

ISQUA2024-ABS-3511
P085

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RESULTS

- Research focused on **EMR's influence on service quality** (Hakes et al., 2008).The results show that there is a statistical significant impact of EMR function (Practice management, communication, documentation/data entry, and medication management) on the quality of services (tangibles, reliability, responsiveness, assurance, and empathy) .Furthermore, the results of testing the sub hypotheses show that there is a statistical significant impact of EMRs' practice management, communication, documentation, and medication management functions on quality of health services.

Figure 1 consists of six donut charts arranged in a 3x2 grid, each representing a different demographic or professional category. The charts are labeled: Gender, Education, Age, Career, Territory, and Experience. Each chart is divided into segments representing different sub-categories, with a legend provided for each.

- Gender:** Divided into Female (blue) and Male (orange).
- Education:** Divided into Diploma (blue), Bachelor (orange), and Graduate Studies (grey).
- Age:** Divided into Less than 30 Years (blue), 30 - 40 Years (orange), 41 - 50 Years (grey), and More than 50 Years (yellow).
- Career:** Divided into Physician (blue), Nurse (orange), and Pharmacist (grey).
- Territory:** Divided into Royal Medical Services Hospitals (normal territory) (blue), Princess Isabella Hospitals (northern territory) (orange), and prince Hashem Hospitals (southern territory) (grey).
- Experience:** Divided into Less than 5 years (blue), 5 - 10 years (orange), 10 - 15 years (grey), 15 - 20 years (yellow), and More than 20 years (dark blue).

- **Gender Distribution:**
Nearly equal representation of male and female participants.
- **Education Level:**
Majority of participants held bachelor's degrees, reflecting a well-educated sample
- **Age Distribution:**
Significant proportion of participants below 30 years old, indicating a younger workforce.
- **Career Composition:**
Nurses comprised the largest group, followed by physicians and pharmacists

The study aims to examine the impact of electronic medical records' functions on the quality of health services in the context of Jordan.

Variables	Beta	P-Value
(Constant)	2.206	.000
Documentation	.376	.000
R	.474	
R ²	.225	
Adj. R ²	.223	
F	168.173	.000

- Increases time allocation for patient care
- Enhances patient confidence through thorough documentation
- Reduces errors and improves efficiency in record-keeping (McDonald et al., 2014).
- Substantial positive impact on health service quality
- Demonstrates EMR's crucial role in documentation improvement (Naratharaksa et al., 2016).

- **Cross-Sectional Study Design:**
 - Offers a snapshot of EMR impact on health service quality at a specific point in time.
 - Provides insights into relationships between variables without implying causality (Buvik et al., 2016).
- **Sample Characteristics:**
 - Healthcare professionals across various sectors and regions in Jordanian hospitals using EMRs ((public hospital, three private hospitals, and educational hospital)
 - Inclusion criteria ensured primary users of EMRs were surveyed.
- **Sample Size Determination:**

Based on power analysis to ensure adequate representation and statistical power.
- **Data Collection:**

Self-administered questionnaire distributed over a six-month period to gather perceptions and demographic information from participants.

- **The research indicated the role of EMR functions in improving the quality of health services.**
- Advocates for further research to deepen understanding.
- Presents baseline data on EMR's influence on service quality.
- Confirms significant impact of EMR functions on service quality.
- Calls for continued assessment and improvement in EMR utilization.
- Urges healthcare management and policymakers to consider study findings.
- Provides clear direction for future research and policy initiatives.

I would like to express my sincere sense of gratitude to my Prof. Rifat Shannak, Dr. Taghrird Suifan and Prof. Mohammad Al Nuaimi for their endless support and encouragement , providing support, and patience in every step to accomplish this thesis.

I would like also to extend my sense of gratitude to each member of my thesis committee who took the time and effort to read it and gave me their valuable comments.

I would like also to thank Royal Medical Services, Ministry of Health, the managers and employees at the selected hospitals in Jordan for their cooperation. Finally, last but by no means least; Thank you all for everything.

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