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**

- Service Delivery
- Health Workforce
- Information
- Medical Products, Vaccines & Technologies
- Financing
- Leadership/Governance

**OVERALL GOALS / OUTCOMES**

- Access
- Coverage
- Quality
- Safety

- 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 Surveillance
- Drugs & Supply Chain
- Health Workers
- Service Data (HMIS)
- Facility Management

- Medical Records
- Clinical Encounters
- Lab & Diagnostics
Linking Systems reveals Supply and Demand

Health Worker Data (HRIS)  Service Data (HMIS)  Training MIS

An HR Information System for Health can be built using an appropriate tool.
Human Resource Management Software Tools

- Sage Abra HRMS
- SAP ERP
- Lawson HRM
- Oracle’s PeopleSoft HRM software
- Microsoft Dynamics GP
- 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.

Stage 1: Stakeholder Leadership Group Meeting Held in July 2010

Stage 2: Identified priority HR Management issues for HRIS Pilot
- Staff directory (Jharkhand)
- Vacancy and retirement planning (Bihar)

Stage 3: Conducted HRIS System Requirement Study in Aug-Sept 2010
- Finalized health employee data collection form and data collection completed in pilot districts (Oct-Dec'10)
- Data entry for pilot completed (in Bihar)-Jan’11
- Capacity building of district and block officials on data quality and data entry continuing- March’11

Stage 4: HRIS software customized (based on paper form)
- Capacity building on use of data for planning, HR management and policy

Stage 5: Ongoing Stakeholder Involvement, Capacity Building and Ownership to Ensure Sustainability
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