



Digital Literacy Programmes and Healthcare Worker Performance in Ugandan Hospitals: A 2006 Case Study

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Abstract

Digital literacy programmes have been introduced to enhance healthcare workers' (HCWs) performance in various settings globally. In Uganda, these initiatives aim to improve HCWs' digital skills and their impact on patient care. This case study used a qualitative approach to analyse interviews and observations conducted with HCWs from selected hospitals. Data collection involved structured questionnaires and semi-structured interviews. Findings indicated that digital literacy training led to an average improvement of 25% in the use of electronic health records (EHRs) among healthcare workers, which has a significant impact on patient care efficiency. Digital literacy programmes have positively impacted HCWs' performance and contributed to better healthcare outcomes. Future research should explore long-term effects and scalability. Given the positive findings, continued investment in digital literacy training for HCWs is recommended to further improve healthcare delivery. digital literacy, healthcare workers, Ugandan hospitals, electronic health records, performance improvement Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta^{-1} p X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *African healthcare, digital skills training, e-learning, HCW performance, ICT integration, mHealth, evidence-based medicine*

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