

Appendix

Theme 1: Core Readiness

Description or definition:

Core readiness refers to - a recognised need for the e-health service, along with an expressed dissatisfaction with any existing service or circumstance.

Comment:

Typically for core readiness to exist there must be:

- Discontent with the status quo
- Demonstrated desire to change
- Awareness of, or active planning, to use e-health
- An overall willingness and comfort with the use of technology

Question 1. Considering the domain attributes listed above, please identify if knowledge and understanding of some (specify) or all of the attributes of the 'core readiness' theme will be required in development of an eHRAF for Uganda (Yes or No), and briefly explain why or why not?

Yes _____ No _____

Explanation:

Theme 2: Technology Readiness

Description or definition:

Technology Readiness refers to - the ability of existing hardware, software, networks, and internal IT resources to support clinical innovations and healthcare providers' ICT needs.

Comment:

Typically for technology readiness to exist there must be:

- Availability of ICT network service and support
- Satisfactory speed and bandwidth available
- Availability and affordability of required software and hardware
- Availability of training required to use ICT

Question 2. Considering the domain attributes listed above; please identify if knowledge and understanding of some (specify) or all of the attributes of the 'technology readiness' theme will be required in development of an eHRAF for Uganda (Yes or No) and briefly explain why or why not?

Yes _____ No _____

Explanation:

Theme 3: Policy Readiness

Description or definition:

e-Health policy has been defined as: "a set of statements, directives, regulations, laws, and judicial interpretations that direct and manage the life cycle of e-health." [Scott RE, Chowdhury MF, Varghese S. Telehealth policy: looking for global complementarity. J Telemed Telecare. 2002 Dec 15;8(suppl 2):55-7.]

Comment:

Typically for policy readiness to exist there must be:

- Appropriate ICT / eHealth related policy available
- Appropriate ICT / eHealth related regulations available
- Appropriate ICT / eHealth related standards available
- Adequate support for ICT / eHealth application amongst stakeholders (e.g., politicians, health facility managers and clinicians)

Policy readiness of a setting (facility or country) can be assessed by estimating the 'e-Health policy maturity', 'e-Health policy response', and the presence of 'e-Health policy' in the setting.

3a. e-Health Policy Maturity

Four levels of e-health policy maturity have been described [Scott R. Investigating e-health policy—tools for the trade. J Telemed Telecare. 2004 Aug 1;10(4):246-8.] - (from strongest to weakest):

1. Regulations and laws in place governing e-health activity
2. Statements, directives and guidelines defining and delimiting e-health activity
3. Evidence of proactive consideration of e-health activity, and
4. Broad suggestions of intended direction encompassing e-health activity

Question 3a. At which level of 'policy maturity' is Uganda; 1, 2, 3, or 4? _____

3b. e-Health Policy Response

e-Health policy response of countries can be categorised as: none, reactive or proactive. [Varghese S, Scott RE. Categorizing the telehealth policy response of countries and their implications for complementarity of telehealth policy. Telemed J E Health. 2004 Mar 1;10(1):61-9.]

'None' indicates that the jurisdiction has no e-health policy available.

'Reactive' indicates that the jurisdiction has e-health policy, but it has been generated in response to some outside pressure.

'Proactive' indicates that the jurisdiction has e-health policy, and that it was developed somewhat in advance of immediate need, and planned within an overall e-health-related strategy.

Question 3b. Which category of 'policy response' best describes Uganda? None, Reactive, or Proactive? _____

Question 3c. Please list up to 5 e-health related policies currently available within Uganda:

1. _____
2. _____
3. _____
4. _____
5. _____

Question 3d. Considering the domain descriptions listed above and your responses to Question 3c, please identify if knowledge and understanding of some (specify) or all of the attributes of the 'policy readiness' theme will be required in development of an eHRAF for Uganda, and briefly explain why or why not?

Yes _____ No _____

Explanation: Explanation:

Theme 4: Societal Readiness

Description or definition:

Societal Readiness aims at understanding communication links and collaboration of healthcare organisations amongst themselves and with ‘clients’.

Comment:

Typically for societal readiness to exist there must be:

- Adequate and utilised communication links between and amongst all ‘users’
- Unfettered sharing of locally relevant health-related content in locally relevant languages
- Availability to all socio-economic groups
- No financial barriers to any socio-economic groups
- Consideration of socio-cultural factors in delivery and content

Question 4. Considering the domain descriptions listed above please identify if knowledge and understanding of some (specify) or all of the attributes of the ‘Societal Readiness’ theme will be required in the development of eHRAF for Uganda (Yes or No), and briefly explain why or why not?

Yes _____ No _____

Explanation:

Theme 5: Engagement Readiness

Description or definition:

Engagement Readiness refers to the relationship between an organisation (e.g., healthcare facility; government department) and its employees in regard to e-health. An engaged employee will be one who is fully absorbed by and enthusiastic about e-health and takes positive action to further the organisation's application and implementation of e-health solutions.

Comment:

Typically for engagement readiness to exist there must be:

- i) Consideration of e-health as a potential and appropriate solution
- ii) Recognition of advantages and disadvantages of using e-health, and balancing of the two
- iii) Participation in formal and informal education about e-health for all 'users'

Question 5. Considering the domain descriptions listed above please identify if knowledge and understanding of some (specify) or all of the attributes of the 'Engagement Readiness' theme will be required in the development of eHRAF for Uganda (Yes or No), and briefly explain why or why not?

Yes _____ No _____

Explanation:

Theme 6: Learning Readiness

Description or definition:

Learning readiness refers to how likely a person or group is to seek out knowledge about e-health and use this knowledge to change their own and others behaviour in relation to e-health. Individuals go through various stages termed pre-contemplative, action, and maintenance stages.

Comment:

Typically for learning readiness to exist there must be:

- i) Availability of appropriate levels and content of e-health related training available for 'users'
- ii) Understanding of what motivates any individual or group to want to learn
- iii) Raising of awareness of individuals or groups about the need for change
- iv) Where possible, direct involvement in e-health activities or projects

Question 6. Considering the domain descriptions listed above please identify if knowledge and understanding of some (specify) or all of the attributes of the 'Learning Readiness' theme will be required in the development of eHRAF for Uganda (Yes or No), and briefly explain why or why not?

Yes _____ No _____

Explanation:

Theme 7: Non-Readiness

Description or definition:

Non-readiness is the state of an individual or group when there is an expressed or perceived lack of need for change and implementation of e-Health technology). It is important to recognise this state so that remedial action can be taken (e.g., encouraging engagement and learning).

Comment:

Typically for non-readiness to exist there must be:

- i) Satisfaction with the current state of healthcare provision
- ii) Failure to recognise the need for change or belief that change is not possible

Question 7: Considering the domain descriptions listed above please identify if it will be necessary to consider some (specify) or both of the attributes of the 'Non Readiness' theme in the development of eHRAF for Uganda (Yes or No), and briefly explain why or why not?

Yes _____ No _____

Explanation:

Theme 8: Structural Readiness

Description or definition:

Structural readiness has been described as whether or not an organisation has available and adequate human resources, training, policies, and funding ('infostructure'), and appropriate (and functional) equipment and knowledge level of support staff ('infrastructure') to sustain successful e-health activities. It can be equated to 'organisational readiness'.

Comment:

Typically for structural readiness to exist there must be:

- i) Availability of necessary infostructure
- ii) Awareness of the availability of necessary infostructure
- iii) Availability of necessary infrastructure
- iv) Awareness of the availability of necessary infrastructure

Question 8. Considering the domain descriptions listed above please identify if knowledge and understanding of some (specify) or all of the attributes of the 'Structural Readiness' theme will be required in the development of eHRAF for Uganda (Yes or No), and briefly explain why or why not?

Yes _____ No _____

Explanation:

Theme 9: Cultural Readiness

Description or definition:

Cultural Readiness is the recognition and consideration of cultural aspects in the design, implementation, and ongoing use of e-health solutions. Culture is a complex and multi-faceted entity. It can be considered the sum of attitudes, customs, and beliefs that distinguish one group of people from another (or one organisation from another). These aspects of culture are transmitted from one 'generation' to another through, for example, language, material objects, ritual, habits, tradition, institutions, and art.

Comment:

Typically for cultural readiness to exist there must be:

- i) Recognition of the influence of culture on people, process, and policy
- ii) Understanding of the impact of differing cultures on people, process, and policy
- iii) Consideration of differing culture on the design, implementation, and sustaining of e-health

Question 9. Considering the domain descriptions listed above please identify if knowledge and understanding of some (specify) or all of the attributes of the 'Cultural Readiness' theme will be required in the development of eHRAF for Uganda (Yes or No), and briefly explain why or why not?

Yes _____ No _____

Explanation:

Question 9a: Please list what cultural issues you believe need to be considered while developing an eHRAF for Uganda?

Thank you for your support of this study, and for sharing your knowledge and understanding.