Abstract

The study aimed at assessing factors influencing the utilization of ICTs in health care. It was carried out at Mulago hospital found in Kampala district. The study focused on types of ICTs, knowledge, attitude and practice of health/medical records workers and afford-ability of ICTs.

It was conducted through a cross sectional study design. Data was collected using a self-administered questionnaire, interview guide and an observational check-list as tools from 176 respondents who included nurses, mid-wives, doctors and medical records staff and 10 heads of departments/units where the study was conducted using convenience and purposive sampling techniques. It was then analyzed using excel and SPSS version 16.0.

Findings of the study established that different forms of ICTs are used in Mulago hospital, the most common one being computers but with limited access. The second research question further revealed that majority of the respondents had never got any training in health care ICT which affected their knowledge. However, those who used personal ICTs both at home and workplace such as computers and internet were more knowledgeable than those who didn't. Respondents' attitude towards ICT use was good and positive even if usage and practice at work place was low at 28.4%. Additionally, the low availability and access of ICTs at Mulago is affected by high purchase, repair and maintenance costs.

It was therefore concluded that although different ICTs are used in Mulago hospital, their utilization is inadequate and impartial due to limited access and availability. Attitude towards ICT use was positive and ICTs are very expensive to purchase, maintain and repair yet the budget allocation for ICT is low. It was then recommended that ICT should be made a priority health care resource, the hospital should plan and organize formal trainings for health and medical records staff in ICT, increase the number and forms of ICTs at workplace and enhance ICT funding through partnerships and collaborations with other agencies.