



Report Summary on:

Digital Skills User Needs Assessment for Healthcare Workers in Laikipia County of Kenya

Survey Figures:

- Survey period From June 2020 to September 2020
- One County surveyed
- Target population: Healthcare workers
- 242 healthcare workers were sampled
- 86.36% Response rate

ICT Ecosystem for Healthcare Workplace

Digital Skills for Healthcare worker

Internet and Communication Skills

Summary of Top Level Findings:

- 1) The survey findings established that 74% of the respondents are able to access Smartphones. 42.1% of the respondents are able to access desktop computers. Other ICT devices accessible to the healthcare workers include Laptop Computers (21.8%) and Tablet Computers (12.9%).
- 2) It was also established that a significant number of healthcare workers who have access to Smartphone devices had very good knowledge on its usage. The level of knowledge levels was dependent on gender and age with male in the 18-35 age bracket being the most knowledgeable at 69% followed by female in the 36-60 age bracket at 52%.
- 3) On average 62.13% of the male respondents have good and very good knowledge as compared to 46.5% of the female respondents with good and very good knowledge even though majority of the healthcare workforce were female.
- 4) It was established that 22.4% of the respondents couldn't perform basic digital operational tasks most likely due to lack of requisite digital skills.
- 5) On the communicational digital skills, it was established that 12.1% of the respondents couldn't handle information using ICT enabled devices effectively. This could potentially cause breakdown in the communication channel and delay in the provision of services.
- 6) On the data projection and handling skills, 61.7% of respondents lacked sufficient skills to handle quality and confidentiality. Since, the data handled in a healthcare workplace requires great care and integrity, lack of the data projection and handling skills is critical.
- 7) 21.8% of the respondents indicated that they have challenges of utilizing and working in an Internet-worked environment. This is attributable to lack of the requisite Internet operational skills.

What worked well:

- Strong partnerships and collaboration among stakeholders. The County Government of Laikipia provided information that allowed access to healthcare workers and facilities, the consortium gave technical support, the healthcare workers overwhelmingly responded to questions asked and Survey sponsors (FCDO).

What didn't work so well:

- Covid-19 control measures limited direct access to healthcare workers, necessitating self-administered questionnaire administration.

Key and wider Learning:

- Up-skilling the healthcare workers on transversal skills more so on interpersonal digital skills and analytical skills to enable them work and use digital devices effectively and efficiently.
- Development of BYOD policy and standards to effectively support the utilization of devices like Smartphones in services delivery and to tackle challenges associated with non-institutional based devices.
- Tackle emerging data protection and cyber hygiene challenges by establishing continuous capacity building programs.
- Deployment of Internet connectivity and wireless access programs in the health facilities to ensure a complete networked healthcare environment

Project Impact

The healthcare workers in Laikipia County become digitally empowered and are able to access and use ICT resources for effective delivery of clinical and administrative services for better health outcomes for all especially during this Covid-19 period and beyond.

Project Outcomes

1. Increased understanding of the digital skills user needs of the healthcare workers in Laikipia County.
2. Increased digital devices accessibility and utilization, digital content creation, accessibility and digital content platforms utilization by healthcare workers.
3. Enhanced efficiency and effectiveness in health services delivery in the health system of Laikipia County.