Notice of the Final Oral Examination
for the Degrees of Master of Nursing and Master of Science

of

AL HUNT

BSN (University of Victoria, 2000)

"Patient Outcomes at St. Boniface Hospital in Manitoba: A Second User Satisfaction Assessment of the C-HOBIC Assessment Tool"

School of Nursing
School of Health Information Science

Thursday, April 20, 2017
8:00AM
David Turpin Building
Room A144

Supervisory Committee:
Dr. Noreen Frisch, School of Nursing, University of Victoria (Co-Supervisor)
Dr. Abdul V. Roudsari, School of Health Information Science, UVic (Co-Supervisor)
Dr. Kathryn Hannah, School of Nursing, UVic (Member)

External Examiner:
Dr. Karen Furlong, School of Nursing & Health Sciences, University of New Brunswick

Chair of Oral Examination:
Dr. Jodie Gawryluk, Department of Psychology, UVic

Dr. David Capson, Dean, Faculty of Graduate Studies

Abstract

Objective: The researcher replicated 12 questions from a previous user satisfaction study for the C-HOBIC assessment tool at St. Boniface Hospital in Winnipeg Manitoba. The research questions were: (a) what is user satisfaction regarding the C-HOBIC assessment tool 20 months after implementation, (b) has user satisfaction changed since the first evaluation, and (c) do user demographics correlate with user satisfaction and the C-HOBIC assessment tool?

Method: 20 months after the previous study (Canadian Nurses Association, 2015), a convenience sample of 71 participants from a pool of approximately 700 clinicians completed an online survey comprised of 12 questions taken from the previous study.

Results: The data were analyzed using Shapiro-Wilk, descriptive statistics, chi-square test for independence, and Spearman's correlation. The Likert-style survey produced discrete, ranked data that did not follow a normal distribution. Overall user satisfaction with the C-HOBIC assessment tool was rated higher in the previous group (n=59) as compared to user satisfaction in the current group (n=71). There was a significant but weak correlation with gender and C-HOBIC patient outcomes positively influencing patient care directions, and improving patient care planning. A significant but weak correlation existed between the years of a participant's clinical experience and the ease of integrating C-HOBIC into practice.

Conclusions: There were more participants not satisfied with the use of the C-HOBIC assessment tool than were satisfied. Participants in this study had less user satisfaction with the C-HOBIC assessment tool and associated outcomes than were participants from a similar study 20 months before. Gender and years of clinical experience are correlated with user satisfaction. The small sample size, the non-normally distributed data, and convenient sampling method do not support generalization of the results beyond the data set.