

## **HelpAge Belize Information Management System Concept:**

### **Introduction:**

HelpAge Belize was founded in 1984 as the National Committee on Aging throughout Belize. The organization's primary purpose is to provide dignified and improved physical, emotional, and mental-health lives of elderly citizens in Belize. The enriched lives of our elders depend on the support provided by partnerships with this NGO, whether it is by medical assistance, financial assistance, or staffing assistance; they all contribute to the success of this institution.

In order to understand the needs of HelpAge Belize it was important to recognize the goals and visions for the institution as well as their difficulties during this pandemic and challenges they face as they continue to grow. HelpAge Belize can definitely benefit in several areas, primarily in the technology and data management area, financial data management, and physical therapy for all their residents and patients. HelpAge Belize is currently in the preliminary process of developing a Three Year Strategic Plan which shall include strategies on the way forward in making this institution sustainable in aspects of finance and development.

### **The Concept Structure:**

In terms of technology, the HelpAge Belize currently uses manual data record keeping, which is mostly input by staff in proper book-keeping formats. Files are mostly physical and are imported to the Health Information System operated by the Ministry of Health. Data input can be time consuming for staff that is already tasked with other responsibilities specific to their residents.

Three main structures identified for HelpAge Belize are the following:

- a. An Information Management System
- b. A Financial Management System
- c. A Website representing HelpAge Belize and all its branches

For the structures identified, a continuity and training program must be established in order to provide longevity of these systems.

Image 1: Patient/Resident Information Form

PATIENT/ RESIDENT INFORMATION	
Name:	<input type="text"/>
Contact Information	<input type="text"/>
Email Address	<input type="text"/>
Emergency Contact Name	<input type="text"/>
Diagnosed Health Condition (s)	<input type="text"/>
Therapy Needs	<input type="text"/>
Citizenship	<input type="text"/>
Birth Date	<input type="text"/>
Emergency Contact Number	<input type="text"/>
Dietary Needs	<input type="text"/>
Other Information	<input type="text"/>

information, for example: email address, phone numbers, and mailing address. Patient/Resident identification number and health details will also need to be input. Data will only be entered by staff from respective centres and data will only be accessible to staff from respective centres (as seen in image 2). The only branch that will have universal access will be the main branch in Belize City and only accessible by their appointed personnel.

#### The Information Management System/ database:

The first platform of the database must allow easy data entry by individuals from all six district centres. Information entered into the system must be easily understood as shown in image 1. This data system would need to be accessible to all six district centres. Such data will require basic but key information on all elders associated with HelpAge Belize. Such data should consist of basic but important information such as contact



Image 2: Web structure depicting Access

#### The Database Central:

The system will also be the sole property of the HelpAge Belize. The program will be specifically designed in order to meet the direct needs and the standards and the security protocols of HelpAge. The database central will be one of the most delicate platforms to manage as the data being entered must be done very accurately to ensure that any updates and medical conditions and health updates are done without any errors. The database central will house information compiled from the Patient Information Form and will be managed solely by the designated staff. Therefore, data can only be changed through portals allotted to designated staff members and not volunteers. Data modifications are in relation to changing contact information, any change in health conditions, and medication or dietary needs.

The information management system must also have an accounting platform that can assist HelpAge Belize in managing funds being donated through the website. The system can also assist in other accounting areas such as bill payment, financial filing, invoice and receipt generating, etc.

The Information System must be built in order to synchronize with the Health Information System managed by the Ministry of Health wherein certain data can easily become available to the Ministry of Health and similarly be safe in order to preserve the privacy of the patient and integrity of the system. This system must also be flexible in order to adapt to other new database systems if the need arises.

Image 4: Showing HelpAge website



#### Website Design:

Currently, HelpAge Belize does not have a webpage, and are in need of one so as to inform and promote the organizations' vision and goals. This website can also serve not only as a means of sharing information on the services HelpAge offers but it can also become a tool to assist donors. The website can be built to have a payment receivable end that can easily allow anyone to make contributions to the organization online.

The website must be user friendly and will be operated by the main branch in Belize City. However, all districts will have access to create posts and share information updates on the website, but will only be posted after clearance is given by the head office.

In addition, this website will also allow for volunteer sign-up. This should create an easy communication flow for HelpAge management staff and volunteers wanting to provide services for the organization.

The website can also provide hyperlinks to other organizations that they are in partnership with.

#### Challenges:

The concept developed herein is highly possible to achieve given the assistance that Toucan Education Program can provide via partnerships with educational institutions. However, the continuity of these endeavours must be ensured so as to have this program be successful and beneficial to all parties involved, especially for HelpAge Belize. Hardware equipment such as computers and server systems would also need to be acquired and perhaps this could be done through organizations such as the Red Cross of Rotary Clubs, etc. Training of personnel and handbook development is essential for the sustainability and continuity of this endeavour.