Post-implementation survey on using of integrated computerized patient record system

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1. Introduction
The productivity of computer based patient record is expected to rise with their increased implementation level in all healthcare domains (1,2,3). However, in light of numerous experiences and evidences, it is hard to comprehend why the frequency of failures is so persistent. The aim of this paper is to survey end users opinion about implementation and use of integrated computerized patient record after implementation.

2. Method
A case study approach was used. In this case study data were collected based on interviews and document analyses at two healthcare sites geographical separated in Sweden. Also, we reviewed all literature published by different county councils as well as magazines, bulletins and newspapers in order to grasp the results of the implementation of the new integrated computerized patient record system.

3. Results
The nurses and other non-physician staff were particularly unsatisfied, because they felt that the training sessions were based mostly on physicians' needs. According to the data, some technical shortcomings remained after the implementation of the integrated system causing dissatisfaction and dismay. In the present setting, the users expressed that more user participation in the design and implementation phase of the system would provide better insight into existing workflows and work practices.

4. Discussion
The users communicated that the differences in the manner how the different professions dynamically interact with the system were not reflected in the training programs. It seems to be necessary to stimulate a close coordination of operations where the clinical and the informatics groups work together. However, More detailed studies about the implementation of integrated computerized patient record systems are warranted.

5. References

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