A STUDY ON ACCEPTANCE OF E-LEARNING AT HEALTH CARE ORGANISATION AND SMALL HEALTH CARE ORGANISATION

BY

Dr.Nikhil Khandal

DISSERTATION SUBMITTED FOR THE

FULFILLMENT OF

MBA HOSPITAL AND HEALTH MANAGEMENT

ACADEMIC YEAR, 2019-2021

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TO WHOM SO EVER MAY CONCERN

This is to certify that Dr.Nikhil Khandal, student of MBA Hospital and Health Management from The IIHMR University, Jaipur has undergone internship training at HLFPPT(RAJ) from February, 2021 to May, 2021.

The Candidate has successfully carried out the study designated to him during internship training and her approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.

Dean, Academics and Student Affairs

The IIHMR University, Jaipur

Professor

The IIHMR University, Jaipur

THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled and submitted by Dr. NIKHIL KHANDAL Enrollment No. 0947 under the supervision of Associate Professor SEEMA MEHTA for award of MBA in Hospital and Health Management of the University carried out during the period from February, 2021 to May, 2021 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other institute or other similar institution of higher learning.

Signature

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Finally, with all respect, I thank my family for their blessings, my seniors and colleagues for their help and wishes for the completion of this project and make it valuable.

Sincerely,

Dr Nikhil Khandal

Project Co-ordinator

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3. HLFPPT

Hindustan Latex Family Planning Promotion Trust (HLFPPT) is a national non-profit health services organisation that focuses on RMNCH and RMNCHA Reproductive, Maternal, New-born, Child & Adolescent Healthcare, HIV Prevention & Control, and Primary Health quality care.

HLL Lifecare Ltd promotes HLFPPT (a Mini Ratna PSU under the Ministry of Health & Family Welfare, GOI). It was established in 1992 and is governed under the Travancore-Cochin Literary, Scientific, and Charitable Societies Registration Act, which was enacted in 1955.

We have been providing health solutions to communities across India for the past 25 years and contributing to the strengthening of the Indian health system through direct programme implementation, technical assistance, and capacity building. HLFPPT is now India's premier organisation in Reproductive and Child Health Care, as well as a pioneer in promoting public health using Social Marketing and Social Franchising strategies.

VISION

Touching lives with quality care, compassion and emerge as a globally credible organisation

MISSION

Offer Innovative, Affordable and Sustainable Reproductive Health Solutions.

What we do

At HLFPPT, we are committed to promoting safe maternity and improved child health, with the goal of creating happier and healthier future generations.

We have been providing health solutions to communities across India for the past 25 years and contributing to the strengthening of the Indian health system through direct programme implementations, technical assistance, and capacity building.

HLFPPT is now India's premier organization in Reproductive and Child Health Care, as well as a pioneer in promoting public health using Social Marketing and Social Franchising strategies.

5. INTRODUCTION

E-learning for non-academic purpose

E-learning is increasingly being used by both HCOs and SHCOs for initial and on-going staff training. External resources are employed, as well as in house programs built on company intranets.

E-learning advantages:

1. Information(such as health and safety) is maintained up to date by upgrading intranet sites. Staff can be taught to refresh their knowledge and training when material becomes available, without the need to appoint trainers or schedule time for them to attend. This is frequently seen as the most effective technique for hospital employees to keep their skills updated.
2. Allow for real – time learning. When employees are confronted with new issues at work, they may immediately access a central training resource to improve their understanding of how to cope with them on a situation by situation base.
3. By decreasing the need to book locations and trainers, money can be saved.
4. Employees are given ample time away from their desks.
5. Employees can train whenever they choose and can break the course up into sections as they see suitable.

Problems:

- Employees are more engaged since they are encouraged to complete the training on their own time over their lunch break, or before and after work, rather than being given time off.
- It can be impossible to tell whether hospital employees are completing the trainings to fullest extent possible or benefiting as much as they would from a classroom-based training session.
- Staff may need support to use technology.

Time and money are required to set up and maintain supporting internet equipment as well as ongoing maintenance

The 5E's of E-learning

Engage

The engage phase's goal is to pre-existing knowledge from students, pique their attention, and collect diagnostics data for use in teaching and learning , each unit starts with a lesson that involves pupils in a mental activity or asks a question. It piques students assists them in getting started. It aids people in making connections between what they already know and new concepts.

Explore

Students do hands –on explorations to learn more about a concept or skill. They wrestle with the issue or phenomenon and give their own account of it. This phase permits students to develop a common set of experiences from which they can draw to help one another understand the new concept or skills.

Multiple opportunities for pupils to engage in learning and representing their thinking characterize the explore phase.

Explain

The explain phase's goal is to help students generate scientific explanations by drawing on their own experiences and observations and employing representations. Students continue to expand their comprehension of ideas and exhibit their progress.

Elaborate

This phase allows to apply what they've learned in class to new contexts, allowing them to gain a better comprehension of the idea or make better use of their science inquiry skills. During this phase, it is critical for students to discuss and compare their views with one another. In the elaborate phase, students develop their science inquiry skills in a meaningfull way.

Evaluate

Students can examine and reflect on their own learning, as well as their new understanding and skills, in the final phase. Students reflect shifts in their knowledge, views, and abilities.

NEED OF STUDY

Due to the pandemic issue of covid -19, e-learning has become a required component of all educational institutions such as schools, colleges, and medical staff training for quality standards themes in and around the world. This terrible situation has thrown the offline teaching process into disarray. E-learning is an efficient form of teaching and training that brings out the best in students and employees.

1.This study is to find out the hospital staff's attitude towards E-learning.

2.This study will helps in analysis of the acceptance of nurses and paramedical staff and even the gaps that are present in E-learning scenario.

OBJECTIVE:

1. To study the acceptance of E-learning connecting facility amongst the hospital staff.

6.LITERATURE REVIEW

Due to covid 19 pandemic most of organizations are increasing the way of training and teaching towards the e learning .around the world, for this study these literature were used for reference

In a study by Boonstral et al;2020 they gave an example of in-compatibility of technology with the quality standard trainings.

Another study (Dunnebeil et al., 2012) builds on previous research on technology acceptability in healthcare by looking into the factors that e learning for trainings and influence the perceived usefulness and ease of use of E-learning services.

Impact of e learning on student learning and employability in india

E learning in healthcare sector, Esmaeilzadeh et al. (2019)

As a result, new tools enabled by IT and the internet can be used efficiently for e learning to get updated date by date from healthcare professionals, and hence may increase the quality of medical care services.

7.METHODOLOGY

SAMPLE DESIGN-

The research was descriptive in nature (cross-sectional).

SAMPLING METHOD-

Non-probability (purposive) sampling was used in this study.

STUDY AREA-

The study was conducted in private small healthcare organization of Bharatpur district of RAJASTHAN.

SAMPLE SIZE-

Nurses – 60

Paramedical staff-40

SAMPLING CRITERIA-

It contains-

1. Nurses-

1. Male nurses, female nurses & GNMs etc.

2. Paramedical staff-

2. OT technicians, Laboratory technicians & pharmacists etc.

ETHICAL CONSIDERATION-

Before collecting data, respondents must fill out an information collection form. Before conducting the survey, the association provided orally informed permission. Respondents were assured that participation in the study is entirely voluntary, and that they can withdraw at any time. The respondents were told from the start that the collected data would be shared only with the study's guide or mentor and that it would be used solely for academic purposes

SAMPLING TECHNIQUE-

Convenient sampling

DATA COLLECTION (tools and technique)

PRIMARY DATA-

This project's primary data was gathered using a survey that included a paper-based (hard copy) questionnaire, face-to-face interview..

SECONDARY DATA-

This project's secondary data was gathered from a variety of reliable research papers.

RESEARCH INSTRUMENTS-

Research instruments is semi-structured questionnaire contains of both type of open and close ended questionnaire for both nurses and paramedical staff.

Interviews with nurses and paramedics were used to gather data.

STUDY DURATION-

3 Months (25^{th} feb 2021-24^{th} may 2021)

DATA COLLECTION PROCEDURE-

- Open and closed ended questionnaires were used to collect data, and the questionnaire was pre-tested by other respondents.
- The questionnaire contains both qualitative and quantitative questions.
- Following confirmation of a pre-tested questionnaire that was used to collect data in a relevant field.
- Microsoft Excel was used to filter and analysis the data collected.
- The data in the project report is presented visually using graphs and tables.

RESULTS-

Usage of E-learning related application -This helped to know the percentage of the medical professionals (nurses and paramedics) using any e-learning applications.

Fig.1.1. Usage of any E-learning :*71% of nurses and paramedical staff use web application for online E-learning also for NABH quality standards training*

REASONS FOR USING E-LEARNING PLATFORM

The three main reasons why these medical professionals were hesitant to use E-learning, despite recognizing that it would improve their work and make it more widely available, are:

2. E-learning saves time and money

3. E-learning leads towards good retention
4. E-learning is scalable

Risk associated with E-LEARNING

1. E-learning is untrustworthy since data is not secure and can be accessed by anyone.[9]
2. E-learning is unreliable since backup failures may result in the loss of all saved medical records.[8]
3. E-learning is unreliable because what if you don't have access to the internet when you need to attend a training session?[9]
4. E-learning is not reliable is not so much practical then offline learning.[7]
5. E-learning is not reliable because of technical glitches.[9]

benefit of E-Learning -74% percentage of professionals believes in E-learning has benefits in connecting facilities(applications that provide online consultations, learning techniques and quality care systems, trainings) to nurses and paramedical staffs .

1.74% of staff were using applications to take training sessions for NABH quality standards

2. 8% of staff were not using due to unavailability of technical gadgets.

3. 18 % of staff is not using properly E-learning apps due to lack of time or engaged somewhere

Areas of benefit of E learning–

1. **E-learning saves time and money –**with E-learning, anyone can save time and money at anywhere and anytime if they have already technological gadgets. E-learning is much cost effective.

2. **E-learning leads towards good retention**- E-learning tools starts learning designers to make content in a smart way. If a person is using E-learning he or she can recall the concept at work station.
3. **E-learning is much consistent –** in physical classes there is a same teaching method which can be different as per teaching nature of a teacher but in E-learning it provides consistent and standardized training every time.

4. **E-learning is scalable-** anyone of trainee or student can roll it out at any point of training schedule.

NABH quality standards-

1 ADR

2 NSI

3 LASA

4 Critical value and its record

5 Codes type means how announce

6 Blood spill management

7 Autoclave process indicators

8 Manifold room its maintenance

9 Water Tank cleaning and its record

10 Grievance and its management

11 How to refer a patient

12 Hand Hygiene

13 Anaesthesia events maintainance

14 Narcotics status and record

15 Fie extinguishers types and use

16 High risk medicines prescription policy

17 Near expiry drugs how to maintain

18 Biomedical bins types and management

19 How to fumigate or clean floors

20 Drug labelling

21 Post recovery room area how to manage

22 Blood transfusion management, reaction management.

9. CONCLUSION:

- 71% of medical professional use web application for e-learning and 74 % believe that E-learning will help them in their proffession, this shows high percentage of acceptance of such application.

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