

Abstract

Introduction

Data quality in health information systems is crucial for the provision of optimal quality of health services for populations in both preventive and curative sectors of health. Electronic Reproductive Health Management Information System (eRH MIS) is a DHIS2 based preventive health information system managed by the Family Health Bureau, Ministry of Health, Sri Lanka. It is the sole source of information for programme monitoring and national-level indicators on maternal and child health in Sri Lanka. It was developed to replace the paper-based Reproductive Health Management Information System and in operation since 2017. The system has achieved a higher user acceptance, coverage, improvement in timeliness and completeness of data. This study was conducted to further improve the quality of information retrieved from the system.

Method

The study was conducted in a mixed-method approach in four phases. In the first phase, a self-administered questionnaire was offered to the eRH MIS end users to assess the knowledge, attitudes and current practices related to data quality. During the second phase, process observations were performed on selected facilities. In the third phase, the World Health Organization Data Quality tool was configured in eRH MIS and introduced to selected end-users. The usability and acceptance of the tool were assessed by interviewing the users in the final phase.

Results

Out of 216 participants, 88% (191) were willing to use the tool to assess the data quality at the facility level. A majority (98%) of the users were interested in training on data quality. There was a plenitude of existing data quality measures in the eRH MIS data life cycle and the newly introduced WHO Data Quality tool has proven its' usability achieved a higher acceptance.

Conclusion

WHO data Quality tool can be adopted as a measure of improving data quality in DHIS2 based health information systems. To achieve optimal data quality in a health information system, all stages of the data life cycle and the contextual factors need to be investigated.

Key Words: Data Quality, eRH MIS, DHIS2, Family Health Bureau, WHO Data Quality Tool