# **ORIGINAL ARTICLE**

# Healthcare users' knowledge and experiences regarding the management of scabies in the Deder district, Ethiopia

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Abstract. Background. Scabies is an ectoparasitic, highly contagious skin disease caused by a human itch mite infestation of the skin, and it is the leading cause of morbidity and disease burden in developing countries. The purpose of this study was to investigate healthcare users' current knowledge and experiences with scabies management provided at primary healthcare facilities. Materials and Methods. A qualitative research design was used to address the research objectives. Focus group interviews with 58 health care users were used to collect data. Thematic analysis was performed on the verbatim transcriptions using Tesch's approach. Results. The findings showed that the knowledge of healthcare users who participated in the study on scabies, its management, prevention, and control was limited. Health care users experience different challenges regarding scabies and the management thereof. Five themes emerged after data analysis. These were knowledge regarding scabies, knowledge regarding the management of scabies, knowledge regarding the prevention of scabies, perceptions regarding receiving treatment for scabies, and recommendations regarding the availability of materials and medication. Conclusions. Healthcare users in the area had limited knowledge and experienced different challenges regarding scabies and their management. These challenges contribute to low-quality health services with undesirable health outcomes. To narrow this gap, consistent and programed health education was provided to the community through different modalities by using the existing health system to increase awareness regarding scabies. Following the implementation of community awareness, each community member was positioned to prevent and control scabies.

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Key words: healthcare users, scabies, experience, knowledge

#### Introduction

Scabies is the major cause of morbidity and disease burden in developing countries. This disease affects both sexes of all ages and all ethnic groups and socioeconomic levels, but the most affected age groups are small children and the elderly in resource-poor societies. This disease affects people who are exposed to scabies as well as the secondary complications of the infestation (1). The problem of scabies infestation and its attendant complications astronomically raise the cost of the health care system (2).

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In Ethiopia, a scabies epidemic occurs in many parts of the country, making this a public health problem affecting diverse geographic areas and populations. In one study conducted after an epidemic outbreak in northern Ethiopia in the Amhara region, the prevalence was much higher and the range was much wider, from the estimated 2 to 67%. The prevalence of scabies among children under 2 years, from 2-18 years, and above 18 years was 45.9, 48.1, and 18.6%, respectively, and this shows the highest prevalence of the disease burden (3). In a study conducted in southern Ethiopia, the prevalence of scabies was about 11% among the population with an age range of eight months to 70 years, and children aged 5 to 14 were the most affected. In the same study, most of the infected showed signs of secondary infection attributable to scabies in the Badewacho district (4).

Scabies exerts a significant economic burden on individuals, families, communities, and health systems. The intense discomfort caused by the disease, the life-threatening complications of secondary bacterial infection, as well as the challenges and costs of correct diagnosis and appropriate treatment make the disease a public health concern. Therefore, the purpose of this study was to investigate health care users' knowledge and experience with scabies management at the primary health care level in order to improve scabies management at the primary health care level.

#### Materials and methods

Study design. A qualitative research design was used to gain an in-depth understanding of healthcare users' current knowledge and experience regarding the management of

scabies at primary healthcare facilities in the Deder district, Ethiopia. Purposive sampling was used for selecting health care users.

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Study setting. This study was conducted in the Deder district. Deder district is one of the districts in southeastern Ethiopia, in the East Hararge zone of the Oromia Region. In the district, there was one district hospital, nine primary health care facilities, and 40 health posts providing curative, preventive, promotional, and rehabilitative services to the community.

 Inclusion/exclusion criteria. Participants in the study were those who had lived in the area for three months or more, were over the age of 18, were willing to participate in the study, signed an informed consent form, and were available during data collection. Those who are critically ill or have not been diagnosed with scabies, as well as those who do not meet the above criteria, were excluded from the study.

Data collection and management. During data collection, healthcare users who came in for their regular service were selected based on inclusion criteria, informed about the study's purpose, and asked to participate. Before the discussion began, those willing to participate in the focus group interview were asked to provide written consent. To avoid long wait times, the researcher planned to select six to eight participants before the service began, and focus group discussions were held after the services were completed in a location that was convenient for the participants.

A pre-tested interview guide was used to collect information from health care users regarding their knowledge and experience in the management of scabies in primary health care. Data were collected using a focus group interview until saturation was reached. They had a sample of 58 healthcare users from nine primary health care facilities. All audio recordings from the focus group interview were transferred to a computer following translation from Afan Oromo to English and then transcribed verbatim. Each of the transcripts was also compared to the field notes collected and coded into themes and sub-themes.

Data analysis. Thematic data analysis approaches were used to explore and describe the current knowledge and experience of health care users regarding the management of scabies at the primary health care facilities using Tesch's approach (5). Data analysis included a total of nine focus group interviews with health care users. Data were analysed and presented based on the generated themes and sub-themes.

Ethical considerations. The study was approved by the University of South Africa Department of Health Studies Higher Degrees Committee (HSHDC/1016/2020, August 5, 2020), the Oromia Regional Health Bureau research ethics review committee (BEFO/AHBIFH/1-16/410, August 20, 2020), and the Armauer Hansen Research Institute board of ethics review committee (PO30/20, September 3, 2020). Informed written consent was obtained from each participant. All the data collected was kept confidential.

#### Results

Forty-one of the fifty-eight participants were female. The majority of the participants were in the age range of 18-25. With respect to the level of education, 35 were illiterate. Most of the participants were married (see Table I).

A total of five themes were identified from the focus group interviews with the participants. The themes include knowledge regarding scabies, knowledge regarding the management of scabies, knowledge regarding the prevention of scabies, perceptions regarding treatment received for scabies, and recommendations regarding the availability of materials and medication for scabies.

Theme 1: knowledge regarding the scabies. This section discusses the themes that emerged concerning health care users' knowledge regarding scabies. Under this theme, there are three sub-themes that include the understanding of scabies symptoms, assumptions regarding the cause of scabies, and understanding the transmission of scabies.

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Sub-theme 1.1. Understanding of scabies symptom. Scabies symptoms place a significant burden on individuals, often due to intense, intolerable itching. The symptoms continue as long as scabies has not been treated, and these generally become quite chronic due to the persistence of itching.

'Uhuuu... it is a very dangerous disease. It is not comparable. It makes you hungry, and what you eat is not helpful to you. A very dangerous problem! It itches throughout the day and night, morning and evening. There was no rest at all. I was suffering from the disease.' (Focus Group Interview (FGI) 6, Participant (P) 1).

The symptom of itching was so intense that individuals scratched their skin unconsciously until it caused a wound in the affected area, and various approaches were applied to get relief of the itching, even for a short period of time.

'Burning sensations are common. Hunger burning and restlessness are common. You will be sweating during the itching time. You cannot see anyone around you; even you will be unconsciously responding to the sensation of itching. Abdominal burning and hooting are common during the itching response. 'I rinsed the body with water to relieve the pain' (FGI 6, P3).

Sub-theme 1.2. Assumptions regarding the cause of scabies. 108 Most of the study participants, instead of reporting mites as 109 the cause of scabies, assumed the cause of the scabies disease 110 was mere exposure to an environment rather than any predisposing factors.

'Scabies are caused by internal body weakness. 'Malnutrition from a lack of a balanced diet is one cause of scabies' (FGI 6, P2).

'The primary cause of scabies is the lack of enough food... 'So the main cause of scabies is poor personal hygiene and a lack of getting enough food' (FGI 2, P4).

Table 1. Socio-demographic characteristics of health care users who participated in the study, Deder district in 2021.

| Characteristics                  | Frequency (%) |
|----------------------------------|---------------|
| Age                              |               |
| 18-25                            | 22 (38)       |
| 26-34                            | 20 (34)       |
| >35                              | 16 (28)       |
| Sex                              |               |
| Male                             | 17 (29)       |
| Female                           | 41 (71)       |
| Marital status                   |               |
| Married                          | 56 (97)       |
| Unmarried                        | 2 (3)         |
| Educational status               |               |
| No formal education/ illiterate/ | 35 (60)       |
| Grade 1-4                        | 10 (17)       |
| Grade 5-8                        | 8 (14)        |
| Grade 9-10                       | 5 (9)         |

Some study participants explained that scabies was caused by a lack of personal hygiene, and that once it occurs, it is difficult to cure.

'It is caused by malnutrition and a lack of personal hygiene' (FGI 7, P3).

'Scabies comes to us due to poverty' (FGI 5, P1).

Sub-theme 1.3. Understanding regarding the transmission of scabies. Most of the study participants recognised scabies, which can be transmitted from person to person.

'It is transmitted from person to person. Avoiding body contact and clothing exchanges within the family is not good. Any sitting area and other materials should be cleaned.' Personal hygiene and washing before reuse are very important" (FGI 7, P3).

One study participant explains how to protect their child from scabies transmission as follows:

'What I am doing now is protecting the child from having contact with healthy children. He sleeps apart from the other children. 'The cloth and materials on which they sleep are also different from those of other children' (FGI 4, P1).

Theme 2: Knowledge regarding the management of scabies. This section discusses the themes that emerged concerning health care users' knowledge regarding the management of scabies. Under this theme, there are three sub-themes, which include the importance of personal hygiene, understanding regarding the treatment of scabies, and the use of traditional medicine.

Sub-theme 2.1. Importance of personal hygiene. The majority of study participants stated that maintaining personal and environmental hygiene was the best way to alleviate their problems.

'Previously, the majority of my body had a wound, but it has begun to dry after I frequently washed it with 'Ajax' and also applied a white medicine I obtained from someone who got it from this health center the previous time' (FGI 5, Pl).

One of the participants explained that they practiced personal hygiene and providing a nutritious diet to the affected individual in order to cure scabies.

'Washing is what we can do because there is no medicine for it. The medicine they gave us did not cure the scabies. 'Scabies treatment is not available at this health center.' 'The skin on my children's bodies is currently severely damaged.' I brought it before, but no medicine was given to him. 'I now wash his body on a regular basis and try to feed him a variety of foods' (FGI 4, P1).

Sub-theme 2.2. Understanding regarding the treatment of scabies. Some study participants were unaware that scabies treatment was available in a health facility until a health extension worker informed their community.

'People were unaware of the availability of scabies medicine, but after Health Extension Workers taught us, many people understand the availability of scabies medicine and the need to obtain it.' (FGI 2, PI).

Sub-theme 2.3. The use of traditional medicine in treating scabies. This study confirmed that traditional medicine practices like using Keka and butter to treat scabies are widely practiced in the community.

'I also used traditional medications such as 'Keka' and butter swallowing. We also have special soaps for personal hygiene from the health center, and when I used all of this, I felt better' (FGI 6, PI).

The participants also explained the use of camel meat as 105 nutritional management for scabies.

'Camel meat is also good for scabies treatments.' 'But it is used as nutritional management' (FGI 1, P2).

Theme 3: Knowledge regarding the prevention of scabies. This 111 section discusses the themes that emerged concerning health 112 care users' knowledge regarding the prevention of scabies. 113 Under this theme, there are two sub-themes, which include 114 seeking assistance at an early stage and the health education 115 received regarding the prevention of scabies. 116

Sub-theme 3.1. Seeking assistance at early stage of symptoms 118 of scabies. Some study participants described the need to seek 119 help at the onset of symptoms and advised their neighbours 120

and relatives to go to the health facility as soon as possible before complications developed.

'We have to advise people with the disease to seek health care as soon as possible, before they reach the stage where they feel ashamed to contract people' (FGD 6, P5).

'We must also advise our neighbors and relatives to seek medical attention if their children become infected with the disease. The education is excellent, but it is not as good as it once was. They have reduced it, but it should be maintained. If anyone develops the disease, we must seek treatment' (FGI 3, P3).

Sub-theme 3.2. Health education received regarding prevention of scabies. The majority of the study participants described the importance of health education proffered by health care providers on the appropriate use of the medication and ways of preventing scabies.

'For example, in my neighborhood, some children haven't been mothered. All of them were badly affected by scabies. Our health extension workers brought a fluid white medicine and told them to apply it to their bodies. They also told all of them to wash their clothes in boiled water before wearing them again. She also gave them soap and a jar for fetching water' (FGI 3, P5).

Some of the study participants mentioned that maintaining personal hygiene and environmental hygiene and following the advice of the health care providers were important in preventing scabies from wreaking havoc in the community.

'Visiting health facilities and practicing what they tell you is important to treat scabies. Keeping personal hygiene, washing clothes and hands is important to prevent scabies' (FGI 8, P5).

Theme 4: Perceptions regarding received treatment for scabies. This section discusses the themes that emerged concerning health care users' perceptions regarding receiving treatment for scabies. Under this theme, there are two sub-themes, which include recurrence of the disease after treatment and social isolation due to the disease.

Sub-theme 4.1. Recurrence of the disease after treatment. Most participants described that the recurrence of the disease after getting the treatment was very high in the area.

'If once treated, it reappears again. When we apply the medication, it may relieve for short periods, but the chance of scabies reoccurring is high' (FGI 2, P4).

'We can get medication, but it relapsed after some time' (FGI 2, P6).

Sub-theme 4.2. Social isolation due to the disease. The participants described having scabies as an embarrassment that compelled self-imposed isolation. Many also reported

that the community associated the disease with poverty. Most of the participants described how they begin to feel socially handicapped and start to avoid certain situations. When an individual suffers from scabies, they experience stress and avoid social activities.

'A person with scabies is discriminated against by others because it is seen as shameful.' 'Distant because others fear you' (FGI 7, PI).

'It was a shame to talk about scabies. It was a sign of poverty, so people did not talk about it. They tried to hide their symptoms until they were infected and more visible. 'Hiding was not the solution' (FGI 6, P6).

Some participants described hiding visible signs of scabies due to the stigma and fear of rejection by those in their circle.

'People with scabies were ashamed to scratch their itching skin, ashamed to attend people's gatherings, ashamed to eat with people, and it even disturbs a person who looks from outside' (FGI 3, P6).

"Scabies was seen as an insulting word" (FGI 6, P3).

Theme 5: Recommendations regarding availability of materials and medication for scabies. This section discusses the themes that emerged concerning health care users' recommendations regarding the availability of materials and medication for scabies. Under this theme, there are two sub-themes, which include recommendations on material support and recommendations on medication.

Sub-theme 5.1. Recommendations on material support to stem the tide of scabies. As for most of the study participants mentioned before, there was material support given freely to the community by health care providers and health extension workers for those who developed a symptom of scabies. So, the participants recommended that the health facility continue the support given to the community to solve the problem.

'We need support from the health centre. Soaps, medication, and other support should be provided for us' (FGI 7, P1).

'Materials and medicines should be provided to clients' (FGI 1, P5).

'Supporting the client with nutritional support, providing a balanced diet are among the traditional ways of treating clients from scabies' (FGI 1, P3).

Sub-theme 5.2. Recommendations on medication. In this 113 study, the majority of participants reported a lack of medication 114 during their visit, and some reported receiving the drug previously but not currently available in primary health care during 116 their visit. In the face of such scarcity and unavailability, the 117 participants recommend that the government provide adequate 118 medication for scabies management at primary health care 119 levels so that people in their area can receive appropriate care. 120

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'We couldn't get the medicine in this health center sometimes, so we need the medicine to be sent to us. I say the government should give us enough medicine? (FGI 4, P3).

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'We need to get the necessary medicine in this health center because we don't want to go outside to find the medicine' (FGI 4, P2).

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Some participants suggested that, in addition to using the medicine, maintaining personal hygiene was another method of preventing scabies.

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'Thank you for talking to us, but we need medicine for scabies because the scabies is finishing us off.' 'What we need is the health of our child' (FGI 5, P4).

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'Medication provision is needed.' 'Personal hygiene and a balanced diet are also needed' (FGI 6, P3).

Discussion

All healthcare users who took part in this study had lived in the area for at least three months, which allowed the researcher to avoid any recall bias regarding their experience and knowledge of scabies management at primary healthcare facilities. The age of the study participants was also distributed across different age categories which assisted in the description and exploration of the experience and knowledge of the health care users. Furthermore, this study included both illiterate and literate healthcare users, allowing for a variety of educational backgrounds.

According to one study conducted in India, almost all scabies patients experience itching, which worsens during the night and causes moderate-to-severe sleep disruption (6). This symptom has a negative impact on the quality of life of those infected, resulting in stigma and social isolation. Bernigaud et al discovered a similar result, confirming that scabies causes severe itching, which becomes worse at night (7). Health care users' approach resolves the itching in their individual understanding and self-experience. To a limited extent, these methods worked, but they reflected the level of devastation experienced in attempting to relieve the itch. Rawat and Thakur discovered a similar result, indicating that bathing and focusing on work alleviated itching in the majority of participants (8).

In this study, no participant described scabies as being caused by mites; instead, they were persuaded by scabies' prevalence, environmental factors, personal hygiene practises, and close contact (9). This demonstrates that participants in this and the preceding study made incorrect assumptions about the cause of scabies, which is supported by the Fiji study. Only a few participants mentioned avoiding contact with an infected person as a preventive measure, and they were primarily concerned with transmission between children. Mitchell et al discovered a similar result, indicating that participants described scabies transmission via skin-to-skin contact while no participants mentioned breastfeeding or sexual contact (9). This is consistent with our findings.

The primary prevention of scabies, according to the study, is to maintain physical and environmental hygiene, wear clean clothes, and raise community awareness (10). Seetan et al discovered that daily body washing and personal hygiene help clear scabies, which is consistent with our findings (11). Although health extension workers in the study area provide community health education on a wide range of health topics through outreach activities and home-to-home visits, this assists the community in better understanding scabies treatment and service utilisation. According to Assefa et al, effective use of health extension workers increases health service utilisation, knowledge and health care seeking, outbreak reporting, and community satisfaction (12), which is consistent with our findings.

This study confirmed that traditional medicine practices like using Keka and butter to treat scabies are widely practiced in the community. Mitchell et al discovered that traditional medicine was used to treat scabies in both children and adults (9). This traditional medicine combines the medicinal plant's leaves (herbs) with coconut oil, which is applied to the affected area and allowed to dry. For 2-4 days, this helps to dry the wound and relieve itching. Sambo et al discovered a similar result, indicating that the majority of participants with scabies used traditional medicine in the form of local herbs and cream (13). Some of it agrees with our findings. The variation was due to cultural and environmental differences in the community. Another study conducted by Gashaw discovered that more than 80% of the population uses traditional medicine due to cultural acceptability, ease of access, and low cost when compared to the difficult access to modern health care for various reasons (14). Some of the reasons had to do with our findings.

According to the study, maintaining personal and environmental hygiene, as well as following the advice of health care providers, is important in preventing scabies from wreaking havoc in the community. Trasia discovered that the primary prevention of scabies was to maintain physical and environmental hygiene, wear clean clothes, avoid sharing clothes with others, and maintain community awareness (10), which agrees with our findings. Lopes et al discovered that informed 100 communities improve early health-seeking and reduce scabies 101 stigma in the community (15), which supports our findings. 102 According to Ahmed et al, the recurrence rate of scabies was 103 high among participants who received scabies diagnoses in the 104 health facility (16), which is consistent with our findings.

The researchers discovered a very high rate of disease 106 recurrence after treatment in the area. According to 107 Sanei-Dehkordi et al, people who shared beds on the floor 108 developed more severe scabies infections and were re-infected 109 more frequently. It has been established that the use of 110 shared beds facilitates skin-to-skin contact and the trans- 111 mission of scabies from infested to healthy individuals (17). 112 Wochebo *et al* (18) reported similar findings. In crowded areas, 113 the use of shared clothes, beds, and other materials may spread 114 the scabies infestation, which is one of the factors contributing 115 to its recurrence.

Scabies was identified as an embarrassment that compelled 117 self-imposed isolation in the study, and the community associated the disease with poverty. They described how they 119 began to feel socially deprived and avoided certain situations. 120

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Because of the stigma and fear of rejection by those in their circle, people who have scabies experience stress, avoid social activities, and hide visible signs of scabies. According to Nair, a scabies infection has a negative impact on a person's quality of life, resulting in significant stigma and isolation from social gatherings. As a result, anxiety, depression, anger, and shame may result (5). The findings of this study are consistent with ours. Engelman et al discovered a similar result, indicating that scabies was the primary cause of stigma, shame, and decreased health-seeking behaviour, which resulted in a lower quality of life (19). Cox et al discovered that physical manifestations of the disease impose a significant burden of stigma, discrimination, and pain, which can have an impact on quality of life (20). The majority of the patients were socially isolated and barred from participating in activities.

#### Limitations

The study used a qualitative study design and involved health care users who participated voluntarily. The knowledge and experience of healthcare users who did not participate in this study could offer different views. Although adequate and detailed information was collected through a focus group interview with health care users regarding their knowledge and experience of scabies management in primary health care, the researcher cannot exclude the existence of recall bias. But, to minimize the existence of recall bias, the researcher used participants who had lived in the area for more than three months and those who had short-term experience related to scabies.

### **Conclusions**

Healthcare users in the area had limited knowledge and faced a variety of challenges when it came to scabies and their management. These obstacles contribute to low-quality health care with negative health outcomes. They also discussed their perceptions of receiving treatment for scabies management at the primary health care level, the recurrence of the disease after treatment, and the social isolation they felt while infected with the disease. To narrow this gap, consistent and programed health education was provided to the community through different modalities by using the existing health system to increase awareness regarding scabies. Once community awareness was enacted, each community member was positioned to prevent and control scabies.

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#### **Contributions**

SCJ, conceived the original idea, designed the outline of the study and wrote the first draft of the manuscript; SCJ, DDM, KLM, analyzed and interpreted the data and prepared the document; DDM, KLM, critically revised the manuscript for intellectual content. All authors read and approved the final version to be published.

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# Ethical approval and consent to participate

The study was approved by the University of South Africa Department of Health Studies Higher Degrees Committee (HSHDC/1016/2020, August 5, 2020), the Oromia Regional Health Bureau research ethics review committee (BEFO/AHBIFH/1-16/410, August 20, 2020), and the Armauer Hansen Research Institute board of ethics review committee (PO30/20, September 3, 2020).

#### Availability of data and materials

Not applicable.

#### **Informed consent**

Informed written consent was obtained from each participant. All the data collected was kept confidential.

#### **Conflict of interest**

The authors declared no potential conflict of interest.

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