User Acceptance and Retention in Digital Health Records Systems for HIV Prevention Services Delivery in Eastern Democratic Republic of Congo: A User Study

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Abstract

Digital health records (DHR) systems have shown promise in improving service delivery efficiency and quality, particularly for HIV prevention services in resource-limited settings. A mixed-methods approach was employed, including quantitative surveys with Likert scale assessments for user satisfaction and qualitative interviews to explore perceptions and barriers. User acceptance rates were found to be significantly higher among healthcare providers who reported a positive experience with the DHR system, indicating an improvement in service delivery efficiency (acceptance rate: 82% with 95% confidence interval [CI]: 78-86%). The findings suggest that substantial improvements can be made to user satisfaction and retention through targeted interventions aimed at addressing identified challenges. Future implementations should focus on ongoing training programmes for users, particularly those in rural areas, to ensure consistent engagement with the DHR system. Digital Health Records, HIV Prevention Services, User Acceptance, Retention Studies Treatment effect was estimated with $text\{logit\}(\pi) = beta\,0 + \beta^{\rightarrow} p\,X_i$, and uncertainty reported using confidence-interval based inference.

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