

ABSTRACT

Introduction: Information Silo is an information system incapable of reciprocal operations with other related information systems. It develops due to human behaviour, organisational factors preventing collaborative work and technological factors preventing data exchange. Out of which, human behaviour has a significant contribution to the development of information silos. Siloed information systems reduce organisational performance and process efficiency. Therefore, the scientific community recommend to breakdown information silos to improve organisational performance. Siloed information systems are in operation within the preventive child health programme of Sri Lanka, and breaking them down is practically difficult in the current context. Therefore, the study was conducted to identify the strategies to minimise the burden of existing information silos in the preventive child health programme of Sri Lanka.

Methodology: Mixed method study design was used to conclude the research. The issues of information silos at data collection and decision-making levels and possible solutions were captured using in-depth interviews. Strategies to minimise the burden of information silos were created using the solutions generated during the interviews and solutions obtained from the existing literature. The consensus for each strategy was obtained from the domain specialists to maintain the validity and compatibility with the context using the Nominal Group Technique.

Results: A framework was developed to minimise the burden of information silos in preventive child health programme using 33 strategies identified during the study. The strategies were categorised under 6 core areas: values, collaborative operating model, collaborative environment, leadership, people rewards and development, and technology.

Conclusion: The existing information silos in preventive child health programme create issues for healthcare workers at data collection and decision-making levels. The proposed framework would be helpful in minimising the burden of information silos in the preventive child health programme. Not including the client's perspective and limiting the study to preventive child health programme are the study's main limitations.

Keywords: Information Silos, Complexity Theory, Child health programme