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**BUSITEMA UNIVERSITY  
FACULTY OF MANAGEMENT SCIENCE**

**REPORT ON FIELD ATTACHMENT CARRIED OUT AT  
BUSESIA HEALTH CENTRE IV EASTERN DIVISION**

**BY  
MUZIRA MERCY GLORIA  
BU/UP/2024/1964**

**INTERNSHIP REPORT SUBMITTED TO FACULTY OF MANAGEMENT  
SCIENCES IN PARTIAL FULFILMENT FOR THE AWARD OF DIPLOMA IN  
RECORDS AND INFORMATION MANAGEMENT**

**MAY-JULY, 2025**

**DECLARATION**

I **MUZIRA MERCY GLORIA** hereby declare that this internship report, submitted in partial fulfilment of the requirements for Diploma in Records and Information Management, is my original work and has never been submitted to any institution of higher learning for any award

Signature: .....

Date: 22<sup>nd</sup>/08/2025.....

**MUZIRA MERCY GLORIA**

**BU/UP/2024/1964**

**APPROVAL**

This is to certify that this field report by **Muzira Mercy Gloria**, for partial fulfilment for the requirement of the award of a Diploma in Records and Information Management of Busitema University, has been under my Supervision and is now ready for submission

Signature: .....

Date: 22<sup>nd</sup> / 08 / 2025.....

Tenywa Bashir  
(Field Supervisor)

Signature: .....

Signature: .....

Date: 22 / August / 2025.....

Mrs. Taaka Hope

Mr. Emojong Ronald

(Academic Supervisor)

## **DEDICATION**

I dedicate this report to my mother **Asimwe Diana**, my brother, Musumba Isaac ,my sisters Nantale Jackline Suzan, Muzira Elizabeth, Muzira Angel, Muzira Daphine and my supervisor Mr. Tenywa Bashir and Mr. Wabijja Allan respectively whose love and encouragement led to completion of the internship training.

## **ACKNOWLEDGEMENT**

I would like to express my sincere gratitude to all individuals and departments who provided invaluable assistance during my field training and the subsequent report writing process.

There contribution was essential to the successful completion of this endeavour.

My deepest appreciation goes to Busesa health Centre IV for providing me with the opportunity to conduct my field training within their esteemed establishment. I am particularly grateful to

Dr. Nulu the In charge of Busesa Health IV and Mr. Tenywa Bashir the Health Information Assistant for their exemplary supervision, guidance and unwavering support throughout the training period. Their insights and feedback were instrumental in my learning and development.

Mr. Tenywa Bashir the Health Information Assistant, Wabijja Allan the medical Clinical Officer and Mrs. Amulen Annet the Assistant Nursing Officer for their patience , willingness to share their knowledge and making my integration into the team seamless and productive. Their practical demonstration and explanations significantly enhanced my understanding of medical terminology and anatomy essential for accurate record keeping, time management, confidentiality and privacy in handling sensitive information.

The entire staff of Busesa Health IV for their cooperation and for creating a conducive learning environment.

The Successful completion of this report would not have been possible without the support and input of Mrs. Assimwe Diana my mother, Musumba Isaac my brother and Nantale Jackline Suzan my sister who supported me financially and always kept on reminding me on time management.

Lastly am truly grateful for the collective efforts that supported me through both phases of this training. The experiences and knowledge gained will undoubtedly be invaluable in my future endeavours. May God reward all abundantly.

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## LIST OF ACRONYMS OR ABBREVIATIONS

ART	:	Antiretroviral Therapy
BHC IV	:	Busesa Health Centre IV
EIMS	:	Electronic Information Management System
ER	:	Emergency Room
GERD	:	Gastroesophageal Reflux Disease
HCT	:	Hematocrit
HMIS	:	Health Management Information System
HTS	:	HIV Testing Services
IPD	:	In patient Department
OPD	:	Out Patient Department
RX	:	Prescription
TX	:	Treatment

## **EXECUTIVE SUMMARY OR ABSTRACT**

This report provides a comprehensive overview of the operational practices, key challenges and strategic conclusions derived from an in depth analysis of Busesa Health Centre IV over the period of May 12<sup>th</sup> 2025 to July 17<sup>th</sup> 2025. Our primary objective was to evaluate the efficiency of patient flow and identify barriers to quality care.

Busesa Health centre IV is a specialized health unit dedication to providing various types of services fore example primary care, Emergency services, surgical procedures to the target population or communities. Our operational flame work emphasizes patient centred care, evidenced-based medicine, interdisciplinary collaboration and digital health integration. Key practices include regular staff training on infection control, streamlined patient admission process, a robust electronic record system that supports data driven decision making and proactive community outreach programmes to ensure desired outcomes fore example optimal patient outcomes, efficient resource utilization and high patient satisfaction.

Despite diligent efforts, several significant challenges have been identified that impact the facility's ability to deliver services at peak efficiency and quality. Foremost among these are limitations in medical equipments, difficulties in adapting to rapidly evolving public guidelines, inefficient supply chain management and insufficient staffing levels in nursing. These issues collectively strain resources, potentially impact staff morale and could compromise the overall patient experience

Based on our findings, it is evident that while the facility demonstrates strong commitment to patient care, the identified challenges pose significant barriers to achieving its full potential. Limitations in medical equipments are paramount to improving operational efficiency and patient safety. Strategic innervations are required to upgrade technological infrastructure, optimize resource allocation and enhance staff training. Successfully navigating these obstacles will not only strengthen the facility's capacity to deliver high quality health care but also ensure its long-term sustainability and enhance its reputation within the community

## **CHAPTER ONE: INTRODUCTION**

### **Introduction**

This chapter provides an overview of the internship experience undertaken at Busesa Health Centre IV, outlining the context, objectives, location, background, vision, mission, core values and the organization structure of the Health centre. Finally it outlines the core tasks and responsibilities carried out by the specific units or departments to which the intern was attached within the health centre, providing a clear understanding of its roles in the broader health care system

### **LOCATION, DESCRIPTION AND BACKGROUND**

This covers the location, description, background, values, mission, vision, organization structure and activities done in various departments in the organization.

#### **Location**

Busesa Health centre IV is found in Bugweri District, Busesa Town Council along Iganga – Tororo Highway in Eastern Uganda Busoga Region. It is fifteen (15) kilometres from Iganga Town and serves more than seven sub counties that's to say Buyanga, Igombe, Busembatia Town Council, Ibulanku, Idudi Town Council, Makuutu among others.

#### **Background**

Busesa health Centre IV was founded by Hon. Eriya Kategaya who was the Deputy Prime Minister and National Political Commissar on Saturday September 12, 1992. It is found in Bugweri District, Busesa Town Council along Iganga – Tororo Highway in Eastern Uganda Busoga region and serves more than seven sub counties that's to say Igombe, Busembatia Town Council, Buyanga, Makuutu, Ibulanku, Idudi Town Council, among others.

The health facilities of Bugweri District refer complicated cases to it as it is the District Hospital and in case also fails to handle the cases, refers them to Nakavule Hospital.

The hospital has a wide range of departments headed by the departmental heads such as Outpatient Departments (OPD), In patient Departments (IPD), Laboratory, pharmacy Departments plus other

## **References**

### **Designed standards and guidelines used during training**

All students on the Diploma and Degree programme are required to carry out the internships for a period of 8 weeks shall be supervised by both academic and field supervisor

Students are required to seek placement in organization from learning points in functional areas and taught in any programme carried out both in public and private sector

The skill of proficiency gained in carrying out particular administrative tasks learnt in the field like listening skills

Students are advised to take note of skills, experiences and lessons learnt during internship so as to have intergraded gain from the exercise in view of class theory

There should be a field supervisor to provide regular supervision and an allocated academic supervisor to make field visits to internees for assessments

At the end of the week, the students will sign and present the work to the field supervisor plus presenting the whole internship activities to the academic supervisor

### **Books and internet materials**

Health Management Information Systems (HMIS)

Annual Health Sector Performance Report

USAID RHITES – EC project

Uganda Ministry of Health Website

### **Harvard Style of referencing**

Kizza, L.(2023) Malaria perseverance and control efforts in Bugweri District, Ug;

Annual Health Sector Performance Report FY 2022/23 Kampala: Ministry of Health

Uganda Ministry of Health (2023)