

## A Case Study of Clinicians' Perceptions of Enterprise Content Management at Tygerberg Hospital

**Authors :** Temitope O. Tokosi

**Abstract :** Healthcare is a human right. The sensitivity of health issues has necessitated the introduction of Enterprise Content Management (ECM) at district hospitals in the Western Cape Province of South Africa. The objective is understanding clinicians' perception of ECM at their workplace. It is a descriptive case study design of constructivist paradigm. It employed a phenomenological data analysis method using a pattern matching deductive based analytical procedure. Purposive and snowball sampling techniques were applied in selecting participants. Clinicians expressed concerns and frustrations using ECM such as, non-integration with other hospital systems. Inadequate access points to ECM. Incorrect labelling of notes and bar-coding causes more time wasted in finding information. System features and/or functions (such as search and edit) are not possible. Hospital management and clinicians are not constantly interacting and discussing. Information turnaround time is unacceptably lengthy. Resolving these problems would involve a positive working relationship between hospital management and clinicians. In addition, prioritising the problems faced by clinicians in relation to relevance can ensure problem-solving in order to meet clinicians' expectations and hospitals' objective. Clinicians' perception should invoke attention from hospital management with regards technology use. The study's results can be generalised across clinician groupings exposed to ECM at various district hospitals because of professional and hospital homogeneity.

**Keywords :** clinician, electronic content management, hospital, perception, technology

**Conference Title :** ICHISSM 2017 : International Conference on Hospital Information Systems and Supporting Modules

**Conference Location :** London, United Kingdom

**Conference Dates :** July 24-25, 2017