INTRODUCTION

The effective management of patient records is an essential management practice, guided by the policies and standard operational procedures of the National Department of Health.

Repeated incidents of misplaced or lost records have resulted in medico-legal litigation and a consequent financial burden on the Department of Health. The Health Systems Trust (HST) addressed a need for improved patient records management systems in healthcare facilities through implementation of various projects. This short course was developed to address this challenge through enabling healthcare workers to effectively and accurately manage patient records according to good safe-keeping practices.

COURSE DESCRIPTION

This course is about the legislative framework for records management within healthcare facilities; challenges experienced in this regard within healthcare settings; good practice and correct application of filing requirements and cyclical disposal processes; equipment, stationery and staffing needs; financial implications; supply and logistics management, as well as key performance indicators. The non-accredited course is specifically designed for staff working in the records management division in healthcare settings at all levels of care.

TARGET AUDIENCE

Institutions and/or the staff working in the records department and people wishing to pursue a career in records management.

LEARNING OUTCOMES

After completing the course, you will be able to:
- Demonstrate knowledge of the principles and requirements that underpin effective records management.
- List and understand the requirements of a records management department.
- Identify the standard operating procedure (SOP) requirements for effective records management.
- Identify shortcomings within the department.
- Motivate for changes to systems and processes adopted by the records department.
- Identify challenges, risks and issues and how to mitigate or avert these timeously.
- Develop an implementation plan and budget for changes to be approved within the records department.
- Develop and submit a performance monitoring plan and improvement process through use of specific monitoring tools.

COURSE CONTENT

The Key themes/topics that the course will cover:
- Legislation relating to records management and archiving.
- Change management principles.
- Basic financial and supply chain principles.
- Operational planning.
- Project management principles.
- Quality control principles.
- Queueing management.
- Waiting-time evaluation

ADMISSION
Any equivalent qualification on NQF 4 level (matric certificate) with relevant practical experience.

TRAINING DELIVERY
The course will be delivered through e-Learning or blended learning.

REQUIREMENTS
Students must have access to the internet.

DURATION
The duration of the course, including practical evaluations, is estimated to be three months.

ASSESSMENTS
Formative assessments will entail pre-course testing that will be conducted and thereafter post-course testing as well as informal assignments. Summative assessments will be conducted at the end of the course and a portfolio of evidence needs to be submitted.

AWARD
A Health Systems Trust Certificate of Completion will be given to students who complete the short course.
A Health Systems Trust Certificate of Competence will be given to students who have completed all the assessments and have been certified competent.

FEES
The course fees vary, based on the number of enrolments by an organisation for the short course. A quotation per student will be given by the Course Co-ordinator, Cassius Semaushu at Cassius.Semaushu@hst.org.za. Course fees must be paid in full prior to the course start date.

Please contact the Course Co-ordinator for more information on the programme:
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