



Strengthening User Performance, Satisfaction, And Compliance:
A Study On The Effectiveness Of HMIS Training Programs, New Feature Adoption, And User
Satisfaction For The MyHealthcare System

MYHEALTHCARE TECHNOLOGIES PVT. LTD., GURUGRAM

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IIHMR Delhi

MENTOR APPROVAL

Updated ppt 📎 1 🔍 +

 Divya Agarwal
To: Suditi Arora 😊 ↩ ↶ ↷ ⋮ Fri 6/16/2023 10:35 PM

approved
⋮

From: Suditi Arora <Suditi_2123@iihmrdelhi.edu.in>
Sent: Friday, June 16, 2023 8:29 PM
To: Divya Agarwal <divyaagarwal@iihmrdelhi.edu.in>
Subject: Updated ppt

PFA ,the updated ppt as per your suggestions.

Regards,
Suditi

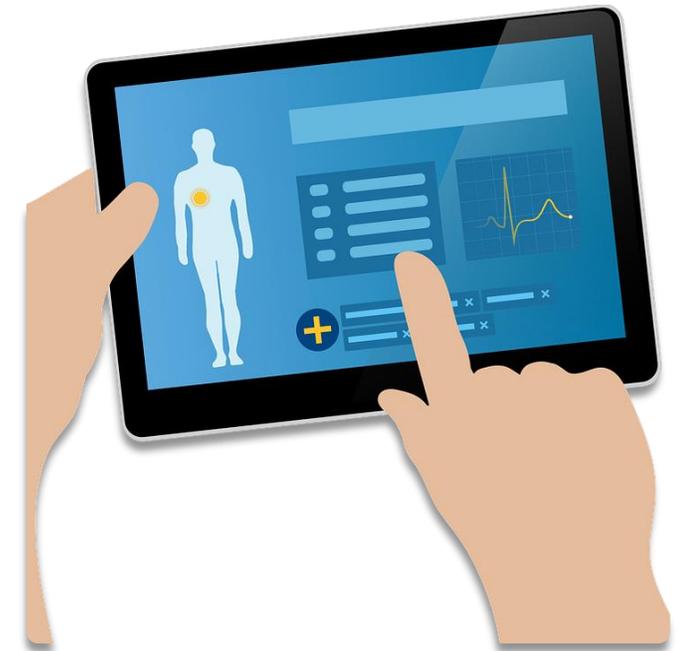
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Great, thanks! Thank you for the approval. Thank you!

↩ Reply ↷ Forward

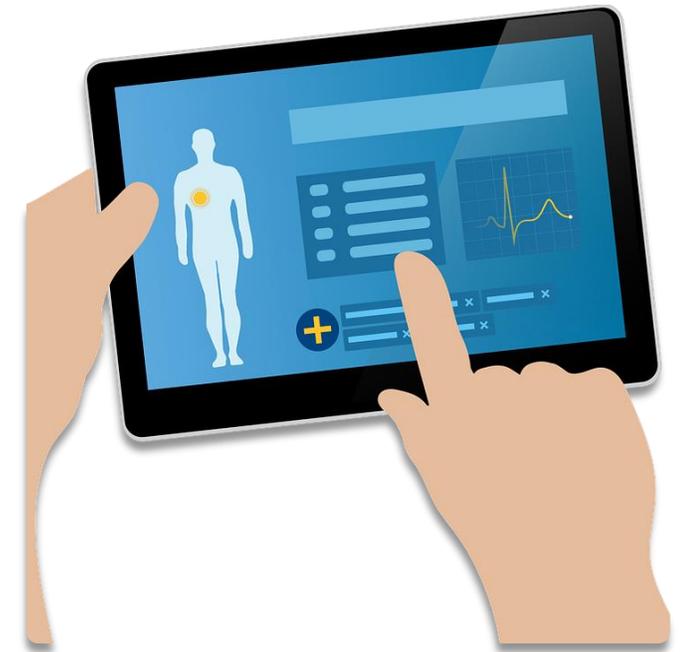
INTRODUCTION

- **HMIS:** A comprehensive system that manages and coordinates healthcare information and services within an organization to improve patient care.
- HMIS plays a pivotal role in enhancing healthcare operations and patient care outcomes.
- Healthcare organizations strive to optimize the performance and satisfaction of users interacting with their Hospital Management Information Systems (HMIS).



INTRODUCTION (CONTD.)

- **MyHealthcare System:** A cloud-based platform that centralizes healthcare data and simplifies the management of healthcare procedures, streamlining access to patient data and facilitating smoother workflow for healthcare professionals.
- **Single Screen HIMS:** Prominent feature of MHEA offering a unified interface to enhance user productivity and simplifies task completion.
- This Study aims to assess the impact of training and new features on the adoption and user satisfaction of MHEA in a renowned hospital setting.



OBJECTIVES

Primary Objective:

To evaluate the impact of training programs and the integration of new features on the adoption of the MyHealthcare Enterprise Application in a renowned Hospital .

Secondary Objectives:

To assess the level of user satisfaction with the HMIS software in terms of usability, functionality, and overall system performance.

To identify the key challenges and barriers faced by end-users in adopting and effectively utilizing the HMIS.

METHODOLOGY

- **Study Design:** Cross-sectional study design.
- **Study Duration:** February 2023 to May 2023
- **Study Phases:** Study was conducted in two phases: Pre-go live and Post-go live
- **Pre-go live phase:** Data was collected prior to the implementation of the MHEA system. This phase aimed to gather baseline information on the training effectiveness. The questionnaire was used to assess the knowledge and skills of the end users.
- **Post-go live phase:** Data collected during this phase was aimed to assess the effectiveness of the training programs and evaluate end-user satisfaction, compliance, adaptability to new features, and ease of work after a period of using the system.
- **Study area:** Selected enterprise of a renowned Hospital Group.
- **Sample population size:** 246 end users of the MHEA system

METHODOLOGY (CONTD.)

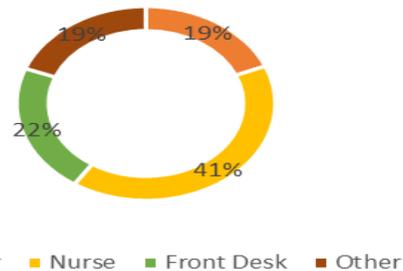
- ▶ **Sampling technique:** Convenience sampling
- ▶ **Data collection tool:** Validated questionnaire on HMIS acceptance using Microsoft Forms
- ▶ **Questionnaire circulation:** Digital channels (Whatsapp, email) and QR code option
- ▶ **Ethical consideration:** Informed written consent was obtained from all participants
- ▶ **Analysis tools and techniques:** Microsoft Excel for data analysis.
- ▶ **Inclusion criteria:** On-role staff members employed by the Hospital setting and active end users of the MHEA system
- ▶ **Exclusion criteria:** Contractual staff members and inactive end users of the hospital facility



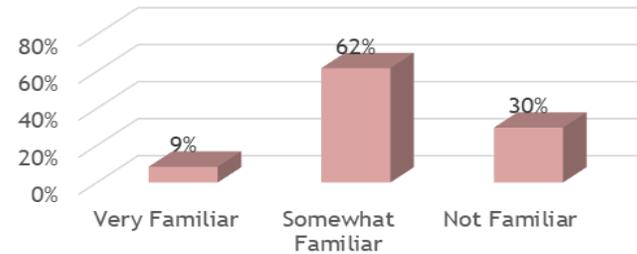
RESULT

Pre-Go Live: User Training Assessment Survey Of MYHEALTHCARE HMIS

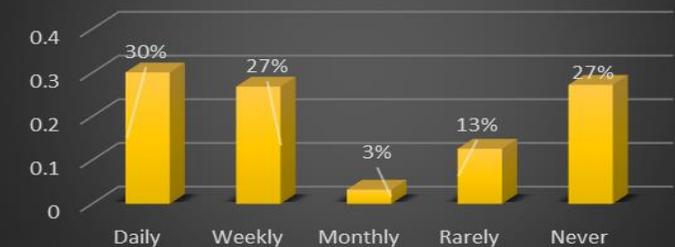
Participants interviewed for the study



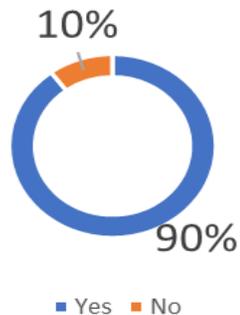
Q2. What is your level of familiarity with the hospital's HMIS platform?



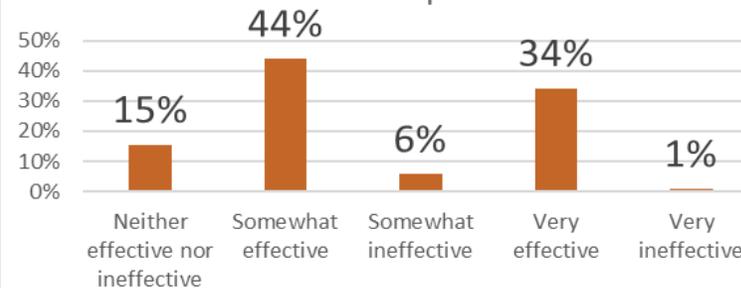
Q3. How frequently do you use the HMIS platform?



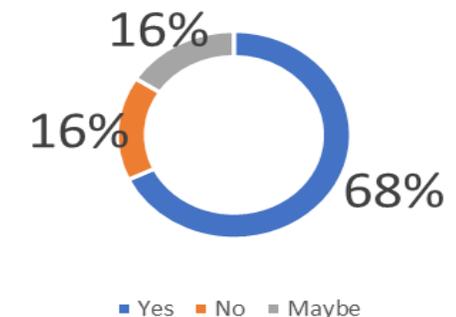
Q4. Have you received training for the new HMIS platform?



Q4.1. If yes, how effective was the training in helping you understand and use the HMIS platform?



Q5. Did the training program improve your understanding and confidence in using the platform?



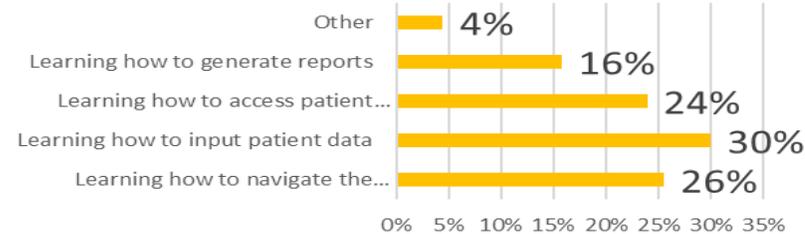
RESULT (CONTD.)

Pre-Go Live: User Training Assessment Survey Of MY HEALTHCARE HMIS

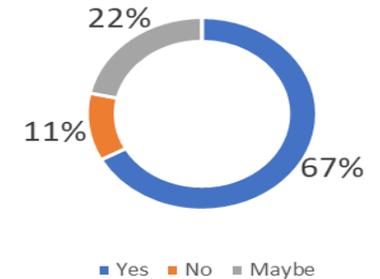
Q6. What aspects of the HMIS platform do you find most challenging to use? (Multiple selection allowed)



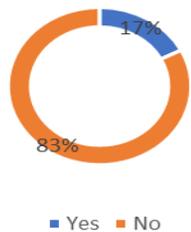
Q7. What aspects of the HMIS training did you find most useful?(Multiple selection allowed)



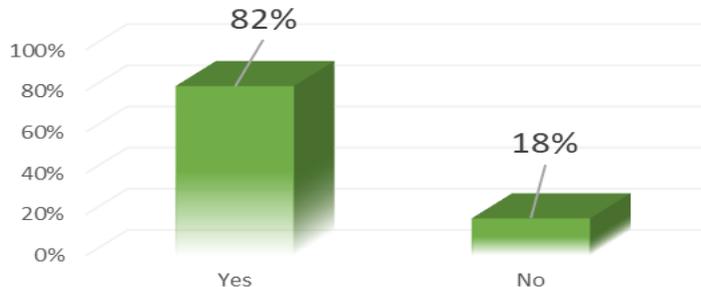
Q8. Do you feel the training program adequately prepared you for the platform's go-live?



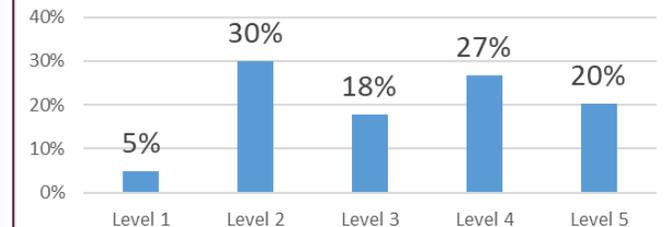
Q9. Are there any additional features or functionalities you would like to see in the HMIS platform?



Q10. DID YOU RECEIVE ANY FOLLOW-UP SUPPORT AFTER THE TRAINING WHENEVER REQUIRED?



Q11. Overall, how satisfied are you with the HMIS training you received? Please rate on a scale of 1-5, with 1 being very dissatisfied and 5 being very satisfied.



RESULT (CONTD.)

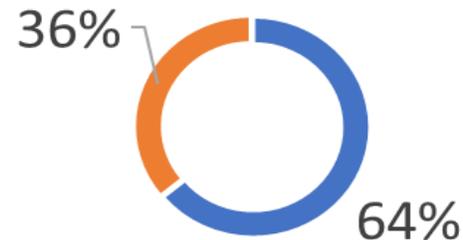
Pre-Go Live: User Training Assessment Survey Of MY HEALTHCARE HMIS

Q12. Do you have any suggestions for improving the hospital's HMIS platform or the training program? If yes, please provide your suggestions.



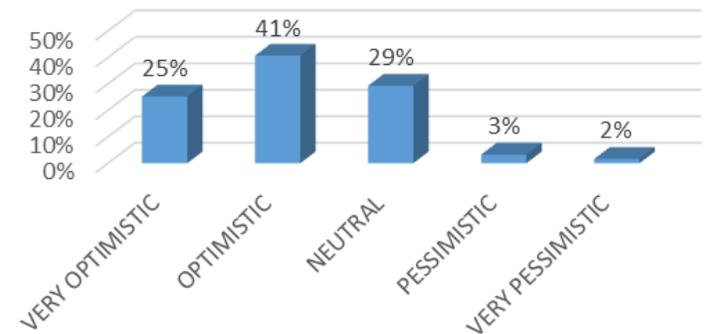
■ Yes ■ No

Q13. Would you like to receive any additional training on the HMIS system?



■ Yes ■ No

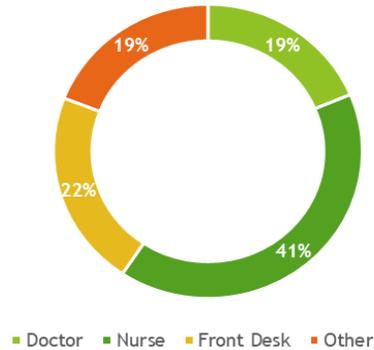
Q14. Overall, how optimistic are you about the upcoming HMIS system?



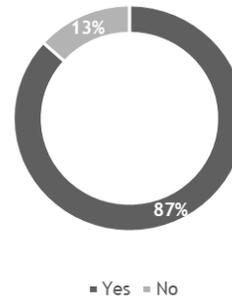
RESULT (CONTD.)

Post-Go Live: User Satisfaction Survey of MY HEALTHCARE HMIS

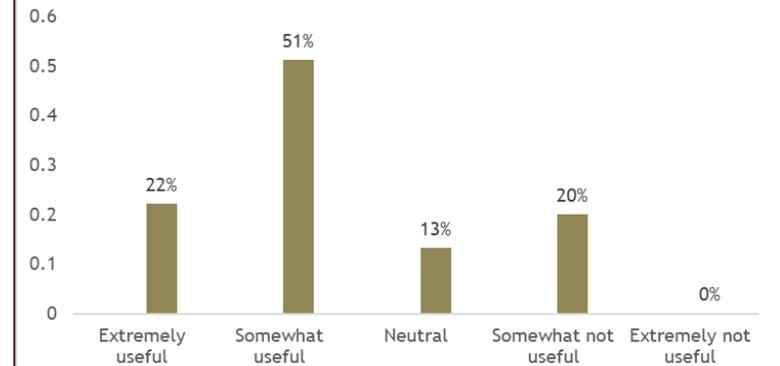
Q1. Participant interviewed for the study



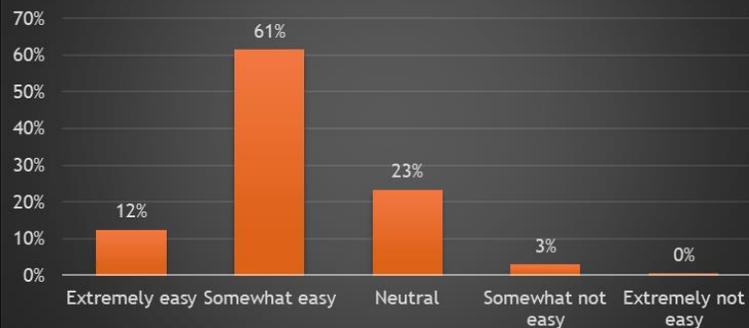
Q2. Have you used SAVE AS CARE PROTOCOL option?



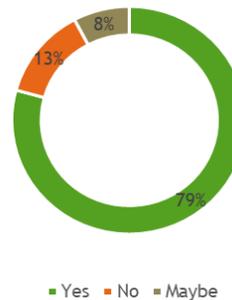
Q2.1 Usability of SAVE AS CARE PROTOCOL



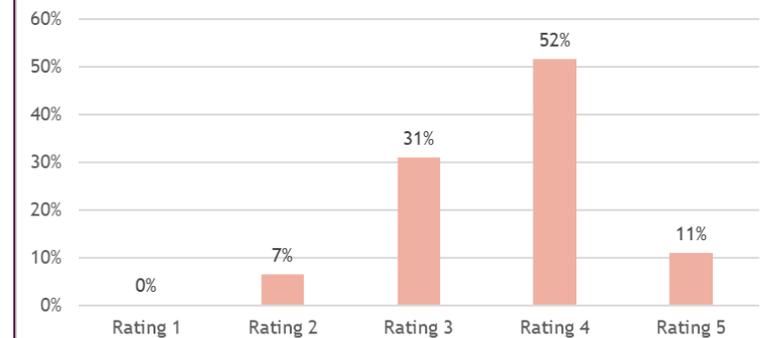
Q3. How easy was it to log in to the HMIS platform?



Q4. Did the HMIS platform meet your needs for managing health data?



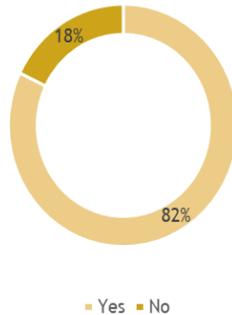
Q5. How satisfied are you with the usability of the HMIS platform?



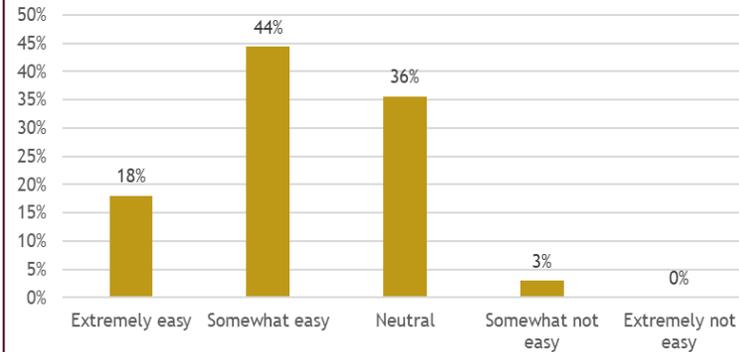
RESULT (CONTD.)

Post-Go Live: User Satisfaction Survey of MY HEALTHCARE HMIS

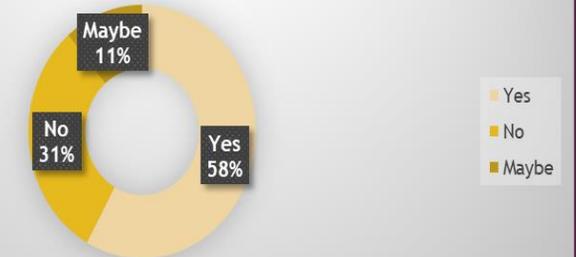
Q8. Have you used the voice-to-text feature of the HMIS platform?



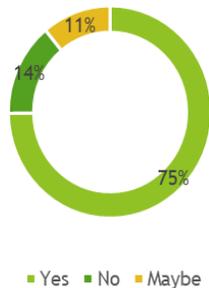
Q8.1 How easy was it to use the voice-to-text feature?



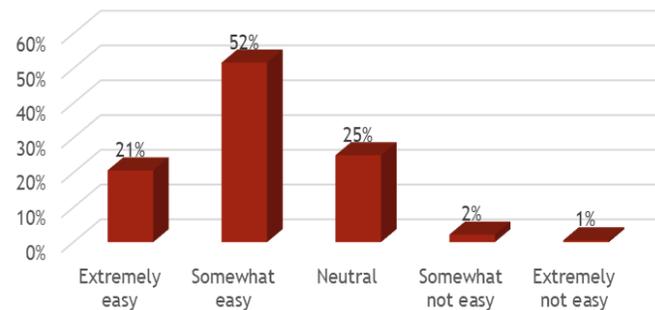
Q8.2 Did the voice-to-text feature save you time compared to typing?



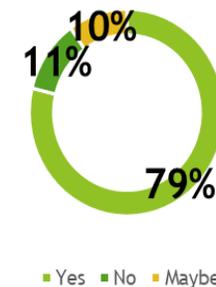
Q10. Have you used the favorites feature of the HMIS platform?



Q10.1 How easy was it to add items to your favorites list?



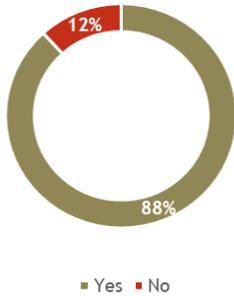
Q10.2 Did the favorites feature help you quickly access frequently used items?



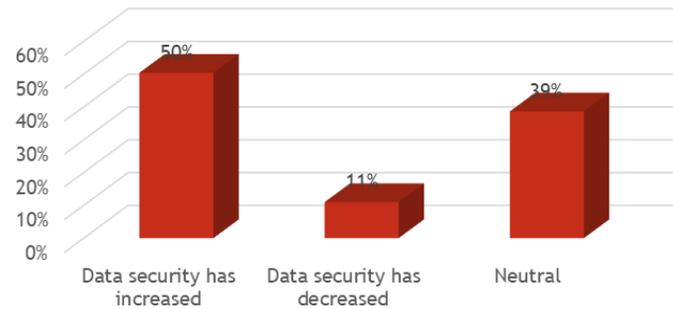
RESULT (CONTD.)

Post-Go Live: User Satisfaction Survey of MY HEALTHCARE HMIS

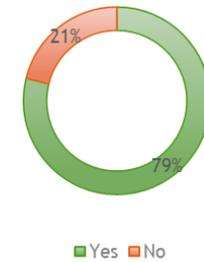
Q6. Is it easier to access patients' data in the HMIS system whenever required?



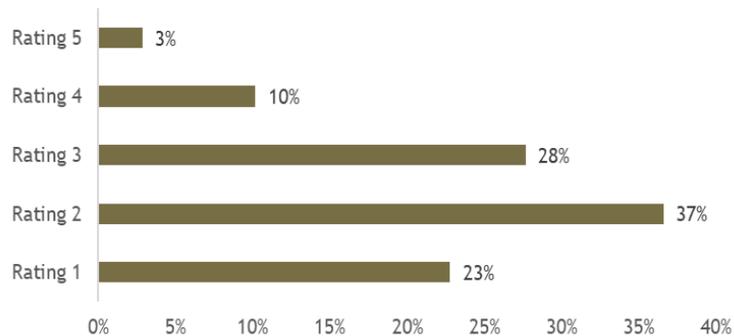
Q7. Do you foresee any changes in data security after HMIS implementation?



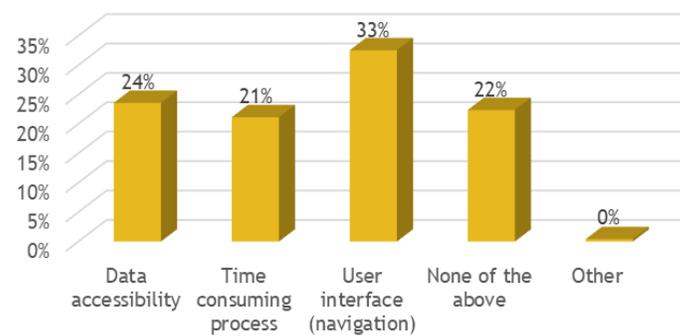
Q9. Do you find it easy to communicate with the software team while operating the software?



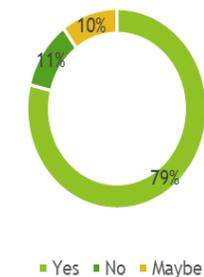
Q11. How much are you satisfied with stability of the system?



Q12. What are the challenges faced by you while using HMIS software?



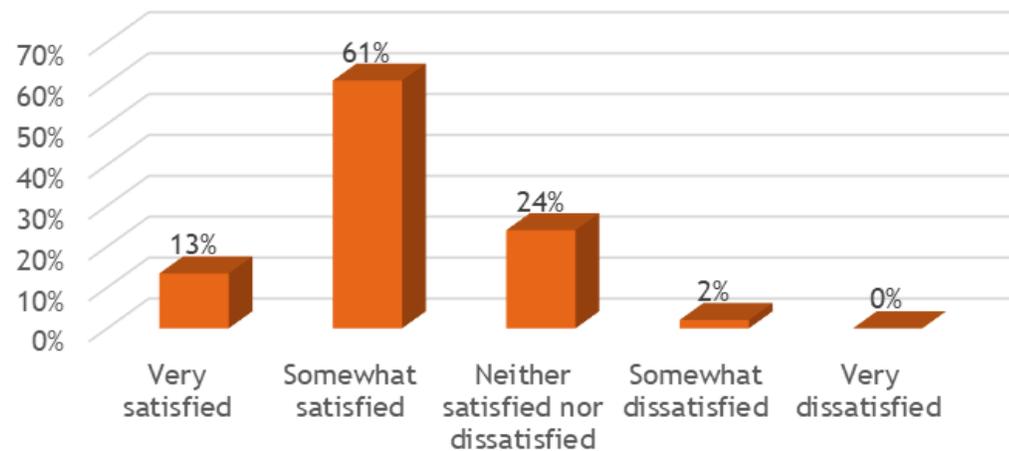
Q13. Improvements in work efficiency or patient care outcomes since using the MyHealthcare HMIS?



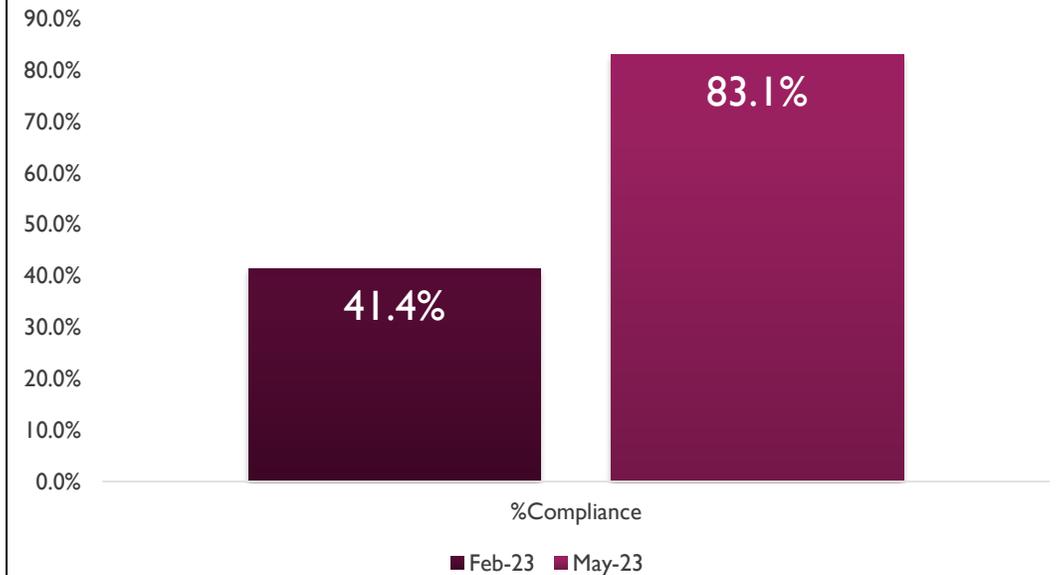
RESULT (CONTD.)

Post-Go Live: User Satisfaction Survey of MY HEALTHCARE HMIS

Q14. How satisfied are you with the level of customization and personalization available on the MyHealthcare HMIS platform?



EMR Compliance



DISCUSSION

- ❑ The result indicated that training program for MHEA platform had a positive impact on users.
- ❑ **Familiarity with HMIS Platform:** The majority of participants had some familiarity, but targeted training programs were needed for others.
- ❑ **Impact of Training Program:** Positive impact on user competence and satisfaction, emphasizing the importance of comprehensive training.
- ❑ **Challenging Aspects:** Data entry and navigation were identified as the most challenging, highlighting the need for more user-friendly interfaces.
- ❑ **Adequacy of Preparation:** Most participants felt adequately prepared to go-live, but continuous support is necessary.
- ❑ **Overall Satisfaction:** Participants expressed moderate optimism about the upcoming HMIS system.

DISCUSSION (CONTD.)

- ❑ **Response after Go-Live:** Follow-up survey revealed positive adoption, high user satisfaction, and usability of MyHealthcare HMIS platform.
- ❑ **Well-Received Features:** Save as Care Protocol, voice-to-text, and favorites feature contributed to improved efficiency.
- ❑ **User-Friendly Authentication and Data Management:** Participants noted the platform's ease of use and ability to meet their health data management needs more efficiently.
- ❑ **Security Measures:** Robust security measures were recognized as necessary.
- ❑ **Challenges and Areas for Improvement:** Data accessibility, time-consuming processes, and user interface/navigation issues are highlighted as areas for improvement.
- ❑ **Improved Efficiency and Patient Care:** Reported improvements confirmed the positive impact of MyHealthcare HMIS platform on healthcare delivery.
- ❑ The management was taking proactive measures to ensure that healthcare professionals (HCPs) received adequate training. The support from Local-IT team plays a major role in the smooth implementation.

DISCUSSION (CONTD.)

Chief Complaints & HPI *

Physical Examination

Lymphnodes palpable

Clinical Notes

Select to Print

<input type="checkbox"/>	10 Jul 2023	Type Here	
<input type="checkbox"/>	3 Mar 2023	submandibular lymph nodes palpable	
<input type="checkbox"/>	1 Mar 2023	Avoid junk food	

INTERNAL NOTES (NOT TO BE PRINTED)

10 Jul 2023	Type Here	
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DIAGNOSIS

MEDICINES

Height 175 cm | Weight 56 kg | BMI 18.3 | BSA 1.6

<input type="checkbox"/>	DIAMOX TABLET 250MG	★	<input type="checkbox"/>	ABSOLUT 3G CAPSULE...	★	<input type="checkbox"/>	ACTRAPID FLEXPEN P...	★	<input type="checkbox"/>	AMARYL M 1MG+500M...	★
<input type="checkbox"/>	ANGIPLAT 2.5MG CAP...	★	<input type="checkbox"/>	AQUAZIDE 12.5MG TAB...	★	<input type="checkbox"/>	ASTHALIN 2.5MG RES...	★	<input type="checkbox"/>	ASTYMIN FORTE CAPS...	★
<input type="checkbox"/>	AZEE 500MG TABLET 1...	★	<input type="checkbox"/>	BECADEXAMIN CAPSU...	★	<input type="checkbox"/>	BIO-D3 PLUS 0.25MCG...	★	<input type="checkbox"/>	C-ONE 1GM INJECTION...	★

Annotations:

- Voice to Text Feature (points to microphone icon)
- Apply Care Protocol Feature (points to Apply Care Protocols button)
- Favourite Feature (points to Favourites button)

CONCLUSION

The study highlights the effectiveness of training programs and the positive reception of the MyHealthcare System among healthcare professionals. The results affirm the platform's positive reception among healthcare professionals while identifying areas for refinement and enhancement to better meet user needs and ensure a seamless user experience

Despite some challenges posed by the infrastructure, it was sufficient for the system to operate effectively.

The management took into account the factors that influenced acceptability and gave them appropriate attention.

In order to enhance the acceptability and adaptability of the HIS system, it is crucial to prioritize features that minimize the number of clicks required.

It also emphasizes the importance of post-go-live support to address any issues and ensure a seamless transition. By continuously refining and enhancing the platform, healthcare providers can meet user needs, optimize system utilization, and ultimately improve patient outcomes.

LIMITATIONS

- It is important to acknowledge certain limitations of the study. Firstly, the study was conducted in a specific healthcare setting, and the findings may not be generalizable to other healthcare contexts.
- The study was conducted over a specific time period, which may limit the ability to capture long-term changes in adoption, user satisfaction, and effectiveness of the training programs and new features.

RECOMMENDATIONS



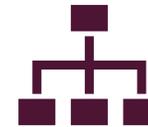
Conduct thorough testing before each release to identify and address bugs and issues.



Gather user feedback regularly to identify areas for improvement.



Focus on improving system performance, speed, and responsiveness.



Plan and communicate system maintenance schedules to minimize disruptions to users.



Practise sessions should be scheduled before the go live so that the end users can have Hands-on experience before hand

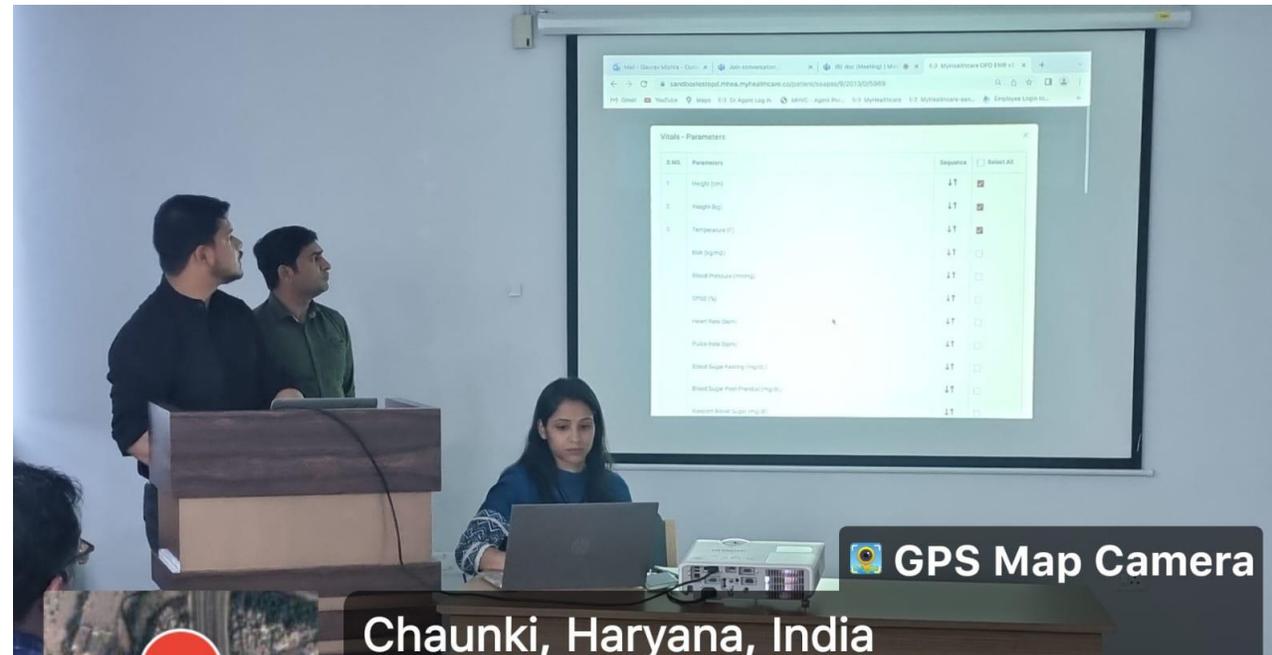
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3. Sumarlin R. The Review of User Experience and User Interface Design of Hospital Information System to Improve Health Care Service. In: Proceedings of the International Conference on Business, Economic, Social Science and Humanities (ICOBEST 2018) [Internet]. Bandung, Indonesia: Atlantis Press; 2018 [cited 2022 Nov 6].
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5. Liu Y, Wang T, Li C, Yang H, Cao Q. The impact of a structured training program on the adoption of hospital information systems. *BMC Med Inform Decis Mak*. 2019;19(1):1-9.
6. Zhang J, Sun H, Shi Y, Zhang P. The effect of a user-friendly interface on the adoption and satisfaction of hospital information systems: An empirical investigation. *Int J Med Inform*. 2020;137:1-7.
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8. Nyamtema AS. Bridging the gaps in the Health Management Information System in the context of a changing health sector. *BMC Med Inform Decis Mak*. 2010 Jun 25;10:36. doi: 10.1186/1472-6947-10-36. PMID: 20579336; PMCID: PMC2914713.



Thank You

PICTORIAL JOURNEY



PICTORIAL JOURNEY

