



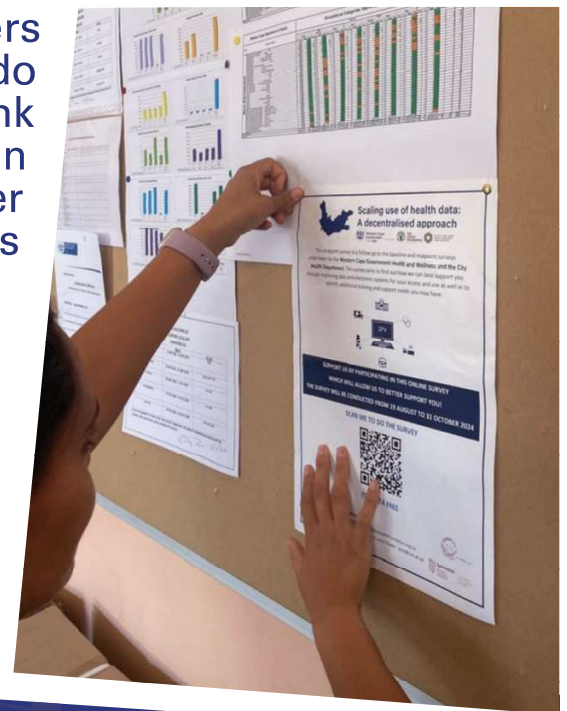
Scaling use of health data: A decentralised approach



Knowledge, Attitudes and Practices Survey (KAPS).

Effective data empowers healthcare workers to deliver better patient care. But what do healthcare workers in the Cape Metro think and know about electronic health information systems (EHIS) like the Single Patient Viewer (SPV), and how do they use it? Has this changed over time?

To answer these questions, we conducted the KAPS endpoint survey from **19 August 2024 to 24 October 2024** and compared the findings with the midpoint survey conducted between November 2022 and January 2023.



Why was the survey undertaken?

1. To measure the state of electronic data system use by health workers in Cape Town.
2. To track changes in knowledge, attitude, and practices over the duration of implementation of the initiative 'Scaling Data use to Improve Patient Care' from midpoint to endpoint.
3. To describe health worker knowledge, attitude, and practices relative to electronic data systems midpoint to endpoint.
4. To develop an understanding of the variables that influence data system usage, and their interplay.

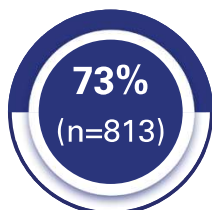
How was the information gathered?

- Data collection took place from **19 August 2024 to 24 October 2024**.
- The survey was distributed online, via pamphlets and 'assisted' (in person) data collection support.
- **58 Facilities** (27 MHS/WCGHW and 31 CCT) were visited for in-person participation.
- 58 facilities including **three hospitals**.
- **1118 participants** accessed the questionnaire of which 142 was online.

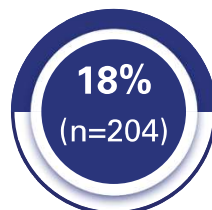


Who participated in the survey?

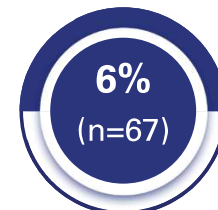
Role	Total (n = 1107)	CCT (n = 326)	WCGHW (n = 669)	Other (n = 112)
Management				
Clinical Manager	17	12	5	0
District Programme / Mgmt.	1	0	0	1
Health Information Manager	3	2	1	0
Operational / Facility Mngr.	33	12	20	1
Sub-district Prog. / Mgmt support	13	12	1	0
Clinical				
Allied Health Professional	46	4	40	2
Clinical Nurse Practitioner	102	25	76	1
Clinicians (Doctors/specialists)	151	18	125	8
Community Health Worker	8	1	2	5
Counsellor	36	2	5	29
Enrolled Nurse / EN Assistant	137	48	79	10
Pharmacy	112	28	78	6
Professional Nurse	221	93	114	14
Support Staff				
Administrative Staff	189	63	104	22
Health Information Officer	15	4	9	2
Other	23	2	10	11



Clinical



Support



Management

The key findings emanating from the survey is as follows:

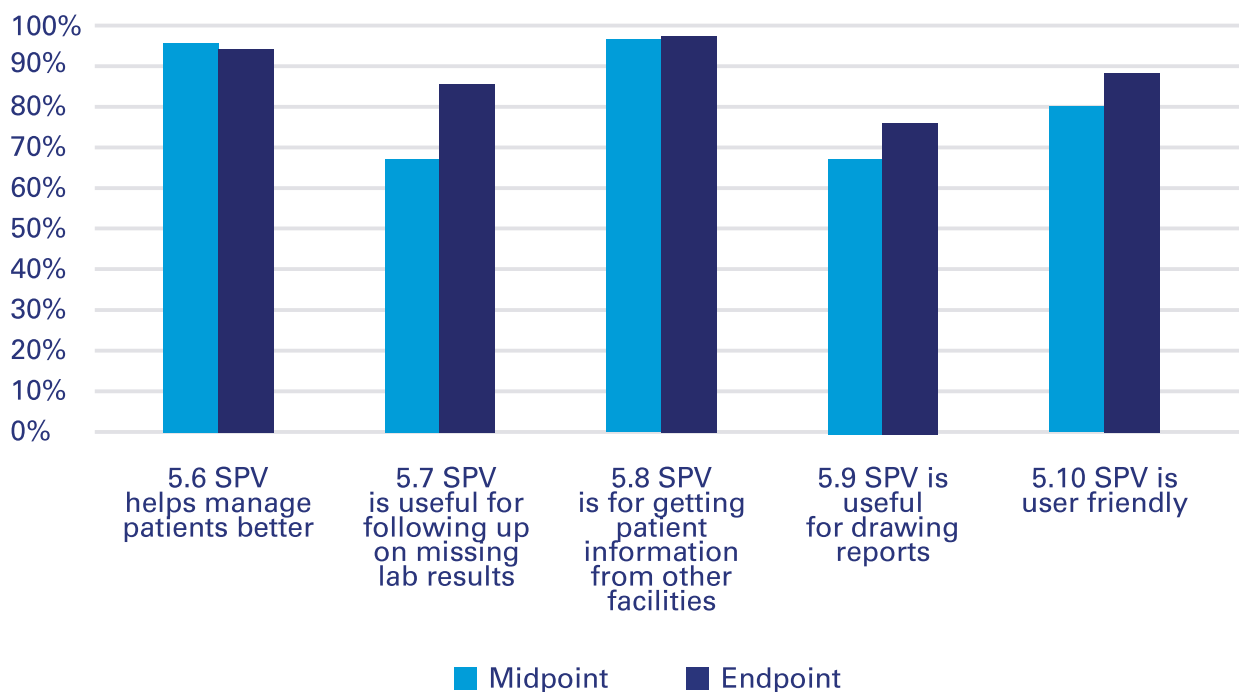
Electronic Health Information Systems (EHIS):

- **85% of health workers use EHIS**, more than at the midpoint.
- More than 90% of health workers across categories reported **positive experiences** with EHIS.
- Despite positive feedback on ease of use, 1 in 4 of participants still viewed paper-based systems as more reliable for record-keeping.
- Health workers have more **positive perceptions towards training and support** compared to those in the midpoint survey (86% vs 82%).
- More participants had received EHIS training (64% to 72%), reflecting **improved training and greater ease of use** since the midpoint survey.

Single Patient Viewer (SPV):

- There has been a significant **increase in SPV usage** since the midpoint survey. SPV is now the **second most used EHIS** for MHS and WCGHW.
- There has been an **increased** amount of **SPV awareness** (26% vs 57%) and training (50% vs 69%).
- 60% of SPV users felt that they are **using SPV to its full capacity**, compared to 72% in the midpoint.
- **Only 54% of MHS/WCGHW staff feel that they have the training they need to use SPV – this is less than for City of Cape Town.**
- Many users of SPV are using their colleagues' login details (27%). This indicates that there is a **need to link SPV users with their own usernames/profiles**.
- 53% of SPV users contact their colleagues when they experience issues with SPV.

Participants found SPV useful for a number of tasks:



What's Next – The key recommendations are:



Strengthen internet access
at facilities



Continued/streamlined
logistical support to SPV
access



Drive to ensure access to
usernames and profiles for
SPV



Continued effective training
to SPV – those who have
been trained understand the
programme and their own



Continued access to support
for SPV use



Troubleshooting access to
SPV features



For SPV application forms, please click the link below:

<https://form.jotform.com/232204405258044>

For SPV Training and support contact:

MHS: Nyameka.Mbula@westerncape.gov.za

CCT: Bubele.Makeleni@capetown.gov.za

PHDC: Leigh.Snyman@westerncape.gov.za

For general SPV queries contact:

PHDC.PGWC@westerncape.gov.za

