Physician’s Satisfaction with Computerized Physician Order Entry (CPOE)

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Introduction and Background

One essential application of informational technologies in medicine is Computerized Physician Order Entry (CPOE) (1). Computerized Physician Order Entry (CPOE) is defined as “a process that allows a physician to enter medical orders directly and to manage the results of these orders” (2). Using Computerized Physician Order Entry in hospitals offers many advantages: less delay in order achievement, transcription or verbal communication, reduced errors related to handwriting, the potential to do the order entry at the point-of-care and also off-site (3). Few studies have evaluated user satisfaction with Computerized Physician Order Entry systems. Studies have shown that the assessment of user feedback regarding information systems is important to ensure proper system utilization (4).

To date, no study has assessed physicians satisfaction with CPOE in the Kingdom of Saudi Arabia

Methodology

Study setting: National Guard Hospital in Dammam
Study design: Cross-sectional study
Target population: All physicians who were working and using the Computerized Physician Order Entry (CPOE) system at NGHD were included in the study.
Sampling technique: Convenience sampling
Data collection: A questionnaire was designed to determine if physicians were satisfied with the Computerized Physician Order Entry (CPOE) system in the hospital

Results

This study found that more than half of the physicians were satisfied with Computerized Physician Order Entry system. Physicians age, area of specialty and nationality were significantly related to physicians’ satisfaction with CPOE. On the other hand, no significant differences were found between training sessions, use of computer and data entry skills and overall physicians' satisfaction with CPOE. The overall physicians' satisfaction was significantly correlated with CPOE characteristics.

Conclusion

Our study concludes that understanding physicians' attitudes towards the CPOE system and receiving feedback regarding this system is important for successful implementation. Considering and responding to these physician's attitudes might assist a difficult implementation process.

References


Study objective/ Research questions

• What is the physicians’ overall satisfaction with CPOE?
• What are the factors associated with satisfaction with CPOE?
• What are physicians’ perceptions about CPOE characteristics?