Healthcare Providers' Perceptions towards Health Information Applications at King Abdul-Aziz Medical City, Saudi Arabia

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Abstract– The purpose of this study was to assess the perceptions of healthcare providers towards health information technology applications in King Abdul-Aziz Medical City in terms of benefits, barriers, and motivations.CPR system provides for an array of technological imperatives, including Computerized Physician Order Entry (CPOE), Clinical Decision Support (CDS), automated nursing documentation, integrated pharmacy and automated medication administration.As for drivers, healthcare providers generally would be motivated to use the IT applications by provision of new applications and training, contribution in change hospital's work procedures, and provision of technical support.A review of the literature reveals that there is significant consensus that the implementation of electronic health records (EHRs) and HIT systems is considered among the highest priorities of modern healthcare systems [3].There have been many studies investigating IT acceptance in different settings at both individual and organizational levels of analysis and different theoretical models have been used [13,14].However, most Saudi health organizations have no electronic health records (HER) systems implemented in their facilities, and they are totally dependent either on manual paper work or on very basic software tools to do their day to day tasks such as patient admissions [21].A self-administered questionnaire was developed based on extended literature review and comprised 25 statements on a fivepoint Likert-scale.CPR is a single integrated system with a comprehensive suite of modules that provides depth and breadth of patient-care support and workflow management.Despite the increasing availability of health information technology applications, anecdotal evidence suggests that its use has not been well accepted by healthcare providers [11,12].A CPOE system, for example, makes prescription orders legible, identifies the correct medication and dose as well as signals alerts forA sample size of 623 was drawn from a population of 7493 healthcare providers using convenience random sampling method.Results indicate that the majority of healthcare providers use KAMC health information applications.The majority of healthcare providers perceived that the applications are valuable and beneficial.Keywords– Healthcare providers; Health Information Technology; Computerized Patient Record; King Abdul-Aziz Medical City.Clinical practices rely heavily on the collection and analysis of medical data for decision-making abilities when caring for patients [4].Health information technology is in general increasingly viewed as the most promising tool for improving the overall quality, safety and efficiency of the health delivery system [6,7, 8].The institute of Medicine (IOM) identified information technology as one the critical forces that could significantly improve healthcare quality and safety [9].One of the most challenging areas of health information technology is integrating it into the workflow of the healthcare providers [10].KAMC is one of the few hospitals that have a basic EHR system which was later replaced by a computerized Patient Record (CPR) system.CPR system streamlines administrative functions and eliminates paperwork to get caregivers back in the business of quality patient care.The study population consists of all healthcare providers working at KAMC.Finally, there were significant differences in the perceptions with respect to gender, occupation, and training.The

literature provides evidence of failed clinical system implementations, due to lack of adoption by users [15].However, with few significant exceptions, information system research is scarce regarding information technology acceptance in a healthcare environment [16,17,18,19].In Saudi Arabia, the government strives to improve quality and safety of healthcare services through adoption health information technology [20].However, healthcare providers were split over the barriers to HIT use in KAMC.Also, there were many barriers identified by healthcare providers.I. INTRODUCTION a. Health Information Technology (HIT): Healthcare information technology (HIT) has become a key preoccupation of healthcare systems worldwide [1, 2].Thus, health information systems are capable of having a significant, positive impact on patient care within healthcare settings [5].These were insufficient number of computers, frequent system down, and the use of computerized systems is time consuming.Acceptance of information technologies has occupied a central role in information technology research.2, No. 10, 2011 14 l377 were returned, giving a response rate of 60.5%.