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## SUMMARY

Information support has been identified as an essential tool for efficient management of a service. Present oral health information system introduced to Sri Lanka in early nineties, has not been modified to date. With the changes in the oral health care delivery system, modifying this oral health information system is thought to be appropriate to support the management of the oral health care service in Sri Lanka.

This interventional study was conducted to find out the effect of the proposed modified recording and reporting system designed to improve reporting of oral health care in government hospitals in Sri Lanka.

The study was conducted in two clinical set-ups: namely OPD dental clinics providing routine dental care and OPD dental clinics providing special dental care. The interventions were the introduction of modified recording and reporting system and the training of the service providers.

The main indicator to assess the effectiveness was the quality of recording and reporting of data in the modified recording and reporting system. Assessment of the effectiveness of the quality of the modified recording and reporting system introduced to OPD Dental Clinics providing routine dental care, was measured by comparing it with the quality of the existing recording and reporting system. The quality was assessed in relation to the accuracy, completeness and the legibility of the Patient's OPD Tickets; the accuracy, completeness, legibility and timeliness of the Daily Registers; and the accuracy, completeness and timeliness of the Monthly Reports.

The comparative study conducted in OPD dental clinics providing routine dental care was conducted in two districts. The experimental area was Colombo district and the control area was Gampaha district. All the OPD dental clinics providing routine dental care in the two districts were included in this evaluation. The study conducted in OPD dental clinics providing special dental care was carried out only in Colombo district. All the OPD dental clinics providing special dental care were included in this study.

The effectiveness of the training programme for Dental Surgeons was assessed in relation to their knowledge and attitude towards the recording and reporting system using self-administered questionnaire. The results obtained from pre and post interventional assessments of the knowledge and attitude of those Dental Surgeons working in experimental and control areas, towards the recording and reporting system were compared to assess the effectiveness.

The modified recording and reporting system was developed by a panel of experts in the respective clinical fields using nominal group discussion. The Daily Registers and the Monthly Reports were developed for every discipline of oral health care in the government sector, in order to improve the quality of data obtained from this modified recording and reporting system.

Training programme for Dental Surgeons was effective as significant improvements were noted in relation to the overall knowledge as well as the overall attitude of the Dental Surgeons in the experimental area after the intervention. These findings identify the need for in-service training programmes linked with activities in which the knowledge could be applied.

Modified recording and reporting system improved the quality information in the oral health information system of OPD dental clinics providing routine dental care. Improvements were noted in relation to several parameters assessing the quality, namely the availability, accuracy, completeness and legibility of Patient's OPD Tickets; the accuracy, completeness, legibility and timeliness of Daily Registers; and the accuracy and timeliness of the Monthly Reports.

As there was no proper information system in the OPD dental clinics providing special dental care prior to the intervention, the results obtained from these clinics in this study were fairly satisfactory. This can be further improved.

The health authorities can introduce similar modified recording and reporting system to government dental clinics and follow up for a longer period than was done in this study to assess the suitability.