

Human Resource Management Systems- Health Systems and Integrated Architecture Approach

Workshop on Health Information Architecture: Design,
Implementation and Evaluation

Venue: Jamia Hamdard, New Delhi
25 March 2011

Technical Partners: IntraHealth/USAID and Health
Information Systems Programme India



Session Objectives

- To understand Human Resource Management within Health Systems Approach
- To learn about Human Resources Information System and its benefits
- To understand and identify few key HRM indicators

Human Resource Management includes absence management, benefits administration, compensation management, employee and Manager self-service, e-Recruiting, human resources, payroll, time and attendance, performance management, scheduling and staffing

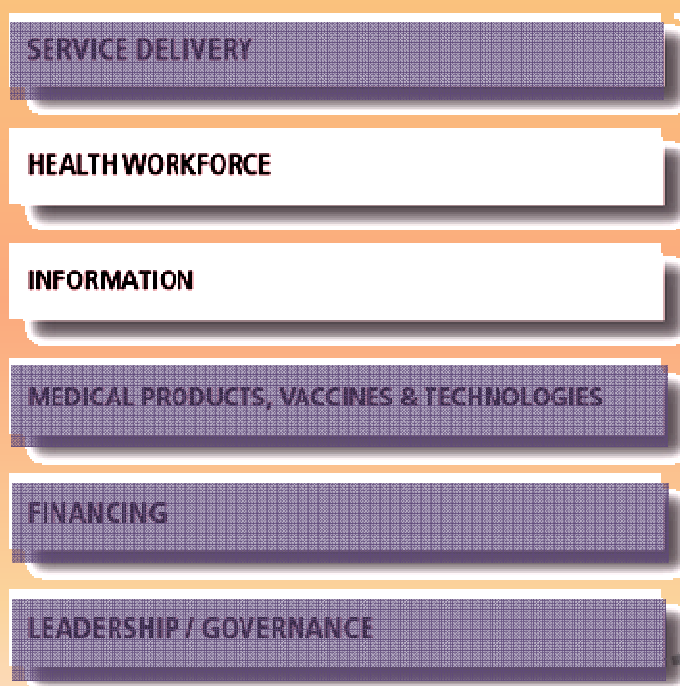


Accurate and timely data is vital for success of any HR Information System

Six Building Blocks of Health Systems Strengthening

The WHO Health System Framework

SYSTEM BUILDING BLOCKS



ACCESS

COVERAGE

QUALITY

SAFETY

OVERALL GOALS / OUTCOMES

IMPROVED HEALTH (LEVEL AND EQUITY)

RESPONSIVENESS

SOCIAL AND FINANCIAL RISK PROTECTION

IMPROVED EFFICIENCY

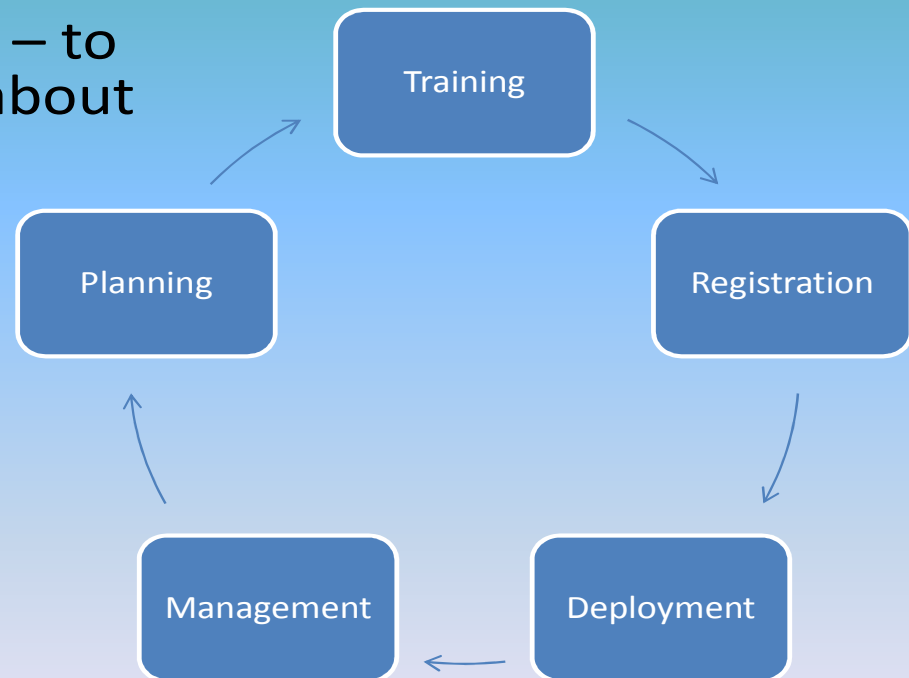
Source: 'Everybody's Business: Strengthening Health Systems to improve Health Outcomes, WHO, 2007

What is a Human Resources Information System (HRIS)?

- An HRIS provides health sector leaders and managers with the information needed to assess HR problems, plan effective interventions and evaluate those interventions.
- An HRIS can be as simple as a filing cabinet of paper personnel files or as complex as a multi-database system with the capacity to analyze workforce problems and possible solutions.
- The strength of an HRIS does not depend on technology but on its ability to generate information that is accurate and timely and to be adapted to address new HRH issues.

Good Health Worker Data is Needed for...

- **Education and Training** – to make sound decisions about education and training, quantity and type
- **Registration** – to ensure qualified supply
- **Deployment** – to meet needs
- **Management** – of personnel; tracking movements
- **Planning** – right person, right place, right skills, right time



Health Worker Data and other Health Information Systems

Knowledge Management and Decision Support

Disease
Surveil-
lance

Drugs &
Supply
Chain

Health
Workers

Service
Data
(HMIS)

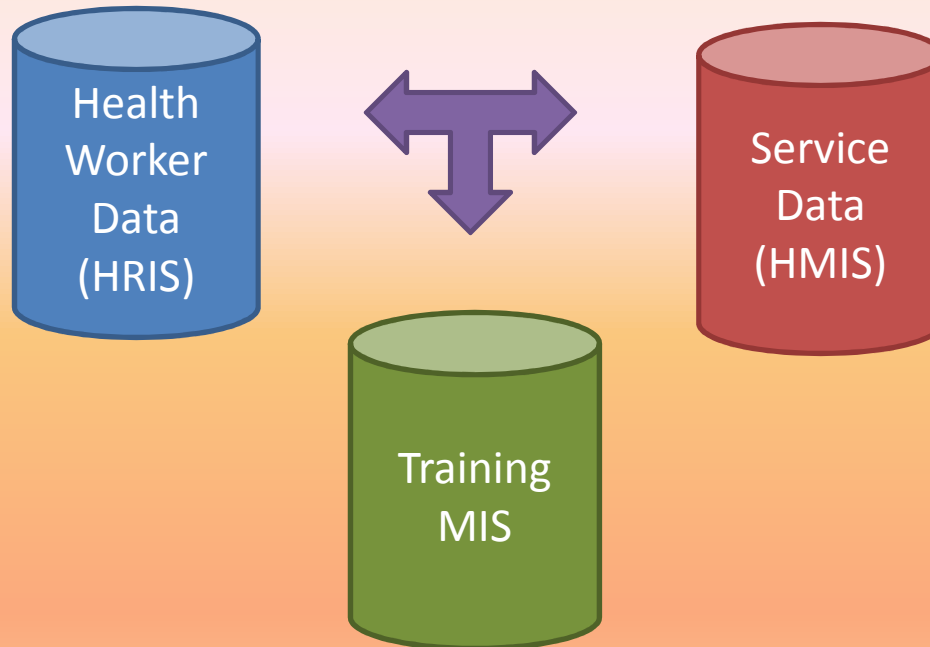
Facility
Manage-
ment

Medical Records

Clinical Encounters

Lab & Diagnostics

Linking Systems reveals Supply and Demand



An HR Information System for Health can be built using an appropriate tool

Human Resource Management Software Tools

Sage Abra HRMS



Oracle's PeopleSoft HRM software



SAP ERP



Microsoft Dynamics GP



Lawson HRM



IntraHealth International, Inc.



OrangeHRM – Free and Open Source HRM Suit

How to Assess Relative Strength of HR Management Software?

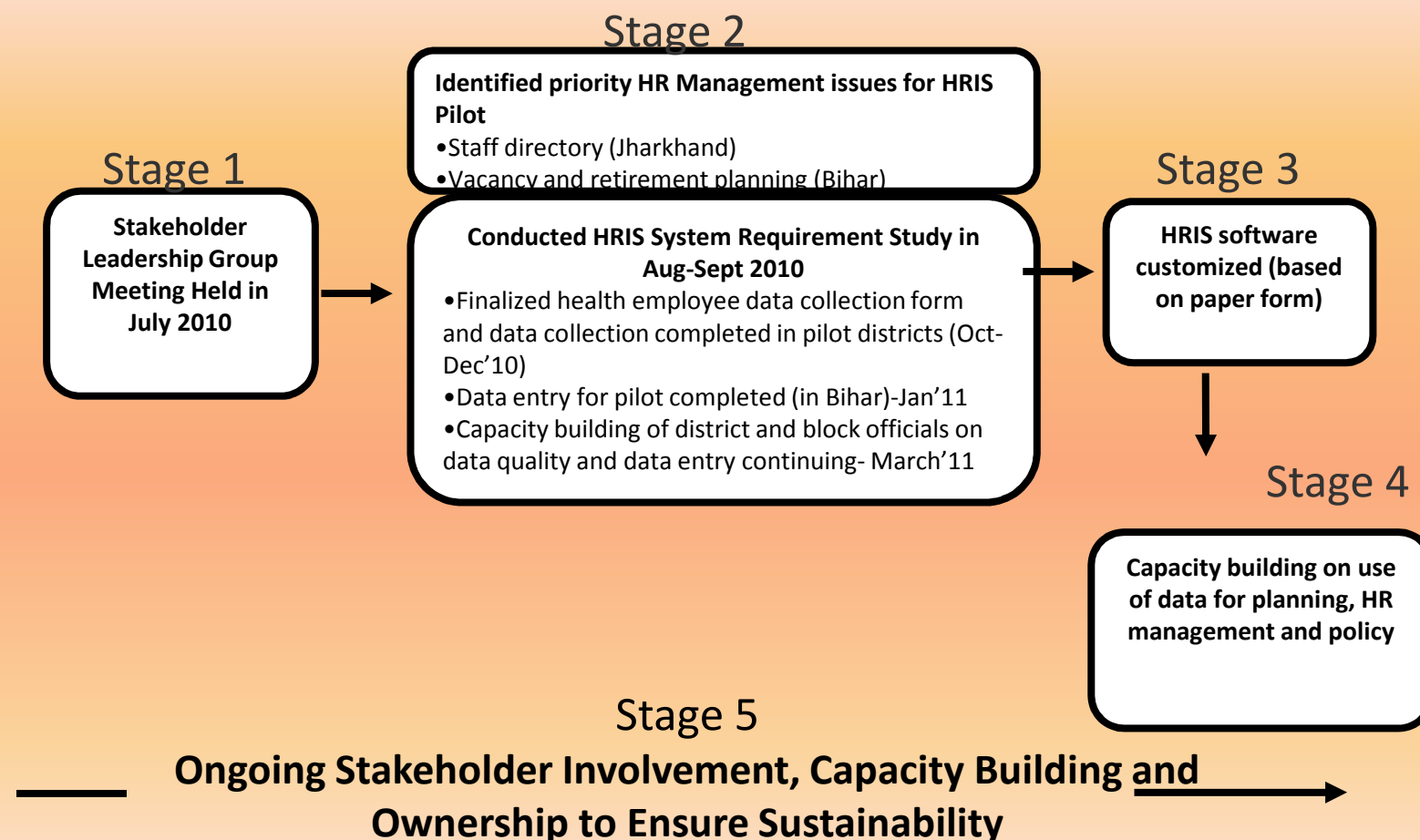
Few Important Parameters are:

- User Friendly Interface
- Training Documents and Support
- Integration and Scalability of HR Processes/
Modules
- Software Technology Used
- Cost effectiveness of HRMS software



An Example of HRMIS Strengthening Process

The HRIS development and strengthening process is comprised of **five key stages** using a participatory approach.



Data Quality

Six Dimensions

- **Complete** – not missing any key ingredients
- **Timely** – ingredients are still fresh
- **Consistent** – components always in same place
- **Accurate** – all ingredients labeled correctly
- **Precise** – ingredients always labeled the same
- **Relevant** – following the right recipe
 - If baking cake, don't follow recipe for pie crust

Data Quality

Challenges & Issues

- Data integrity, accuracy and support systems
- Sensitivity
- What happens when people don't like the data?
- What happens when data doesn't fit an organizational plan?

What can we do?

- Quality controls built into HRIS software

Data Quality Standards

Numbers Fields: fields that require numerical data (dates, license numbers, phone numbers, etc.) should only contain numerical data. Any letters entered into these fields will cause inaccuracies in reporting. For this reason, “other” or “n/a” should never be entered into cells that require numerical data.

Data Quality Standards

First Name: Capitalize the first letter of the person's first name.
Only the first name should be entered in this cell.

Common entry errors:

- the person's entire name (first name and surname) is entered in this cell. Example: Sanjay Devi (incorrect) Sanjay (correct)
- the person's name is not capitalized correctly (example: sanjay)
- Field is left blank

Data Quality Standards

Block, District, State:

A standard list of spellings of blocks, districts, and states must be compiled. Options for these fields should be limited to the approved list.

Common errors:

- The same block is spelled multiple ways
- The same district is spelled multiple ways
- Translations from English to Hindi must be consistent and translations from Hindi to English must be consistent (example: Purbi Champaran and East Champaran)
- Field is left blank

Data Quality Standards

Current Designation Classification: A standard list of designation should be available to choose from.

- Consistent capitalization, spelling, and formatting should be applied to this field.

Common Errors:

ANM mentioned as, Grade 2, Grade 3, Grade 4 ASHA, Grade “2”,
Grade 3, Grade 4

Field left blank

HRIS Benefits

- Identify HR requirements for programmes
- Improve the accuracy and availability of HRH data
- Identify health facilities with HR vacancy
- Map health facilities as per IPHS norms
- Track people as they move through the health workforce system
- Quickly aggregate and use data at different levels
- Report and analyze data regularly
- Contingency plan for retirement
- Project workforce needs into the future

Human Resources Management Information System

<http://ihrisdemo.hispindia.org>

Thank You

