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| **Appendix A: a questionnaire for Hospital Information System (HIS) success rate based on****Information System Success Model (ISSM)** |
| **Dimensions** | **Evaluation measures** | **Questions** |
| **System Quality**  | Availability | You have an adequate computer and network resources that are critical to use the HIS including computer equipment (PC, monitor, keyword, and mouse) |
| You have an adequate computer and network resources that are critical to use the HIS including intranet (local hospital network). |
| Reliability  | The computer equipment you use is subject to unexpected or inconvenient downtimes which makes it hard to do your work. |
| The HIS you use is subject to unexpected or inconvenient downtimes which makes it hard to do your work. |
| Usability  | It would be easy for you to become skillful at using the HIS. |
| Your interaction with the HIS is clear and understandable. |
| You find the HIS to be easy to use. |
| Interacting with the HIS does not require a lot of your mental effort\*. |
| **Information Quality**  | Security | Privileges required to access the HIS is in accordance with the users’ role within the hospital (e.g. nursing, laboratory). |
| Privileges required to access the HIS restrict accessibility to necessary patient information daily task\*. |
| Ease of understanding | The format of patients’ information and reports in HIS are appropriate.  |
| The quality of reports in HIS are low. |
| Finding patient information in HIS is easy.  |
| The data fields in HIS forms and their titles are labelled clearly and distinctively. |
| The quality of reports in HIS are acceptable.  |
| Completeness | The HIS covers your department’s workflow and precisely offers the information and functions that you need. |
| The HIS provides sufficient and detailed information which matches exactly with what you need for routine tasks. |
| Accuracy | Patients’ information and reports in HIS are accurate.  |
| Adaptability | The HIS is compatible with other systems you use. |
| **Service Quality**  | Responsiveness | When you have difficulty with the HIS components and subcomponents, IT support staff are available on time. |
| The period between a service request and IT staff response is acceptable. (E.g. solving a problem, or installing new features). |
| Assurance | IT staff deliver IT support services within the timing they promise to do so. |
| Your suggestions for HIS improvement are taken into account by IT staff. |
| Empathy | You feel that IT staff understand the hospital care domain and they can communicate with you in familiar medical terms that are consistent. |
| IT staff take your job problems seriously and are interested to solve the problems. |
| Education | The user guides and help function are available and helpful |
| You have received appropriate levels of training; so that you are able to employ HIS features and procedures for your daily tasks\*. |
| **Intention to Use**  | Assuming you have access to the HIS, you intend to use it. |
| You intend to use the system in the next months. |
| **System Use** | How often do you use the HIS (hours during daily work time). |
| **Satisfaction** | Overall, you are satisfied with the HIS. |
| Overall, you are satisfied with the quality of HIS’ information. |
| Overall, you are satisfied with the service quality. |
| **Net Benefits**  | HIS increases health professionals’ ability to make patient care decisions. |
| HIS reduces medical errors and improves patient safety. |
| HIS reduces the referral of patients or their families to different hospital departments. |
| HIS reduces patient waiting times to receive health care at the hospital. |
| By using the HIS, patients have a better insight into the care provided by health care providers. |
| HIS facilitates continuity of care in patients’ follow-up visits. |
| HIS improves efficient communication between health professionals when a patient is hospitalized. |
| HIS improves the security of patient data  |
| HIS decreases the wastefulness of resources and costs in the hospital. |
| Using the HIS facilitates communication between various health professionals when the patient is re-admitted, is referred to other organizations and receives follow-up outpatient care. |
| The HIS decreases the wastefulness of resources and costs in the hospital. |
| Note : \* the excluded questions from the questionnaire (factor loadings lower than 0.3) |