



DISSERTATION REPORT PRESENTATION

On

**An Impact of Digital Platforms on Community health workers in Rural Jaipur,
Rajasthan**

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Introduction

Healthcare in India has a varied access to all sections of society.

Urban population has more & better access to Healthcare services than rural.

Digital Healthcare Platforms help us to connect across the rural & urban sections.

Manual Healthcare services are area specific while Digital Healthcare Platforms can be made available across borders too, Let alone urban vs rural.

Research Question & Objective

Research question:

- What impact does a digital platform have on the performance of community health workers?

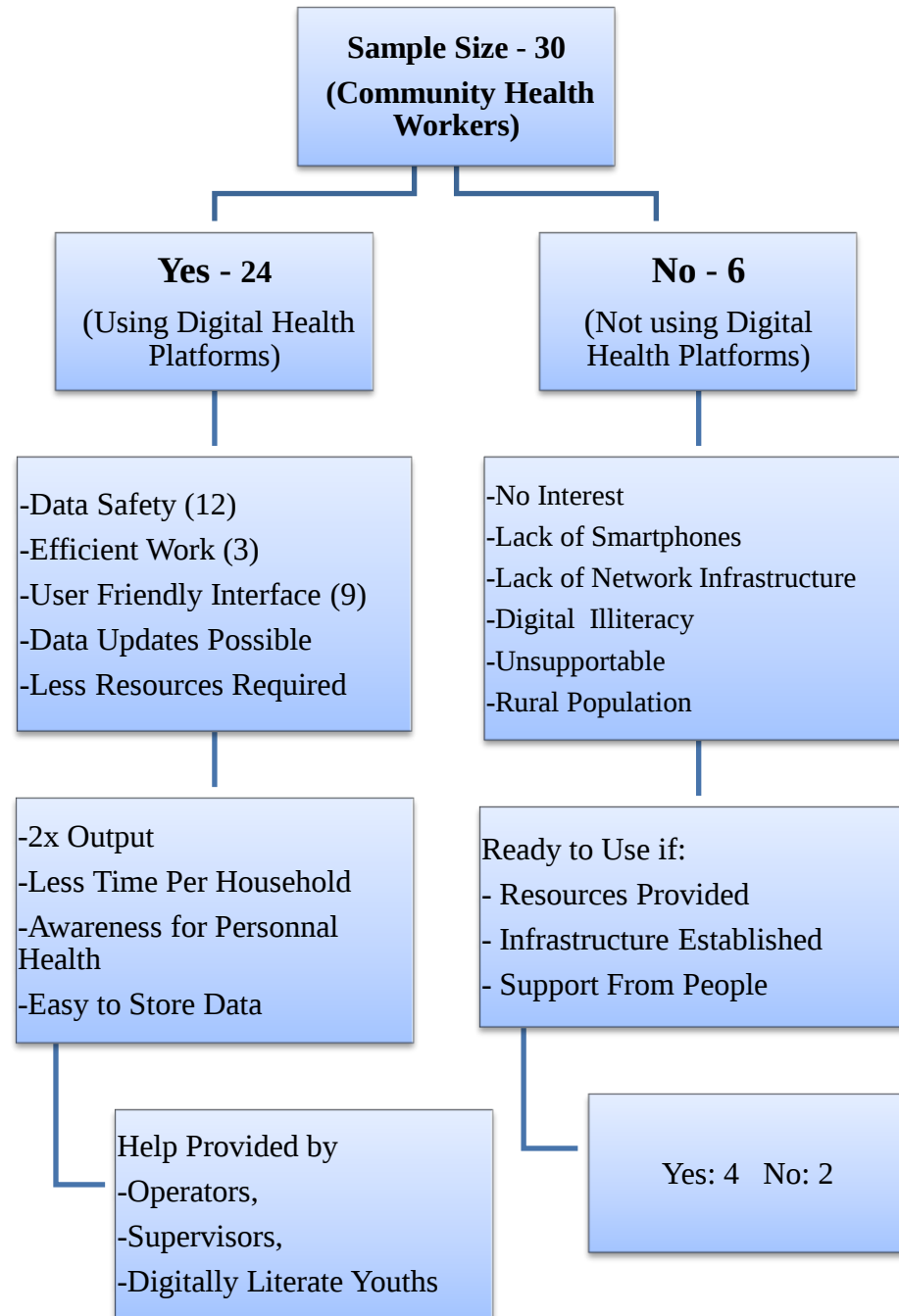
Objective:

- The aim of our study was to gauge the advantages of Digital Healthcare Platforms over Manual ones.
- We focused on the approach of our community health workers in using Digital Healthcare platforms.

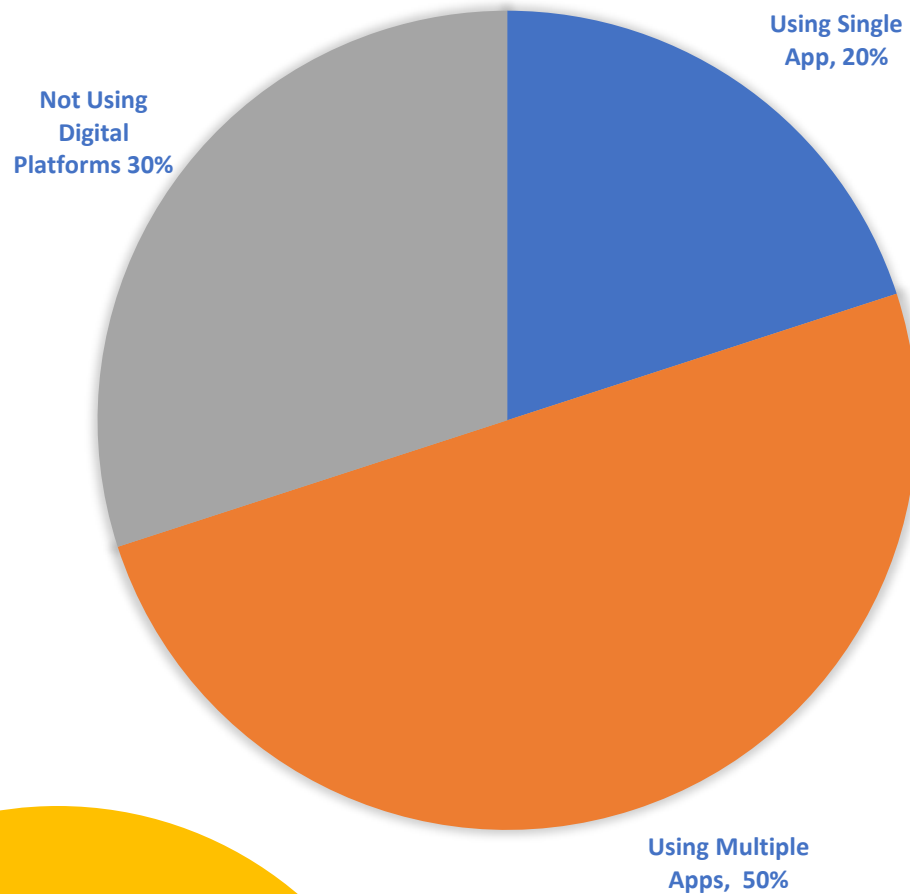
Research Methodology

- The study was conducted for Benada PHC (Bassi block) and Sambhar CHC (Sambhar block) of the Jaipur district for a sample size of 15 from each block in order to know the varied approach of community frontline workers in using digital platforms and the users accepting it.
- The source of information and data is primary and secondary.
- Qualitative Methods used for the data collection. First-hand information collected through face-to-face interviews, focus group discussions and telephonic interviews.
- Some of the secondary information also gathered through research papers, journals, publications.
- Universe of the study is the- PHC Benada, CHC Sambhar, Jaipur, Rajasthan.
- The design of this research work is explanatory and descriptive.
- The collected data has been analysed by using MS excel.

Key findings



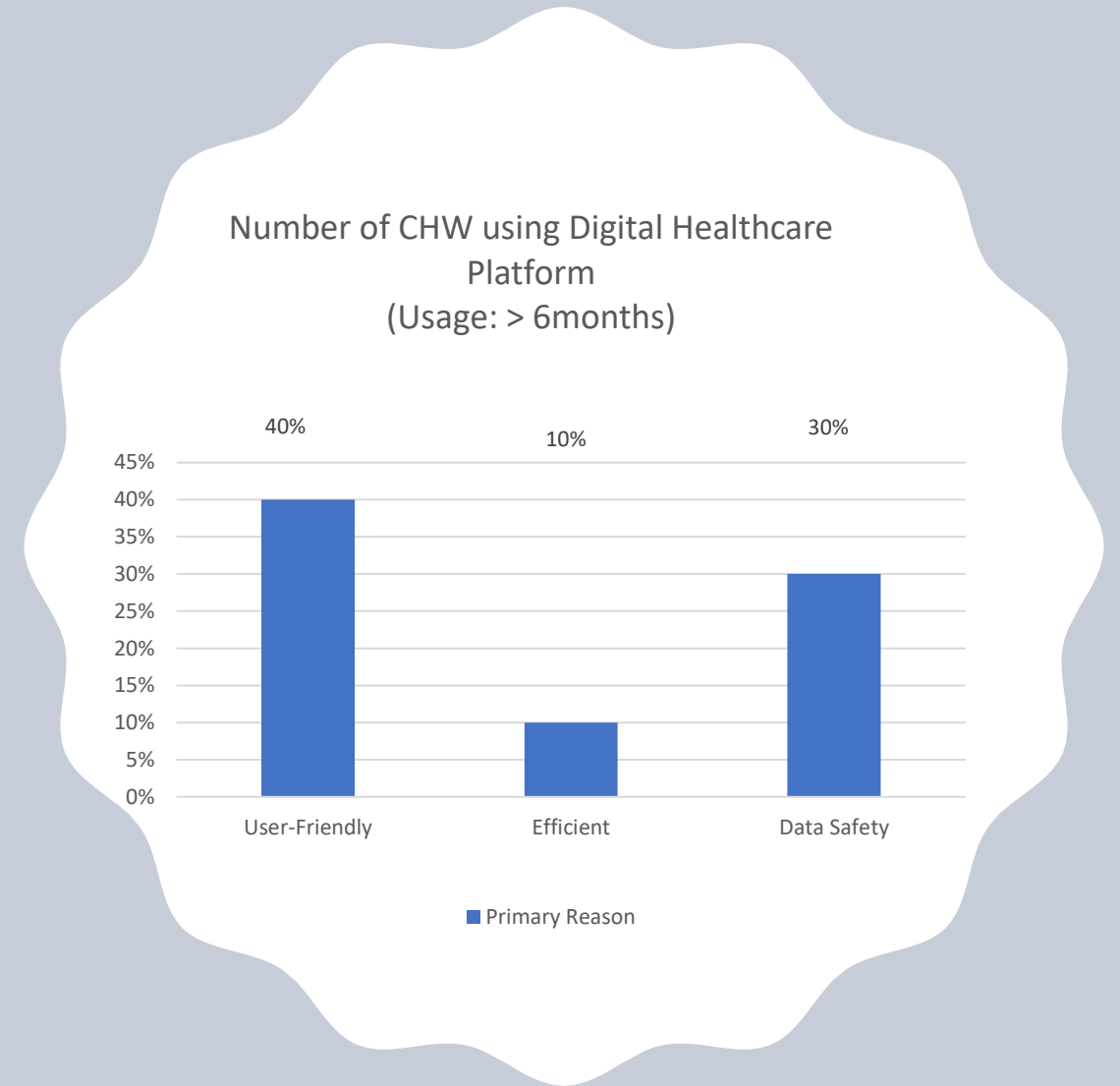
USE OF DIGITAL PLATFORMS FOR HEALTHCARE BY USERS



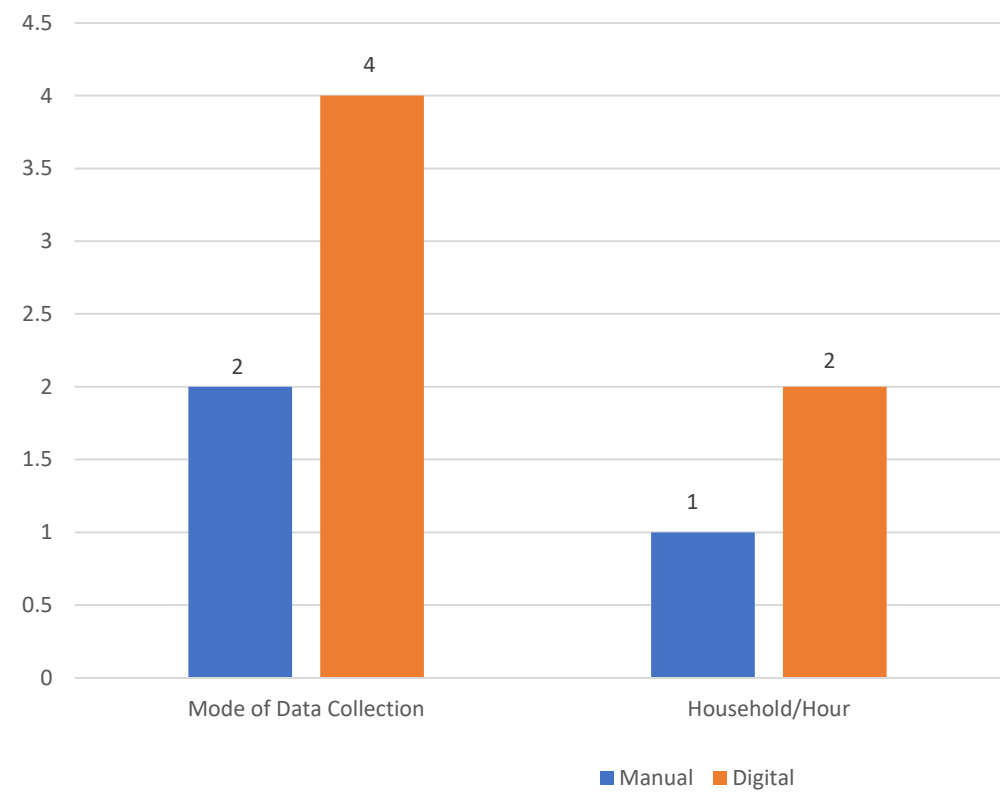
- Out of the 30 workers, 21, i.e., 70%, were using one or more apps on a regular basis.
- Out of the 21 people using the digital platforms, 6 i.e., 20% used single app only
- 15 i.e., 50% were using multiple apps and 9 i.e., 30% were not using any kind of digital platforms.
- The digital platforms were in active use for more than 6 months in their smartphones.

The primary reasons to use the apps-

- User friendly interface,
- Efficient process
- Safety of data among 12, 3 and 9 i.e., 40%, 10% & 30% users respectively.



Difference Between Manual & Digital work-



Mode of Data Collection

- 24 out 30 total were already using digital apps.
- 6 were not doing , 4 out of these 6 are ready to learn digital app after training / guidance. 2 still prefer manual.

Household/hour

- Earlier survey of 1 house was done in 1 hour in manual work, but now due to digital platform 2 house surveys are done in 1 hour. 100 increase in efficiency.

Reasons for not using digital platform –

- Rest 6 health workers out of 30, i.e., 20%, restrained from using digital platforms.

Experience during covid 19-

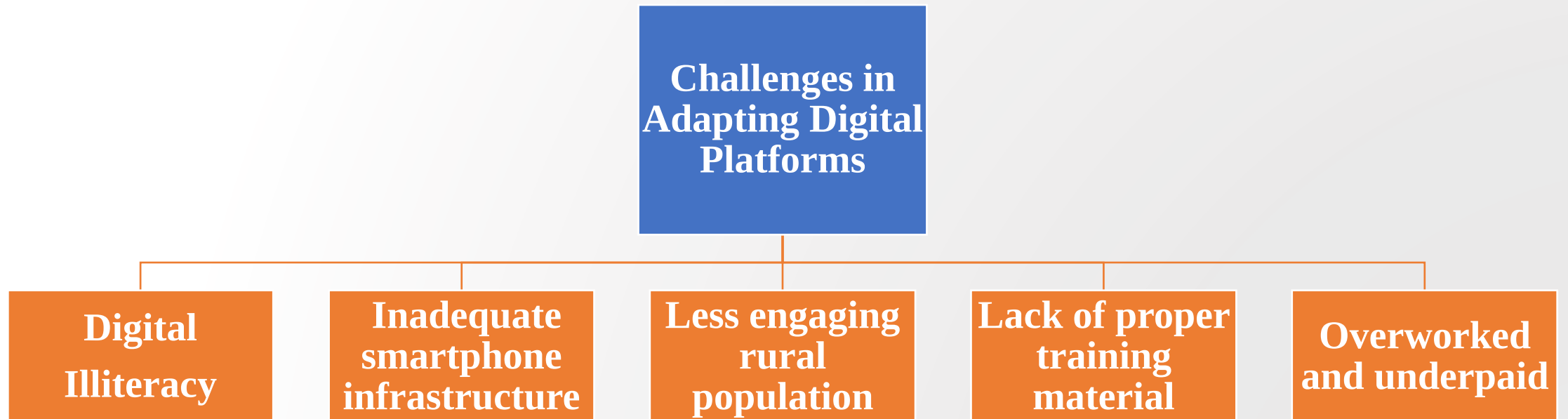
- The experience of working with digital platforms, especially during Covid times, had a positive response from the frontline workers

Work approach-

- While learning to use the digital platforms, the workers approached ASHA's data operators, supervisors, online videos.



Challenges



Recommendations



Better training & review processes for community health workers.



The ASHA training modules need to be condensed.



Have appropriate and regular reorientation.



An effective implementation team



simplify accountability and increase benefits.

Conclusion

- I have conducted a survey in two blocks of Jaipur district to know about the experiences and feedbacks of community health workers in using the digital health platforms with their advantages and disadvantages.
- Out of the 30 workers, 21, i.e., 70%, were using one or more apps on a regular basis on recommendation from other community health workers
- In our survey, Most of the 20%, who were favouring manual data collection and health services, got convinced for using digital platforms after understanding their benefits over manual approaches.
- By using digital platforms, we were able to make Healthcare services accessible to rural population as well.



THANK YOU

