

## SUMMARY

This was an interventional research project carried out to improve the office record management system linked to Human Resource (HR) related records of nurses at National Hospital for Respiratory Disease at Welisara (NHRD), which is the largest referral center for patients with chest diseases in Sri Lanka.

This research project aimed to identify the gaps in the process. To develop and implement appropriate interventions to overcome these gaps and to evaluate the outcome by assessing the improvements in management of HR-related records of nurses.

Grade promotion and annual increment HR processes were selected by a panel discussion with the experts and were prioritised according to average transactions that took place within a month for this project, both qualitative and quantitative techniques were chosen to understand the selected records management. Qualitative approaches were mainly applied for gap identification and planning of interventions. Quantitative methods were employed for the assessment of the effectiveness of the interventions. A continuous quality improvement package was worked out following an extensive literature review and comprehensive stakeholder participation.

Not having updated instructions, specimen forms and all necessary forms in a single bundle to complete the task; incompleteness of submitted forms; not knowing the responsible person to contact at office; and delay for approval along the document flow were identified as the main gaps by the stakeholders. The record processing time was 30.83 days with an SD of  $\pm 4.84$  for completion of annual increments and 24.33 days with an SD of  $\pm 4.21$  for authorization of grade promotions.

A package of interventions was developed which included designing an e-based and paper-based guides for the two selected processes supported by specimen request forms. Online printable applications for both operations, arranging a whiteboard displaying duty

arrangements of the office staff and setting up a movement register to easily track the records were also included in the interventions.

The project outcome showed increased accessibility, accuracy, improved quality, timeliness and, improved traceability of submitted forms. The interventions have improved the average time spent for annual increments to 17.52 days with an SD of  $\pm 3.39$  and grade promotion to 12.13 days with an SD of  $\pm 2.33$ , which was a statistically significant reduction ( $p < 0.05$ ).

Evaluation of the project shows that a structured quality improvement package designed and implemented with stakeholder participation has improve the two selected HR-related records management processes significantly at NHRD. Therefore, the same methods and processes could be applied to other Teaching Hospitals to improve the effectiveness of HR-related office records management of nurses.

**Key Words:** record management, hospital office, quality improvement, National Hospital for Respiratory Disease Welisara, human resource, annual increment, grade promotion