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Health care provider's satisfaction towards implementing electronic medical record "Salama" at Rashid Hospital, Dubai Health Authority

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Background: Electronic Medical Records (EMR) are computerized medical information systems that collect, store and display patient information. EMR allows medical practices to replace traditional patient charts with computerized system. The EMR system stores physicians' notes, x-rays, prescriptions and other medical information in electronic format rather than paper files thus make searching for, retrieving and sharing patient data easier and more efficient.

Objective: To measure satisfaction level among electronic medical records system users.

Methodology: This study was carried out in the Rashid Hospital, Dubai Health Authority (DHA), United Arab Emirates in October 2017. It is a cross-sectional, descriptive study. A Convenience sample was selected to participate in this study.

Results: The sample consisted of 772 participants. The vast majority were from nurses 660 (85.5%), physicians 30 (7.8%), clinical support 21 (2.7%) and administrative staff 31 (4%). The satisfaction was measured on numerical scale from 0-10. The majority revealed 35% satisfaction, 27.10% and 12.50% scored 10 out of 10. The minority reflect satisfaction less the 5%. For overall satisfaction of the Salama software, nurses (8.8) were significantly more satisfied than other hospital staff (8.0) ($p < .000$). Overall satisfaction levels of Salama were significantly higher in those below the age of 30 (8.9) versus those above the age of 30 (8.6) ($p = .004$).

Conclusion: The overall satisfaction trend shows that hospital is favorable with the implementations of Salama systems within hospital. As noticed from the result that the nurses are more satisfied compared to the other discipline. In addition, the staff who are under 30 more satisfied than who are more than 30 years. The significant difference in satisfaction among age ranges and roles in the Rashid Hospital is both of concern moving forward with the implementation of the future integrated EMR, continuous training and support are going to really need to supplement success of Salama.

Biography

Amal Rawhi Alabed has completed her MSc Critical Care Nursing from Jordanian University in 2005 and fellowship on Oncology from NCI, United States. She is the Nursing Supervisor for Education Unit-Rashid Hospital, Dubai, UAE. She is currently involved in the developing, planning and implementing and Evaluating Education Programs, she is Active Member at Executive Leadership at Rashid Hospital, leading Nursing Education Forum and many initiatives at Rashid Hospital, received Nursing excellence award-2018 also received speaker Award on 8th, 9th, 10th of DHA Nursing & Midwifery Conference. She has more than 25 speeches at conferences on the following topics: Empowering Education; Mentorship Program; Undermanaged Pain for surgical orthopedic patient; Improving Patient Safety with SBAR; Integration Strategies for New Graduates in the clinical area and Adult Learning Principles and their Application to nursing educational Program Planning at Rashid Hospital.

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