

EXECUTIVE SUMMARY

This research project has been targeted to improve the vehicle maintenance management system at RDHS Batticaloa. The RDHS Batticaloa is the main administrative body for the Batticaloa district which is responsible to do the administration of Provincial health care institutions. It is inevitable to use the vehicle for health care services. Therefore, managing the vehicle maintenance is a vital part of the health care delivery of the district. Further there was no well-organized system to manage the vehicle at RDHS Batticaloa. This research project has been justified by the importance of the vehicle maintenance management system and the need for such system at RDHS Batticaloa. The main objectives of this research-project were to identify the gaps in the vehicle management system, to implement a set of suitable interventions to improve the vehicle management system and to assess the effectiveness of the intervention through the application of the research component.

Further, literature reviews which have been done with various studies from various parts of the world in many industries, including health care industry, suggested the importance of having a well-organized vehicle maintenance management system.

Study design of this project was quasi experimental model. Moreover, the Methodology of this research project consisted three main phases. The aim of the first phase was to do an assessment on the vehicle maintenance management to identify the problems. A set of interventions have been formulated and implemented during the second phase. During the third phase, the post interventional assessment has been done repeatedly to assess the effectiveness of the interventions. The RDHS Batticaloa, Administrative Officer, Accountant, Vehicle maintenance subject clerks, various unit in charges and the drivers were the study population. FGDs, KIIs, Data Extraction sheet and a self-administrated questionnaire were used as data

collection instruments. The ethical clearance was obtained from the ethics review committee of Post Graduate Institute of Medicine, University of Colombo and the administrative permission has been obtained from the RDHS Batticaloa.

The main problems which have been identified as a result of the pre interventional phase were, non-availability of a well-functioning vehicle maintenance unit, PMs were not done on proper time, CMs were not recorded properly and non-availability of a vehicle daily check list. To overcome the identified problems a set of interventions has been implemented which includes, the introduction of daily check lists for vehicles, Summary sheet for PM, mechanism to enter all CMs on the records and introduction of a Standard Operating Procedure for PMs to ensure the practice of doing timely preventive maintenance. The post interventional assessment revealed statistical improvement in all process indicators, output indicators and outcome indicators.

This research project has concluded that all the interventions implemented have improved the vehicle maintenance management system at RDHS Batticaloa. The main recommendations made to sustain the implemented interventions. The main limitation during the project period was the prevalence of COVID 19 infection at the project setting.

Key words: Vehicle maintenance management, Satisfaction of the end users.