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Experience of electronic health record use in Kuwait: A hermeneutic analysis of health care professionals' perceptions, motivations and emotions**Naser Albazzaz**

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Background: EHR implementation has been found to significantly enhance processes and outcomes in health care. Despite many advantages of EHR implementation, literature indicates that systems are not being used to their full potential. Staff resistance and low uptake of EHR systems has been found to be a problem particularly in developing countries, including the Gulf Cooperation Council States.

Aim: To present preliminary results of hermeneutic analysis of qualitative interviews with Health Care Professionals in Kuwait in order to answer the research question: How can the EHR uptake in secondary care in Kuwait be enhanced? The study presented explored more specifically Health Care Professionals' experiences with the implementation of electronic health records (EHR) in Kuwait secondary care setting.

Methods: Hermeneutic Analysis of semi-structured qualitative interviews with a range of Health care Professionals in three hospitals including assistant directors, quality officers, managers, doctors, nurses, administrators and technicians. Data was analyzed using hermeneutic analysis.

Results: Six major themes emerged. Trust in usefulness of EHR implementation, centered on error reduction and pride. Need to integrate knowledge address HCP's wants. Ambiguity discussed internal and external disagreements. Experience of powerlessness highlighted how engagement did not always translate into the experience of change. EHR as a threat showed links with a fear of losing files, security breaches, misconduct and increased clinical error. The final theme Fear leads to resistance highlighted how resistance can be rooted in issues around power and dependency

Conclusion: The preliminary analysis to date suggests trust and resilience are important issues for acceptance and use of EHR. This suggests that work on these areas could potentially improve EHR uptake

**Biography**

Naser Albazzaz is currently a PhD student at Swansea University researching electronic health records development and implementation in Kuwait. He has his passion in health care management and developing health care systems in Kuwait having already graduated with a bachelor's degree in health information administration from Kuwait University. Although other countries have already switched to electronic health care solutions, in Kuwait this area is in the early stages, yet implementing such advances on all levels is needed, hence the importance of researching electronic health care development and implementation in Kuwait.

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