



Health care worker ICT satisfaction 2010

Performed by UsersAward in cooperation with, and sponsored by:

- VINNOVA (Swedish Governmental Agency for Innovation Systems)
- Ministry of Social affairs
- Health care employer organisation (Swedish Association of Local Authorities and Regions, SKL)
- Swedish Medical Association
- Swedish Association of Health Professionals
- SKTF/Publicly and privately employed salaried employees
- Swedish Municipal Workers' Union

Sample of 1 368 respondent from the four major professions

Administered by SCB (Statistics Sweden)



Åke Walldius, HCI-group, School of Computer Science and Communication, KTH 1



Health care worker ICT satisfaction 2010

Main system of use supports work tasks:

- 75% were satisfied and 22% were not

System diminishes stress

- 49% were satisfied and 46% were not.



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Health care worker ICT satisfaction 2010

System supports communication & collaboration within teams:

- 69% were satisfied and 25% were not across institutional borders
- 22% were satisfied and 47% were not



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Health care worker ICT satisfaction 2010

User participation in system deployment:

- 29% were satisfied and 48% were not

Ongoing screening and adaptation of system use:

- 30% were satisfied and 51% were not

“How much time could be saved if it worked fine?”

- doctors: 56 minutes/day
- secretaries: 42 minutes/day
- nurses: 35 minutes/day
- assistent nurses: 17 minutes/day

Potential savings (working hours * salaries): 500M€



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Three approaches for future surveys

Computing indices?

- “positive net socio-economic benefit ratio to cost” (EHR IMPACT 2009)
- attractive for policy-makers but limited usefulness for deployment

Comparing pros & cons of legacy ERP systems?

- tabulating doctors' attitudes to 37 modeled aspects (Hyppönen 2011)
- transparent model allows for critique and refinement

Awareness of cultural aspects, expectations & incentives

- “to evaluate effective programs we have to follow the \$” (Castells 2007)
- instrument for showing how the \$ follows situated user participation?

