

## **Abstract**

**Background:** An Electronic Information Management System (EIMS) has been developed to replace the existing paper-based system at National STD/AIDS Control Programme (NSACP) in Sri Lanka. Evaluation of this electronic and medical record-based software project took place at its development and shakedown phases to assess its effectiveness, user satisfaction and impact on evidence informed decision making.

**Methodology:** A mixed method research design was assumed and done in two phases comprising five components namely participant observation, document analysis, self-administered questionnaires, focus group discussions and a semi-structured interview.

In the development phase, ten meetings and multiple documents which were exchanged between the developers and the stakeholders of the EIMS were reviewed. The rest was followed in the shakedown phase. Experiences of thirty respondents were explored through a structured self-administered questionnaire. Two focus group discussions to assess effectiveness and user satisfaction, and a semi-structured interview to assess impact of EIMS on evidence-informed decision making were conducted at NSACP in Sri Lanka.

**Results:** Thirty questionnaires answered by the participants were analysed. The documents, records of participant observation, focus group discussions and semi-structured interview were thematically analysed. Both results were triangulated, and final conclusions were made.

**Conclusion:** A number of facts which could be used to guide successful development and implementation of new health information systems (IS) were identified. The contributions made by the end users towards the successful implementation of the IS during the development stage were appreciated.