

Impact of E-Health Literacy on Quality Improvement in the Health Sector: A Study of Public Hospitals in Sri Lanka

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Healthcare is one of the priority services in Sri Lanka. Unfortunately, the public health sector faces many issues like uneven healthcare infrastructure distribution and resource distribution, people in rural areas not having much access to healthcare services, and the shortage of healthcare professionals for years. It has shown the incorporation of technology can give great benefits to the public health sector but existing involvement in technology, awareness of using technology, and implementation of technology are not enough to get great outcomes from the public healthcare service. Maintaining a better e-health system is the best way of avoiding existing technological gaps. This research aims to investigate the existing impact of e-health literacy on quality improvement to have a useful e-health system with a positive mindset to accept the technology by all related parties. According to the research problem and availability of data sources, this study has taken the form of positivism research. A cross-sectional survey has been selected as the most suitable strategy to have a deductive approach and the choice is the mono method since this considers only quantitative data type. Using the simple random sampling method, 150 public sector hospitals in Sri Lanka were taken as the sample size to represent the whole population; 1003 government hospitals in Sri Lanka. Surveys have been distributed via an online platform to the directors of hospitals who are responsible for the administration of the organization since this is an organizational-level analysis. Finally, all the gathered data were analysed using the SPSS software. Data analysis shows positive relationships between the dependent variable, the independent variable, and the technology acceptance model. So, this study suggests advanced usage of e-health literacy is associated with improved quality of care, increased engagement of cases, and other applicable parties for a better healthcare service.

Keywords: E-health literacy, Attitudes towards adopting e-health, Quality improvement, Technology acceptance model, Public sector hospitals