



# Adoption Rates and Longevity of Mobile Healthcare Platforms by Primary Health Care Centers in Accra, Ghana,

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### Abstract

Mobile healthcare platforms in primary health care centers (PHCCs) have been introduced to improve access to medical services and reduce waiting times. A mixed-method approach was employed, including surveys and interviews with PHCC staff to gather data on platform usage and satisfaction levels. The adoption rate of mobile healthcare platforms by PHCCs in Accra was found to be 75% among the first year users, with a retention rate of approximately 60% after two years. Primary health care centers showed varying degrees of interest and sustained use of mobile healthcare platforms over time, which varied significantly across different facilities. Further studies should explore factors influencing PHCCs' decisions to adopt these technologies and ways to enhance platform longevity through continuous improvement and user engagement strategies. Mobile Healthcare Platforms, Primary Health Care Centers (PHCCs), Accra, Ghana Treatment effect was estimated with  $text \{ logit \} (\pi) = \beta_0 + \beta^{-1} p X_i$ , and uncertainty reported using confidence-interval based inference.

**Keywords:** Sub-Saharan, Africa, Qualitative, Quantitative, Technology Adoption, Healthcare Delivery, Live Data Analytics

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