

# IMPLEMENTATION OF RECORDS MANAGEMENT SYSTEM IN COTABATO REGIONAL MEDICAL CENTER HEALTH INFORMATION MANAGEMENT DEPARTMENT

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**Abstract:** This study aims to evaluate the implementation of the records management system of Cotabato Regional Medical Center Health Information Department. It utilized the quantitative-qualitative design in data gathering that was conducted in Cotabato Regional Medical Center, a tertiary hospital located in Cotabato City, to the 100 respondents composed of CRMC staff and personnel and clients. The study made use of mean as statistical tools in the analysis of data gathered.

The findings of the study revealed the types of services provided, the practice of filing and processing and records management on guidelines on procedures were very extensive. The seminars and trainings for human resource and upgrading of resources and facilities were very extensive. The attainment of quality service outcome in terms of retrieval of information, preserving records life cycle and quality service in promptness and accuracy were very extensive. The common minor problems encountered included miscommunication and some unavoidable delay due to technological problems that sometimes occur. The common interventions formulated as verbalized by the informants revealed they often conduct meeting and planning regularly to address problems encountered. The study concludes that the records department of Cotabato Regional Medical Center efficiently provides quality services to the clients. The prompt and accurate records released and the preservation of documents was highly maintained since facilities and equipment's were provided. Likewise trainings and seminars were also provided to develop the competency of the personnel which is a factor in improving the quality of services of the department. The study generally recommends continuing and intensifying the compliance of the personnel in practicing standards and protocols for records management system.

**Keywords:** Record Management System, Health Information Management, Tertiary Hospital, Cotabato Regional Medical Center, Cotabato City.

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## 1. INTRODUCTION

Hospitals, both public and private, create, receive and maintain records as evidence of their functions, activities and transactions. Any information documented as a result of processes and activities of a particular business is a vital asset of an organization as any other vital assets including finance and human resources (Pyrene, 2015). Moreover, records in an organization are a unique and irreplaceable source of information about its work, achievements, and continuity. Record serves as a reliable and an authentic source of information which must retain its originality throughout its use (Atulomah, 2011). But often these records are not properly managed which becomes the source of delay of transactions and problems (Pyrene, 2015)

In the United States and other countries all over the world, the amount of patient information on paper and the lack of a central storage system led to large volumes of medical records being stored in various locations (Rhee, 2016). It further cited that in Malaysia the paper-based records and its management process had problems in communicating essential information necessary for quality and efficient patient care. The filing system created problems in retrieving medical records resulting to delay that can affect prompt service delivery (Ngidi, 2015).

In the Philippine health care setting, great amount of time is consumed by information data retrieval and billing process of many local hospitals. This situation often affects the immediate response on the needs of growing populations. The Department of Health mandated the health care sector to be versatile to the trends and innovations especially in records management system to be able to provide better service delivery outcome (Buenas and Caringal, 2014)

The Cotabato Regional Medical Center (CRMC) is a tertiary level health facility that provides health services to many people in Cotabato City and nearby municipalities. It is an ISO accredited agency that certifies quality service delivery specifically in record management system. The core process in hospital operation includes efficient record management system which is part of the most complex dimension of the hospital services. These services area needs a lot of coordination and collaboration of the different people and department. The recipient of these services are the client and their families who will benefit on the accurate, prompt and efficient release of documents and billing reports needed for their hospitalization (Yambao, 2015).

The ISO certification of organization is a seal of good governance and management system in the operation of the organization specifically signifying efficient record management system. This process adopted by the hospital helped in the accuracy and promptness of recording and documentation of the record section department. The CRMC quality management system complements the standard guidelines on addressing the needs and expectations of all customers and other interested parties and their satisfaction by the systematic and continual improvement of the CRMC's performance in record management system (Yambao, 2015).

## 2. METHODS

The researcher made use of the mixed method combining the quantitative – qualitative design. It is quantitative because it used the descriptive design in describing the implementation of the records management system of the Cotabato Regional Medical Center and the level of improvement in the quality services outcomes provided by the records department. According to University of Southern California Library (USCL, 2016), descriptive design is used to obtain information about the current status of the phenomena and describes the things affecting it. It is done through survey method.

The qualitative aspect was used in describing the problems identified in relation to the outcome of the implementation of the records management system as the feedback on the implementation of records management system and improvement in the quality service outcome of Cotabato Regional Medical Center.

The study utilized the complete enumeration for the personnel in HIM Department since each and every one of the personnel was selected, while purposive sampling was used in selecting clients from other departments to get the 30 personnel and the clients transacting at HIM department. According to Gray (2009) it is an appropriate sampling method used in selecting only the 10 percent of the total population as the d formula of computing the formula in identifying the sample size.

The research utilized a researcher-made survey questionnaire to gather facts and information from the respondents. The instrument was formulated with an assistance from the research adviser guided by the objectives of this study. The questionnaire is divided into four (4) parts in consonance with the given specific aims of this study.

The first part was composed of statements about the implementation of records management system. The second part was composed of statements about the strategies implemented in relation to records management system of Cotabato Regional Medical Center. The third part was composed of statements about the quality service outcome of the Cotabato Regional Medical Center. The last part was an open ended question on the problems and interventions in the record management system.

## 3. RESULTS AND DISCUSSION

### Extent of Record Management System

The extent of record management system is explored in terms of services provided, filing and processing and guidelines and procedure.

**Extent of Record Management System in Terms of Services Provided**

Table 1 presents the extent of record management system in terms of services provided.

**Table 1: Extent of Implementation of the Records Management in terms of Types of Services Provided N=100**

Item	Mean	Interpretation
Maintains all health records in accordance with principles of health record management.	3.71	Very Extensive
	3.70	Very Extensive
Provides health information certificates and records upon request.	3.68	Very Extensive
	3.57	Very Extensive
	3.72	Very Extensive
Generates and prepares statistical reports.		
Reviews patient health records for completeness and accuracy.		
Safeguards the confidentiality of the health record.		
<b>OVERALL MEAN</b>	<b>3.68</b>	<b>Very Extensive</b>

**Legend:** 3.50 – 4.00 Very Extensive      1.50 – 2.49 Extensive  
2.50 – 3.49 Moderately Extensive      1.00 – 1.49 Less Extensive

The respondents' answers revealed the lowest rating on the extent of implementation of types of services provided was on item 4 "Reviews patient health records for completeness and accuracy" with a mean of 3.57 interpreted as very extensive. This result denotes the records section provides quality service because the office practices the basic principles vital in record management which is ensuring accuracy and completeness of records released and kept.

Medical records are vital asset in ensuring the hospital are run effectively and efficiently through accurate and complete records care. Accurate records support the clinical decision making, provide evidence of policies and support the hospitals cases of litigation. The management of records is a complex process that entails specific functions of each person assigned that can affect the overall performance of the organization for without up to date and accessible medical records medical offer personnel may not offer best treatment and diagnosis to patient ( Garba, 2016).

On the other hand, they gave the highest rating on item 5 "Safeguards the confidentiality of the health record" that got a mean of 3.72 interpreted as very extensive. This result manifest strict adherence of the office on the ethical protocols of records management. This is a significant practice that can provide assurance to the patients on privacy of their documents.

In the research of Ngidi (2015), records management and ethical protocols have always been a good source of information for decision making as such confidentially protocol implementation. Medical records emanate from information gathered from patients seeking medical attention from the various facilities that provide health care services. Hospitals policies on privacy of records have existed from a long time with the responsibility of providing care confidential to patients which is often documented.

In summary, the overall mean rating of the extent of types of services provided was 3.68 described as highly extensive. The result manifest excellent service delivery of Cotabato Regional Medical Center in in terms of records management system since high level of implementation was expressed by the respondents in the transactions provided by the records section.

Similarly, the Hospital Medical Records Management Manual for Hospitals in the Philippines (2017 highlighted that the records department provides different services such as releasing of birth certificates, death certificates, medical certificates, laboratory records and other important documents in the patient care and hospital operation. This record has

specific purpose and process of filing, releasing and archiving. This process adheres to the protocols and ethical aspects of record management system.

### Extent of Practices on Filing and Processing

Table 2 displays the extent of records management system in terms of practices on filing and processing of the records section.

**Table 2: Extent of Implementation of the Records Management in terms of Practices on Filing and Processing  
N=100**

Item	Mean	Interpretation
Files Patient's Health Records based on terminal digit system	3.70	Very Extensive
Files health information certificates and records based on daily transactions	3.58	Very Extensive
Assembles patient health record based on forms arranged in order upon admission of patient	3.59	Very Extensive
Adopts computerized documentation	3.62	Very Extensive
Releases records based on citizen's charter	3.51	Very Extensive
<b>OVERALL MEAN</b>	<b>3.60</b>	<b>Very Extensive</b>

Legend:

3.50 – 4.00	Very Extensive	1.50 – 2.49	Extensive
2.50 – 3.49	Moderately Extensive	1.00 – 1.49	Less Extensive

The respondents gave the lowest rating on item 5 "Releases records based on citizen's charter" that got a mean of 3.51 described as very extensive. This answer describes effective records management system even though it is the lowest among the indicators, since the mean result is very high. The citizens charter are mandated process by the government to guide citizens on how to avail services of government offices, the practice of this system indicates efficient record management practices adopted by the office.

The citizen's charter is an important management system of government offices that can guide the people in doing their transactions. It includes the flow of activities, the people involved and the time frame in the transactions done by the clients. This prevents delay and confusion for the clients (Paradiang, 2016).

While the highest rating was observed in item 1 "Files Patient's Health Records based on terminal digit system" that got a mean of 3.70 described as very extensive. This answer denotes records management office of CRMC utilizes modern technology in records management system that promotes efficiency since it can facilitate prompt and accurate records filing system.

According to CRMC Records Management Manual (2018) the integration of modern technology in records management system is important in upgrading the capability of the records department in filing the bulk of documents catered because this will provide faster and organized recoding system that can save time but preserve accuracy level in retrieving and keeping of records systematically.

In summary, the extent of practice of filing and processing got an overall mean of 3.60 interpreted as very extensive. This finding signifies organized and systematic filing system of records management office.

The Health Data Achiever (2018), enumerated the activities embedded in the process of filing of documents that serves as the guiding principles in performance of duties and task. The clear identification and information dissemination on the filing and processing system in records unit or section provides systematic directions in the operation.

### Extent of Records Management on Guidelines of Procedure

Table 2 displays the extent of records management system in terms of practices on filing and processing of the records section.

**Table 3: Extent of Implementation of the Records Management in terms of Guidelines on Procedures N=100**

Item	Mean	Interpretation
Maintains health records against loss, destruction, or unauthorized use.	3.60	Very Extensive
Sets standard time frame for every transactions	3.55	Very Extensive
Practices the written request process of filing of forms for request of every transactions.	3.70	Very Extensive
Assigns persons in the services provided	3.63	Very Extensive
Establishes priority lanes for pregnant women, PWD and senior citizen	3.64	Very Extensive
<b>OVERALL MEAN</b>	<b>3.62</b>	<b>Very Extensive</b>

Legend:

3.50 – 4.00	Very Extensive	1.50 – 2.49	Extensive
2.50 – 3.49	Moderately Extensive	1.00 – 1.49	Less Extensive

The lowest rating exhibited among the guidelines on procedure was on item 2 “Sets standard time frame for every transaction” with a mean of 3.55 interpreted as very extensive. This result shows records section ensures and provides services in short period of time which is helpful for the clients transacting in their office. The promptness of transacting documents is a good indicator of efficient service provision of the records department.

The Republic Act No. 9470, otherwise known as the "National Archives of the Philippines Act of 2007" underscores the mandate to the different government offices on the efficient and prompt service provision for public records which are essential to the administration and operation of all government offices, whether national or local, including GOCCs and government financial institutions (GFIs). This includes compliance to the time frame mandated by the civil service law in the time frame of releasing documents needed by the clients.

Furthermore, the highest rating on the records management on guidelines on procedures was noted on item 3 “Practices the written request process of filing of forms for request of every transactions” that got a mean of 3.70 interpreted as very extensive. This finding describes the compliance of the records section on the systematic process of securing request for the documents needed as part of the transparency system of making sure records released are documented properly.

Hartmann & Sooklal (2012), highlighted that written documents are effective transparency process that can provide evidences in the transactions done by the clients. The written request signed by individual defines accountability of the requesting party and provide basic information of the transactions which can facilitate exact data provision.

In summary, the overall mean rating on the extent of records management on guidelines on procedures was 3.62 described as very extensive. This result denotes adherence of the records section on the policy of the hospital in implementing strategies that can facilitate effective services to the clients.

Under the Quality Management System of CRMC according to Yambao (2015) in the area of Document Requirements specified that documented and established policy guidelines by the institution in records management system include Quality Manual, Quality Procedure, Work Instruction and Quality Forms and Records. This documentation process has been carried out by each responsible employee like the records department of CRMC in compliance to ISO 9001: 2008 requirements.

### Extent of Strategies Implemented in Records Management System

The strategies implemented in records management system are explored in terms of seminars and training for human resource and upgrading of policies and facilities.

### Extent of Seminars and Trainings for Human resource

Table 4 presents the extent of seminars and trainings provided to the human resources as strategies implemented in records management system.

**Table 4: Extent of Strategies Implemented in Terms of Seminars and Trainings for Human Resource N=100**

Item	Mean	Interpretation
HIM personnel attends seminar/training on records management	3.50	Very Extensive
The HIM department attends seminar/training on automated records management system	3.48	Moderately Extensive
The HIM personnel attends seminar/training on basic records management	3.62	Very Extensive
The HIM personnel attends training on ICD 10 coding		Very Extensive
The records management staff conducts re-echo training/seminar attended upon reporting to office	3.59	Very Extensive
	3.52	
<b>OVERALL MEAN</b>	<b>3.54</b>	<b>Very Extensive</b>

Legend:

3.50 – 4.00	Very Extensive	1.50 – 2.49	Extensive
2.50 – 3.49	Moderately Extensive	1.00 – 1.49	Less Extensive

The answers revealed the lowest rating on item 2 “The HIM department attends seminar/training on automated records management system” that got a mean of 3.48 interpreted as moderately implemented. This result shows conforms with the policy that only selected and qualified personnel who are tasked in automated system of records management were sent in the said seminars and trainings because those who are not related in this line of duty will not be able to related effectively in this activities.

Buenas and Caringal (2014) pointed that modern technology integration and updates are very important in records management system since in this modern times of our present generation people are very much dependent in the technologies like computerization of the system of transactions and record management. This technologies help in systematic and prompt record management system that can improve the efficiency of the office.

Meanwhile the highest rating revealed on the data gathered was on item 3 “The HIM personnel attends seminar/training on basic records management” that got a mean of 3.62 interpreted as highly extensive. This result denotes all records

management personnel are properly trained on basic record management system which is essential in developing the performances of the personnel in performing their duties correctly since they will be guided by the learning from the trainings.

The regular training on basic, modern and up to date records management system and strategies in filing is the foundation of efficient records management system. This can improve the ability of the personnel to know the latest technological techniques in records management system which can enhance the efficient records management (Luthuli, 2017).

In summary, the overall mean rating of the seminars and training for human resource was 3.54 interpreted as highly extensive. This finding shows the personnel of CRMC are trained and competent in records management system for they are provided with different trainings and seminars related to records management.

The provision of resource management program like professional development activities through seminars and training in the organization shall determine and provide the human resources the needed technical competence to implement and maintain the quality management system and continually improve its efficient service delivery, and to enhance customer satisfaction by meeting customer requirements (Mampe, 2013).

### Extent of Upgrading of Resources and Facilities

Table 5 describes the extent of upgrading of resources and facilities as strategies implemented in records management system.

**Table 5: Extent of Strategies Implemented in Terms of Upgrading of Resources and Facilities N=100**

Item	Mean	Interpretation
Installs internet access to records management	3.66	Very Extensive
Purchases sets of computers for record management	3.58	Very Extensive
Purchases printers for data printing	3.64	Very Extensive
Purchases scanners for electronic storage	3.50	Very Extensive
Build records rooms for data keeping	3.61	Very Extensive
<b>OVERALL MEAN</b>	<b>3.60</b>	<b>Very Extensive</b>

Legend:

3.50 – 4.00	Very Extensive	1.50 – 2.49	Extensive
2.50 – 3.49	Moderately Extensive	1.00 – 1.49	Less Extensive

The lowest rating revealed based on the answers of the respondents showed item 4 “purchases scanner for electronic purposes” that got a mean of 3.50 described as very extensive. The result signifies there are important technological equipment provided in the records management office, this may be the lowest but it got a good rating. The scanner is an important document that can reproduce documents needed for certain requirements. This got the lowest rating because it is not always used in the office, instead it is only used on some documents that requires scanning.

Newstorm (2011) described that facilities and technologies are part of the success of records management system. The provision of adequate and appropriate facilities such as computers, printers and scanners facilitates faster production of documents. This should be regularly updated and upgraded to be able to adopt in the modern technology changes around.

On the other hand, the highest rating obtained was on item 1 “Installs internet access to records management” that got a mean of 3.66 interpreted as very extensive. This answer denotes the efficient competency building program of the records

department of Cotabato Regional Medical Center in developing their personnel's performances since basic training and seminars provided to them to enhance their knowledge and skills in performing their duties effectively.

ISO 154891: (2016), highlighted the importance of providing trainings and seminars as indicators of professional development program of measuring quality improvement measures adopted by organizations to their personnel. The provision and frequency of different trainings and seminars provided are required to be able to comply with competency building programs of personnel on records management. This is included in the overall performance of organizations in complying with ISO certification guidelines.

In summary, the overall mean rating of the extent of strategies implemented of upgrading of resources and facilities was 3.60 interpreted as very extensive.

Seymour (2017), cited that the efficient records management system is correlated to the adequacy and appropriateness of technology and facilities available in hospitals. The effectiveness of providing accurate and systematic records filing, processing and releasing are improved due to available modern technology equipment in hospitals. The study concluded that upgraded facilities helps in effective records management system of institutions.

### Level of Attainment of Quality Service Outcome

The level of attainment of quality service outcome is explored in terms of information retrieval, records life cycle and information policy on promptness and accuracy.

### Attainment of Quality Service Outcome in Information Retrieval

Table 6 presents the level of attainment of quality service outcome of information retrieval of the records management system of Cotabato Regional Medical Center.

**Table 6: Level of Attainment of Quality Service Outcome in the Records Management System in terms of Information Retrieval N=100**

Item	Mean	Interpretation
Completeness of data using iHomis.	3.47	Moderately Extensive
Consistency in data gathering requirements.	3.52	Very Extensive
Reliability of data taken	3.49	Moderately Extensive
On time data gathering and processing.	3.48	Very Extensive
Utilized standard forms for retrieval of data.	3.58	
<b>OVERALL MEAN</b>	<b>3.51</b>	<b>Very Extensive</b>

Legend:

3.50 – 4.00	Very Extensive	1.50 – 2.49	Extensive
2.50 – 3.49	Moderately Extensive	1.00 – 1.49	Less Extensive

Lowest rating given by the respondents on information retrieval is on item 4 "On time data gathering and processing" that got a mean of 3.48 described as moderately extensive. This result denotes there are instances wherein due to problems in connection with internet and availability of data needed some delay are experienced also.

Green (2015), described that information policy is cornerstone in effective records management system. It serves as a mandate for the activities of the records process in the organization. A hospital that has explicit information system are more satisfactory in their clients because records retrieval is faster and more accurate. However, disadvantages such as system failure should be considered for sometimes it is unavoidable and an alternative should be ready to address it.



The highest rating was on item 3 “Consistency in data gathering requirements” that got a mean of 3.52 interpreted as very extensive. This result shows the record management system of records department complies with their guidelines implemented of gathering basic information and undergoing a process in requesting for records such as filling up of forms.

In the study of Norway (2011), development of information system policy in hospital has legally allowed patients to access and read their medical records using information technology. Furthermore, according to Wimmer (2011), consistency in the policy in information and records management process in hospitals is expected to reduce problems between the patient and the healthcare professional. This results to more effective records keeping and releasing to the patients.

In summary, the overall mean for attainment of quality service outcome in terms of retrieval of information was 3.51 very extensive. This implies that the records management system of CRMC is efficient since they were able to provide important data on time and facilitate smooth and prompt release of documents and records needed, but there are some aspects that have minor problems encountered.

According to Ngoepe (2011) the efficient records management system of hospitals is the backbone of hospital services and operations. The investments of many hospitals in ensuring modern technology equipment and facilities are provided has been invested by many organizations to upgrade their records management system for efficient service delivery in this aspect of service delivery. The quality of upgraded resources will help in the easy performance of duty of the personnel that can handle bulk of clients and can process data faster and more accurate. Therefore this can be considered satisfactory outcome.

#### Attainment of Quality Service Outcome in Records Life Cycle

Table 7 shows the level of attainment of quality service outcome on records life cycle.

**Table 7: Level of attainment of Quality Service Outcome in the Records Management System in terms of Records Life Cycle N=100**

Item	Mean	Interpretation
Records were kept neat and clean	3.55	Very Extensive
Records were readable and protected from damage	3.52	Very Extensive
Records system is orderly and systematic		
Hospital adopts proper records disposal protocol of 15 years	3.71	Very Extensive
Records were classified as active or inactive records.	3.60	Very Extensive
	3.69	Very Extensive
<b>OVERALL MEAN</b>	<b>3.61</b>	<b>Very Extensive</b>

Legend:

3.50 – 4.00	Very Extensive	1.50 – 2.49	Extensive
2.50 – 3.49	Moderately Extensive	1.00 – 1.49	Less Extensive

The lowest rating given by the respondents is on item 2 records were readable and protected from damage. This answer signifies records are cared properly, although it is the lowest but still the findings revealed high rating on this aspect which signifies the records are protected and preserved from damaged such as torn or wet.

The highest rating based on the answers of the respondents revealed was item 3 “Records system is orderly and systematic” that got a mean of 3.71 interpreted as very extensive. This implies that CRMC records section adopts the principles of ISO wherein they have implemented a systematic records management system that protects the quality and life span of the records they are keeping.

According to CRMC Manual for Records Management (2017), the implementation of different strategies and process of ensuring records are protected and kept properly is given allocated budget to provide proper facilities such as computers and record cabinet to organize the file properly and secure it from damage.

In summary, the overall mean for the quality service outcome in preserving records life cycle was 3.61 very extensive. This indicates, the CRMC records section are very careful and efficient in records protecting the records from damage and kept properly to protect it from damage and being lost.

The storage areas and process of records management section should be physically secure and environmentally controlled to protect records, from unauthorized access and damage or loss due to temperature fluctuations, fire, water damaged pest and other dangers. The preservation of records life cycle is a very important aspect of records management system since records life cycle is significant in the records to be released and store (UCONN Health, 2014).

#### Attainment of Quality Service Outcome in Information Policy on Promptness and Accuracy

Table 8 presents the level of attainment of quality service outcome on information policy on promptness and accuracy.

**Table 8: Level of Attainment of Quality Service Outcome in the Records Management System in terms of Information Policy in Promptness and Accuracy N=100**

Item	Mean	Interpretation
Records released were correct and appropriate	3.64	Very Extensive
Records released were on time	3.50	Very Extensive
Records released were updated	3.70	Very Extensive
Records authenticity is maintained	3.72	Very Extensive
Records confidentiality is satisfactory	3.70	Very Extensive
<b>OVERALL MEAN</b>	<b>3.65</b>	<b>Very Extensive</b>

Legend:

3.50 – 4.00	Very Extensive	1.50 – 2.49	Extensive
2.50 – 3.49	Moderately Extensive	1.00 – 1.49	Less Extensive

The lowest rating was given by the respondents on item 2 “Records release were on time” that got a mean of 3.50 interpreted as very extensive. This implies that record most of the time records processed and requested by clients are released and available on time however; there are minor aspects where n it is delayed due to some technical problems.

Kanzi (2010) pointed out that for a sound records management practices to take place, timely and sound records management practices are implemented and maintained. He added that records managers should develop and implement records management policies, which are endorsed by the heads of the institutions and their top management teams to make sure transactions, are processed on time.

The highest rating was on item 4 “Records authenticity is maintained” that got a mean of 3.72 interpreted as very extensive. This result confirms that CRMC record sections make sure that their documents released were properly signed by right personnel and have undergone the right process and are officially recorded by the office.

Garin (2016) emphasized during her speech in visiting the CRMC that quality measures are part of the primary directions of government hospitals. It is directed towards doing what is helpful and beneficial to the clients and patients. These are included on the records management system of the hospital.

In summary, the overall mean rating in the quality service in promptness and accuracy was 3.65 described as very extensive. This result strict adherence of the records department to the basic policy of records management that records transactions should be immediately process and releases as early as possible because this are vital in service efficiency.

ISO (2016) mandates hospital to make sure records management system promotes immediate release of accurate and valid data. It should involve policy and process that will make sure personnel knows the basic principles in assessing, processing and releasing the documents on time.

### **Problems Encountered**

Based on the data gathered during interview majority answered they have not encountered any problems; however, there were some that verbalized the common minor problems encountered included miscommunication and some unavoidable delay due to technological problems that sometimes occur. Some of the dialogues in the interview conducted are presented in the succeeding transcriptions.

Informant 1 verbalized: "The only minor problems we have encountered is miscommunication sometimes with the personnel and clients in terms of documents needed."

Newstorm (2011), discussed that miscommunication is often a consequence encountered in any organization management. In records management system this is a crucial problem that should be addressed or it can cause delay or wrong data outcome if not clearly resolved. Thus proper guidelines to prevent miscommunication is important.

Some informants claimed: "The common minor problems we have encountered is due to delay if there are technical and mechanical problems such as problems in internet connects with the software and etc."

Kelly (2011) explained that one consequence that the organization should be prepared regarding technological integration of the records management system is the problems in connections and software related problems. Maintenance and operation also of this program is also very critical and must be included in the planning so that proper actions will be done in times of problems.

The common interventions formulated as verbalized by the informants revealed they often conduct meeting and planning regularly to address problems encountered. Some of the answers in the discussions were presented in the succeeding transcription.

Informant 2 shared: "I refer it to the head of office for finding solution."

Most of the informants shared: "We always conduct regular meetings to discuss problems based on the feedbacks of the clients and plan for better alternatives and system to improve our services."

Freda (2014) concluded that organizations like hospital often practice a continuous quality improvement measures that focuses on the feedback on the performance outcome of their services. This often leads to the formulation of appropriate measures in the common problems encountered and is effective in improving the services of the organizations.

## **4. MAJOR FINDINGS**

The findings that emerged from statistical analysis of the data gathered from the respondents were summarized as follows:

The extent of types of services provided was 3.68 (highest) described as highly extensive. The extent of practice of filing and processing got an overall mean of 3.60 (lowest) interpreted as very extensive. The extent of records management on guidelines on procedures was 3.62 described as very extensive.

The overall mean rating of the seminars and training for human resource was 3.54 (lowest) interpreted as highly extensive. The overall mean rating of the extent of strategies implemented of upgrading of resources and facilities was 3.60 (highest) interpreted as very extensive.

The overall mean for attainment of quality service outcome in terms of retrieval of information was 3.51 (lowest) very extensive The overall mean for the quality service outcome in preserving records life cycle was 3.61 very extensive. The overall mean rating in the quality service in promptness and accuracy was 3.65 (highest) described as very extensive.

The common minor problems encountered included miscommunication and some unavoidable delay due to technological problems that sometimes occur. The common interventions formulated as verbalized by the informants revealed they often conduct meeting and planning regularly to address problems encountered.

## 5. CONCLUSION

The study concludes that the records department of Cotabato Regional Medical Center efficiently provides quality services to the clients. The prompt and accurate records released and the preservation of documents were highly maintained since facilities and equipment's were provided. Likewise trainings and seminars were also provided to develop the competency of the personnel which is a factor in improving the quality of services of the department.

The confirmation of the respondents that there are only minor problems encountered support the fact that the records management system is effective and beneficial to the patients and to the personnel since their work environment is helpful and well provided.

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