

GHCon2020

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GNU Health for IT illiterate

Case study: Patient workflow at the outpatient service

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GNU Health Implementation in Africa

- Ghana, Gambia, Cameroon, Gabon, Congo, Tanzania, Kenia, etc.



Feedback to GNU Health Functional Training



Challenge - User acceptance

- Most important factor for a successful implementation of a health system

Issue:

- Most health professionals do not have any computer knowledge
 - No It training during their education
 - GNU Health is scary to most of them
-
- Strength:
 - Everybody in Africa has a smartphone and use WhatsApp and Facebook



About Digital Literacy

- Staff with high digital literacy levels, express confidence in using technology.
- positive attitudes towards information systems.
- Staff with poor digital literacy express
- anxiety using information systems.
- poor staff engagement with information systems adversely affects the safety and quality of patient care,
- The most important determinant
- of attitudes towards computer use in health care is thought to be computer literacy.



Challenge

- To provide GNU Health functional training
- and
- basic computer knowledge while teaching?
- In 12 hours time



Change your attitude - Change your training

- Increase the confidence and trust with the trainees
- Instead of teaching them learn from them
- Share with them what they already know and listen to them
- Use simple terminology
- Reduce the IT jargon to a strict minimum
- Don't focus on functionalities - focus on processes
- What they are used to do on a daily basis
- Tell stories
- Give appreciation to their efforts



GNU Health is a free/libre health and hospital information system[2] with strong focus on public health and social medicine....

GNU Health is a free/libre virtual hospital

Computer

Easier to use than a smartphone

Mouse - click - double click

Easier to use syringe

Keyboard

Similar to a smartphone

GNU Health Log In

Main entrance of the Hospital?

GNU Health Interface

How to move through the hospital

GNU Health Main Menu

Hospital Organigram

GNU Health Functionality

Hospital department/location

Patient Workflow

Patient course/experience

GNU Health form

Hardcopy form

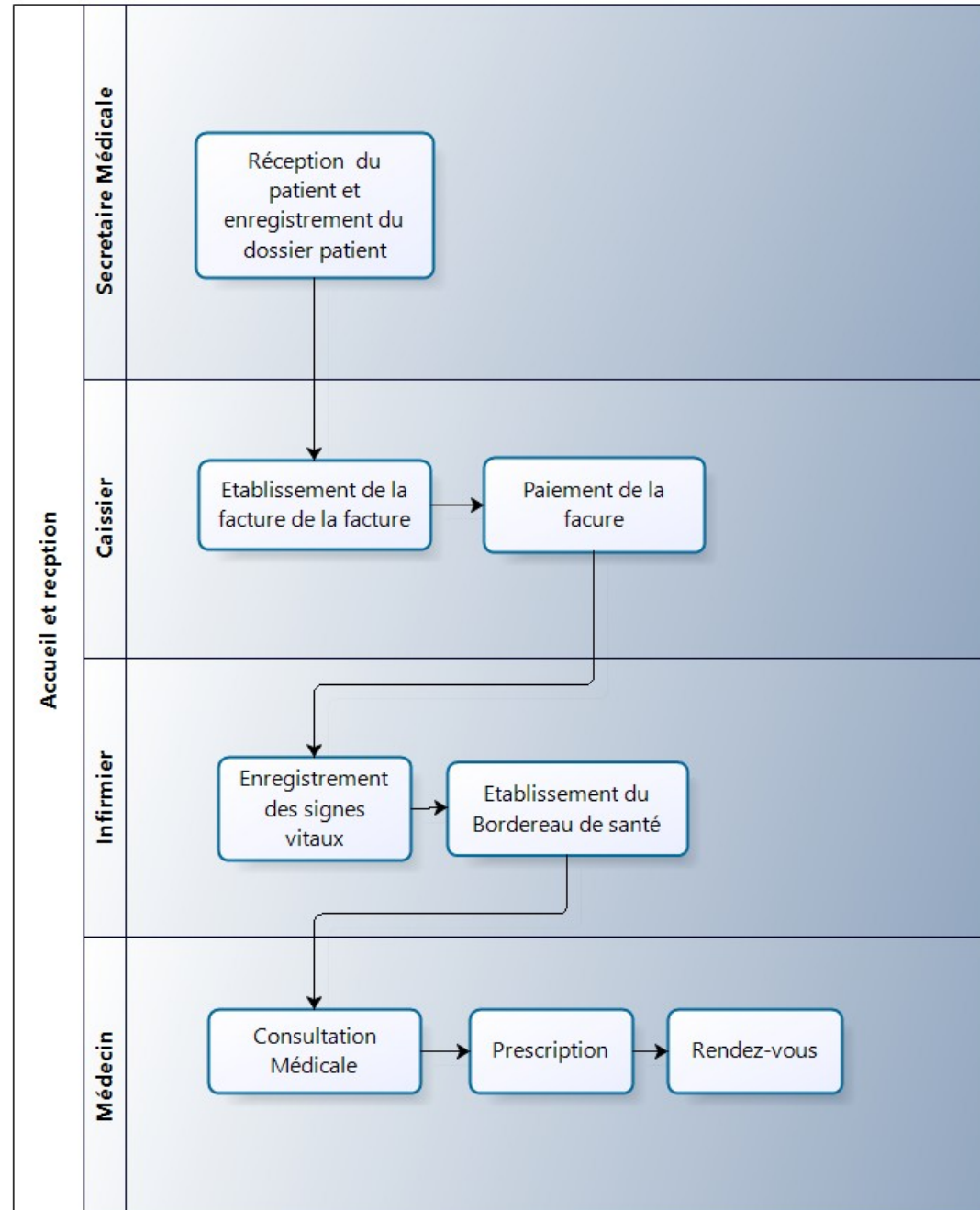
Dictionary of GNU Health Commands

Virtual hospital	GNU Health Commands
Search the patient's medical record	Health - Patient - Search
Create a new medical record	Health - Patient - New
Print patient ID card	Open the patient record - click the Report button in the toolbar - choose ID Cards or ID Cards - QR
Search the patient's demographics	Party - Party - Person - search
Create a new patient's demographics record	Party - Party - Person - New

Patient Workflow - Manual processing

- Patient's course/ experience
- Demographic form (completed and empty)
- Medical form
- Health service form
- Invoice
- Evaluation form
- Prescription form
- Manual Process

Patient Workflow



Form - Patient Demographics

DOSSIER ADMINISTRATIF DU PATIENT

Nom: ICKONGA

Prénom: Lyse

Sexe: Masculin: Féminin:

Date et Lieu de Naissance: 12/1/1996

Nationalité: Congolaise: Autre (préciser):

Pays de Résidence: Congo Autre (préciser):

Situation matrimoniale: Marié / Célibataire / Veuf / Divorcé(e) / Séparé(e)

Profession/Occupation: maraichère

Niveau d'instruction: Illettré / Ecole primaire / Ecole secondaire / Université

N° Carte Nationale/Pièce d'Identité: AA02101

Adresse et Tél. :

Rue et Nr:

Ville: Brazzaville **Pays:** Cameroun: Congo Autre (préciser):

Nr de Téléphone1: 066533022

Nr de Téléphone 2: 053221021

Personne à contacter en cas de besoin:

Nom et prénom: MOUSSA Davy

Date de Naissance : 12/2/1989

Sexe : M/F

Adresse: 30 ; Rue BANDA Poto-poto

Nr Téléphone 1: 066333233

Nr de Téléphone2: 0440221012

Lien de parenté: époux

Informations comptables

Délais de paiement: Comptant:

30 Jours:

60 jours:

90 jours:

Compte client: Compte client /Autre (préciser):

GNU Health Processing

- Convert patient's course into GNU Health Command
- Copy the content of the manual form into GNU Health forms
- Enjoy



Patient Management

Action in virtual hospital	GNU Health Commands
Gestion du dossier patient	
Rechercher le dossier médical du patient	Santé - Patient - Recherche
Créer un nouveau dossier médical	Santé - Patient - Nouveau
Impression carte patient	Ouvrir le dossier patient - Imprimer - Carte d'identité ou Imprimer carte d'identité QR
Impression éléments du dossier patient - Antécédents maladie	À partir du dossier patient - Imprimer - Conditions de santé
Rechercher le dossier administratif du patient	Tiers - Tiers - Personne - Recherche
Créer un nouveau dossier administratif	Tiers - Tiers - Personne - Nouveau

Staff Feedback





Thank you!