

Abstract 120

Category: Informatics

TITLE: Usability and Satisfaction of Using Electronic Nursing Documentation "Lesson-learned from New System Implementation at a Hospital

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Introduction and problem statement:

Electronic health records are expected to improve the quality of care provided to hospitalized patients. Electronic documentation implementation is a course of action that requires much time and attention. The study aimed to explore and describe the usability and satisfaction of using electronic documentation.

Methods:

Quantitative and descriptive qualitative research methods were applied using focus group interviews involving eight nurses, and a questionnaire survey administered to 219 nurses.

Results and discussion:

Satisfaction before and after the implementation of the system were compared using thematic analysis and the *paired t test*. The system was developed with NANDA, NIC and NOC languages, and was named as "SIMPRO". The results yielded themes on perception about usability, positive and negative responses, barriers to and expectations for successful implementation. SIMPRO was found to increase nurse satisfaction and usability ($p=0.001$). Training on the motives for change might strengthen the nurses' motivation and facilitate transition to the new system.

Impact on the Discipline:

The study findings implied that electronic nursing documentation was an effective way to improve nursing documentation. In addition, support from the leader and organization might influence the effectiveness of the system implementation.

Keywords:

adaptation, barrier, expectation, leader, satisfaction, training, usability