

RELAUNCH OF SURVEY INVITATION TO PARTICIPATE IN RESEARCH PROJECT

Project Title: Electronic Health Record Usability: A National Survey of Australian Clinicians

Investigators: Dr Sheree Lloyd, Griffith University; Dr Josie Di Donato, Griffith University; Professor Christopher Bain, Monash University; Dr Yasmine Probst, University of Wollongong; Mr Jeremy Roach, NSW Health; Ms Karrie Long, Royal Melbourne Hospital; Dr Abraham Oshni Alvandi, Monash University

In early March our group of researchers launched the survey coinciding with the outbreak of COVID 19. The pandemic impacted upon our ability to collect a broad and representative sample of responses from clinicians and we halted the survey. We used the existing preliminary responses to improve the survey, reducing the survey to demographic and key questions from the Finnish study to ensure we can compare results to this international study. The survey now takes 5 minutes to complete

We would like to invite your members to participate in the research project to measure the impressions, experience and usability of electronic health record systems used in the Australian healthcare sector. This invitation is being sent to you as an organization whose members are likely to use Electronic Health Record Systems. The benefits of the research are that findings may be used to inform the design of future health information systems and to better understand the usability of health information systems in current use.

This research is being led by Griffith University and working with three other Universities and digital health experts. The participant information sheet and consent form are embedded within the introductory section of the survey. A copy is also attached for information.

The survey will take approximately 5 minutes to complete. This survey is web-based using Lime Survey, an online survey tool. All responses to the Survey are anonymous and data will remain confidential. Please click [here to access the survey](#)

The Griffith University ethics approval number for this research is (GU Ref No: 2019/749). If you have any questions regarding the project, please contact the principal investigator, Dr Sheree Lloyd s.lloyd@griffith.edu.au

Kind regards,



Dr Sheree Lloyd

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Electronic Health Record Usability: A National Survey of Australian Clinicians

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PARTICIPANT INFORMATION SHEET - ON-LINE SURVEY

Who is conducting the research?

Dr Sheree Lloyd, Senior Lecturer, Griffith University, Griffith Health, School of Medicine, Health Services Management. +61 7 373 53256, s.lloyd@griffith.edu.au

Co-investigators:

Professor Christopher Bain, Professor of Practice, Digital Health Lead, Monash University

Dr Josie Di Donato, Research Assistant, Griffith University

Dr Abraham Oshni Alvandi, Researcher in Digital Health, Faculty of Information Technology Monash University

Ms Karrie Long, Director Nursing Research Hub, Melbourne Health Royal Melbourne Hospital

Mr Jeremy Roach, Senior Business Analyst and Consultant

Associate Professor Yasmine Probst, Faculty of Science Medicine and Health, University of Wollongong

Why is the research being conducted?

Healthcare organisations increasingly are moving to information technology (IT) to record clinical notes and maintain patient medical records. These systems have a huge impact upon the management of health information and the increases in demand for health services. Experience with the use of these systems has been both positive and negative. Previous research (nationally and internationally) has revealed usability problems, technology-induced errors and lack of participation by users in the development of electronic information systems. This research is conducted to collect the impressions, experience and usability of these systems by the Australian clinical community. The lead investigator for this research is Sheree Lloyd from Griffith University, supported by a team of co-investigators.

You are invited to participate in this research because you :

- are working in the healthcare sector in Australia
- may use an electronic health record system to record patient data
- aged 18 years and above

What you will be asked to do

Participation in the research involves completing a web-based survey that will measure usability and user experience with an electronic health information system. Your responses will be based on the main health information system that you have used. Questions are a combination of multiple choice, ranking scale (e.g. strongly agree - strongly disagree) and free-text. This will take approximately 5 minutes of your time.

The basis by which participants will be selected or screened

Multiple channels have been used to invite participation in this research. You may have received this invitation because you are affiliated with one of the organisations who we contacted and who have agreed to support this research. Supporting organisations have distributed the questionnaire on behalf of the researchers. No names or contact details have been shared with the research team. We have approached a wide range of professional organisations to support this research. These organisations represent health clinicians working in the Australian context. These groups cover the public and private health sector across Australia.

Social media platforms such as LinkedIn, Twitter and Instagram may also be used to invite survey participants.

The expected benefits of the research

It is expected that this research will not provide direct benefit to you. However, the research will assist:

- the design of future health information systems
- requirements and investment decisions about health information systems
- understanding of the perceived usability of information systems in current use.

Risks to you

There are no risks associated with your participation in this research. It is not anticipated that participation in this study will impact emotional well-being. You will be free to withdraw from completing the survey at any time during or after completion of the survey. All data collected and vendor-specific results will be coded to protect confidentiality and stored securely. The research team based at Griffith University will be responsible for coding the data. All co-investigators will be briefed by the Principal Investigator on the confidentiality of response data, including free text and other comments. In addition, only aggregated data will be reported and/or published.

Your consent

What is Personal Information?

Personal information is defined as information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. Personal information can be almost any information that is associated with an identifiable living individual. It can include a name, address, date of birth, gender, correspondence, audio recordings, images, alpha-numerical identifiers and combinations of these. All comments and responses are anonymous and will be treated confidentially.

How are we going to use your Personal Information?

The study will collect basic demographic characteristics of participants for the purposes of assessing representativeness and generalisability of the results within the Australian context (e.g. age, gender, role). Participant names and contact details will not be collected without permission. Publication of research results will not identify you or your organisation. Only aggregated data will be published in journals and conference presentations and on social media channels such as LinkedIn. No vendor or product details will be published or shared and will be coded to protect confidentiality.

Who are we going to give this Personal Information to?

Only Investigators to this research will have access to the raw data during the analysis stage. As soon as practical, all data collected, and vendor specific details will be coded by Griffith University research staff and kept confidential. Griffith University will maintain control over the mechanisms to re-identify data. Other investigators will not be able to access the codes to re-identify the data or link vendor details to individual responses.

How will this Personal Information be stored?

Storage and access of research data will be controlled by the Principal Investigator at Griffith University. Non-identifiable information will be transmitted via the internet (i.e. collected by online survey and passed between research partners via email). The Griffith University email system and document management system involves the storage of emails/documents within the cloud (i.e. sometimes outside of Australia) and as a result survey information may be stored overseas. The University has entered into arrangements which protect the privacy of this data. Any data stored outside of Australia may be subject to compulsory access through process of law, under the relevant jurisdiction in which it is stored.

Your participation is voluntary

Participation is voluntary and you may withdraw from the study at any time. You will have the option to not answer specific questions with “prefer not to answer” or “not applicable”. Should you decide to withdraw from completing the survey, exit the browser and do not press the submit button at the end of the survey. If you have completed the survey and submitted your responses via the submit button and then wish to withdraw your responses, please contact the Principal Investigator noting the day and time of your submitted response to pinpoint the response to be deleted as the survey is anonymous.

Questions and further information

For further information about the study, please contact Dr Sheree Lloyd, School of Medicine, Griffith Health, +61 7 373 53256, s.lloyd@griffith.edu.au.

The ethical conduct of this research

Griffith University conducts research in accordance with the National Statement on Ethical Conduct in Human Research. If potential participants have any concerns or complaints about the ethical conduct of the research project, they should contact the Manager, Research Ethics on 3735 4375 or research-ethics@griffith.edu.au.

Feedback to you

A high-level summary of findings may be provided to you if this is of interest. Please indicate your interest by voluntarily providing an email address. Findings and results of the research will be communicated via journal publication and conference presentation. In addition, we will communicate key findings via online platforms. Specifically, the Griffith University and School of Medicine LinkedIn groups. Co-investigators will be encouraged to post key findings using their University and professional online platforms.

Express Consent – Surveys, Questionnaires or Provision of Notes

You will be asked to formally consent to this survey. Consent to participate in the research will be deemed to have occurred on completion of the survey instrument.

Online Participation

The survey will be distributed electronically using a web-based platform. A link to the survey will be distributed via email to participating healthcare organisations who may then forward through internal email systems.

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Consent to Participate

By selecting the consent box below, I confirm that I have read and understood the participant information provided and in particular:

- I understand that my involvement in this research will include completion of a web-based survey that will take approximately 5 minutes to complete
- I am 18 years or older
- I have had any questions answered to my satisfaction
- I understand there are no risks involved
- I understand that there will be no direct benefit to me from my participation in this research
- I understand that my participation in this research is voluntary
- I understand that if I have any additional questions, I can contact the research team
- I understand that I am free to withdraw at any time, without explanation or penalty
- I understand that my name is not collected. Other personal information that could identify me will be removed or de-identified in publications or presentations resulting from this research
- I understand any vendor information captured will be de-identified and will not be shared or published
- I understand that I can contact the Manager, Research Ethics, at Griffith University Human Research Ethics Committee on 3735 4375 (or research-ethics@griffith.edu.au) if I have any concerns about the ethical conduct of the project

