

User Satisfaction and the Availability of Health Information

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Abstract

Electronic health records (EHR) are the digitized longitudinal health records of an individual that is shared across agencies and providers. The low use rate of EHR system is partially attributed to the lack of interconnectedness with other data sources and limited patient health information availability. A survey of health professionals was conducted to investigate the relationships between availability of health information, its portability and user satisfaction with health record systems. The study found through structural equation modeling that there is a positive relationship between these variables. It was also found that different stakeholders must be able to see their own version of each of the variables for satisfaction.

Keywords: Electronic Health Records, User Satisfaction, Availability, Portability, Stakeholders

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Biography



Dr. Karoly Bozan is an associate professor of informatics and computer science at Idaho State University. Dr. Bozan's research interest encompasses system design in the health domain in the multi-stakeholder context.

Prior to joining academia, Dr. Bozan held numerous technical and management consulting positions in a variety of industries.



Pratim Datta (Ph.D.) is a two-time Farris Family Research Innovation Fellow and an Associate Professor of IS and Supply Chains at Kent State University. Ranked among the top 40 researchers internationally, Datta has over 55 journal articles and conference proceedings with multiple best paper awards. Datta focuses on IS and supply chain use, performance and security as well as cross-functional corporate decision-making. He has won the Paul Pfeiffer Professional and Teaching Award. He has also received the Outstanding MBA Professor Award and he is the showcased professor for the Executive MBA Program.

Prior to joining academia in 2005, Datta worked as a senior project manager and corporate strategy consultant for IBM Global Services, SAP and Price Waterhouse Coopers. He is the founder and director of SCITS (Supply Chain and IT Strategy), a collaborative research hub panning industry and academia.