

APPENDIX 2

Recommendations for hospital administration to improve EMR adoption, based on performance of healthcare personnel:

A. Recommendations if the KNOWLEDGE score is low:

1. Structured Training Programs

- Conduct mandatory EMR training sessions [theory and practice]
- Use interactive methods like videos, case studies, and real-life scenarios
- Offer role-specific training

2. On-the-Job Support

- Implement a helpdesk or "super-user" system
- Provide quick-reference guides and cheat sheets near workstations
- Use simulated patient cases to practice data entry and retrieval

3. Digital Literacy Enhancement

- Conduct basic IT training for staff who struggle with technology
- Teach the importance of EMR
- Address common misconceptions about EMR

4. Regular Knowledge Assessments & Feedback

- Use quizzes and surveys to gauge knowledge improvement
- Reward participation in training with certifications or incentives
- Gather feedback on training effectiveness and update it based on staff concerns

5. Leadership Involvement & Communication

- Hospital leadership should actively promote EMR benefits
- Share success stories of how EMR has helped in patient care and efficiency

B. Recommendations if the ATTITUDE score is low:

1. Address Resistance Through Open Communication

- Acknowledge Concerns: Organize open discussions where staff can share frustrations and difficulties with EMR.
- Transparent Communication: Clearly explain why EMR is being implemented and how it benefits patient care, workflow, and compliance.
- Involve Key Stakeholders: Engage doctors, nurses, and administrators early in the process so they feel included in decision-making.

2. Demonstrate EMR's Value in Daily Work

- Show real-life examples of how EMR improves efficiency, reduces errors, and enhances patient safety.
- Use before-and-after comparisons to highlight time savings and reduced paperwork.
- Assign EMR champions (enthusiastic users) to advocate its benefits and support peers

3. Make EMR User-Friendly & Provide Customization

- If staff find the EMR difficult to use, work with IT teams to simplify workflows and reduce unnecessary clicks.
- Allow customization options (e.g., prefilled templates, voice recognition) to fit their workflow.
- Implement a phased rollout, starting with less critical tasks to ease transition.

4. Provide Continuous Support & Encouragement

- Offer ongoing training and refresher courses to build confidence.
- Set up a helpdesk or on-site EMR support team for troubleshooting.
- Recognize and reward staff who adapt well to EMR, using incentives, appreciation emails, or certificates.

5. Change Leadership & Culture

- Hospital leadership should lead by example—if senior doctors and managers use EMR confidently, others will follow.
- Promote a culture of digital transformation, where learning and adapting are seen as professional growth.
- Align EMR usage with hospital goals, such as better patient care, accreditation requirements, and reduced documentation errors.

C. Recommendations if the PRACTICE score is low:

1. Address Training Gaps

- Role-Specific Training: Provide hands-on training tailored to doctors, nurses, and administrative staff.
- Microlearning Modules: Short, interactive sessions (videos, quizzes, simulations)
- Super Users & Peer Training: Designate experienced staff as EMR champions

2. Improve System Usability

- Simplify Workflows: Reduce unnecessary clicks and automate routine tasks.
- Customization: Adapt the EMR to match hospital-specific workflows.
- Speech Recognition & AI Assistance: Reduce documentation burden for clinicians.

3. Implement a Strong Support System

- On-Demand Help: 24/7 IT helpdesk or chat-based support.
- In-Hospital EMR Experts: Quick access to troubleshooting support.
- Feedback Loops: Encourage staff to suggest improvements and address pain points

4. Use Behavioral Nudges & Incentives

- Gamification: Leaderboards, badges, and friendly competition on EMR usage.
- Recognition & Rewards: Acknowledge top EMR users with certificates, bonuses, or other incentives.
- Mandatory EMR Use: Gradual enforcement by linking compliance to performance metrics.

5. Leadership & Cultural Shift

- **Top-Down Commitment:** Hospital leadership must actively promote EMR adoption.
- **Integration into Daily Routines:** EMR should become a "must-use" tool rather than an optional one.
- **Regular Refresher Sessions:** Keep staff updated on new EMR features and best practices.