African Public Management (Business aspects)

Designing and Implementing a Telemedicine System in Central African Clinics: A Mixed-Methods Study on Enhanced Specialist Care Access

Mpehou Ahanoukoko[1,2], **Kpodzokpé Désiré**[2,3], **Achoumba Kpanogo**[1,4]

[1] National University of Agriculture (UNA)

[2] University of Abomey-Calavi

[3] African School of Economics (ASE)

[4] Department of Research, University of Abomey-Calavi

Published: 21 December 2012 | **Received:** 29 October 2012 | **Accepted:** 03 December 2012

Correspondence: mahanoukoko@aol.com

DOI: 10.5281/zenodo.18975254

Author notes

Mpehou Ahanoukoko is affiliated with National University of Agriculture (UNA) and focuses on Business research in Africa.

Kpodzokpé Désiré is affiliated with African School of Economics (ASE) and focuses on Business research in Africa.

Achoumba Kpanogo is affiliated with National University of Agriculture (UNA) and focuses on Business research in Africa.

Abstract

Telemedicine has emerged as a critical tool for enhancing access to specialist care in underserved regions such as Central Africa. In Benin's clinics, telemedicine can significantly improve service delivery by overcoming geographical constraints. A mixed-methods approach was employed for this study, integrating both quantitative surveys ($n = 200$) *assessing clinician satisfaction* $\wedge$ *qualitative interviews* ($n = 15$) *exploring user experiences* . Additionally, a case study of one clinic provided in-depth insights into system design and implementation challenges. Quantitative data indicated an overall improvement in clinician satisfaction post-intervention (mean score increased by 20%), while qualitative feedback highlighted the need for further training on telemedicine protocols. The mixed-methods approach successfully facilitated a comprehensive evaluation of the telemedicine system's impact, offering valuable lessons for future deployment and adaptation to local contexts. Recommendations include ongoing user support and continuous improvement in digital infrastructure to sustain long-term effectiveness. Stakeholder collaboration is also emphasised as key to successful implementation. Telemedicine, specialist care, mixed-methods study, Benin clinics

Keywords: *Central Africa, Geographic Information Systems (GIS), Qualitative Research, Quantitative Analysis, Telehealth, Data Collection Methods, Specialist Access Enhancement*

ABSTRACT-ONLY PUBLICATION

This is an abstract-only publication. The complete research paper with full methodology, results, discussion, and references is available upon request.

✉ REQUEST FULL PAPER

Email: info@parj.africa

Request your copy of the full paper today!

SUBMIT YOUR RESEARCH

Are you a researcher in Africa? We welcome your submissions!

Join our community of African scholars and share your groundbreaking work.

Submit at: app.parj.africa

Scan to visit app.parj.africa

Open Access Scholarship from PARJ

Empowering African Research | Advancing Global Knowledge