

HENSIVE HEALTH

NRDC



# FIELD RESEARCH REPORT

PRESENTED BY  
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# TARKWA



SCOPE

# Introduction

**This report** contains a market research conducted in various health facilities in Tarkwa

The **health facilities** include;

## 1 Private Hospitals

- o Goldfields Tarkwa Mine Hospital
- o Redeemer Hospital

## 2 Government hospitals

- o Tarkwa Municipal Hospital

## 3 Laboratories

- o MDS-Lancet laboratories

## 4 Pharmacies

- o Jenapp Pharmacy
- o Brakatu Barnett Pharmacy

# OBJECTIVES:

Before we start with the session, let's warm up a little with this icebreaker question:

1

Copy a sticky note, then write your thoughts.

Copy a sticky note, then type in your idea.

## HENSIVE HEALTH

- 1.How many patients visit these health facilities
- 2.Have knowledge about how the hospitals work with the various pharmacies and diagnostics centres
- 3.Have knowledge about how hospitals do patient referrals and how patient data is share between partners
- 4.Challenges staffs using EHR/EMR software are facing
5. New features staffs wish are added to their current EMR software
6. Mobile phone penetration in Tarkwa
- 7.Type of mobile phone popularly used by patients in Tarkwa
- 8.Patient's ability to purchase data



5.30  
morning run  
– Lily C.



- 1 Management  
5 Responses
- 2 Staff  
63 Responses
- 3 Patients  
103 Responses

## REPORT ANALYSIS AND PRESENTATION OF DATA

### MANAGEMENT



- How many patients visit these health facilities?

Averagely, 82 patients visit the five health facilities where I visited for this market research

- Knowledge about how the hospitals work with the various pharmacies and diagnostics centres

With pharmacies, a prescription of drugs to buy are often given by the Doctor especially in cases where the hospital's pharmacy may not have the drug. A prescription is given using a prescription sheet and patient goes to find a pharmacy that can supply the drug.

Received diagnostics reports such as scans are scanned and uploaded to the EHR/EMR software the hospital is using

Where no software is available, patient data can be sent using paper which may be carried by the patient to deliver to the health affairs

## REPORT ANALYSIS AND PRESENTATION OF DATA

### MANAGEMENT



- Knowledge about how hospitals do patient referrals and how patient data is share between partners

Only one private hospital is able to share direct information with some of its partners

They are able to share information with one of its primary diagnostics partners and their main hospital of AMC in Accra.

Information sharing is done through the Hospital Management System they run

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## STAFF

- Challenges staff using EHR/EMR software are facing

Challenges with the software such as sql issues

Connectivity issues

Hardware issues

Knowledge about use of the software

Conversion of a cash client into NHIS client





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## STAFF

- New features staffs wish are added to their current EMR software

Detailed diagnostics

Software should be able to generate it own report

Cash records should be included in the software

Software should include baby screening

There should be reduction in popups

Triaging sheets

Intake and output charts

Nurse mid document

Pain rating



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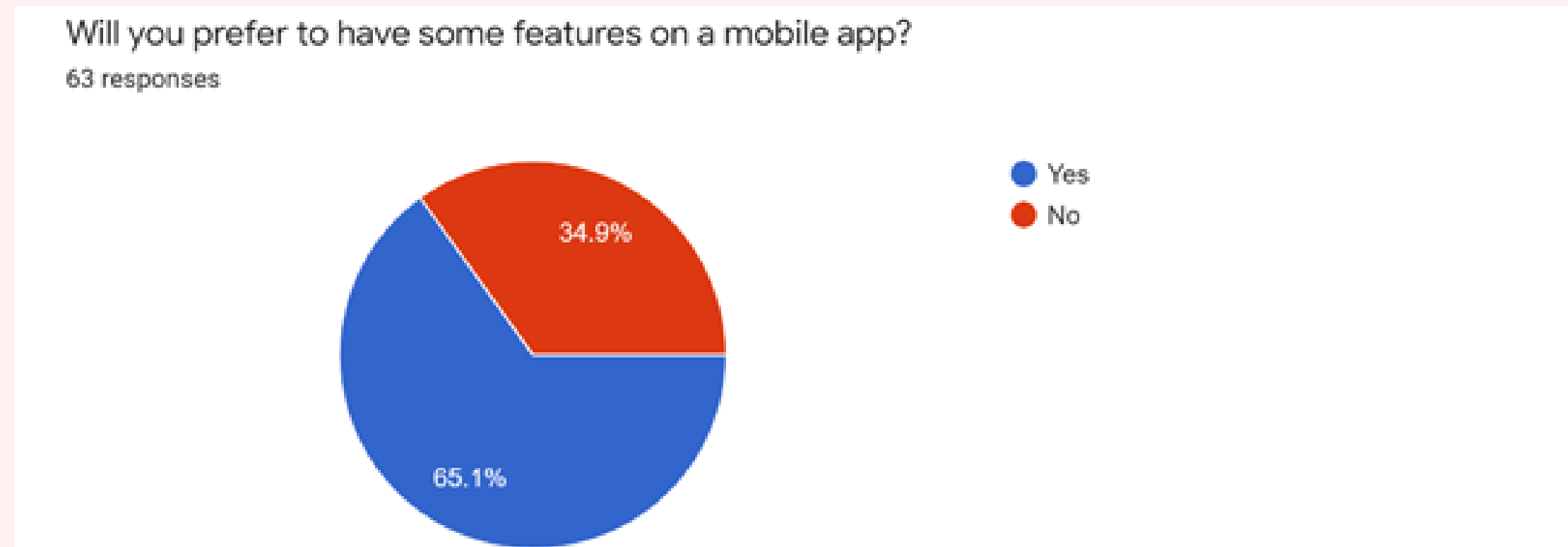
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STAFF



- Will you want to have some features on a mobile app?



- State those features

The whole software

Software should come with tablets for us to easily move around with it instead of writing on paper and later transferring them on the pc.

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STAFF



- Any other comments from the EHR/EMR software

Autofill and Autocorrect should be incorporated to reduce typing time

Inability to capture accurate address of some patients/ clients

How to clear patients data when the patient is deceased

There should be training on the software to allow us work fast with the software

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STOP

START

KEEP GOING

PATIENTS

- About 29% of the people assessing healthcare in Tarkwa are from outside Tarkwa.
- Age Demographics of people attending hospital in Tarkwa
  - Below 20years – 3
  - 20 – 29 – 22
  - 30 – 39 – 24
  - 40 – 49 – 15
  - 50 – 59 – 15
  - Above 59 – 6

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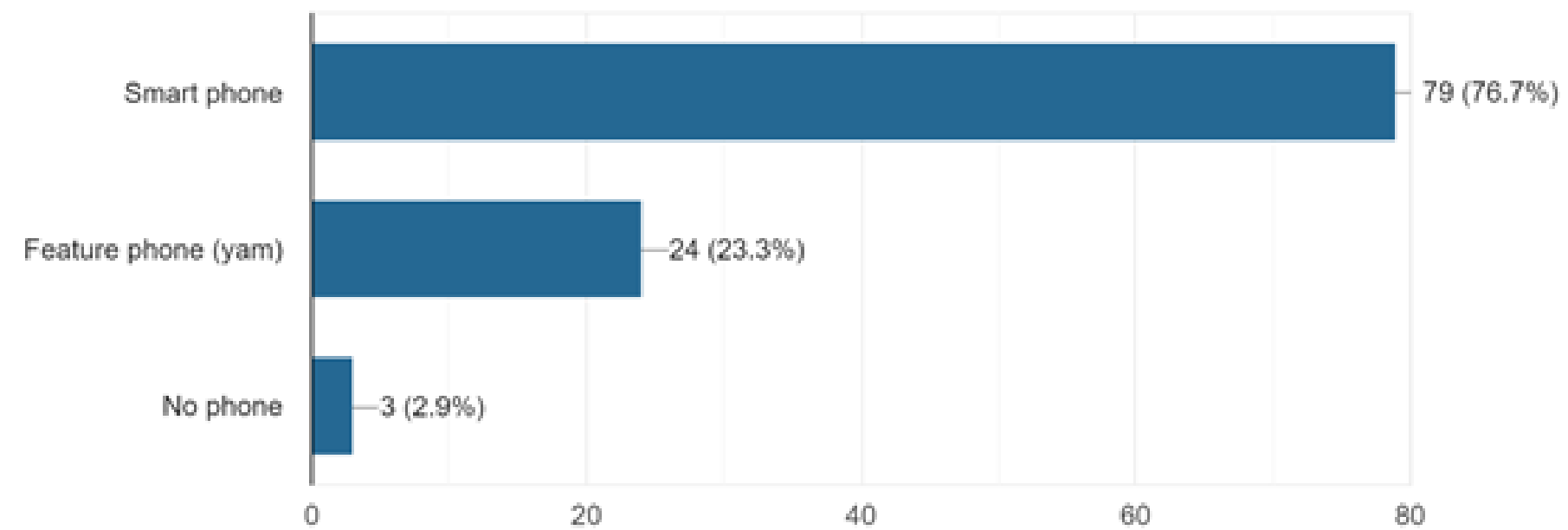
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PATIENTS



## Mobile phone penetration in Tarkwa

Which phone do you use  
103 responses



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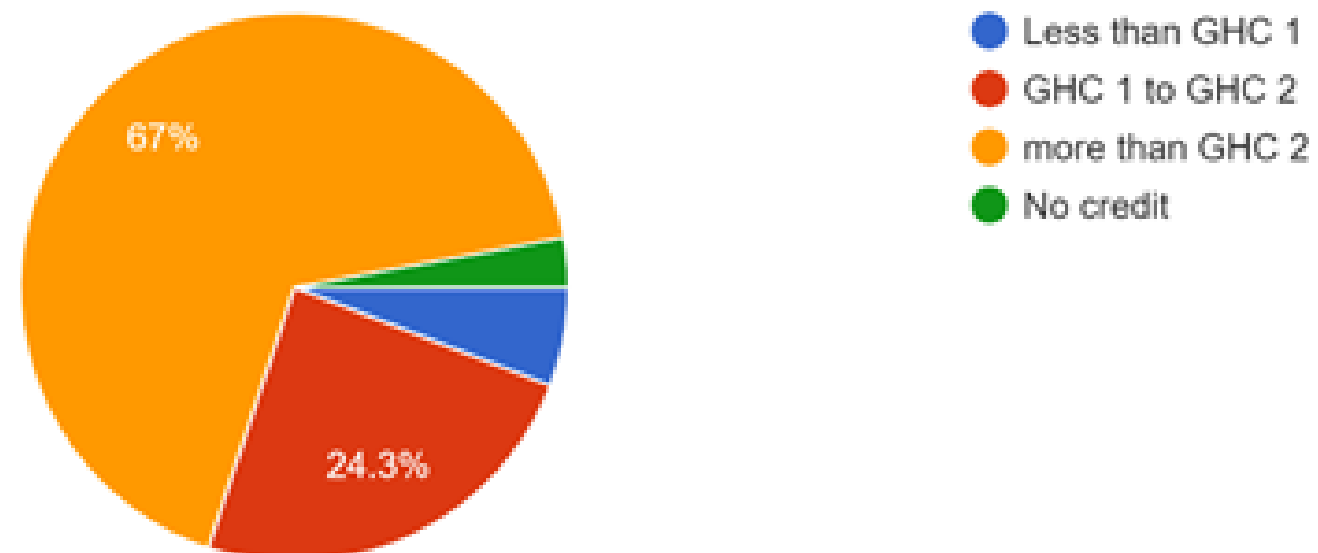
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## PATIENTS



- Averagely, how much credit do you buy per day?
  - More than 91% of the patients buy credit more that GHC 1 a day

How much credit do you use per day?  
103 responses



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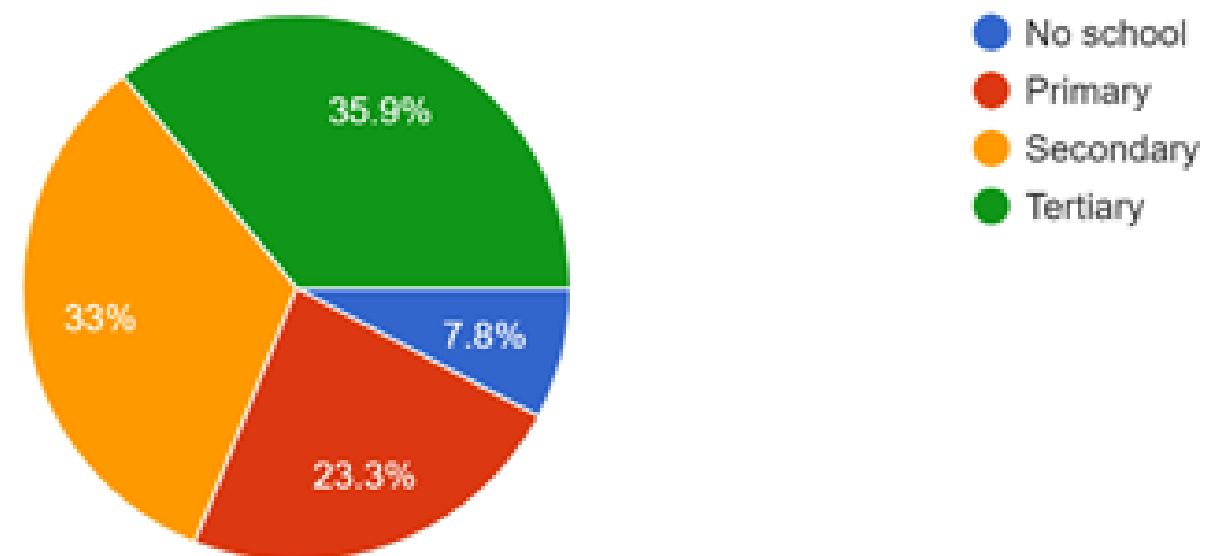
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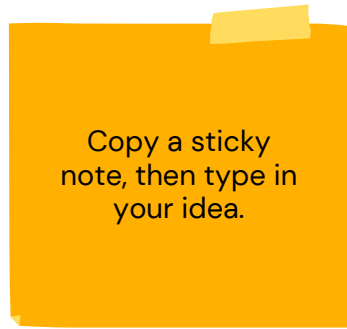
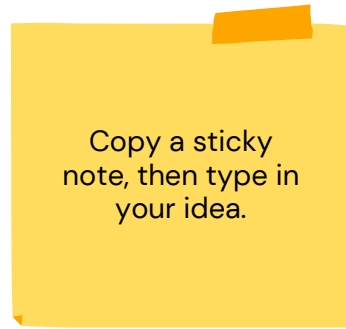
## PATIENTS



- Literacy levels of patients
  - More than 92% of the patients have an education of some sought

Educational Level  
103 responses

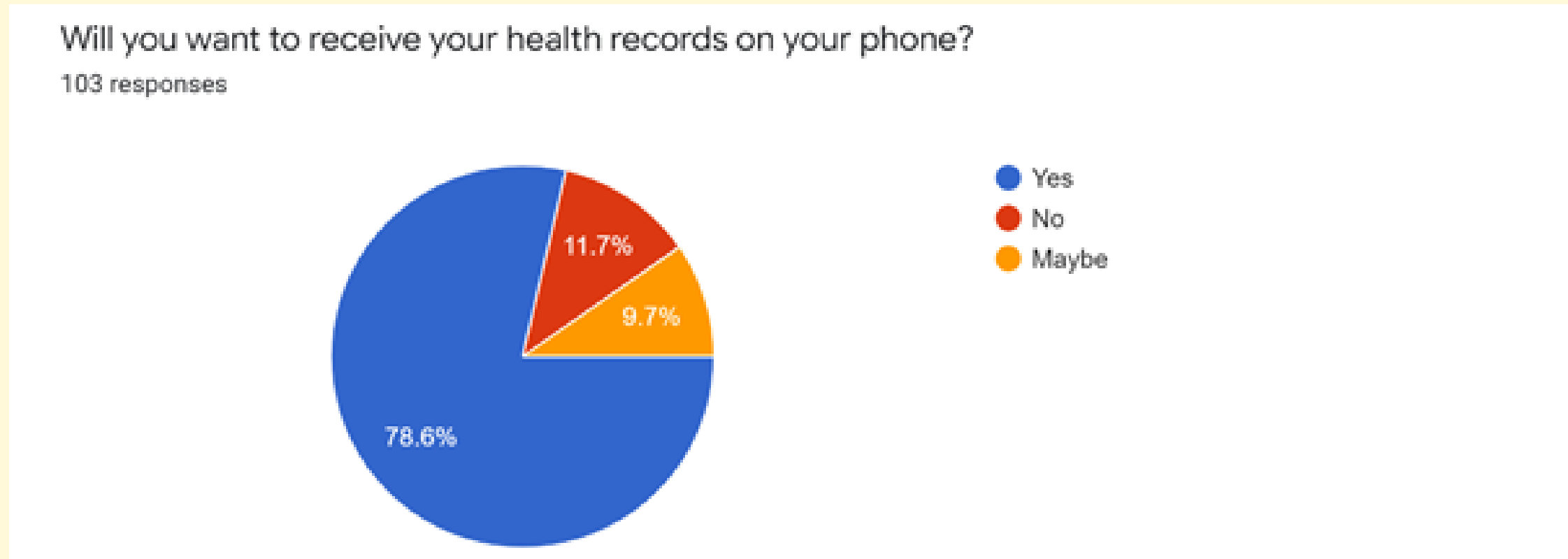




- Receival of medical data on personal phone

78% of patients gave their support to receive their medical data on their personal phones

Giving reasons that, it will keep them informed of the health state and how they can live their lives not worsen their health state or cause other complications.





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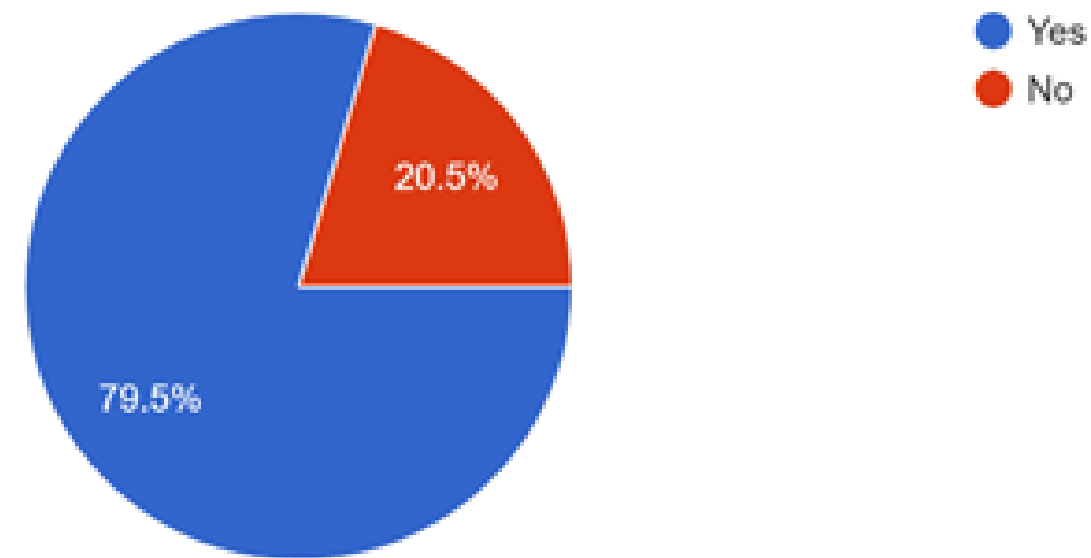
## PATIENTS



- Preference to paperless services and paper services
  - About 79% agreed that attending hospital in a hospital that runs paperless is more beneficiary

Has the implementation of EHR software improved or worsen your personalized healthcare

88 responses



# Major Findings

- 1 There are improvements that needs to be done on the current software being run by some of these health facilities which includes
  - o Addition of some other diagnosis
  - o Templates for taking patients' data should be made
  - o Broader addition of towns and village to allow for accurate location choices
  - o A thorough study on the departments of the hospitals to enable us design good templates

- 2 Reminders and recommendations from hospitals are very important to patients and most patients will Prefer to have them on their phones either through text or through an application.
- 3 Interoperability of current EHR/EMR software and HMS software with our cloud services is very important to allow for easy sharing of medical records data
- 4 We cannot build the software and forget about the hardware that will go with implementation of the software. Much more research has to be done on the best way for execution with hardware



# Conclusion

Data from my research shows that there is a need for the solution proposed by Hensive Health however better research needs to be carried out in the various departments of the hospitals to better understand their needs.



More research has to be done on existing EHR software and learn from their pitfalls.