

## Evaluating the Level of Acceptance of Using e-SIHI System at King Khalid University Hospital in King Saud Medical City in Riyadh

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### Abstract

Health care is at the heart of the health system and its foundation in most countries in the world. Saudi Arabia has taken clear steps towards applying electronic health records for the development of services in the health sector. Saudi Arabia has developed development plans and delivered high quality health services programs to cope with current developments within Vision 2030.

This study aims at evaluating the level of acceptance of using e-SIHI system by conducting an analytical study of the sample of the study used for e-SIHI system in hospital King Khalid University/King Saud Medical City in Saudi Arabia.

This study was based on the analytical descriptive approach to achieve the objective of the study by developing a questionnaire to evaluate the level of acceptance of the use of the electronic health system. The study population was selected from the employees of e-SIHI system at King Khalid University Hospital. The study sample consisted of 415 users of the electronic health system in the period from December 2016 to March 2017.

The results showed the importance of the technological knowledge of the employees before starting the implementation of records systems to increase users' acceptance of these advanced systems in Saudi Arabia. The study recommended that a time plan be prepared by the decision makers to implement of e-SIHI system in other public hospitals in the Kingdom of Saudi Arabia and provide computer training courses for potential users as well as users who have difficulties in using the e-SIHI system and hiring new qualified staff Education and computer skills, and encourage users who are able to use the e-health system to train their colleagues to use the system through the organization of specialized workshops, which is reflected in the level of their use of technology.

This study emphasizes the importance of knowledge accumulation in scientific research and that there is a knowledge gap in the use of technology related to the level of education and the importance of the function and technological expertise in the adoption and acceptance of technology.

**Keywords:** e-health services, perceived benefit, technology acceptance model, computerized hospital systems, e-SIHI.

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