

SATISFACTION WITH ELECTRONIC PRESCRIBING IN A GENERAL HOSPITAL

OPH-070

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BACKGROUND & OBJETIVE:

- Electronic prescribing is a useful tool for improving the safety and agility of the prescription process. Surveys permit to know the satisfaction of users and potential areas for improvement.
- The objective of the study was to know the satisfaction of physicians and nurses of the Internal Medicine Service with the electronic prescribing.

METHODS:

- In 2010 was implemented, in a 100 bed general hospital, the electronic medical record "Mambrino XXI" which is the electronic prescribing module.
- In 2012 the Pharmacy Service developed an anonymous and confidential survey which was given to the physicians and nurses of the Internal Medicine Service. The questionnaire included 6 questions rated with a Likert scale. It also included an overall satisfaction question:

SATISFACTION QUESTIONNAIRE ABOUT ELECTRONIC PRESCRIBING

- ✓ This is an anonymous and confidential questionnaire designed by the Pharmacy Department to determine the overall satisfaction with electronic prescribing and identify potential areas for improvement.
- ✓ Once completed, please send to the Pharmacy Department

Very bad / Strongly disagree	Bad / Disagree	Regular / Indifferent	Good / Agree	Very good / Strongly agree
1	2	3	4	5

1. How do you consider the ease of use?
2. How do you seem the speed of the application?
3. Are useful the alerts for allergies and duplicities?
4. Do you think it prevents medication errors and improves safety?
5. Is adequate the design of printed orders?
6. What do you think about the support from the Pharmacy Service?

1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

Overall satisfaction with electronic prescribing:

Very satisfied Satisfied Dissatisfied Very dissatisfied

RESULTS:

- 6 physicians and 10 nurses completed the questionnaire.
- Average scores:

How do you consider the ease of use?	How do you seem the speed of the application?	Are useful the alerts for allergies and duplicities?	Do you think it prevents medication errors and improves safety?	Is adequate the design of printed orders?	What do you think about the support from the Pharmacy Service?
3.7	2.9	3.9	3	3.1	4.1

- In the overall satisfaction question:
 - 6 were very satisfied
 - 5 were satisfied
 - 5 were dissatisfied

DISCUSSION:

The overall satisfaction observed is high and the scores obtained in the different questions are in general above 3 points. It shows that the health personnel of the Internal Medicine Service are in general satisfied. It is a service where the medical prescriptions include more drugs and where it may be more useful for physicians in the prescription process and for nurses in the validation process of the administration and registration of their activity. Although there are many points of improvement, it should be noticed that the highest scores are the related with the support and willingness of the pharmacy department, which is continuously in contact with the software providers to improve the electronic prescribing.

CONCLUSIONS:

- ✓ The survey evaluated aspects of practice use, safety and Pharmacy Service support.
- ✓ More than two-thirds of doctors and nurses of the Internal Medicine Service are satisfied with the electronic prescribing.
- ✓ There are opportunities for improve all the aspects studied, especially at the program speed, the perceived safety and the design of printed medical orders.