Deployment of digital healthcare kiosks in the workplace: Utilisation and acceptability

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Background

• Previous evidence of successful use of digital health kiosks in areas such as primary care and sexual health

• Six kiosks procured by industry employer for deployment across four facilities (total workforce of approximately 3000)

• Purpose of deployment was to provide convenient health screening and tracking for employees
Overall activity

- Activity measured over a five-month period
- Kiosks used a total of 4104 occasions by 2293 users
- Uneven utilisation across sites and kiosks (top right)
- Mean number of tests per registered user (n=710) was 3.6 (bottom right)
General acceptability

• Range of questions and Likert-type items embedded into kiosk user interface

• Followed-up with focus group interviews

‘What is your overall rating of the kiosk?’ (n=1053)

‘The kiosk is easy to use’ (n=905)

‘...straightforward to operate and fairly clear in what it’s telling you.’

“I don’t like how it keeps asking you the same questions – I’ve answered the same things about 5 times now!”
Perceived usefulness

“better than what you would do at home, and it gives you a lot more information”

‘The tests are relevant to me’ (n=905)

How likely is it that you will re-use the kiosk? (n=905)

“I use it every month as part of going to the gym and as part of my exercise programme”

“I used it regularly to track losing weight”
Potential impact on behaviour

“I’ve tried to keep my weight down since using it.”

“How likely is it that you will modify your lifestyle after seeing the results?” (n=1053)

‘After reviewing the results, did you alter your diet?’ (n=243)

‘After reviewing the results, did you alter your fitness regime?’ (n=243)
Factors influencing use

“You don’t need to make an appointment”

“...you can just hop on it. I wouldn’t think twice about using the machine before seeing a person...”

“I would have preferred to have had my measurements done by a human than a machine’ (n=905)

“I would have liked more privacy when using the kiosk’ by deployment site (n=905)

“It needs to be someone where you walk regularly....it needs to be visible”

“It would be better in a more secluded area”
Other findings

• Some users reported particular value in relation to meeting short-term health goals
  – “I started with a [weight loss] programme, so used it then, but haven’t gone back”
  – “I used it regularly to track losing weight – I’ve lost the weight so I don’t use it as much now”

• There was positive feedback from the organisation’s occupational health department, but a desire for interoperability between the kiosk and existing systems

• Cost-benefit analysis indicated potential savings. Actual savings would require concurrent reduction in resource requirements elsewhere (e.g. OH nursing time)
Conclusion

• Digital health kiosks appeared to be an acceptable and well-received addition to the workplace

• A particular attraction was the convenience of testing

• User concerns related mainly to privacy and occasional issues with the user interface

• Kiosks may offer direct cost savings if used as a replacement for, rather than an addition to, some current health screening processes

• Long-term utilisation of kiosks would require consideration of;
  – Positioning (balance between privacy and visibility)
  – Publicity and awareness-raising
  – Interoperability
Thank you for listening.

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