

CHALLENGES FACING IMPLEMENTATION OF TELEHEALTH PROJECTS IN KENYA

Amimo Benard Mukhwana – M.Sc.

Department: *Management Science*

Supervisor:

1. *Mr. Paul Sang*

Telemedicine projects seek to reduce burdens on these valuable resources by improving access to medical care for populations with sub-standard access to quality health care, no matter where they are physically located. Thus this research sought to investigate the determinants of implementation of telehealth projects in Kenya. In telehealth, information systems support goals of increased efficiency, effectiveness and quality of care. This could be achieved by facilitating the move towards evidence-based medicine, monitoring performance, improving telecommunication and co-operation between different organizations and professionals, and empowering patients. This research investigated the determinants of implementation of telehealth projects in Kenya. The study was limited to investigating the determinants for implementation of telehealth projects in Kenya with particular reference to Safaricom, Nokia Kenya and Orange Limited telehealth projects. The study focused on the influence of technology, planning, human resource skills and project funding on telehealth project implementation..The study used a descriptive research design in collecting data from the respondents. The questionnaires were attached to a cover letter from the researcher explaining the purpose of the study. The study concludes that human resources has been effectively deployed and utilized in the telehealth projects. It further concludes that these employees require comprehensive training and practice on what the telehealth equipment can do and what procedures it is ideally suited for. It also concludes that organisation should invest in human resource skills both in size and level of technical sophistication. The study thus recommends that these organisations should use advanced equipment and high capacity bandwidth telecommunications lines. This will help them reach the remote and rural communities existing and incase the telecommunication systems do not have this capacity, costly alternative methods such as installing a satellite system may have to be considered. The study also recommends that the health professional groups within the medical community should develop technology standards.