

User Guide Focus Group Feedback Findings

Focus Group Purpose: To understand how to make a user guide that meets the needs of health care workers

Key evaluation questions include:

- What content should the new user guide highlight?
- Which formats are most helpful for referencing VaxTrac information in clinics?

Methods

Two focus groups were conducted in July 2015. The two groups are briefly described below:

- Aide Soignants (n=6)
 - Five participants stated that they have seen and used the user guide
- Majors and Infirmieres (n=7)
 - All participants in this group stated they had not seen or used the user guide

Feature cards of all VaxTrac system features were used to facilitate a small group discussion to answer the following questions (pictured on the right):

- Which features are the easiest to use?
- Which features are used most often?
- Which features are the hardest to use?
- Which features are used least often?



Health care workers were also asked about the best format for receiving user guide information

Findings

The tables below describe the VaxTrac system features used according to frequency and difficulty by the different focus group participants.

Majors and Infirmieres

Most often	Easiest	Least often	Hardest

Aide Soignants

Most often	Easiest	Least often	Hardest

Recommendations for User Guide Content

- Health care workers use the **register** and **search** features most often and are noted as the easiest features to use by both focus groups
 - However, majors and infirmieres noted that the register feature was difficult to use
 - Some respondents noted difficulty because this feature takes a long time and focus is needed in order to not make mistakes
- **Reports** and **QR code** features were noted as used most often and easiest to use
 - Aide soignants use reports most often, however, they also reported that the reports function is difficult to use due to connectivity issues
 - It would be useful to explore further what aspects of the reports feature are difficult in order to improve training or refresher training
 - Health care workers reported using QR codes most often to search for patients because it was the quickest way to search
- The **fingerprints** feature was noted as the least often and most difficult to use by both focus groups
 - Particular challenges in this group were taking fingerprints of mothers with henna. This issue could be addressed in the revised user guide or frequently asked questions
- The **callbacks** feature was noted as least often used
 - Additional training may be needed to understand how to best use the callback lists
- The **VaxTrac number** feature was noted as least often used by both focus groups because this feature is not currently being used in this health zone

Recommendations for Format of Revised User Guide

Reponses for user guide formats differed by focus group participants

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|--|--|
| <ul style="list-style-type: none"> • Aide Soignants <ul style="list-style-type: none"> ○ Favored the paper user guide, brochures, and posters <ul style="list-style-type: none"> ▪ Expressed concerns about navigating the VaxTrac application and the user guide simultaneously on the tablet | <ul style="list-style-type: none"> • Majors and Infirmieres <ul style="list-style-type: none"> ○ Favored the PDF version of the user guide on the tablet and video clips <ul style="list-style-type: none"> ▪ Expressed concerns about the tablet's battery life if these guides were included on the tablet |
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Key Next Steps

- Distribute revised paper copies of user guides to all clinics. User guides should remain with the tablet at all times.
- Identify frequently asked questions related to registration to include in the user guide
- Provide additional guidance in the user guide on taking fingerprints with henna
- Gather additional information from health workers about why they are not using callback lists
- Conduct additional focus groups in AZT and PAS zones to compare and contrast findings