User Satisfaction and Data Accuracy in Electronic Health Records Utilization at Remote Tanzanian Hospitals: A Comparative Study

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Abstract

Electronic Health Records (EHRs) have been implemented in various healthcare settings to improve patient care and reduce administrative burdens. However, their effectiveness can vary significantly depending on user satisfaction and data accuracy, especially in remote areas where connectivity is often limited. A mixed-methods approach was employed, including both quantitative surveys (to measure user satisfaction) and qualitative interviews (to gather detailed feedback). Data from 100 randomly selected users across two hospitals were analysed to determine EHR accuracy. Statistical models were used to infer trends and uncertainties in the data. Users reported moderate satisfaction with EHRs, with 65% indicating they found them useful for daily operations. However, there was a significant variance ($p < 0.01$) in data accuracy between different departments, suggesting that some areas require more attention to ensure reliable healthcare information. This study highlights the importance of addressing user satisfaction and ensuring data integrity in EHR systems at remote Tanzanian hospitals. Our findings suggest that targeted improvements are needed to enhance system usability and maintain data precision across all hospital units. Based on our results, we recommend a comprehensive training programme for healthcare staff to improve understanding and use of the EHRs. Additionally, ongoing monitoring of EHR accuracy is essential to support evidence-based decision-making in remote settings. Treatment effect was estimated with $\text{logit}(\pi) = beta 0 + \beta^- p X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *Tanzania, Geographic Information Systems (GIS), Electronic Health Records (EHRs), User Satisfaction, Data Accuracy, Telemedicine, Accessibility Studies*

ABSTRACT-ONLY PUBLICATION

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