

The Impact of Computerisation of the Patient Pathway within a National Centre for Prostate Cancer

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Abstract

Background: Clinical documentation in healthcare records at every stage of the patient's pathway is one of the most essential and challenging tasks for health care professionals. However, computerising the patient pathway may not only prove beneficial in terms of documentation, but also can help access clinical information at anytime and anywhere.

Objective: To identify the impact of computerisation of patient pathway in a national cancer centre for Prostate cancer. The study focussed at the PCPD system used in the cancer centre.

Methods: DeLone and McLean Information System Success Model was used to ascertain the impact of the PCPD system. A Quantitative approach was adapted in this study. Questionnaire was the chosen tool to gather relevant information. There were 43 questions under 6 headings. Questions were based on the five-point Likert scale with parameters being strongly disagree, disagree, neither disagree nor agree, agree and strongly agree.

Results: The total population of N 31 staff in the unit participated in this study and all staff responded to the questionnaire. The majority of the measurable elements (133, 72%) recorded positive impact and small portion (38, 20%) of the measurable elements recorded negative. However, there is also a smaller portion (15, 8%) of the measurable elements recorded as neither positive nor negative. The neutral responses are directly connected to responses where the use of the system has been minimal. The overall mean value is 3.83 which show that the system has a positive impact on the patient care pathway.

Conclusion: This study shows that the PCPD system has a positive impact on the overall patient care pathway. The areas of impact include increased patient satisfaction, reduced waiting time, better reporting, patient privacy and confidentiality. There is also positive impact on the unit staff in the areas of job satisfaction, job efficiency, decision making, learning process, and quality in the care provided. The study also proves that there is a direct link between the 'system use' and 'user satisfaction'. The longer the users had been using the system, the higher the satisfaction was recorded.