KNOWLEDGE, ATTITUDE, AND PRACTICE OF SMARTCARE AMONG HEALTH WORKERS IN OUT PATIENT DEPARTMENT AT SOLWEZI GENERAL HOSPITAL- CROSS-SECTION DESCRIPTIVE STUDY

Presenter: FRANCIS ZULU (MD,MPH)

Outline

- Background
- Research Objectives/ research questions
- Methodology
- Results/Discussion
- Conclusion
- Recommendations

Background

- Since 2017, the SmartCare electronic health record management system (EHR) has been adopted as the national EHR by the Ministry of Health (MoH) in Zambia.
- Been possible with funding from the Centers for Disease Control and Prevention (CDC) and many other implementing partners.
- Despite the roll out to all parts of Zambia, it still faces challenges in the full implementation of the program more so at Solwezi General Hospital.
- There is lack of information regarding the Knowledge, attitude and practice of Smart Care among health workers at Solwezi General Hospital.

Main Objective

- The study aimed to assess levels of knowledge, attitude, and practice of SmartCare among health workers in the Out Patient department at Solwezi General Hospital

The study sought to answer the following questions:

- 1. What is the level of knowledge of SmartCare among health workers in the Out Patient department at Solwezi General Hospital?
- 2. What is the attitude towards SmartCare among health workers in the Out Patient department at Solwezi General Hospital?
- 3. What is the level of practice of SmartCare among health workers in the Out Patient departmentat Solwezi General Hospital?

Methodology

- Research Approach: Quantitative
- Research design : descriptive cross-sectional
- Research setting: Solwezi General Hospital, NW
- Study Population : Health workers in out patient department at Solwezi General Hospital
- Exclusion criteria : .All health workers in the IPD and those on leave were excluded from the study.

Methodology

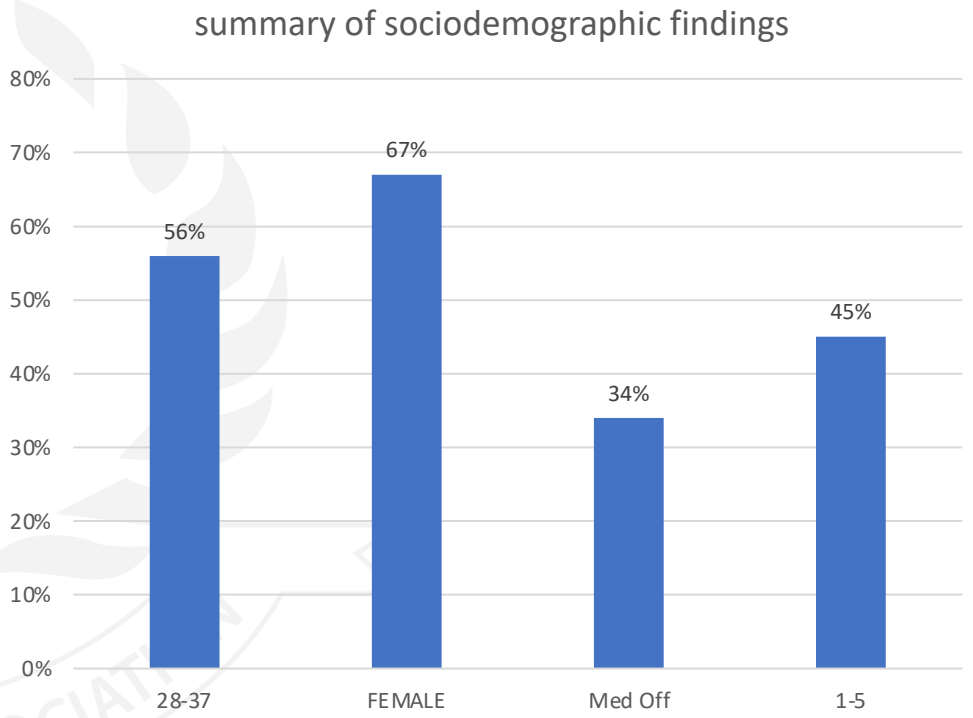
- Sampling techniques : Slovin's formulae for sample size
- n=N / (1 + N (e^2)), where n is the sample size, N is the population size, and e is the desired level of precision

- 500/ (1+500(0.05*0.05) =223 sample size
- but only 100 participants work in OPD
- Data collection techniques: A meticulously structured close-ended questionnaire
- Data analysis: analyzed by frequency tables using the Stata version 17.0 statistical software package. Descriptive analysis was employed . The frequency tables showed the frequency, the percentage of each variable as well as the cumulative percentages

Results/Discussion

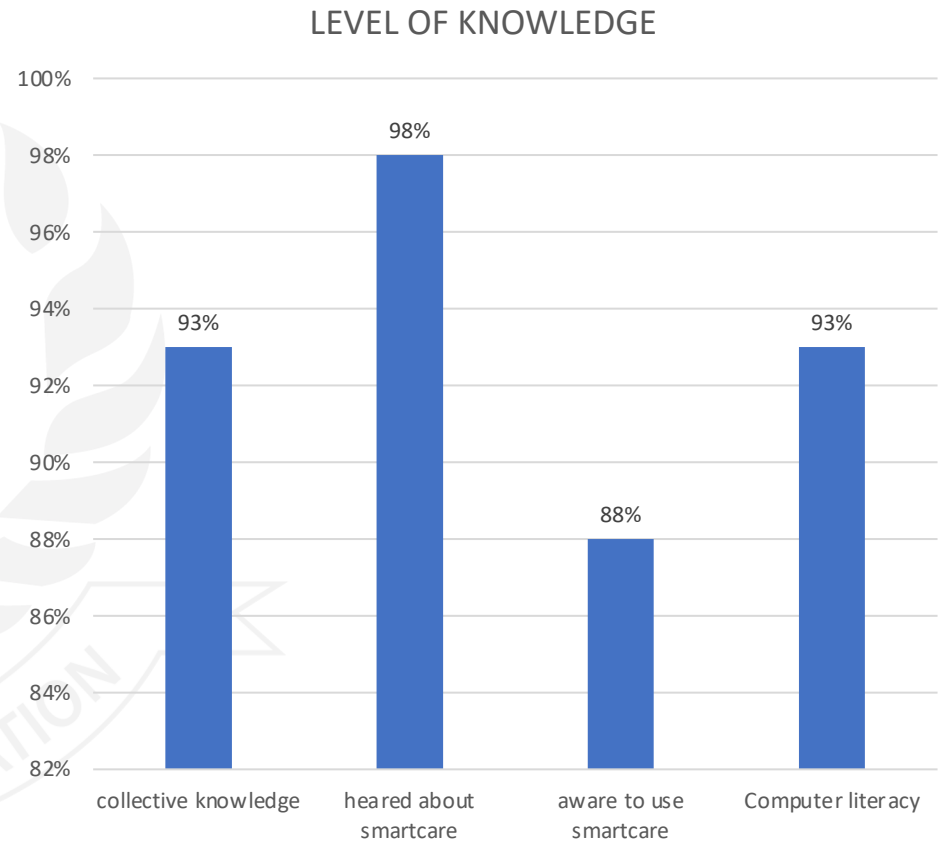
Sociodemographic

- majority of the respondents were in the age group of 28-37 years accounting for 56% .
- A significant number of the participants were females accounting for 67% while the rest were males
- Most of the respondents were medical officers accounting for 34%
- A considerable number of the respondents had only 1-5 years work experience which accounted for 45%



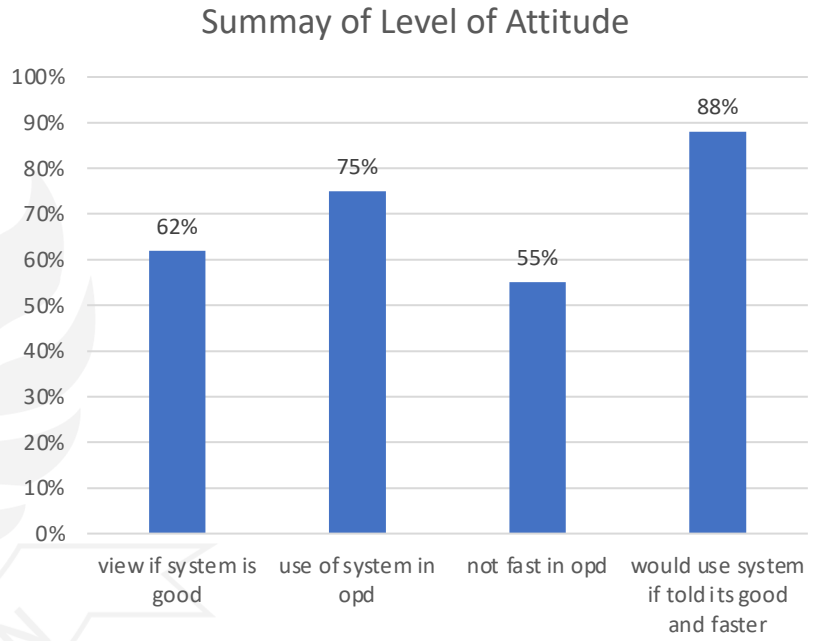
LEVEL OF KNOWLEDGE OF SMARTCARE

- Collective knowledge level concerning SmartCare among the respondents was optimal, registering an average of 93%
- A notable 98% of the respondents had heard about Smart care
- About 88% of the participants were aware that they are supposed to use smart care when attending to patients
- The study also showed that 93% of the respondents were comfortable with a computer or laptop which meant that no further training was needed on how to use technology



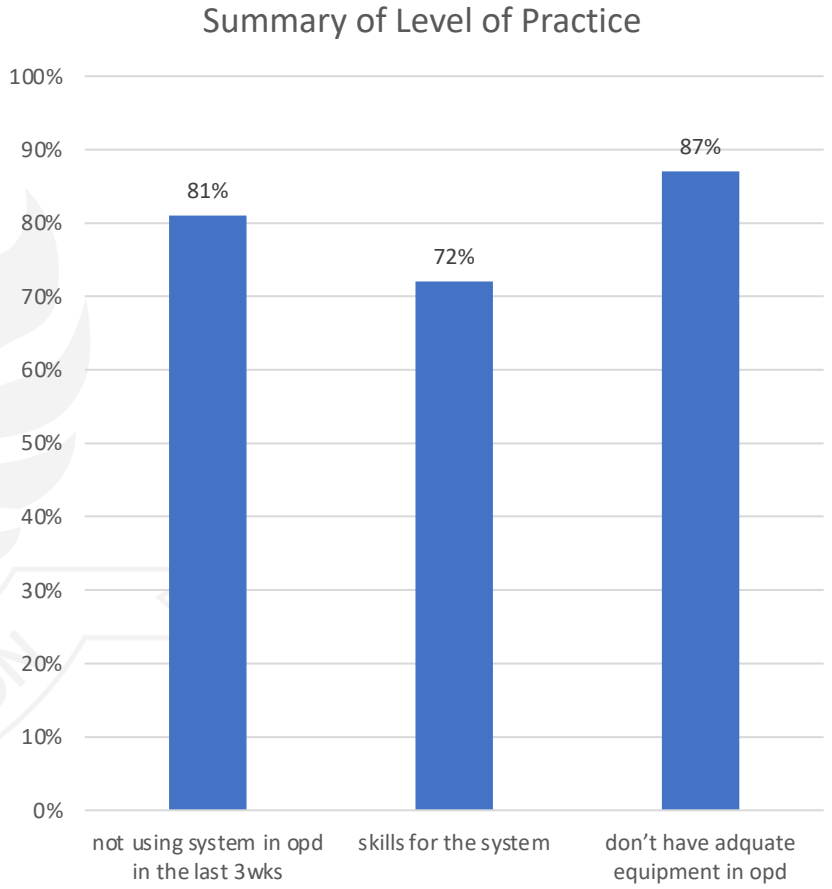
LEVEL OF ATTITUDE TOWARDS SMARTCARE

- A predominant portion of participants demonstrated a positive attitude towards SmartCare , with the majority perceiving it as a commendable system (62%).
- The majority of the participants had a positive attitude towards the use of Smart care in OPD as 75% of them said it was good
- , majority of the participants still have negative view on how fast the smart care is when attending to patients in OPD.They are of the view that it is not faster when attending to patients (55%).
- Notwithstanding this narrative, 88% of the respondents said they would like to use the system if told it was faster and good for use in OPD.



LEVEL OF PRACTICE OF SMARTCARE IN OPD

- Majority of the respondents in OPD had not been using smartCare in OPD in the last 3 weeks (81%
- Study also showed that the majority of the participants had adequate skills for the practice of Smart care (72%)
- About 87% of the respondents did not think they have enough equipment to use for smart care in OPD



CONCLUSION

- Study was able to achieve its objectives and was able to answer the research questions in that knowledge on Smart care was found to be adequate among the respondents including their attitude despite majority of the respondents thinking it is slower when attending to patients .
- However the practice of smart care in OPD in the last three weeks was found to be very poor.
- These results have both policy and practical significance in that there is need for a deliberate policy from ministry of health leadership to guide facilities on the importance of adopting and utilizing the system as well as providing drivers of program implementation such as a stable network and adequate computers.

RECOMMENDATIONS

- Policy shift with support from senior management through Senior Medical Superintendent to urgently recommend the mandatory use of SmartCare in OPD at Solwezi General Hospital.
- Provide a Strategy for change management among the users with proposing short term and long term goals.
- Increase the number of staff in the triage as well as computers (78 computers) in OPD and IPD for smooth running of the program
- PROCURE A NEW CISCO ROUTER WHICH SAVES AS A CRUCIAL COMPONENT IN OUR NETWORK INFRASTRUCTURE TO IMPROVE LOCAL AREA NETWORK CONNECTIVITY
- Continuous staff training and increasing number of computers in OPD respectively.

Acknowledgement

- Solwezi General Hospital Management
- NW Provincial Health Office
- Prticipants
- Zambia Medical Association