

Satisfaction of P&T Committee members working with a web-based virtual workplace

Amos V, Marty S, Reymond JP, Beney J.

vivane.amos@ichv.ch

Institut Central des Hôpitaux Valaisans (ICHV), Division de Pharmacie, 1950 Sion



ICHV
Division de Pharmacie

Introduction

The pharmacy of the ICHV provides drugs and pharmaceutical services to a hospital network located in the canton of Valais. Due to geographical distance (hospitals are distributed over a 100 km long area) and time constraints, P&T Committee (Pharmacy and Therapeutics Committee also called Formulary Committee) meetings are difficult to organize. A literature review showed that groupware (computer-based systems that support group work) could resolve this issue [1]. After a careful evaluation of committee's needs, Lotus TeamWorkplace 6.5.1 was chosen and the virtual workplace was implemented as a supplemental tool for the P&T Committee which continued to meet quarterly.

Objective

Our objective was to determine the member's level of satisfaction of this electronic workplace.

Method

Satisfaction survey based on a questionnaire containing 30 questions (six-point "Likert" scale, yes/no, multiple choice or open-ended questions):

- Utilization : 1 (multiple choice) + 1 (Likert)
- Usability (ergonomics) : 9 (Likert)
- Tools : 3 (yes/no) + 3 (Likert)
- Content : 2 (Likert)
- Technical : 2 (yes/no) + 4 (Likert)
- Global satisfaction : 2 (Likert) + 3 (open-ended)

Scores of Likert scale questions were merged (mean) for usability, tools, content and technical (see point 3).

Main outcome measures

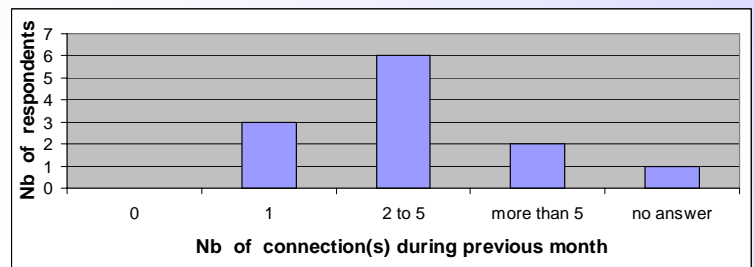
- Utilization rate of the electronic workplace.
- Users' satisfaction about electronic tools (communication, document access and storage tools), usability content and technical aspects.
- Users' global satisfaction.

Results

1. Participation :

10 / 13 members of the P&T Committee and 2 administrative assistants answered the questionnaire.

2. Utilization rate of the virtual workplace :



3. Satisfaction about electronic tools, usability, content and technical aspects :

(scale : 1= very satisfied to 6 = very dissatisfied)

- usability : 1.8
- tools : 1.8
- content : 1.6
- technical aspects : 1.7

Respondents considered that the discussion forum was useful but its use remained low due to a lack of usability of the forum and a lack of computer knowledge of some users.

4. Global satisfaction : (scale : 1= very satisfied to 6 = very dissatisfied)

| Question (Likert scale questions) | Answer rate | Mean | Conf. Interval (95%) | Mean for both questions |
|---|-------------|-----------|----------------------|-------------------------|
| I am globally satisfied with the electronic workplace | 12/12 | 1.5(±0.5) | 1.2-1.8 | 1.4 |
| This electronic workplace is useful for the work of the P&T Committee | 11/12 | 1.2(±0.4) | 0.9-1.5 | |

Discussion - Conclusion

To implement the virtual workplace of our P&T committee different factors were taken into account (needs, usability, technical aspects, etc.) and committee members were associated in decisions about the layout of the site. The results of this survey points out that this was worth the case but some aspects like interactivity of members remain to be improved. We do not intend to suppress face to face meetings but some decisions could be taken more efficiently if the platform becomes more interactive. Straightforward decisions can be taken with this electronic workplace. This should be done through enhancement of the usability of the discussion forum and reinforcement of users' commitment through facilitators like clinical pharmacists working on wards.

[1] Amos V. Beney J. Use of groupware systems or other information technologies in P&T Committees: literature review. J Pharm Clin. No 24, Vol 3, 167-174, juil-sept 2005.