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Examining the acceptance of an Electronic patient record among nurses in acute care settings

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The transition from paper-based patient records to Electronic Patient Records (EPR) is a complex endeavor that may affect the quality and safety of care provided to patients. The acceptance of information technology (IT) by users is considered to be a critical success factor in realizing the benefits of EPR implementation. The aim of this presentation is to share the results of a multicenter cross-sectional study examining the explanatory factors of the actual use of an EPR by nurses and their satisfaction. A theoretical model based on the unified theory of acceptance and use of technology (UTAUT) was developed and tested on a sample of 616 nurses working in four acute care facilities. The study examined the relationships among eight different constructs, namely EPR compatibility, self-efficacy, performance expectancy, effort expectancy, social influence, facilitating conditions, the actual use of an EPR by nurses and their satisfaction. Thirteen research hypotheses (out of 20) were supported following structural equation modeling analysis. The results highlighted important mediation effects and revealed that performance expectancy, effort expectancy, facilitating conditions and compatibility of the EPR were strong determinants of the actual use of an EPR by nurses and their satisfaction. Although some results differ from those of previous studies, they show the applicability of the technology acceptance models and theories for nurses working in hospital centers. The study identified future research avenues and could help guide decision makers and change agents in determining the measures to implement in order to maximize the benefits of IT in healthcare.

Biography

Eric Maillet has completed his PhD in Public health at the University of Montreal in the health services management doctoral program. He is currently a Postdoctoral research fellow at the Canada Research Chair in Information Technology in Health Care at HEC Montreal. He is a nurse and has been involved in the transition from the paper-based patient record to the electronic patient record since 2002 at the University of Montreal hospital center. He has been a clinical analyst for the implementation of a clinical information system and a project management advisor involved in various health information technology projects. His organizational mandates have led him to conduct research aiming at the computerization of clinical practices. His research interests focus at the acceptance of IT among healthcare professionals, the use of IT to support decision-making processes and the benefits of this important transition. He is also President of the Quebec Association of Nurses in systems and information technology (AQIISTI).

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