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The patients' and the public's perception of EHR use for Health Care and their satisfaction with clinician EHR use

Background: One of the greatest concerns surrounding EHR use, is patients' perception and satisfaction with the use of EHR. Few studies have examined the patients' and the public's perceptions of EHR.

Aim: The study aimed to understand patients' and the public's perception of using EHR for health care and their satisfaction with clinician use of EHR.

Methods: A cross-sectional, descriptive, exploratory design was utilized. The study was conducted in 4 governmental hospitals in Jordan. A non-probability, convenient sample was utilized. Data was collected utilizing a self-administered questionnaire.

Results: There was a total of 500 participants, with a mean age of 36.2 (SD=12.1), with a high proportion of women 73.2% (n=366). Of the participants, 71.0% (n=355) were satisfied with the healthcare provided. Only 59.0% (n= 295) were familiar with the Electronic Health Records (EHRs). The majority of the

participants (n=416; 83.2%) agreed that nurses and physicians should have access to the complete EHR, with the presence of personalized information (name and address) and 86.2% (431) agreed that patients themselves, should have access to their own records. The participants in this study reported that they were more secure in their perception of EHR security, in comparison with paper-based records.

Conclusion: An adaptive approach should be created for EHR implementation. Patients and caregivers agreed that health care providers should have access to all patients' data.

Speaker Biography

Laila Akhu Zaheyz did Nursing from Jordan University of Science And Technology in the year 1996. She completed Msc. in Adult Nursing from Jordan University Of Science And Technology, 2000 and Ph.D. in Nursing from State University Of New York At Buffalo, 2007. Now she is acting as a Vice-dean in the department of Adults Health Nursing. She published many research papers in the respective field.

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