|  |  |  |  |
| --- | --- | --- | --- |
| ***System quality*** | **adequate** | **inadequate** | **n/a** |
| Data accuracy |  |  |  |
| Ease of use |  |  |  |
| Functions |  |  |  |
| Reliability |  |  |  |
| ***Information quality*** | **adequate** | **inadequate** | **n/a** |
| Usefulness |  |  |  |
| Relevance |  |  |  |
| Completeness |  |  |  |
| Timeliness |  |  |  |
| Entry method |  |  |  |
| ***Service quality*** | **adequate** | **inadequate** | **n/a** |
| Technical support |  |  |  |
| Support response time |  |  |  |
| ***System use*** | **positive** | **negative** | **n/a** |
| Motivation to use |  |  |  |
| Training |  |  |  |
| Knowledge |  |  |  |
| Expectations |  |  |  |
| ***User satisfaction*** | **positive** | **negative** | **n/a** |
| Overall satisfaction |  |  |  |
| Perceived improvement |  |  |  |
| ***Net benefits*** | **improved** | **not improved** | **n/a** |
| Efficiency |  |  |  |
| Effectiveness |  |  |  |
| Decision making quality |  |  |  |
| Error reduction |  |  |  |
| Communication |  |  |  |
| Task performance |  |  |  |
| Clinical outcomes |  |  |  |