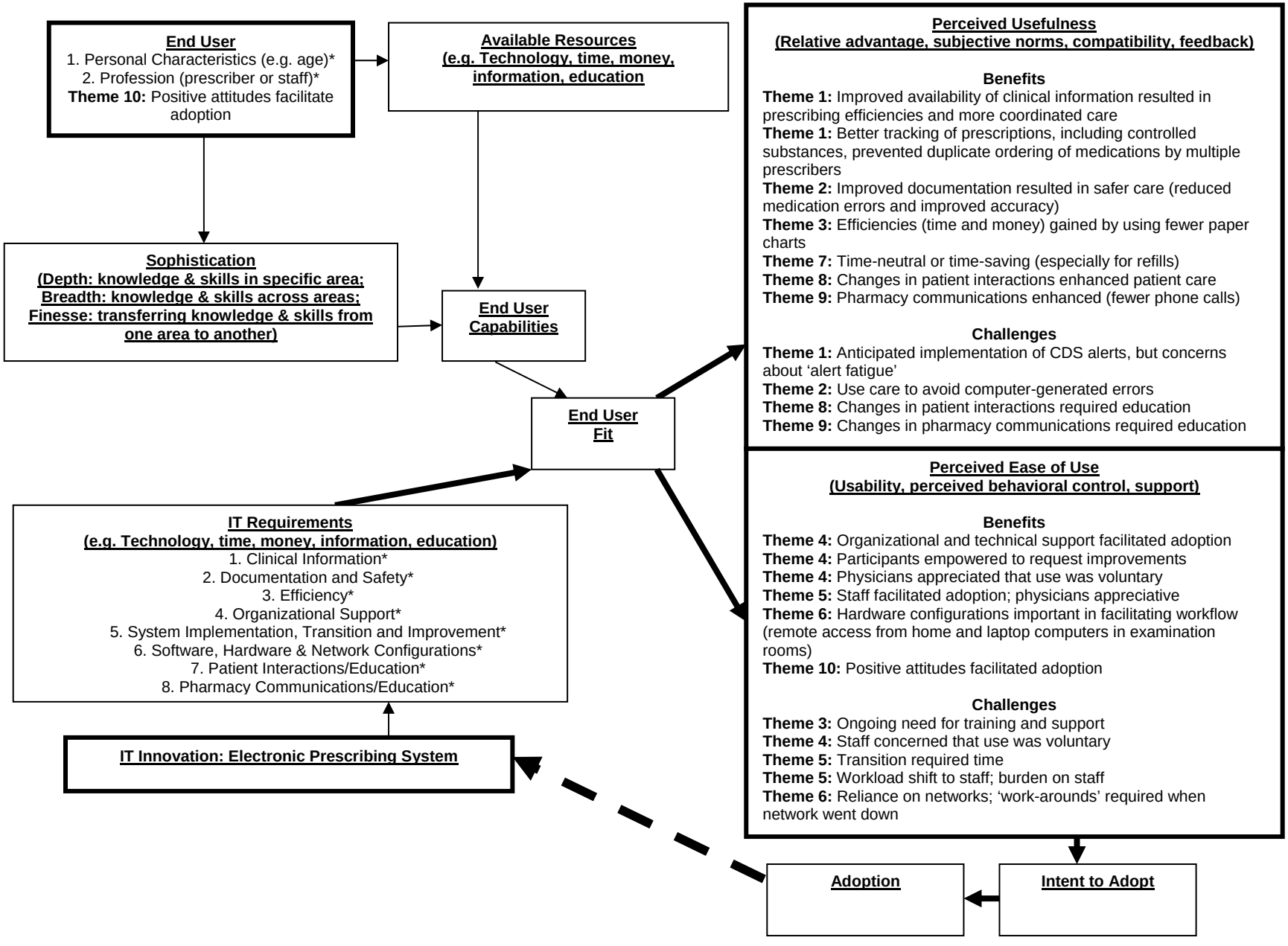
End User
1. Personal Characteristics (e.g. age)*
2. Profession (prescriber or staff)*
Theme 10: Positive attitudes facilitate adoption
Available Resources
(e.g. Technology, time, money, information, education
Sophistication
(Depth: knowledge & skills in specific area; Breadth: knowledge & skills across areas; Finesse: transferring knowledge & skills from one area to another)
End User Capabilities
End User Fit
IT Requirements
(e.g. Technology, time, money, information, education)
1. Clinical Information*
2. Documentation and Safety*
3. Efficiency*
4. Organizational Support*
5. System Implementation, Transition and Improvement*
6. Software, Hardware & Network Configurations*
7. Patient Interactions/Education*
8. Pharmacy Communications/Education*
IT Innovation: Electronic Prescribing System
Perceived Usefulness
(Relative advantage, subjective norms, compatibility, feedback)
Benefits
Theme 1: Improved availability of clinical information resulted in prescribing efficiencies and more coordinated care
Theme 1: Better tracking of prescriptions, including controlled substances, prevented duplicate ordering of medications by multiple prescribers
Theme 2: Improved documentation resulted in safer care (reduced medication errors and improved accuracy)
Theme 3: Efficiencies (time and money) gained by using fewer paper charts
Theme 7: Time-neutral or time-saving (especially for refills)
Theme 8: Changes in patient interactions enhanced patient care
Theme 9: Pharmacy communications enhanced (fewer phone calls)
Challenges
Theme 1: Anticipated implementation of CDS alerts, but concerns about 'alert fatigue'
Theme 2: Use care to avoid computer-generated errors
Theme 8: Changes in patient interactions required education
Theme 9: Changes in pharmacy communications required education
Perceived Ease of Use
(Usability, perceived behavioral control, support)
Benefits
Theme 4: Organizational and technical support facilitated adoption
Theme 4: Participants empowered to request improvements
Theme 4: Physicians appreciated that use was voluntary
Theme 5: Staff facilitated adoption; physicians appreciative
Theme 6: Hardware configurations important in facilitating workflow (remote access from home and laptop computers in examination rooms)
Theme 10: Positive attitudes facilitated adoption
Challenges
Theme 3: Ongoing need for training and support
Theme 4: Staff concerned that use was voluntary
Theme 5: Transition required time
Theme 5: Workload shift to staff; burden on staff
Theme 6: Reliance on networks; 'work-arounds' required when network went down
Adoption
Intent to Adopt