharing information in the Teaching Hospital Ragama according to the RTI act 2016. Right to information (RTI) refers to the right of every citizen to access information held by or under the control of public authorities. Patients have a right to know how the healthcare delivery mechanism is taking place at their institutions. Access to information not only promotes transparency and accountability in management but also facilitates fully participation of public life to promote good governance in the country at large. Therefore, the customer should be accessible to healthcare-related information to understand that they are getting the right treatment at the right time from the right person. Ultimately customers to know the system is responsive, transparent and accountable they must be accessible for essential information appropriately. If the customer's right to information is protected, every organization should be ready to share information according to the RTI Act 2016.

Aim of this project was to identify the current practices and gaps in sharing information according to the RTI Act and designing an intervention to overcome the gap and increase the readiness for sharing information leading to foster the culture of responsiveness, transparency and accountability in the TH Ragama

Both qualitative and quantitative approach was used to assess the process before and after the intervention. Stakeholder engagement, information request process, appeal process, institutional capacities and enforcement & monitoring were the strategic areas used to improve the readiness by using the Customer Relationship Management (CRM) model. CRM increased the readiness in the organization, human resource and technical aspects.

Readiness score was calculated to assess the improvement of the organization.

Knowledge of sharing information among selected employees was assessed. According to the findings, it was noticed that there is a significant increment in knowledge. MannWhitney U test was used to assess the significant level.

The satisfaction of employee regard to the process of sharing information according to the RTI act 2016, had improved drastically. Organizational readiness for sharing information was assessed by calculating the readiness score which was 7.7% and three months after the implementation of the intervention it had developed up to 89.2 %.

The main gap identified in the project was that the organization was not ready to share information even after two years of the execution of the RTI act. Package of interventions introduced was improving the stakeholder engagement, enabling information request and appeal process, developing institutional capacities, enforcement & monitoring.

Project evaluation has shown significant improvement in the organizational readiness for sharing information and ultimately increasing the transparency, accountability and responsiveness of the organization.