

Abstract

“Electronic Mailing Exchange System and Communities use or lack of use of Norsk Helsenett AS”

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Introduction

Currently in Norway there is a national priority for the use of Electronic Medical Records (EMR) within the healthcare system. Referring to the document where the national aims are described, S@mspill 2007, the different levels of the healthcare system are working together to get implemented electronic secure mailing exchange to increase the efficiency and the quality in medical treatment and care. By sending records and reports by post or by patient himself, some important information can get lost, and the doctors and nurses can get the information several days after the patients are discharged from hospital. The aim of our study is to find how the nurses in primary care can influence the implementation of the technology of secure electronic mailing exchange between different levels of healthcare systems through the supplier Norsk Helsenett AS. Therefore our study examined some nurses who give health care in the patient's home and what they think about the technology in the future.

Materials and Methods

We have used a qualitative method. Our respondents are working in a Community Health Care System. Presenting a case and an interview guide for two groups of nurses in two different teams, we did a group interview. Our theoretical basis is Edquist and Edquist's theory “Social Carriers of Techniques for Development”, and we have also used Lorenzi and Riley's “Antecedents of the People and Organizational Aspects of Medical Informatics”. After interviews we made a transcription from our recording tapes, and analysed our information supplemented with information from an internal project between the community and the hospital in the same area.

Results

Our qualitative research on who are social carriers of techniques, gives information in how the nurses can influence on implementation of a new secure electronic mailing exchange system. Their experiences in use of EMR influence on what they want in the future. When a new system go to

implementation, it is important that the nurses come up with their opinion of use and get good information, education and training in use.

Discussion

We have come to the conclusion that nurses in primary health care mostly are motivated for implementation of secure electronic mailing exchange. They are interested, they see the possibilities and needs of use, and they have channels to make influence of the other entities through a process of implementation. Together with the community and the hospital leaders and administration, we think they have enough of power to get the new technology implemented as intended. Especially they need the new technology to communicate with doctors and pharmacy to follow the patients up in a way of high quality. If not, they believe it can be due to lack of quality in documentation and also to lack of usable functionality in the EMR.

Recommendations for further research could be to investigate in other areas if there is the same situation as our results shows. Communication is a very important part of nurse's work, and the time it takes to call to find important information about a patient's situation is often very high.

It is also important to research what and how much training is necessary to make the nurses comfortable in using the technology, and how much money the community concern investigates to this function.

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