

Informed Consent Form

Informed Consent

Informed consent to participate in a focus group discussion on use, non-use or underuse of EMR systems implementations in healthcare facilities in Kenya.

Protocol Title: Evaluation of the Status of Electronic Medical Records Systems Implementations in Kenya

Purpose of This Research Study

Kenya has embarked on a large-scale roll out of electronic medical records to over 1000 Ministry of Health healthcare facilities. The purpose of this group discussion is to explore end users' perceptions and experiences on factors facilitating and hindering EMRs use in healthcare facilities in Kenya.

You are eligible to take part in this group discussion because your input and experience would be relevant in informing the discussion.

Duration of Participation and Number of People Expected to Participate

Participation Duration: 2 hrs.

Anticipated Number of participants: Approximately 10 people per group.

Description of Procedure

If you agree to participate in the focus group discussion, the following information describes what may be involved.

Due to the social distancing and travel restrictions occasioned by COVID 19 pandemic, the focus group discussions will be conducted online via secure Zoom video-conferencing platform. The link will be shared in due course. The researchers, who have with experience leading these kinds of discussions, will facilitate the proceedings. The discussions will be recorded and transcribed for analysis.

The perceived facilitators and barriers to EMRs use gathered from the group discussions will be shared to relevant Ministries for action for the success of EMRs implementations countrywide.

Confidentiality of Group Discussion Data

We will not use your name or any other identifying information when we use this information that you are telling to us. The only people who will know that you are a participant of the discussion are members of the discussion team. No individual identifying information about you will be disclosed to others, except if required by law. The results of this study will be summarized for reports and may be summarized for presentation at meetings or in publications. No individual identities will be disclosed in any of these reports or presentations.

No personal identifying information will be collected. Discussion records will be stored in locked cabinets in a locked room. Only the evaluation personnel will have access to the data. All computerized information will be protected by access codes known only to the leads of the evaluation and certain designated staff members. All staff members will be trained to keep your information confidential, and they will be informed of the penalty for breach of confidentiality.

Potential Benefits

You may not experience any direct benefit from participating in the focus group discussion. However, a greater understanding about how EMR system usage should be assessed would likely greatly benefit the country by ensuring success of the implementations.

Potential Risks or Discomforts

We will not be collecting any personal health information so there is no risk for loss of private information. Some of the questions in the group discussion may elicit variable opinions and conflicting responses, which is part of reaching consensus. However, information shared by you will be safely stored and will be confidential, as described above.

Compensation for Internet Connection and Time

Taking part in this group discussion may involve internet connection costs and time. You will be reimbursed for your data bundle and time. The payment will be made at the end of the focus group discussion.

Voluntary Participation and Right to Discontinuation

It is completely voluntary for you to take part in this discussion. If you choose to take part, you can refuse to answer any question or ask us to stop at any time with no penalty. This will not affect your ability to receive any benefits to which you are otherwise entitled.

Disclosure of Financial Interests

Funding for conducting this evaluation is supported by NORHED program (Norad: Project QZA-0484).

Is it okay for you to participate in this focus group discussion via Zoom video-conferencing platform for at most 2 hrs?

YES: _____

NO: _____

Contact Information:

In case of any questions/complaints regarding this evaluation, please contact:

Philomena Ngugi +254722438086

Appendix III: Focused Group Discussion Guide.

Introduction

This survey intends to assess the use, underuse or non- use of EMRs.

Please answer the following questions in the spaces provided, circle or tick the most appropriate options.

1. Age:.....

2. Gender: (please tick as necessary) Male Female

3. What is your professional background?

Medical officer /Clinical officer

Nurse

Health Records Information Officer

Data Clerk

IT staff

M&E officer

Other: (please describe) _____

4. How many years of experience have you had in this current job?

<1 Year 1-2 Years

2-5 Years 5-10 Years

>10 Years

5. What is the mode of operation of the Electronic Medical Record System (EMR) in your workplace?

- Paperless
- Point of care (POC)
- Retrospective data entry (RDE)
- Hybrid (a mix of POC& RDE)

If Hybrid, explain the reason why

6. How many years have you used Electronic Medical Records System (approximately)?

- <1 Year 1-2 Years
- 2-5 Years 5-10 Years
- >10 Years

7. Has the EMR been of support in the monthly reporting HIV routine data to DHIS2?

- Yes No

Explain: _____

Thank you for taking the time to complete this questionnaire

Facilitator's welcome, introduction and instructions to participants

Welcome and thank you for volunteering to take part in this focus group. You have been asked to participate as your point of view is important. I realize you are busy and I appreciate your time.

Introduction: This focus group discussion is designed to assess your current experience, thoughts and feelings about usage of the EMRs implemented in your healthcare facility to support care delivery, specifically facilitators and barriers in its use. The focus group discussion will take no more than two hours. May I tape the discussion to facilitate its recollection? (If yes, switch on the recorder)

Anonymity: Despite being taped, I would like to assure you that the discussion will be anonymous. The tapes will be kept safely in a locked facility until they are transcribed word for word, then they will be destroyed. The transcribed notes of the focus group will contain no information that would allow individual subjects to be linked to specific statements. You should try to answer and comment as accurately and truthfully as possible. I and the other focus group participants would appreciate it if you would refrain from discussing the comments of other group members outside the focus group. If there are any questions or discussions that you do not wish to answer or participate in, you do not have to do so; however please try to answer and be as involved as possible.

Ground rules

- The most important rule is that only one person speaks at a time. There may be a temptation to jump in when someone is talking but please wait until they have finished.
- There are no right or wrong answers
- You do not have to speak in any particular order
- When you do have something to say, please do so. There are many of you in the group and it is important that I obtain the views of each of you
- You do not have to agree with the views of other people in the group

- Does anyone have any questions? (answers).
- OK, let's begin

Warm up

- First, I'd like everyone to introduce themselves. Can you tell us your name?

Introductory question

I am just going to give you a couple of minutes to think about your experience of providing care to patients since the introduction EMR (KenyaEMR) system. Is anyone happy to share his or her experience?

Guiding questions

- What are the attitudes of you and other staff towards the EMRs? (What system users' think/say/do?)
- What drove the positive/negative reaction? If negative, how could it be rectified?
- Do you think the EMRs has improved the efficiency of your work? If not, why not? (similar questions for data quality and routine reporting)
- What are your thoughts on the EMRs functions and capabilities? Are they easy to learn? Do think they cover all the tasks in relation to your role? If not, which ones are lacking?
- What are your thoughts on the training? Did it provide you with the skills you needed to begin using the system effectively? Do you think there is a need for retraining? (if yes, explore which areas and who would need training?)
- When thinking back to how the EMRs was introduced to you, are there ways that could have been introduced to make it easier/better for you?

- What about EMRs upgrades. Which products of KenyaEMR are you aware of? Who does the upgrade? What are your experiences? What are your thoughts on the system upgrade process?
- What are the main issues around actually using the EMRs in your facility?
- What are the barriers to using the EMRs? What are the enablers?
- Did you feel comfortable with using the EMRs? What are some of the issues that hinder your use of the EMRs?
- How would you make it easier to use/implement the EMRs? What are main issues/areas do you think need to be addressed to enhance use of the EMRs?
- Is there anything that we have not covered that you would like to share about your experiences with the EMRs?

Concluding question

- Of all the things we have discussed today, what would you say are the most important issues you would like to express about the EMRs?

Conclusion

- Thank you for participating. This has been a very successful discussion
- Your opinions will be a valuable asset to the study
- We hope you have found the discussion interesting
- If there is anything you are unhappy with or wish to complain about, please contact or speak to me later
- I would like to remind you that any comments featuring in this report will be anonymous

