A study of factors influencing health managers’ acceptance of eHealth services in the Kingdom of Saudi Arabia

Abdullah Alshahrani1,2 and Katie MacLure2

1. Ministry of Health, Kingdom of Saudi Arabia
2. School of Pharmacy & Life Sciences, Robert Gordon University, Aberdeen, UK

Background: Electronic Health (eHealth) is defined by the World Health Organization (WHO) as “the use of Information and Communication Technology (ICT) for health”. Kingdom of Saudi Arabia (KSA) is a country with one of the largest land masses and populations in the Middle East. Its difficult geographical terrain made the accessibility of advanced health services especially for people in rural areas one of the main health challenges. Therefore, eHealth was suggested as an innovative solution. Health Services across the country are accessible from three categories of provider; Ministry of Health (MOH) facilities, Government run Health Authority facilities, and the Private Health Sector. This study aims to explore health managers’ intention to accept/use eHealth services in KSA.

Results

1. Thirty-nine factors identified

   Organisational
   Technical
   Professional
   Cost effectiveness
   Educational
   Social, behavioural and cultural

   Themes

2. Research limited to few geographical areas

3. Evidence of continual growth in eHealth publications

Conclusion

✓ Findings have drawn a clearer picture of eHealth acceptance key challenges from the perspective of health managers
✓ Research may extend to cover the experience of eHealth acceptance in different geographical settings across the country
✓ Research may extend to cover the experience of eHealth acceptance from the perspectives of different groups of professionals

Acknowledgment:
The authors would like to acknowledge the Ministry of Health, KSA represented by the General Directorate for Research and Studies and all participants that took part in completing the questionnaire.

Conflict of Interest:
The authors declare that there is no potential conflict of interest in respect to this study.

Published output:

Papers under review:
Investigating health managers’ perspectives of factors influencing their acceptance of eHealth services in the Kingdom of Saudi Arabia: A quantitative study.