

# CHAPTER: 10

## EXAMINING THE IMPACT OF MIS ON PATIENT SATISFACTION IN VISIT HEALTH PVT. LIMITED

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## **INTRODUCTION**

The advent of information technology (IT) has triggered a transformative change across various aspects of human existence, bringing about significant and far-reaching differences. Among the fields that have experienced substantial benefits from IT, the healthcare sector stands out prominently. The acquisition and management of health information play a crucial role in the efficient delivery of healthcare services. In this context, the integration of information and communication technology, particularly Management Information Systems (MIS), has become essential in medical and healthcare settings, including hospitals.

Management Information Systems (MIS) constitute a comprehensive framework that encompasses essential functions such as collecting, storing, processing, retrieving, and presenting information essential for hospital administration, operations, and research. The primary objective of MIS is to facilitate and improve hospital management across operational, administrative, and strategic contexts, with a specific focus on providing outstanding services to patients. Extensive research has consistently emphasized the positive impact of MIS on the healthcare system. These benefits include a reduction in patient waiting times, decreased mortality rates, improved management of medication side effects, timely access to up-to-date patient information for healthcare professionals, a decrease in medical errors, efficient service delivery, and a significant improvement of over 60% in care processes.

In recent years, the healthcare industry has placed an increased emphasis on evaluating healthcare quality through patient satisfaction. Organizations like Visit Health Pvt. Limited recognize the significance of implementing effective Management Information Systems (MIS) to improve patient care and organizational performance. This literature review delves into existing knowledge concerning the impact of MIS on patient satisfaction in healthcare organizations, summarizing key studies and their findings. Heeks

(2006) explores the potential success or failure of MIS in the healthcare sector, highlighting its critical importance. The author stresses the necessity of considering user engagement and continuous system adjustments for successful MIS implementation, underscoring the importance of tailoring MID solutions to the specific needs of organizations [1]. Hsieh, Hsieh, and Kao's (2016) study examine the relationship between the quality of medical services and the alignment of hospital information systems. Their findings reveal a positive association, indicating that well-aligned MIS technologies can enhance service quality and, by extension, patient satisfaction. This underscores the importance for Visit Health Pvt. Limited to align its MIS and patient care goals effectively [2].

## **RESEARCH AIM**

1. To assess the perceptions of clinical staff regarding the effectiveness of the MIS in aiding their performance across various areas, such as diagnoses, guidance, research, and hospital administrative procedures.

## **RESEARCH QUESTION**

1. How was the influence of the Management Information System (MIS) perceived in relation to the performance of staff?
2. To what extent did the MIS contribute to enhancing staff performance overall?

## **RESEARCH OBJECTIVES**

1. To assess the perceived impact of the Management Information System (MIS) on staff performance.
2. To identify the main factors that contribute to the effectiveness of the MIS in improving staff performance.

## **RESEARCH METHODOLOGY**

The research was conducted at Health Pvt. Ltd. in Noida,

utilizing key study tools such as Microsoft Office, Google Scholar, and Microsoft Excel. The study population consisted of clients and patients, with a targeted sample size of 120 individuals for data collection. The study duration spanned from April 3rd to June 5th, during which comprehensive data and insights were gathered to facilitate the research objectives.

## **RESULTS AND DISCUSSION**

The examination exposed a noteworthy contrast in the effectiveness score of the MIS before (mean=3.22) and after (mean=4.09) the implementation of strategies to boost its efficiency. The strategies for enhancement displayed a positive connection with the improvement in clinical staff performance. The MIS demonstrated a commendable level of effectiveness (64.42%) in elevating staff performance, particularly in the domains of diagnostics, educational processes, research, and management. Several pivotal factors were pinpointed as essential for augmenting the MIS's effectiveness, encompassing the establishment of guidelines for accepting computerized documentation, promoting collaboration between IT experts and staff, facilitating education and research, and advancing computer literacy. Taking these factors into consideration, the effectiveness score reached 81.85%, indicating a relatively high level of effectiveness. Substantive correlations were identified between various variables and the research population's perceptions of the MIS's utility. These variables encompassed the importance of medical research, the integration of hospital systems.

## **CONCLUSION**

The primary objective of MIS was to facilitate and improve healthcare management across practical, political, and strategic contexts, with a specific focus on providing exceptional services to patients. Extensive research consistently emphasized the positive impact of MIS on the healthcare system. These benefits included a reduction in patient waiting times, decreased mortality rates,

improved management of medication side effects, timely access to up-to-date patient information for healthcare professionals, a decrease in medical errors, efficient service delivery, and a significant improvement of over 60% in care processes.

The optimistic outlook of the research population regarding the effectiveness of MIS in enhancing clinical staff performance, coupled with their confidence in the system's enhancement through proposed factors, indicated a conducive environment for the development and implementation of IT in healthcare facilities. This encouraged the initiation of projects such as electronic health records with the aim of further advancing the system.

## **REFERENCES**

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