# iHRIS Manage – Standard Operating Procedures (SOP) for Ministry of Health

## The Human Resource Management (HRM) Department

The Human Resource Management (HRM) is a department under the Ministry of Health (MoH) headed by the assistant commissioner (AC/HRM). It has a Principal Human Resource Officer (PHRO), two Senior Human Resource Officers (SHRO), three Human Resource Officers (HRO), a Senior Records Officer (SRO), two Records Officers (RO), and two Assistant Records Officers (ARO). It handles all HR activities for the MoH headquarters and the Regional Referral Hospitals (RRH).

## The HR workflow at the MoH

The HR process starts with the HSC or PSC placing an advert for an open position, and the public expresses interest by applying using PS form and attaching CV and certificates.

The HSC or PSC interviews and selects successful applicants and they are sent to MoH with their details. The HR managers at MoH issue appointment letters to the applicants depending on the salary scale – U3 and up are issued by AC/HRM and the rest can be issued by ay HRO at MoH.

Upon receiving an acknowledgement/acceptance in writing from the appointed officer, HR instructs the officer to fill personal forms including medical forms and a file is opened and sent to the registry at MoH.

HR managers at MoH prepare posting letters to the different stations under MoH (UVRI, BloodBank, RRH, etc.). When the posted officer reports at the station, the HRO at the station informs the PS-MoH and a copy of the documents are put into the fill.

Officers are usually appointed on probation for six months and have to fill the appraisal forms every three months. If the performance is satisfactory, then HRO writes a confirmation letter of the officer into public service and a copy is sent to the HSC or PSC. A copy of signed letter and filled appraisal forms are used to open up a confidential file for the officer.

The officer services and any communications are put into the file and can retire on medical grounds, reaching the age of 6o years, requested early retirement, marriage grounds, public interest, or death.

## HR Actions Implementation in HRIS

The actions and where they should be implemented in HRIS.

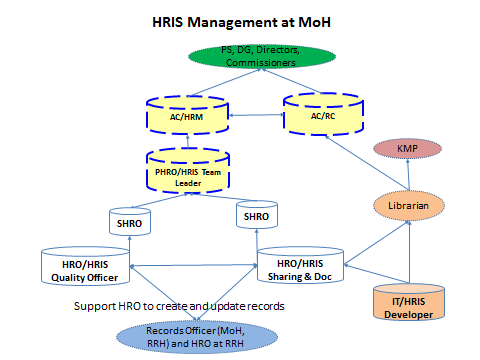
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| # | Action | Updated in HRIS at station |
| 1 | Granting leave | Deployment station |
| 2 | Promotion and Transfer | MoH-HQ |
| 3 | Retirement | Deployment station |
| 4 | Update on contacts and Bio-data | Deployment station |
| 5 | File Number | MoH-HQ |
| 6 | Computer Number | Deployment station |
| 7 | Training | Deployment station |
| 8 | Disciplinary action | Deployment station |
| 9 | Changes in Confidential File | MoH-HQ |
| 10 | Staff Appraisal | MoH-HQ |
| 11 | Staff accommodation | Deployment station |
| 12 | Rest of the details on open file | Deployment station |

Note

* Deployment stations are RRH, UVRI, Blood Bank, etc.
* Update of each of the above at deployment station
* Update of each of the above at MoH-HQ will be done by the responsible officers as explained in the next section

## HRIS management at MoH

In support of the HR flow in HRM and the available HR positions, the HRIS operations will run as follows.



The following officers will handle the appointment, confirmation, and study leave as allocated to them by AC/HRM:

* Officer 1 – MoH-HQ, Hoima RRH
* Officer 2 - UVRI
* Officer 3 – Moroto RRH, Mbarara RRH, Jinja RRH, and Kabale RRH
* Officer 4 – Arua RRH, Lira RRH, Gulu RRH, and Soroti RRH
* Officer 5 – Mubende RRH, Mbale RRH, Masaka RRH, and Fortportal RRH

To keep iHRIS updated, each of the officers follows up with each institution under his/her supervision to make sure that the changes he/she has authorized is updated into iHRIS immediately. In so doing, all the databases will be updated and every officer can use iHRIS for evidence-based decision making when performing the next HR action.

Other responsibilities are

* Officer – Registry
* Officer – in charge of discipline and overall deployment
* Officer – in charge of salaries
* Officer – in charge of all submissions to MoPS
* Officer – in charge of occupational safety
* Officer – in charge of Pensions

## HRIS Technical Functions at MoH

MoH HRIS technical support team (i.e., HRIS Team Leader, HRIS Quality officer, and HRIS developer).

The MoH HRIS Team leader is expected to provide guidance on the use and management of HRIS, including guidance on when trainings should take place, where and when the HRIS rollout should take place, coordinating stakeholders providing support to HRIS, guidance in the trainings and rollout.

The HRIS Quality Officer at MoH is expected to oversee the quality aspect of the system and is responsible for ensuring data sent and received at MoH meets the required HR data quality and proper use of the system; proper usage of the HRIS Data Quality Control Guidelines by the HRIS focal persons in the different organisations; and making sure the reports in HRIS reflect the true situation on ground in the different institutions.

The HRIS developer is in charge of making sure HRIS is up and running properly, the different databases are linked, all needed reports are customized, and data are shared with stakeholders.

As a way of strengthening HRIS data quality and to provide guidance to HRIS Quality officer, UCP has also developed HRIS Data Quality Control Guidelines, which are expected to be used by HRIS users to enforce the quality of HR data. The guidelines make reference of experiences encountered during the implementation of HRIS data quality improvement in Uganda, highlighting key HRIS implementation and quality challenges, how they were resolved, and proposing areas of future efforts by the government.

### MoH HRIS Team

The technical team at MoH in charge of the different functionalities of the HRIS are:

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| --- | --- | --- | --- | --- |
| # | Name | Post | HRIS | Responsibility |
| 1 |  | PHRO | HRIS Team Leader | Mobilization, Managing HRIS Core Team, coordination of funding and rollout, and leading trainings and rollout |
| 2 |  | SHRO | HRIS Deputy Team Leader | Will assist as directed by team leader |
| 3 |  | HRO | HRIS Quality Officer | Make sure HRIS is updated and the reports reflect the true picture in the different institutions |
| 4 |  | DA | HRIS Quality Assistant | Will assist as directed by HRIS Quality officer |
| 5 |  | HRO | HRIS sharing and documentation | Make sure the needed reports are available and shared and documenting any HRIS actions |
| 6 |  | Web Manager | HRIS Developer | HRIS Development, Customization, and installation |
| 7 |  | SME | HRIS IT Support | Will assist as directed by HRIS Developer |

They will report to HRIS Sub-Committee of the e-Health TWG.

1. HRIS Sub-Committee is comprised of
   1. Chairperson (PHRO, HRM-MoH)
   2. Secretary (HRO, HRM-MoH)
   3. Technical (Support & Maintenance Engineer, RC/IT-MoH)
2. Other members are
   1. (SHRO, HRM-MoH)
   2. (HRO, HRM- MoH)
   3. (Web Manager, Resource Center/ IT – MoH)
   4. (HRO, HRM-MoH)
   5. (Records Assistant, Registry – MoH)
   6. (DA, HRM –MoH)
   7. (HRIS Manager , UCP – Intrahealth)

