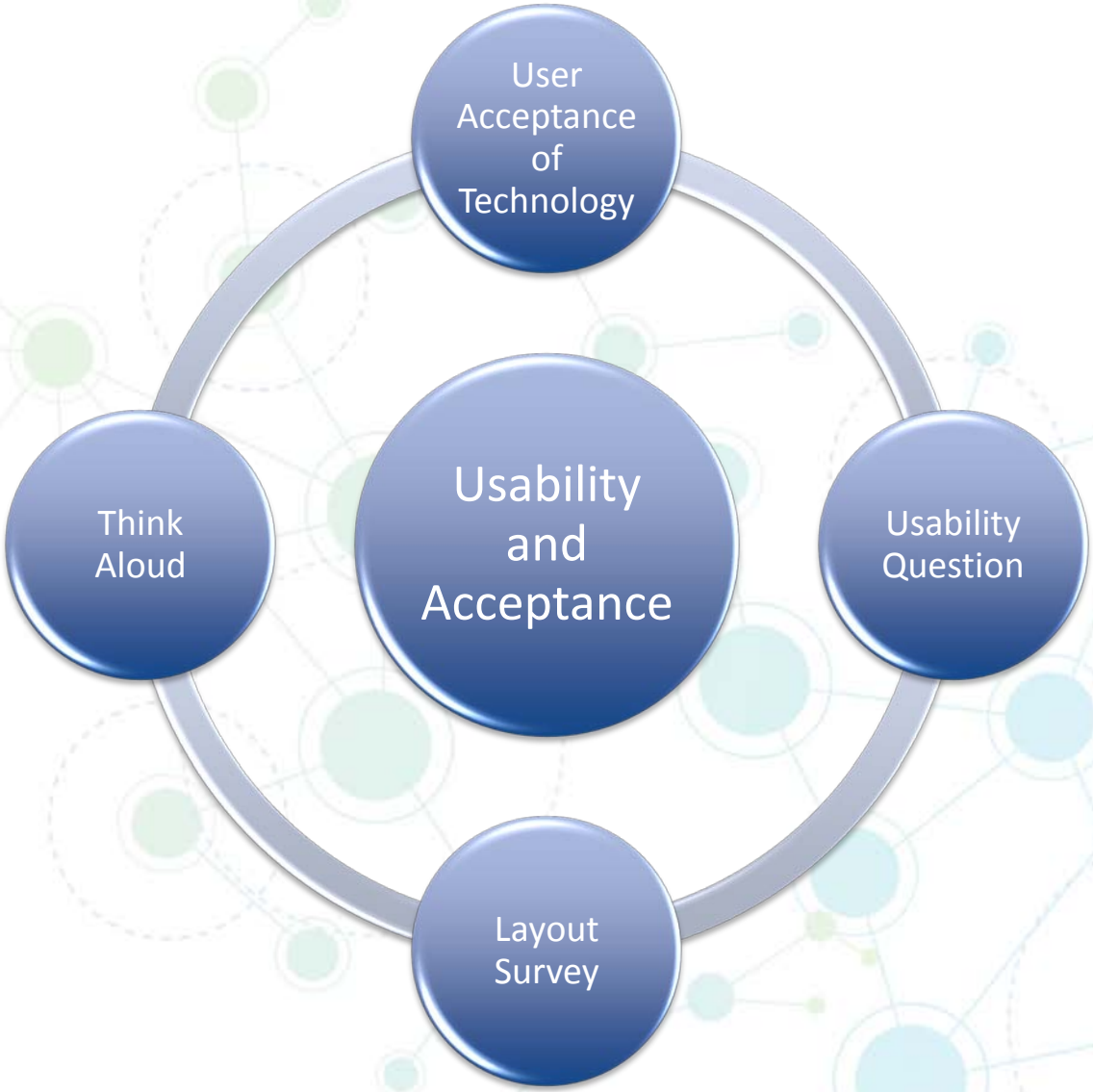
Physician Satisfaction with a Multicentre Critical Care Information System

Dr. Darren Hudson MD MSc
Associate Medical Director, eCritical Alberta

THE PROBLEM – WHAT IS THE TRUTH?

THE APPROACH


User Acceptance of Technology
Think Aloud
Usability and Acceptance
Usability Question
Layout Survey

WHAT DID WE FIND?

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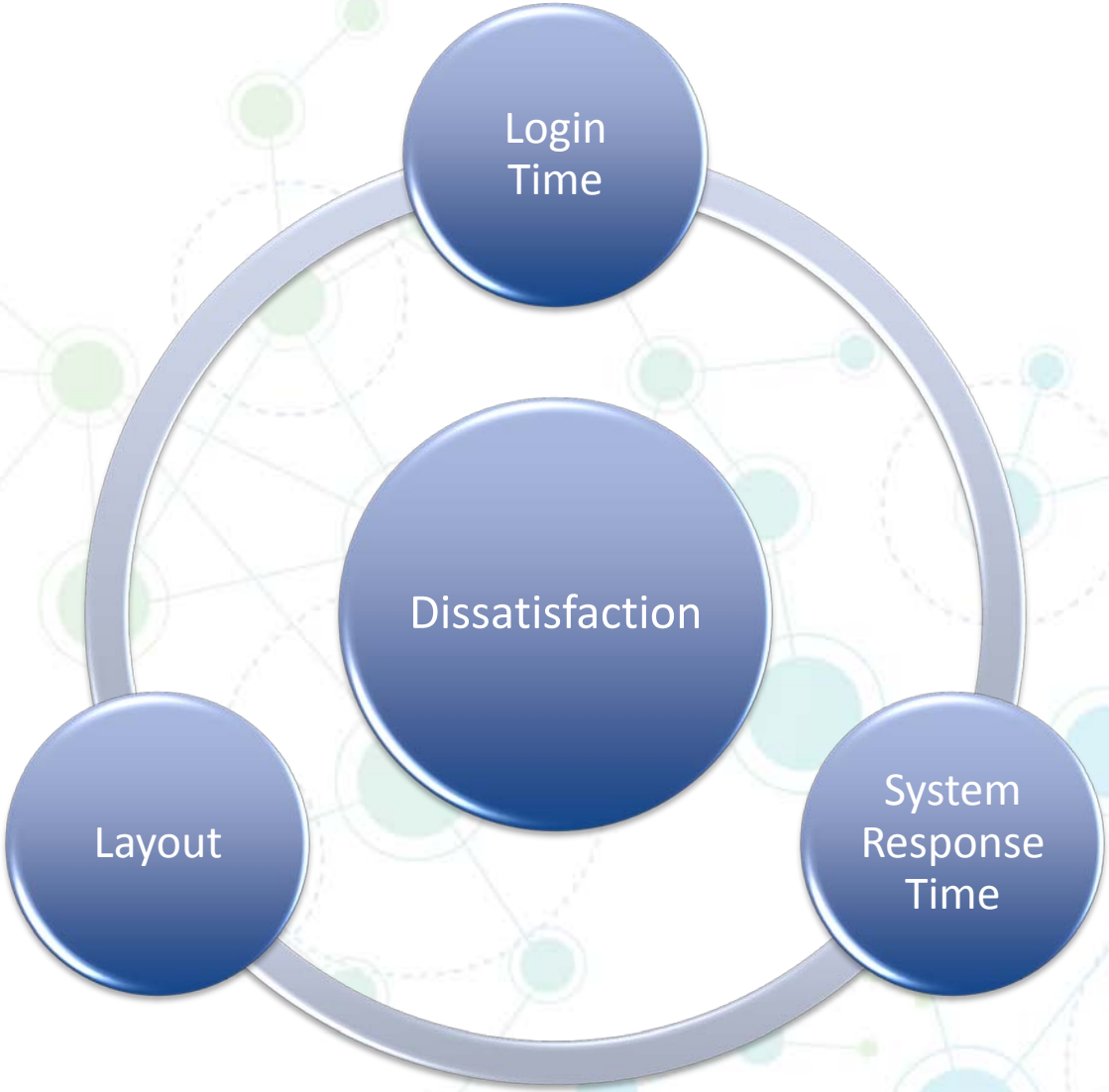
Usability Questionnaire

- Logging into eCritical takes too long.
  - STRONG AGREE
- eCritical responds quickly enough to input.
  - STRONG DISAGREE
- Incorrect functionality has or nearly caused serious injury to a patient.
  - STRONG DISAGREE

UAIT Questions

- I like working with eCritical.
  - STRONG DISAGREE
- Learning to use eCritical is easy for me.
  - STRONG AGREE
- Using eCritical enables me to accomplish tasks more quickly.
  - STRONG DISAGREE
- Using eCritical is a bad idea.
  - STRONG DISAGREE!!


Login Time
Dissatisfaction
Layout
System Response Time

A Cautionary Tale

- The word on the street is worthless.
- Network infrastructure is critical.
- The users will not “get use to it”.
- Layout has to be customizable and iterative.

NEXT STEPS

Thanks to Dr. Andre Kushniruk, Dr. Elizabeth Borycki, and Dr. Dan Zuege

QUESTIONS?

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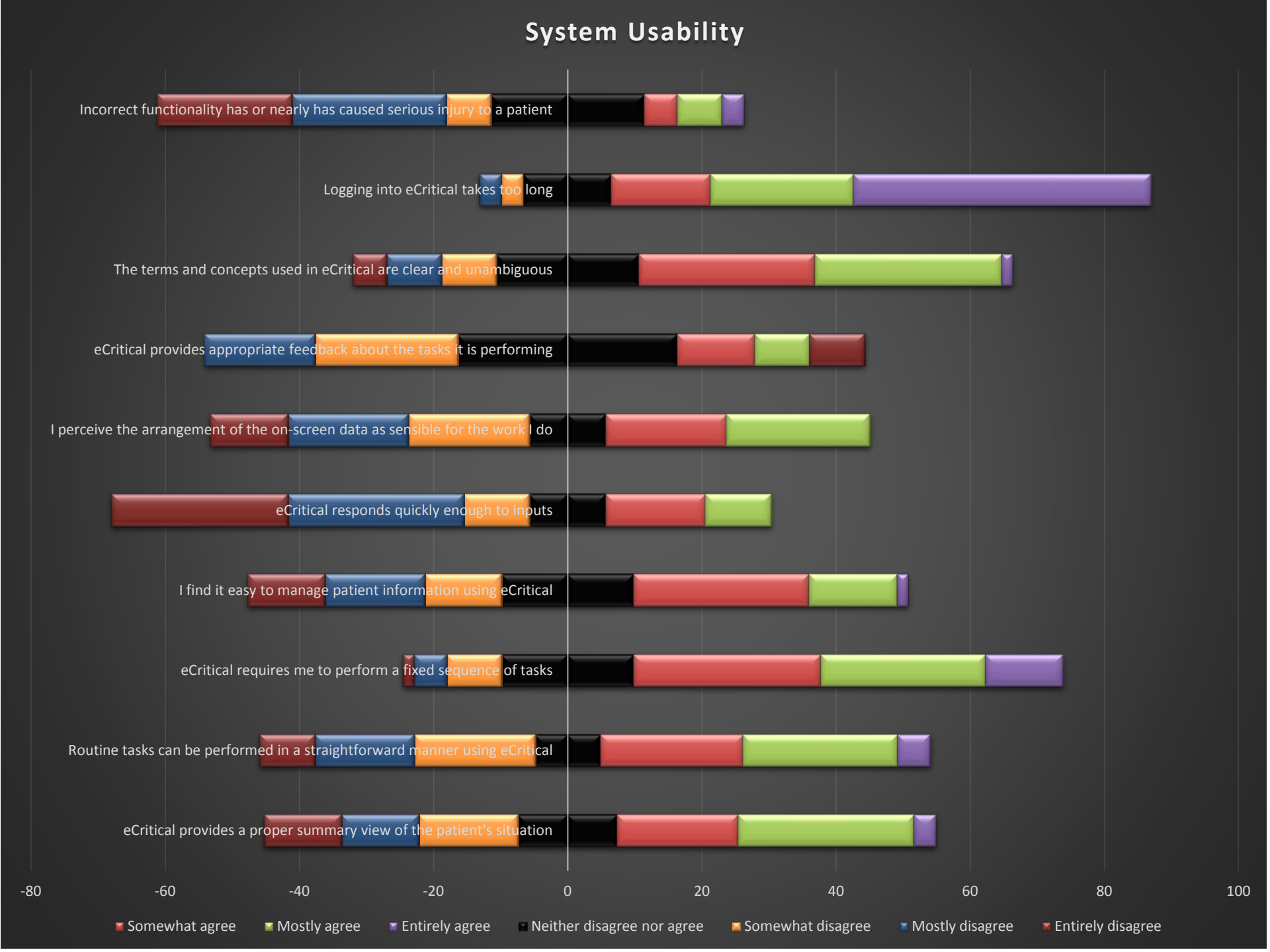
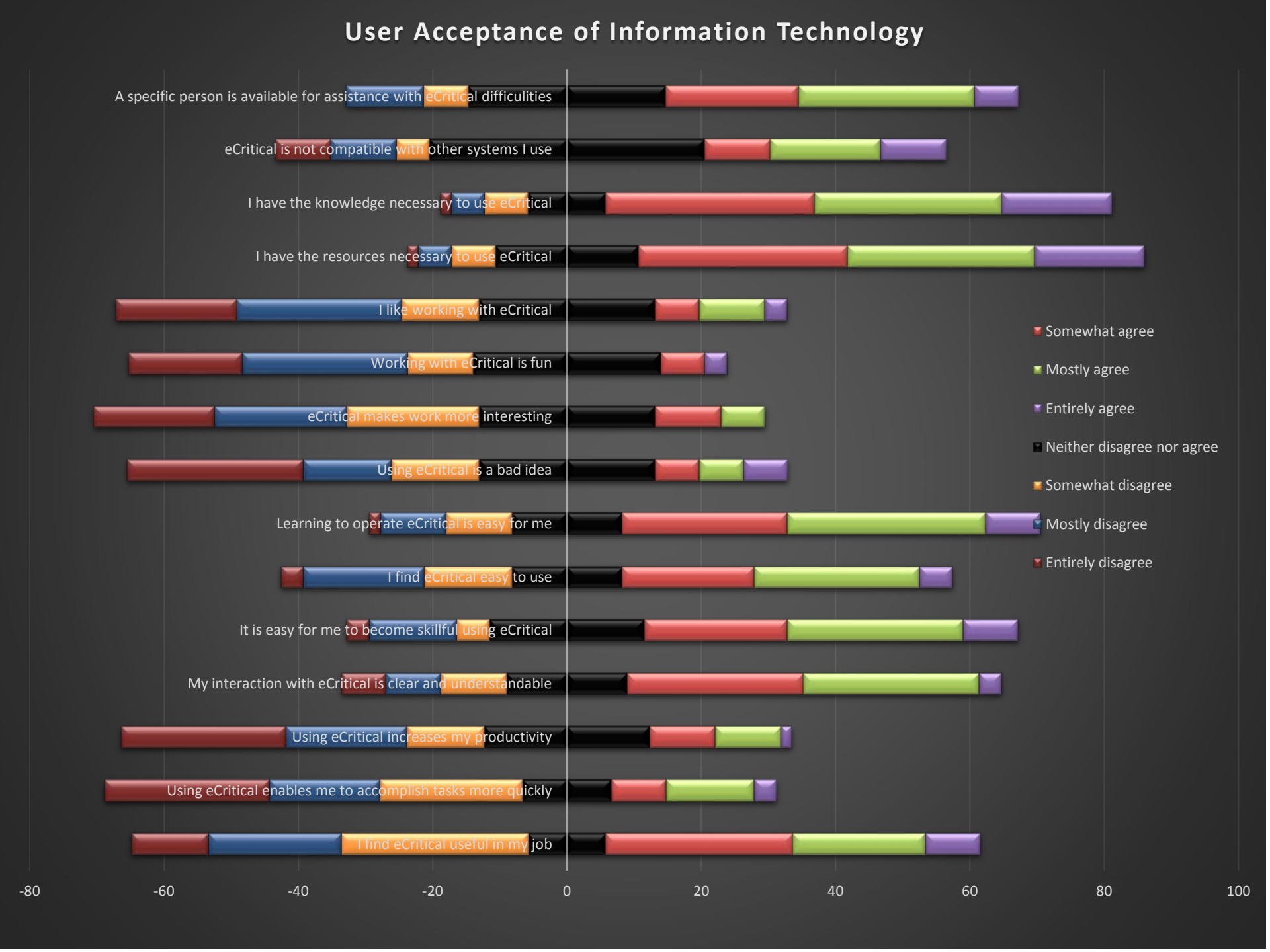

System Usability
Incorrect functionality has or nearly has caused serious injury to a patient
Logging into eCritical takes too long
The terms and concepts used in eCritical are clear and unambiguous
eCritical provides appropriate feedback about the tasks it is performing
I perceive the arrangement of the on-screen data as sensible for the work I do
eCritical responds quickly enough to inputs
I find it easy to manage patient information using eCritical
eCritical requires me to perform a fixed sequence of tasks
Routine tasks can be performed in a straightforward manner using eCritical
eCritical provides a proper summary view of the patient's situation
-80
-60
-40
-20
0
20
40
60
80
100
Somewhat agree
Mostly agree
Entirely agree
Neither disagree nor agree
Somewhat disagree
Mostly disagree
Entirely disagree


User Acceptance of Information Technology
A specific person is available for assistance with eCritical difficulities
eCritical is not compatible with other systems I use
I have the knowledge necessary to use eCritical
I have the resources necessary to use eCritical
I like working with eCritical
Working with eCritical is fun
eCritical makes work more interesting
Using eCritical is a bad idea
Learning to operate eCritical is easy for me
I find eCritical easy to use
It is easy for me to become skillful using eCritical
My interaction with eCritical is clear and understandable
Using eCritical increases my productivity
Using eCritical enables me to accomplish tasks more quickly
I find eCritical useful in my job
Somewhat agree
Mostly agree
Entirely agree
Neither disagree nor agree
Somewhat disagree
Mostly disagree
Entirely disagree
-80
-60
-40
-20
0
20
40
60
80
100