

**UTILIZATION OF MOBILE TABLETS AMONG
BASIC HEALTH STAFF IN MON STATE**

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ABSTRACT

Ministry of Health and Sports, Myanmar distributed mobile tablets among basic health staff (BHS) in selected States and Regions in October, 2018 to promote health literacy status, to increase quality and competency of basic health staff in health care service delivery, to raise public health activities, and finally to get equity in healthcare services and equitable access to healthcare services. A cross-sectional descriptive study using mixed methods was conducted in Mon State to determine the utilization pattern of mobile tablets and to explore the enablers and barriers in utilization of mobile tablets among BHS. In quantitative phase, 300 BHS who received mobile tablets from MOHS responded self-administered questionnaires. Participants were HA (5%), PHS I (1.7%) LHV (8.3%), midwives (59.7%) and PHS II (25.3%). Their median age was 35 (IQR=14) years and median service years was 10 (IQR=13.8) years. When assessing skills in digital technologies, the score ranged widely between 7 and 57 with median score of 28 (IQR=16.75). The utilization of mobile tablets were expressed by their total activities of reported screen time per week. For descriptive statistical analysis, the utilization of mobile tablets was categorized into three groups according to screen time; low utilization (0-1.7 hours per week, 30.7%), moderate utilization (>1.7-3.3 hours per week, 34.0%), and high utilization (> 3.3 hours per week, 33.3%) Among low utilization group, used mobile tablets nearly 90% for work related activities and 84% in moderate utilization group and 77% high utilization groups. About 65% of respondents were better in digital technologies. After adjusting other factors, BHS with better skills in digital technologies utilized mobile tablets 2.6 times more than the poor skilled BHS (95%CI=1.50, 4.43, $p<0.001$). Most of the respondents who had total services at current job place >15-20 years were 68% (95%CI=0.11, 0.98, $p<0.01$) and >20 years were 72% (95%CI=0.49, 1.02, $p<0.01$) less utilization than those with less than 5 years services. For qualitative phase, in depth interviews were conducted with 20 BHS. Results from thematic analysis highlighted their knowledge and skill gaps in utilizing mobile tablets and their reluctance to use mobile tablets. Organizational support such as trainings, handbooks, phone bills and internet costs was said to be essential for more utilization of distributed mobile tablets. Standard operating procedures for maintenance of tablets should be developed and concern of BHS about possible compensation for loss damage should be minimized because such concern can

decrease the utilization of tablets as intended. Trainings on digital technologies should be integrated in curricula of pre-service trainings for BHS.