

The Acceptance and Satisfaction of Applying Electronic Health Solutions Records (EHSRs) (Hakeem Program) among Emergency Department

Nurses in Jordan

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Abstract

Background: Using Electronic Health Solutions Records (EHSRs) (Hakeem Program) can result in better quality and safety in healthcare provided to the patients. It enhances the productivity of health care services, documentation, and communication between healthcare providers. Nurses are the largest group of healthcare professionals anticipated to use electronic health solutions records during its implementation in healthcare settings including emergency departments.

Aims: This study purposed to assess the acceptance and satisfaction of (EHSRs) (Hakeem Program) among emergency department nurses in Jordan.

Methods: A cross-sectional, descriptive correlational study was conducted among emergency department nurses (N = 150) in Jordan. A self-reported questionnaire included demographic data questionnaire, nurses' satisfaction of applying Electronic Health Solutions Records scale, acceptance of applying Hakeem Program, and acceptance and satisfaction-related factors of applying Hakeem Program was used to collect data.

Results: The findings showed that nurses were strongly accepted and satisfied with applying Hakeem program. There was a relationship between acceptance of applying Hakeem Program and perceived usefulness, perceived ease of use, management support, enough

training, nurses' involvement, and nurses' autonomy. Also, the satisfaction of applying Hakeem Program was correlated with perceived usefulness, perceived ease of use, management support, enough training, nurses' involvement, nurses' autonomy, and nurse-patient relationship. The main predictors of acceptance were perceived usefulness, perceived ease of use, and nurses' involvement, however, the perceived ease of use was the strongest predictor. Additionally, the main predictors of satisfaction were perceived usefulness, perceived ease of use, management support, and nurse-patient relationship, while, the perceived usefulness was the strongest predictor.

Conclusions: It was concluded that the correlated factors (e.g., perceived usefulness, perceived ease of use, management support, enough training, nurses' involvement, nurses' autonomy, and nurse-patient relationship) and predictors (e.g., perceived usefulness, perceived ease of use, management support, and nurse-patient relationship) should be taken into consideration during implementation of any Electronic Health Solutions Records in any health care institution, especially emergency departments to enhance the nurses' levels of acceptance and satisfaction to this system.