Summary of empirical data

Below is a summary of the empirical data as indicated by the respondents of the healthcare centre in Khayelitsha.

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| **ICT utilisation aspect** | **Responses** | **Key findings** |
| **Current ICT use in healthcare facilities** | | |
| Establishment of centre | Most of the respondents indicated that the facility is in use for more than 10 years. | The healthcare centre is in operation for more than 10 years and the employees at the centre are familiar with most ICT equipment but still mostly use paper, computers, fax machine, email and social media at work.  They mostly use fax machine, telephone and email to communicate with other stakeholders.  Computers are mostly used for data capturing and entry and less for reporting.  Other media such as television, CD/DVD, bill-board, social media and community newspapers are used for informing persons from the community as well as for health promotion purposes. |
| Current utilisation of ICT | The majority (79%) indicated that they utilise ICT at the healthcare centre. |
| ICT section or unit | The majority (81%) indicated that there is no ICT section or unit at the facility. |
| ICT equipment being heard of | The following equipment: CD/DVD, radio, television, cell phone, printer, computer and paper (folder)are known to more than 50% of the respondents. Pagers, bill-boards, community newspapers, social networks, email and fax machines are known to 20%-50%. Projector and scanner are known by <20% of the respondents. |
| ICT equipment use at the healthcare centre | The following equipment are used by more than 50% of the respondents: cell phone, telephone, Social networks, email, computers, papers and fax machine (telephone and paper the most). The following equipment is used by between 20% and 50%: bill-board, community newspaper, CD/DVD, radio, television, and printer. The following equipment are used by less than 20% of the respondents: pager, projector and scanner. |
| Introduction of ICT equipment | The following equipment were indicated by the respondents to be introduced more than 10 years ago: paper, computer, telephone and CD/DVD. The following equipment were introduced more than 7 years ago: fax machine, printer, cell phone, television and bill-board. The following equipment were introduced less than 7 years ago: scanner, email, social media and community newspaper. |
| Main purposes of ICT utilisation in the healthcare centre | The following equipment are used to mostly communicate with other healthcare service providers: fax machine, email and telephone. The following equipment are mostly used for education and promotion purposes: television, radio, CD/DVD, community newspaper and billboard. The following equipment are mostly used for recording purposes: paper (folder), computer/PC and scanner. The projector is mostly used for informing purposes. Social media is used for supporting purposes and the radio for personal use. |
| Purposes for which respondent use computers | Computers are mostly used for data capturing and recording (46%) and less for reporting (21%) and graphs (14%). Computers have a limited use for financial, text processing and analysis of data (<10%). |
| Computer literacy programmes | Most of the respondents indicated that there is some form of computer literacy programmes available to help staff. |
| Areas of ICT use | Most of the respondents strongly agreed that for the following areas the use of ICT is important: referral service unit and hospital administration. Most agreed that emergency, medical, diagnosis/nursing and clinical support services are important areas. Most respondents felt neutral about the use of ICT for knowledge management and research support. Very few respondents disagreed or strongly disagreed with the importance of ICT use for the indicated areas. |
| **Collaborations with other healthcare centres around and outside Khayelitsha, e.g., referrals** | | |
| Main means of communication with other healthcare centres | a) They mostly communicate with other healthcare centres using telephone and fax machine and to a less extent using the Internet, courier, VOIP and email. Cell phones and postal services have limited use.  b) Communication with patients is predominately during meetings (36%) followed by radio, email, telephone, cell phone and radio (12-14%). There is limited use of postal services, courier, radio and television.  c) Communication with other healthcare providers or employees are mostly during meetings (42%) followed by telephone and Cell phone. There is limited use of email and Internet and basically no use for VOIP, postal services and fax. | Face-to-face consultations and meetings are still the main mean of communication between healthcare professional with patients and other healthcare providers.  Communication between healthcare centres is mostly via telephone and fax machine. |
| Means to send reports to other healthcare centres | Reports are sent to other healthcare centres mostly by fax (29%) followed by hand delivery (20%). The following means are used to some extent (11%-14%): courier, postal services, email and telephone. |
| **Factors that influence the use of ICT in healthcare centres** | | |
| ICT related constraints | The following constraints were indicated that the healthcare centre faces: lack of technical support (20%) mostly followed by (12%-16%)low ICT internal skills; low priority of ICT investment; load shading of electricity; and shortage of IT employees. The following constraints have a lesser influence (5%-8%): political influence and poor service provision. | There is a strong agreement that the enhancing flow of information utilising ICT is a key issue whilst mostly constraint by the lack of technical support. |
| Key issues for enhancing ICT utilisation | There is a strong agreement that the enhancing flow of information utilising ICT is a key issue that needs attention. There is agreement that utilising ICT for improving healthcare centres; to make ICT more widely available; free/cheaper machines/software; and make ICT easier to be utilised are also key issues. There were many neutral responses for the last three key issues and about no disagreement or strong disagreement. |
| Importance of ICT utilisation | Of all the responses 68% of the respondents agreed that ICT is important for healthcare service delivery and 20% were in strong agreement. Only 9% of the respondents were neutral and about none disagreed. |
| Government regulations restrictions on ICT utilisation | Most of the respondents (98%) indicated that they were not aware of any government regulations that restrict ICT utilisation in their healthcare centre. |
| **Future investment in ICT** | | |
| Expenditure on ICT equipment | Most of the respondents were not sure about the expenditure on ICT equipment, support and service delivery. | Future utilisation should still be on computers, printers and telephones with the more modern ICT not being regarded as that important.  Most respondents agreed that ICT is needed to interact with other healthcare centres with computers being regarded as the most important means. |
| Future utilisation of ICT | Most of the respondents indicated that future ICT utilisation should be on computers, printers and the telephone. Fewer respondents indicated that fax, papers, email, social networks, cell phones, television, radio and bill boards should be considered for future ICT utilisation. Scanner, projector, CD/DVD, community newspapers and pagers were indicated by very few respondents for future utilisation. |
| Benefits of healthcare centre investment in ICT | Most respondents strongly agreed and agreed with the statements that ICT is needed to interact with other healthcare centres and that the government must do more to provide ICT to enhance healthcare service provision. The respondents mostly agreed or were neutral about the following statements: ICT is helping with access to health information; that more training is needed for ICT utilisation; and that privacy is important when accessing personal health data. Only very few respondents disagreed or strongly disagreed with the statements. |
| Additions of ICT recommendations to Minister of Health | Of the respondents the ICT indicated as most important to be recommended to the Minister of Health is computers (68%). The following ICT that should be added in future are (20%-35%): fax, printer, email and telephone. The addition of paper, scanner, social media, cell phone and bill boards are recommended by 5%-20% of the respondents. Radio, CD/DVD, projector and bill boards are recommended by less than 5% of the respondents. |