

What do Allied Health think about the digital hospital?



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Introduction

Allied Health Professionals (AHPs) make up approximately 15% of the healthcare workforce. Their perceptions and engagement with a EMR system is therefore likely to have significant influence on utilisation, success of implementation and optimisation activities.

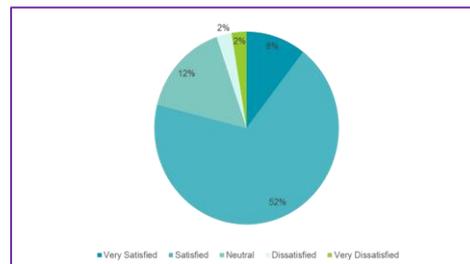
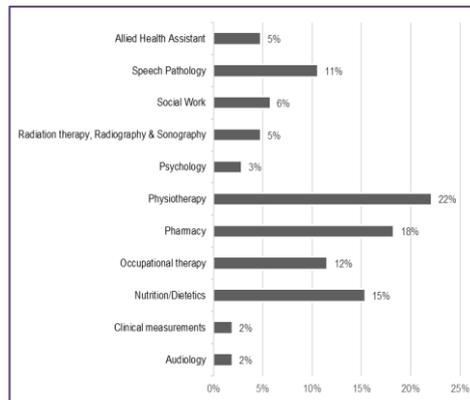
Given the identified gap in understanding the perceptions of Allied Health Professionals, this study aims to provide an overview of Allied Health professional's perceptions of EMR implementation across three sites (both regional and metropolitan), with a focus on identifying perceptions prior to implementation, during implementation and post implementation.

Rationale: A growing body of literature exists regarding the perceptions of staff (particularly medical officers) in moving towards electronic medical records, however, limited evidence exists regarding the perceptions of Allied Health Professionals and the barriers and facilitators to this change.

This study presents a novel perspective regarding the perceptions of Allied Health Professionals to the implementation of an electronic medical record and provides a perspective of the barriers and facilitators which supported a smooth transition at three sites.

Method : A prospective electronic survey was conducted by 104 AHPs across three Australian hospitals, of various sizes and geographic locations.

Conclusion: Results suggest an overall positive response to EMR implementation. Minimal staff reported impacts such as stress or burnout in the workplace related to EMR implementation and a perception of 'comfort' was cited once EMR was part of usual practice. However, responders did not report a significant impact on speed, efficiency or quality of patient care following EMR implementation.



Facilitating Factors	% (n)
Change champions	61%
Access to the support hotline and floor walkers	52%
Practice using EMR (training site)	46%
Early training	43%
A culture supportive of change	38%
Information from sites where EMR had been implemented	34%
Strong communication from my line manager and/or supervisor	30%
Focus on patient benefits	29%
Spending time with allied health staff when using EMR in clinics/wards	26%
Project team	24%
Leadership and executive support	22%
High quality of project team communication	18%
Visit to a site using EMR	12%
Hindering Factors	
Limited opportunity to practice iEMR training domain	34%
Limited opportunity to observe iEMR in use	34%
Conflicting information provided	31%
Limited access to information & lessons learnt	30%
Lack of training	17%
Lack of support from other sites with iEMR	16%
Computer literacy	14%
Feeling of anxiety	13%
Lack of communication	9%