

Enhancing Clinician Adoption of Digitized Healthcare Software (HMIS): Strategies for Improving Implementation and Usage

EUCS model in SMS medical college and hospital, jaipur
(End User Computing Satisfaction Model)

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by

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ABSTRACT

Enhancing Clinician Adoption of Digitized Healthcare Software (HMIS): Strategies for Improving Implementation and Usage

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i) INTRODUCTION

The pace of technological advancement is astounding. Humans' growing desire for technology is the foundation for technological advancement. These technologies have advanced throughout all facets of human life, not just one particular field. One area of technology that is evolving quickly is technology for information and communication. Information technology and communication both do have an indisputable impact in the current decade on business and government sectors. Talking about human existence and information demands, they both are intertwined; both individuals who receive information and those who offer exist. Sending or sharing information takes place digitally during current times. Software programmes on a frequent basis serve as a crucial medium for both transmitting and storing information.

Hospital Management Information System (HMIS) is a comprehensive software solution designed in order to manage the day to day operations and administrative tasks in a hospital. The system unifies a number of tasks and procedures, which includes inventory management, patient registration, admission, billing, appointment scheduling, and more. HMIS is a very important instrument that can efficiently assist hospitals in increasing their productivity, cutting expenses, and improving patient care. HMIS adoption in hospitals has greatly increased in recent years. The Key causes of it are increasing need for high quality healthcare services, escalating rivalry, and the obligation to adhere to regulatory standards. Utilising HMIS enables hospitals not only to improve operational efficiency but also to lower error rates, and give healthcare executives and physicians rapid access to reliable information.

The thesis investigates and includes the use and satisfaction levels of hospital management information systems (HMIS) and also enhancing adoption of HMIS among clinicians . A software programme aids in the management of patient data, medical records, and other information pertaining to healthcare which is basically HMIS

The intention of the study is to look into how much the HMIS is used in the hospital under study, what influences on how it is utilised, and the satisfaction of the clinicians with the functionalities of the system. The thesis is also aimed at pinpointing any difficulties developed throughout the application and use of HMIS. HMIS can (has potential) increment system in its efficiency via automating process and produce reports of vital importance for the management of quality, planning, decision making, operations, performance, and projects reporting. There should be the awareness that merely Providing HMIS will may not cause all the change that we hope for; instead, it should be properly planned, executed, used, and continuously enhanced.

Therefore, it is necessary to evaluate the satisfaction among healthcare workers in the hospital with the HMIS current performance. That is systematically done in the thesis with the use of the EUCS model, that is, End-User Computing Satisfaction Model.

ii) RESEARCH QUESTIONS

- a) What are the key factors influencing clinician adoption of digitised healthcare software, particularly HMIS?
- b) What are the barriers and challenges faced by clinicians in adopting and using digitised healthcare software, and how can these be addressed?

iii) RESEARCH OBJECTIVES

Broad:

Study on usage and satisfaction with HMIS among healthcare workers in SMS hospital Jaipur, and nearby clinics

Specific

- a) To analyse HMIS satisfaction level among clinicians and barriers for adoption of HMIS among clinicians.
- b) To access the HMIS implementation process in the hospital.
- c) To explore HMIS usage in different departments of the hospital.

iv) METHODOLOGY

Study type: The particular study is prospective and observational in nature.

Study area and period: The particular study had taken place for a period of 3 months duration in SMS hospital, Jaipur and nearby clinics.

Sample size: Sample containing 100+ survey reports was picked out for the study.

Sampling method:

A) Study used purposive sampling for the collection of data in order to analyse the HMIS adoption rate, HMIS satisfaction and HMIS utilisation among the clinicians.

B) Closed ended study had been done

v) DATA COLLECTION METHODOLOGY

A) Collection of primary data from 100+ respondents was done via a questionnaire prepared in Google Forms for the evaluation of satisfaction level.

B) For the collection of data from participants for analysis of HMIS usage, direct observations and personal interviews with workers were conducted. The investigator was involved in the setting at each site, acting or appearing as an unobtrusive observer (ethnographic approach).

vi) DATA ANALYSIS

A) Analysis of data was conducted via MS Excel/graphical analysis, with the help of bar graphs and pie charts.

B)

vii) INCLUSION AND EXCLUSION CRITERIA

Inclusion criteria: Only responses from hospital staff using HMIS were included in the study.

Exclusion criteria: Other non-clinical staff, including nurse, front desk user etc, were excluded from the study.

viii) ETHICAL CONSIDERATION

Consent of the healthcare workers (clinicians) had been taken verbally for this study. This study involved direct interaction with the clinicians, their feedback forms, and the data used was primary data.

ix) IMPLICATION OF RESEARCH

For Population:

Enhanced Healthcare Access & Quality

Improved Patient Engagement

For Industry:

Increased Efficiency & Cost Savings

Data-driven Decision Making

Opportunities for Innovation & Collaboration

x) REFERENCE

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