SUPER USER IDENTIFICATION

The following section provides a list of conditions that need to be satisfied in order to identify possible super users of respective systems during trainings

This guide will be used by the training officers. All queries to do with the administration of the guide should be addressed to the support and deployment manager at chimwemwe.mputeni@baobabhealth.org

Super User Characteristics

The following are some of the few characteristics to guide in identification of super users

- Should be the participant who has embraced the proposed technology being introduced
- Should be patient and be willing to orient others of the system use
- Competent to use the system
- Should have authority that can enhance system use
- Should be available at the facility all times
- Should have a good background in EMR and IT systems+

Super User Roles

These should be clearly explained to the identified super user.

- Creation of user accounts
- Assist in diagnosing system problems
- Documenting all the experienced problems and steps taken to resolve the problems
- Assisting in orienting of new members of staff
- Support in system use to other staff; being the first line of support to the other users
- Reset expired user accounts
- Participate in hospital site visits to share user experience