

## ABSTRACT

Goal 3 of the United Nations (UN) Sustainable Development Goals (SDGs) is to ensure healthy lives and promote well-being for all at all ages by the year 2030. Despite the huge improvements made over the past few decades in health care delivery, the current health priorities and targets in the low-and-middle income countries such as Ghana, appear ambitious. Achieving these priorities or ambitious targets demands innovative approaches. In order to successfully overcome the barriers, the global health community has recognized the value of e-Health solutions as a transformational tool to accelerate progress in improving global health outcomes.

Volta River Authority, a quasi-public institution where this study was carried out adopted an EMR, a e-health solution in the year 2012 to improve on quality of care, efficiency, collaboration and communication among clinical staff as well improving health workers productivity. The study assessed clinical and non-clinical staff's perception on the expected benefits, post-implementation level of satisfaction, implementation challenges as well level of knowledge of BRM.

The study employed quantitative research method, using structured questionnaire as the main data collection instrument. Participants were drawn from ten departments of the Authority based on their interactivity with the system, whilst departments were selected on the basis of staff strength of twenty or more. Descriptive statistics were employed to summarize the demographic data and binary logistic regression was used for inferential statistics on the differences in perception of the expected and realized benefits.

The findings show that stakeholders expectations of the e-Health solution were higher while levels of satisfaction with the solution is low. The study identified that benefits realization management knowledge and expertise among project team members is very low.

To enable VRA/VHSL management derive the expected benefits from the current e-Health solution, all system's processes must be comprehensively reviewed, and all the network infrastructure upgraded to improve efficiency. Secondly, a benefits realization management framework must be adopted for IT projects with well-trained staff on BRM.