



# nurses and information technology

This project was conducted by the Australian Nursing Federation with funding from the Australian Government Department of Health and Ageing. The research was conducted by a project team from the University of Southern Queensland.

## ADDITIONAL DATA

### Q68 What level of technical support is offered Monday to Friday?

Table 68.1 Mean value for technical support Monday to Friday software

	Mean	SE	95% CI	
			Lower	Upper
None	49.209	.780	47.679	50.739
Limited day hours	44.957	.217	44.532	45.382
12 hrs a day	46.252	.796	44.691	47.812
24 hrs a day	44.348	.546	43.279	45.418
Don't know	45.105	.251	44.613	45.597

Table 68.2 Technical support Monday to Friday for hardware by length of time in nursing

		Length of time in nursing						
		0-5	6-10	11-15	16-20	21-25	26-30	31+
None	Count	17	12	14	18	25	33	35
	% within time	3.4	2.6	2.8	2.6	3.4	5.1	6.0
Limited day hours	Count	194	214	258	357	388	359	302
	% within time	39.1	45.7	52.2	50.8	53.2	56.0	52.2
12 hrs a day	Count	15	11	16	19	24	24	23
	% within time	3.0	2.4	3.2	2.7	3.3	3.7	4.0
24 hrs a day	Count	20	36	38	62	53	41	54
	% within time	4.0	7.7	7.7	8.8	7.3	6.4	9.3
Don't know	Count	250	195	168	247	239	184	165
	% within time	50.4	41.7	34.0	35.1	32.8	28.7	28.5
Total	Count	496	468	494	703	729	641	579

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Table 68.3 Weekday technical support and Australian Standard Geographical Classification

		ASGC				
		MCC	IR	OR	RVR	Total
None	Count	29	37	48	38	152
	% within ASGC	3.1	3.2	4.3	4.1	3.7
Limited day hours	Count	386	536	590	557	2069
	% within ASGC	40.8	46.8	52.7	60.7	50.1
12 hrs a day	Count	52	34	15	32	133
	% within ASGC	5.5	3.0	1.3	3.5	3.2
24 hrs a day	Count	96	76	80	53	305
	% within ASGC	10.2	6.6	7.1	5.8	7.4
Don't know	Count	382	463	386	237	1468
	% within ASGC	40.4	40.4	34.5	25.8	35.6
Total	Count	945	1146	1119	917	4127
	% within ASGC	100.0	100.0	100.0	100.0	100.0

Table 68.4 Significant Australian Standard Geographical Classification effects

	MCC	IR	OR	RVR
MCC			X	X
IR				X
OR				X
RVR				

Table 68.5 What level of weekday technical support-software and Australian Standard Geographical Classification

		ASGC code				
		MCC	IR	OR	RVR	Total
None	Count	30	36	48	38	152
	% within ASGC	3.2	3.2	4.3	4.2	3.7
Limited day hours	Count	371	515	573	528	1987
	% within ASGC	39.8	45.6	51.6	58.7	48.8
12 hrs a day	Count	55	37	20	35	147
	% within ASGC	5.9	3.3	1.8	3.9	3.6
24 hrs a day	Count	94	82	86	53	315
	% within ASGC	10.1	7.3	7.7	5.9	7.7
Don't know	Count	381	460	384	246	1471
	% within ASGC	40.9	40.7	34.6	27.3	36.1
Total	Count	931	1130	1111	900	4072
	% within ASGC	100.0	100.0	100.0	100.0	100.0

Table 68.6 Significant Australian Standard Geographical Classification effects

	MCC	IR	OR	RVR
MCC			X	X
IR				X
OR				X
RVR				

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Table 68.7 Tech support Monday to Friday software and level of job

		Level of job						
		AIN	EN	RN1	RN2	RN3	RN4	RN5
None	Count	15	32	51	21	13	1	16
	% within level	10.0	5.2	3.7	2.5	3.3	.4	4.6
Limited day hours	Count	15	205	596	498	272	161	194
	% within level	10.0	33.1	43.8	59.2	68.3	63.9	56.1
12 hrs a day	Count	0	19	35	32	16	15	23
	% within level	.0	3.1	2.6	3.8	4.0	6.0	6.6
24 hrs a day	Count	4	32	97	79	32	26	39
	% within level	2.7	5.2	7.1	9.4	8.0	10.3	11.3
Don't know	Count	116	331	582	211	65	49	74
	% within level	77.3	53.5	42.8	25.1	16.3	19.4	21.4
Total	Count	150	619	1361	841	398	252	346

Table 68.8 Significant technical support Monday to Friday and level of job

	AIN	EN	RN1	RN2	RN3	RN4	RN5
AIN		X	X	X	X	X	X
EN			X	X	X	X	X
RN1				X	X	X	X
RN2					X		
RN3						X	X
RN4							X
RN5							

Table 68.9 Technical support Monday to Friday and sector – RN1-2

	Public hospital	Private	Other public	Aged Care	Community Health
Public hospital		X		X	X
Private			X	X	X
Other public				X	X
Aged Care					X
Community Health					

Table 68.10 Technical support Registered Nurses 3-5 by sector

	Public hospital	Private	Other public	Aged Care	Community Health
No IT support	1.3%	2.8%	1.9%	7.6%	5.6%
Limited to 9-5	67.4%	45.9%	71.3%	54.3%	71.5%

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Table 68.11 Technical support Monday to Friday software registered nurses 1-2 by sector

		Sector				
		Public hospital	Private	Other public	Aged care	Community Health
None	Count	24	20	3	20	5
	% within sector	1.8	7.2	1.3	14.6	2.2
Limited day hours	Count	655	107	127	35	155
	% within sector	50.4	38.8	55.5	25.5	67.4
12 hrs a day	Count	35	13	11	2	4
	% within sector	2.7	4.7	4.8	1.5	1.7
24 hrs a day	Count	116	25	15	4	13
	% within sector	8.9	9.1	6.6	2.9	5.7
Don't know	Count	469	111	73	76	53
	% within sector	36.1	40.2	31.9	55.5	23.0
Total	Count	1299	276	229	137	230

Table 68.12 Technical support Monday to Friday hardware registered nurses 3-5 by sector

		Sector				
		Public hospital	Private	Other public	Aged care	Community Health
None	Count	6	3	3	8	8
	% within sector	1.3	2.8	1.9	7.6	5.6
Limited day hours	Count	317	50	114	57	103
	% within sector	67.4	45.9	71.3	54.3	71.5
12 hrs a day	Count	23	8	14	1	7
	% within sector	4.9	7.3	8.8	1.0	4.9
24 hrs a day	Count	45	26	12	8	6
	% within sector	9.6	23.9	7.5	7.6	4.2
Don't know	Count	79	22	17	31	20
	% within sector	16.8	20.2	10.6	29.5	13.9
Total	Count	470	109	160	105	144