HEALTHCARE KNOWLEDGE INFORMATION SYSTEM IN THE PROVINCE OF LAGUNA, PHILIPPINES

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BACKGROUND: This study sought to analyze the healthcare knowledge information transfer from health workers to the community as part of the whole healthcare delivery system.

AIMS / PURPOSES: The study aimed to describe the institutional environment and governance of healthcare delivery system of the province of Laguna, Philippines; describe the healthcare information system; identify the gaps in healthcare information system; and propose areas for strengthening health information system in the delivery of health care services.

METHODS: The research was conducted in six municipalities in the province of Laguna, Philippines, clustered as high, middle, and low performing municipalities. Key informant interviews; survey; focus group discussion; and review of secondary sources were employed in the data gathering.

RESULTS: Findings revealed that across the three clusters, levels of healthcare delivery and performance differed in terms of modality in service delivery, regulation, financing, and governance. Gaps in health information system included: low access to health information; lack of computer and communication facilities; inadequate IEC materials; limited personnel development and irregular employment status of health manpower; and limited recognition of key stakeholders in the healthcare delivery system. Transfer of healthcare information varied in terms of standards. Repository of knowledge that can be used by the community was lacking, particularly, development of health IEC materials. Exacerbated by inadequate funds, these truly affected the quality of healthcare service provision. To address the gaps identified, the study proposes areas for a Strengthened Healthcare Knowledge Information System (HKIS).

IMPLICATIONS FOR RESEARCH: The expected outcome of HKIS could lead to the identification of key actors and stakeholders in the health care system, which could further foster active participation and collaboration among education, research, and extension institutions. Such collaboration may assist the local government in targeting areas for health information improvement that may contribute to effective healthcare service delivery in the province of Laguna, Philippines.

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