

MANAGEMENT INFORMATION SYSTEM IN PRIVATE HOSPITAL- A LITERATURE REVIEW

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ABSTRACT

Success or survival of any healthcare organization is depending upon its approach, service/ treatment to patients. Patient is end beneficiary of healthcare organization. Patient care is critical and crucial element in hospital. The quality of patient care depends upon the quality of the diagnosis made by medical staffs. The interpretation of the diagnosis is related with the quality of information received and processed by the medical staff. The generation of data and converting that data into information is a significant process which is carried out through hospital management information system. If Management Information System is not installed or implemented it adversely influence decision making. The poor decision making have its side effect on poor patient care increasing cost, poor time management etc. In the light of this scenario it is important to observe the level of impact of Management Information System in the health management organization.

Keywords: Healthcare, Management Information System, Patient care, Organizational effectiveness.

Introduction

Competition and advancement in health care industry pushing hospital to improve patient quality care by making appropriate quality decisions. Healthcare industry especially in the developed world is highly sophisticated, developed and characterized by rapidly increasing use of information technology in its every healthcare functions. To make healthcare affordable of the common people, it is become essential to explore opportunities to reduce cost and improve the decision making on the basis of processed information. The past research studies identified that hospital performance is an outcome of quality hospital information system. But it is also observed that study related to Management Information System differs from hospital to hospital.

Objectives of the study

To study the Management Information System in Private Hospital.

Methodology

The study is exploratory in nature. It is based on secondary data. The literature review of the selected papers taken. These papers were extracted from the reputed journals. The study analyzed the literature reviewed and formulated hypothesis.

Review of Literature

The review of literature helps to understand the importance, background and present situation related to the subject selected for the research work, therefore it is necessary to review relevant and latest literature in relation to the subject matter. This section of the chapter deals with Literature review which totally depends on all the relevant and reliable published literature in the context of research topic.

Management Information System (MIS)

Adeoti-Adekeye (1997) mentioned that there is a lot of research on the approaches, techniques and technologies for the design and development of MIS. However, there are a few articles that cover the impact of Management Information System on planning strategies and decision making. While there are no universally accepted definitions of MIS and those that exist in literatures are just prejudices of the researchers Lee (2001) defined MIS as “a system or process that provides information needed to manage organizations effectively”. Additionally, Baskerville and Myers (2002) broadly define MIS as “the development, use and application of information system by individuals, organizations and society”. Becta (2005) describes an information system as “a system consisting of the network of all communication channels used within an organization”.

Laudon and Laudon (2003) have defined MIS as “the study of information system focusing on their use in business and management”. The abovementioned definitions showed that MIS has underlined the development, application and validation of relevant theories and models in attempts to encourage quality work in the area”.

Baskerville and Myers (2002) Referring to the literatures, the field of Management Information System (MIS) has had a variegated development is its relatively short life span. MIS has developed its own theme of research and studies”.

Tracing previous literatures, we can report that during its first few decades, MIS concentrated on the information in the context of:

- Electronic data processing which carries out transaction processing functions and records detailed factual data.
- Management reporting system which scrutinize the operational activities of an organization, providing summaries, information and feedback to management.

Only during the last two decades, the MIS field has shifted to the primary, considered the second type of communication, namely, instruction-based. This has become known as the domain of expert system (Sasan Rahmatian, 1999).

In attempts to review published studies on MIS and articles, Alavi and Carlson (1992) have identified popular research topics, the dominant research perspective, and the relationship between MIS research and practice.

In contract, Baskerville and Myers (2002) have examined the MIS field and found a constant shift of MIS research from a technical focus to a technology-organizational and management-social focus.

Skyrius (2001) underline the decision maker’s attitudes toward different factors influencing the quality of business decisions; these include information sources, analytical tools, and the role of information technologies.

Handzic (2001) also pays attention to the impact of information availability on people’s ability to process and use information in short and long term planning and in decision making tasks. He revealed that the better the

availability of information, the better the impact on both efficiency and accuracy of business decisions.

Liu and Young (2007) talk about key information models and their relationship in business decision support in three different scenarios. The authors proved that global businesses are in advance due to the Enterprise Applications System provided by modern IT tools such as Enterprise Resource Planning (ERP), Knowledge Management System (KMS) and Customer Relations Management (CRM) to enhance the efficiency and effectiveness of the Decision Making process.

In order to improve the financial organizational capability and enhance its level of competition in the market, financial organizations understand the dimensions of the Information Management, and clearly define and develop the resources in case of human, technological, and internal operations, among others, and manage them well across the organization boundaries. However, establishing the link between Information System Management, planning and decision making is, at best.

In an article by Shu and Strassman (2005), a survey was conducted at 12 banks in the US between 1989 and 1997. They noticed that even though Information Technology had been one of the most essentially dynamic factors relating all efforts, it could not improve bank’s earnings. However, conversely, there are many literatures approving the positive impacts of Information Technology expenses on business value.

Kozak (2005) Investigates the influence of the evolution in Information Technology on the profit and cost effectiveness of the banking zone during the period between 1992 and (2007) mentioned that “If the relevant information required in a decision-making process or an organization planning is not available at the appropriate time, then there is a good change to be poor organization planning is not available at the appropriate time, then there is a good change to be a poor organization planning, inappropriate decision-making, poor priority of needs, and defective programming or scheduling of activities”.

“Jahangir (2005) states that based on the significant role that Information plays in choice of decision to be made, organization must

ensure that they have a good management information system. As a notable general observation, a good MIS ensures good decision making just in the same way bad propel the making of bad decisions”.

“UStudy.in (2010) supports the above observation by saying that “The quality of managerial decision-making depends directly on the quality of available information” and the managers should therefore cultivate an environment that encourages the growth and viable sprouting of quality information”.

“Essentially, before deciding on which MIS strategy to use, it is vital to ensure that the choice made is fully compatible with your current system. This is not only helps in avoiding erratic choice but it is also save the time and money that would have been otherwise wasted by that person (Rhodes, 2010; Jahangir, 2005)”

“In addition to that, it is not worthy for the MIS strategy or tool used to be in line with the decisions that are to be made. In other words, there should be a connecting point between the decision to be made and the MIS to be used by individual or corporate business owners (Jerboa, 2005)”

As a key consideration, Management Information System is a highly complex and delicate arena that calls for a lot of caution to be taken by its managers. It is for this reason that it is recommendable for organizations to ensure that they carefully select the individuals who are placed to control the systems. The more cautious and professional a person is, the better the person gets an assurance of positive prospects of in MIS with regards to decision making and other related areas of business (Lingham, 2006)

“MIS provides a flitting platform for good decision making (Kumar, 2006) essentially, without the established system of getting information in MIS, It would be extremely difficult for organizations to make their decisions. This is because they would be forced

to making baseless information due to the lack of confirmed information”. Moreover, MIS normally lays a firm foundation for the establishment of concrete decisions through its systematic tools, timely information and adequate managerial policies and regulations.

On the basis of the aforesaid literature following hypothesis can be developed

- 1] There is significant relationship between the Information system quality and MIS performance.
- 2] There is significant relationship between IT skills of the employees and efficient Performance of MIS.
- 3] People characteristics mix in private hospitals has significant impact on patient’s perception about service quality.

Conclusion

Researcher comes to the conclusion that maximum of the hospitals are dealing with demanding situations and issues. Those issues are related to databases of sufferers, medical doctors and nurses. The character of hassle were related to handling queries of patients, visitors, doctors and nurses which can be deeply involved issues with the overall pride. Agencies are within the race for enhancing their capability so that you can continue to exist inside the competitions of the new century worldwide market. Therefore, agencies try to strengthen their eligibility degree via enhancing the choice making method to be extra green and fairly effective to meet the successive fluctuations of the marketplace. The one clinic which is lacking in important infrastructure, training and able IT body of workers suffers the greater troubles. Hospitals preference making is terrible way to unavailable or inadequate degree of facts that is ad-hoc in nature. Useful resource making plans, allocation and usage selections are rarely systematic based totally on the medical gear and strategies of managers.

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