Pre-Training and Deployment User Needs Assessment

Use this form as a guide for determining the training needs for a project.

Instructions:
1. To be administered during the technical assessment
2. Ask perspective users the questions below. Adjust as needed to suit other systems.

Date of Visit: _____

Project: _____

A. USER DETAILS

Name:_____   Name of Health Facility: _____

Ward/Section: _____   Current Primary Position: _____

Age (years): A. below 20 B. 20-30 C. 35-40 D. above 40   Profession/Role:_____

B. USER PERSONAL EXPERIENCE

1. How long have you been working in your current ward/section?

2. Have you ever used a computer?

3. Do you have a personal cellphone?

4. Have you ever used an Electronic Medical Record System before?

5. Have you ever attended any job related training(s), orientation(s) or briefing(s)?If yes, what training(s)?

6. How many clients do you serve per day?

7. How long does it take you to serve the above mentioned number of clients?

8. What would be the ideal time to be trained on using an Electronic Medical Record System? (Circle the appropriate)

   A. Weekdays   B . Weekend   C. Holidays   D. Other Specify

9. Which language would you prefer the trainings to be conducted in? (Circle the appropriate)

   A. English   B . Chichewa   C. Combined

10. How long does it take you currently to produce a cohort report?

11. Which tasks do you find challenging when doing them manually?

C. BAOBAB OBSERVATIONS

Check user performance:

- What are the things they are doing well?

- What are the mistakes that they make?

Observe work behavior :

- Do they follow the prescribed site work flow?

- When is documentation done, immediately or retrospectively?

Attitude Survey: Through interactions with staff note their values, work motivation and level of satisfaction

D. CURRENT SITE SITUATION (the Hospital Director or a Coordinator is a good person to ask this type of info)

1. How many patient on average are seen per day at the site?

2. How long does it take to see the above mentioned number of patients?

3. Approximately how long does it take to register a new patient?

4. Approximately how long does it take to serve a follow-up patient?

5. Which days of the week are clinics conducted?

6. Do you separate days for pediatric, adults, or newly initiated patients ? If yes, specify the days for each

7. If given a choice, what number of patients would you like to see per day?

8. Are there any other appointment bookings procedures followed to control number of people being seen per day?

9. How many staff are involved in the clinic? (estimate # of clerks, nurses, clinicians, doctors, pharmacist....etc)

10. How many work full time at the clinic?

11. What is the frequency of staff rotations?

12. What would be the ideal time to be trained on using an Electronic Medical Record System?

13. How long does it take currently to produce a report?

14. Which tasks are challenging currently when doing them manually?