

Gotcha! How to get 77% response rate from over 2,000 users spread over 4 continents in 8 languages

Niranjan Konduri

Global Digital Health Forum 2017

Washington, DC.



USAID
FROM THE AMERICAN PEOPLE

SIAPS 
Systems for Improved Access
to Pharmaceuticals and Services

 **msh**
Management Sciences for Health

Roundtable Summary

You need to prove that your digital health intervention contributes to improved patient health outcomes, but don't have the luxury of conducting a randomized controlled trial. A user experience survey is a feasible alternative if you ask the right questions. But designing, implementing and monitoring one can be tricky. Implementers need reliable, valid data on digital health user experience to track progress. Respondents should ideally be able to finish the survey within 5 to 7 minutes. And crossing the threshold of a 30% or even 50% response rate, including completeness, is a challenge. In this session, we'll share practical experience on how a low-cost, digital health user experience survey among public-sector staff in 9 diverse, resource-constrained countries drew a very high response rate with reliable and valid results encompassing factors such as patient care, information accessibility and workplace productivity.

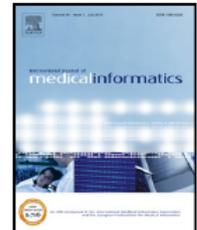


ELSEVIER

Contents lists available at ScienceDirect

International Journal of Medical Informatics

journal homepage: www.ijmijournal.com



User experience analysis of an eHealth system for tuberculosis in resource-constrained settings: A nine-country comparison



Niranjan Konduri^{a,*}, L. Gustavo V. Bastos^{a,1}, Kelly Sawyer^a, L. Fernando A. Reciolino^b

^a Systems for Improved Access to Pharmaceuticals and Services (SIAPS) Program, Management Sciences for Health, 4301 N. Fairfax Dr., Suite 400, Arlington, VA 22203, USA

^b Global Drug Facility, Stop TB Partnership, Chemin de Blandonnet 2, 1214 Vernier, Geneva, Switzerland

ARTICLE INFO

Article history:

Received 15 December 2016

Received in revised form 20 March 2017

Accepted 25 March 2017

Keywords:

Resource-constrained settings

Electronic health records

eHealth

Digital health

ABSTRACT

Background: e-TB Manager, a web-based eHealth system has been successfully institutionalized in 10 resource-constrained countries that account for one-third of the world's tuberculosis (TB) burden, but user experience has never been evaluated.

Methods: A cross-sectional, anonymous survey in eight unique languages based on the targeted countries. e-TB Manager users included nurses, doctors, pharmacists, statisticians/data officers, laboratory professionals/assistants, health workers, and administrators.

Results: With an 86.3% completion rate for all required questions, 1,511 completed responses were analyzed. Users had worked in TB programs for a median of five years and had used e-TB Manager for a median of two years. Overall, 60.2% of respondents were female, 65% were clustered in the age groups of



ORIGINAL ARTICLE
TUBERCULOSIS

User experience analysis of e-TB Manager, a nationwide electronic tuberculosis recording and reporting system in Ukraine

Niranjan Konduri ¹, Kelly Sawyer¹ and Nataliya Nizova²

Affiliations: ¹Systems for Improved Access to Pharmaceuticals and Services (SIAPS) Program, Pharmaceuticals and Health Technologies Group, Management Sciences for Health, Arlington, VA, USA. ²The Public Health Centre, Ministry of Health, Kiev, Ukraine.

Correspondence: Niranjan Konduri, Systems for Improved Access to Pharmaceuticals and Services (SIAPS) Program, Pharmaceuticals and Health Technologies Group, Management Sciences for Health, 4301 N. Fairfax Dr, Suite 400, Arlington, VA 22203, USA.
E-mail: nkonduri@msh.org

ABSTRACT Ukraine has successfully implemented e-TB Manager nationwide as its mandatory national tuberculosis registry after first introducing it in 2009. Our objective was to perform an end-of-programme evaluation after formal handover of the registry administration to Ukraine's Centre for Disease Control in 2015.

We conducted a nationwide, cross-sectional, anonymous, 18-point user experience survey, and stratified the registry's transaction statistics to demonstrate usability.

Contrary to initial implementation experience, older users (aged >50 years), often with limited or no computer proficiency prior to using the registry, had significantly better user experience scores for at least six of the 12 measures compared to younger users (aged 18–29 years). Using the registry for >3 years was associated with significantly higher scores for having capacity, adequacy of training received and satisfaction with the registry. Of the 5.9 million transactions over a 4-year period, nine out of 24 oblasts (regions) and Kiev city accounted for 62.5% of all transactions, and corresponded to 59% of Ukraine's tuberculosis burden. There were 437 unique active users in 486 rayons (districts) of Ukraine, demonstrating extensive reach.