

# Implementing Technology in Practice: Factors Associated with Clinicians' Satisfaction with an AI Wound Assessment Technology

## Overview

- The increase in complex chronic wound prevalence,<sup>1</sup> inadequate staffing, and limited wound care experts pose significant challenges to wound care management.<sup>2</sup>
- Currently, digital technologies are procured to enhance productivity, clinical efficiency and quality of care.<sup>3</sup>

**Swift Medical's Solution**

- A digital wound care management application leverages artificial intelligence (AI) technology to capture high-quality images and automatically calculates precise wound measurements in a fraction of time.<sup>4,5</sup>
- Swift's application integrates with the electronic medical record system, providing clinicians with comprehensive views of wound healing progress and supporting virtual collaboration between clinicians and remote specialists.<sup>4,5</sup>

As technology adoption depend mainly on users' satisfaction with the technology and its usefulness,<sup>6</sup> there is a need to get insight into contingent factors that facilitate satisfaction and adoption of wound care assessment technology.



## Objective

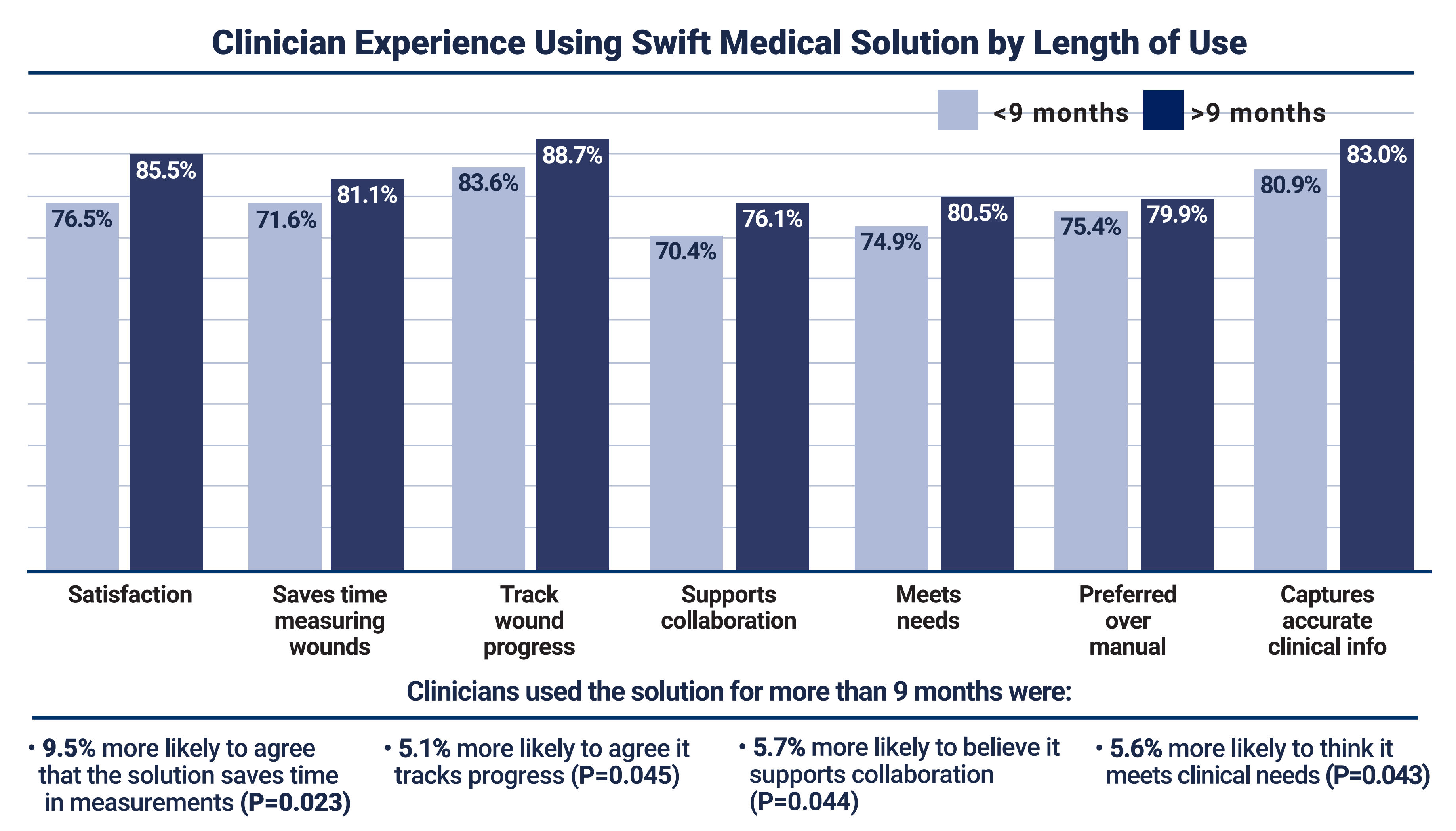
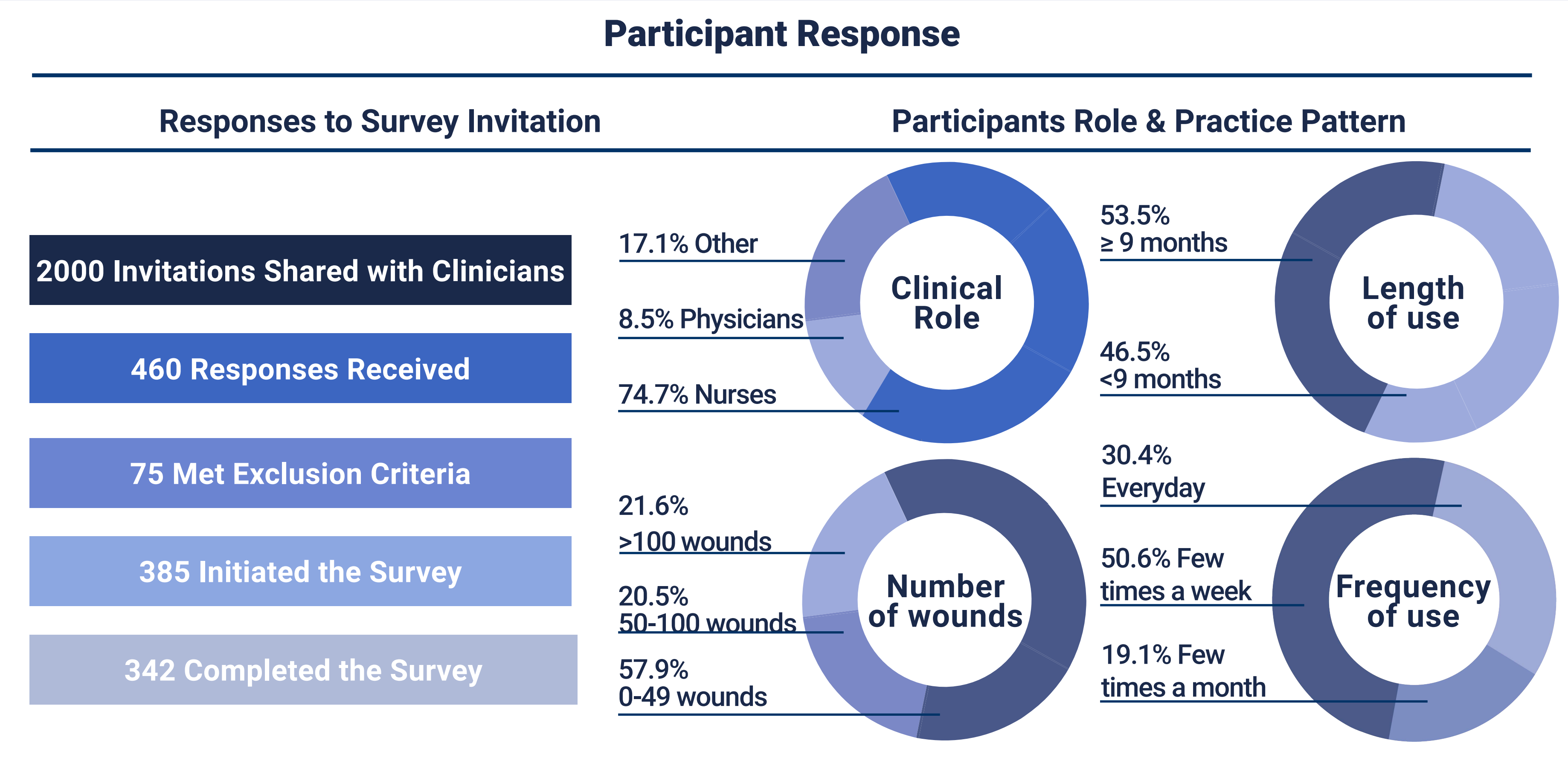
- This descriptive cross-sectional study was conducted:
- To explore clinician satisfaction and perception of the technology's clinical benefits.
  - To investigate the relationship between users' practice patterns and perceived benefits and satisfaction of the solution.
  - To assess the predictive factors associated with clinicians satisfaction with the solution.

## Methodology

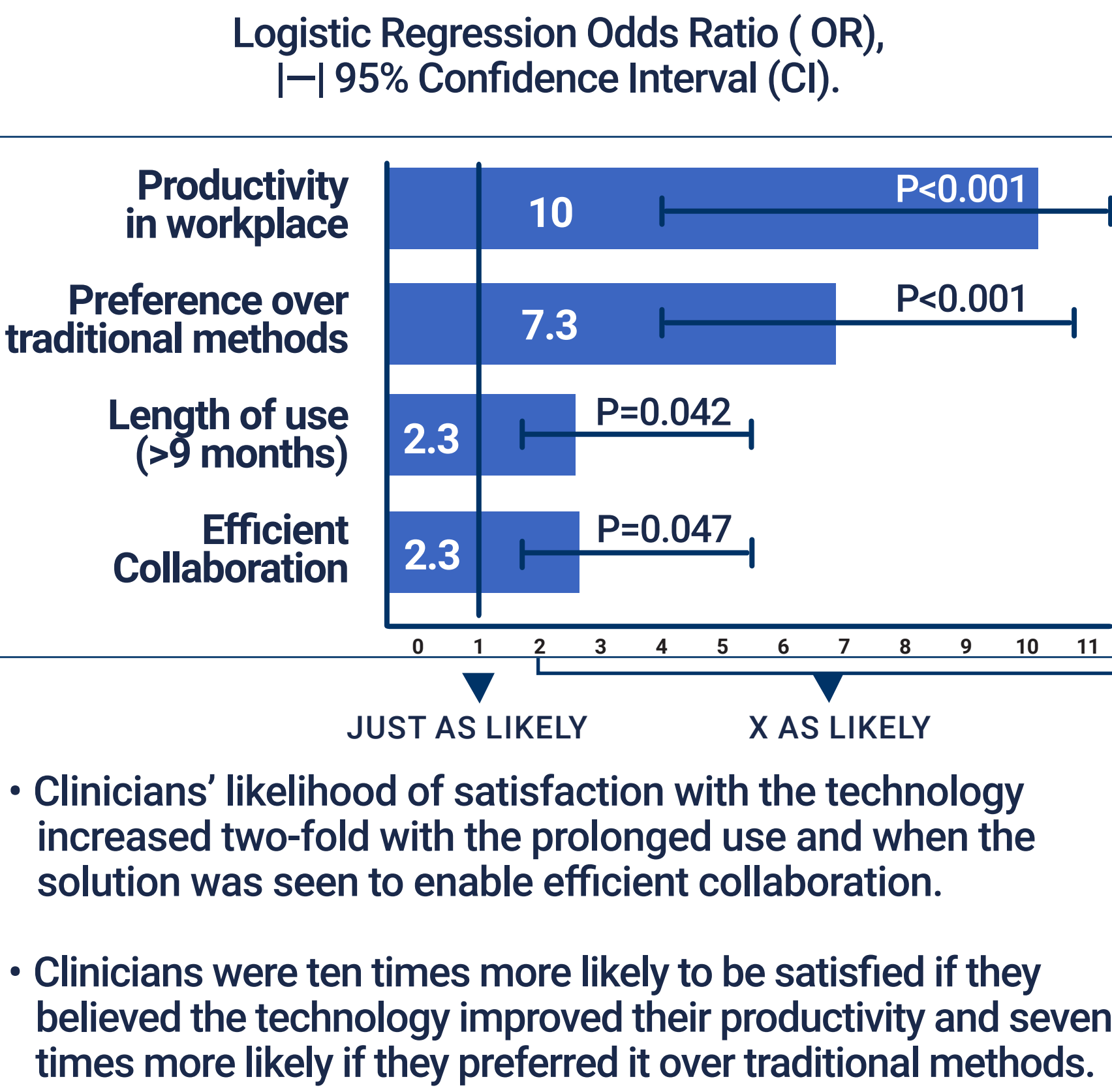
- Population**
- Clinicians currently evaluating wounds using the Swift Medical application. Opinions represents over 100 home health agencies (HHA), hospitals and clinics across the US.
- User Survey Details**
- Online survey from June 21st to July 3rd, 2022. Two reminder emails were followed.
  - Survey, designed in Survey Monkey, was sent to a list of clinicians who previously expressed willingness to participate in studies. Clinicians were encouraged to share the survey link with their networks who were eligible to participate in the study.
  - The survey consisted of 9 quantitative questions and one open-ended question.

General Information on Practice Pattern	Opinion & Perception of Benefits	Perceived Quality & Productivity	Satisfaction with the Solution & Likelihood to Recommend
4 Questions	1 Question	2 Questions	2 Questions

## Results



### Factors Associated with Clinicians Satisfaction



### What We Heard from Clinicians

“ I have witnessed a first-hand evolution in my clinicians as their confidence in wound care bloomed with the support of Swift. ”

“ Patient satisfaction in seeing progress from beginning to end with photos, especially if it is in a location, they are unable to visualize. ”



## Discussion

- Clinicians who used the digital solution for more than nine months reported higher satisfaction and perception of clinical benefits—such as tracking wound progress, saving time in assessing wounds, and effective collaboration.
- The likelihood of clinicians' satisfaction with the technology increased two-fold for those who used the technology for more than nine months.
- These findings highlight the importance of considering a holistic, long-term view when assessing user satisfaction, as the attitudes toward and acceptance of technology change over time.
- Clinicians who used the solution for more than nine months reported a significant 9.5% increase in their agreement that it saved them time in measuring wounds.

This study points to the length of use being an antecedent to and a significant driver of satisfaction and continuous utilization of wound care technology.

## References

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