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User satisfaction of CMS On-Ramp system after 3-month usage

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Introduction

The eHR Programme is a Hong Kong territory-wide programme. One of the objectives is to enhance the continuity of care of patients by the sharing of patients' electronic health records amongst participating healthcare providers in Hong Kong. To facilitate the utilization and participation in the eHR Programme by private healthcare providers, with the adoption of eHR information standard that is being developed for medical information sharing, an eMR is being designed and developed that target for use by private doctors and clinics, currently known as CMS On-ramp. CMS on-ramp pilot project has been launched to 11 private clinics since September 2012.

Objectives

To evaluate user satisfaction and collect comments for enhancement after 3-month usage

Methodology

Online evaluation surveys are distributed to all 11 pilot clinics of on-ramp.   In order to evaluate the utilization of each functions being developed and to collect feedback on users' usability for next stage enhancement and development, evaluation is divided into different categories including registration, appointment, consultation, dispensary, inventory, administration and other functions. There are 62 questions in total which include nominal questions (Strongly agree, agree, disagree, strongly disagree and N/A) (45), alternative questions (Yes/No questions, (9) and open-ended questions (8). 4-Likert rating scale is used for nominal questions.

Result

Respond rate: 7 questionnaires are collected. 100% of the respondents strongly agree and agree with the satisfaction statement in the evaluation survey. Over 83% of the respondents think that registration, appointment, dispensary, inventory, administration and other functions are useful. User comments are collected for consideration on further enhancement.