Evaluation of satisfaction with information system

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Introduction: Information System Irata© was implemented at Institute for Cardiovascular Prevention and Rehabilitation, Zagreb, Croatia in 1995 as a DOS application, and since 2010 as a NET application which is aimed to facilitate the daily workup of patients and improve the quality of services rendered. Every workplace, at both institution locations is linked in a Novell 6 network.[1,2] The aim of this study was to determine the satisfaction of employees with the existing IT system.

Methods: The study was conducted on a sample of 29 medical professionals with secondary school qualification and higher expertise education (Bachelor of Science) by using the method of a structured questionnaire, which was anonymous. In addition to demographic data, the questions were aimed to find out the length of work experience, professional qualification and satisfaction and benefit of using the existing information program.

Results: 83% of employees were surveyed. Only one respondent was male, while the remaining respondents were women. A total 17/29 (58%) of respondents have the higher expertise education and 12/29 (41%) have the secondary school qualification. Most of the respondents (19/29; 66%) have more than 20 years of experience and are over 40 years of age. The majority of the respondents (20/29; 69%) have attended some IT course, and the majority (25/29; 86%) have a computer at home, which they commonly use for emailing (26/29; 98%), listening to music (24/29; 83%), education in medical contents (23/29; 79%), browsing the Internet and reading news (21/29; 72%), watching movies (20/29; 69%), and for browsing professional medical journals, preparation of articles and lectures (11/29; 40%). The existing information system is used by almost all respondents when entering patients data for examinations and cardiovascular diagnostics. Nurses and physical therapists rarely browse patients' findings (10/29; 35%), and use the IT system to write medical records very rarely (5/29; 17%). Only a quarter of respondents (7/29; 24%) considers the existing information system adapted to their daily work. A large number of respondents (23/29; 79%) find additional IT training and information system training necessary.

Conclusion: Today, the information system has entered into all spheres of our life, and so the most of the respondents have and use a computer at home for emailing, browsing the Internet, watching movies, etc. The information system should facilitate the work of medical professionals and thus shorten the time of admittance which would free up the time for work with patients and enable certain type of triage. The obtained results similar to the results of some other authors[3-5] indicate the need for additional IT training and additional training in using the information system.

Literature

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