**Table 8. Qualitative Findings from in-depth interviews and their relevant COM-B theory constructs and domains.**

**Capability Domain ( User’s physical and psychological capacity to use EHR)**

*Physical*

*“It happens often that the Impilo EHR system fails to download a report, when it does, printing it may also fail as you can see that I have commanded a download which is taking forever to complete….….” (Impilo EHR User, Urban Clinic).*

*“The moment the tablet starts acting up like this, I just place it away and resort to writing in registers……” (Impilo EHR User, Urban Clinic).*

*Psychological*

*“it is very useful, and we hope that this will be the answer to our endless cries about too many registers which we have to fill….” (Impilo EHR User, Urban Clinic). “I know it important to migrate to it (EHR) but presently using both EHR and registers is worsening the burden on us…...” (Impilo EHR Implementor Number …. Urban Clinic)*

*“E-HR is very useful, but without inadequate human resources, it will be very difficult to implement. When I come on duty my priority is to provide patient care “EHR User, Urban Clinic)*

*“We need refresher courses as we take time without using EHR because of the staff shortages. More so we are working with locum nurses who are not trained and are mentored by the DEC” (Impilo EHR User, Urban Clinic)*

*“Most of the trained staff have left. EHR could be more useful if all health care providers are trained, including locum nurses and Doctors ….” (Impilo EHR Supervisor, Urban Area).*

***Opportunity Domain ( External factors that make EHR usage feasible***

*Technical Infrastructure*

*“The server broke down once and it was replaced within a week…….” (Impilo EHR User, Urban Clinic).*

*There was also a presumed relationship between server malfunction and the installation of an updated version of the system.*

*“I strongly believe that the updated system is not compatible with our old server, the system slowed down so much ever since the updated version was installed……” (Impilo EHR User, Urban Clinic).*

*“We have to use the laboratory Management Information System to order commodities and then enter them into EHR, is it not possible to do everything on EHR and not have parallel systems......” (Impilo EHR User, Urban Clinic.)*

*“Our solar system is very weak and not functioning well for some time now when there is no electricity, this makes it impossible to use it….” (Impilo E-HR supervisor, Urban Area.)*

*“We only use Impilo EHR when electricity is there, once it's gone, we use registers…...”. “Our solar batteries are not charging for more than a year, and they were not replaced, hence we cannot say we have backup in case of power outages (Impilo EHR User, Urban Clinic).*

*“Many times, the tablet just gets stuck, and I am not able to proceed with patient entry. I usually just put the tablet aside and attend to the client because I cannot sit there facing the client with no progress…” (Impilo EHR User, Urban Clinic).*

*“I wish the Impilo EHR system could allow me to enter patient information even when the network is down, and then synchronize when the connection is now okay, just like what I do with messages on the phone or computers when sending an email, getting stuck with a patient in front of me is bad (Impilo EHR User, Urban Clinic).*

*“I was shocked to realize that the number of entries that were produced by the report was less than what I had entered…. I then searched for the patient entries which were not on the report, and I could see them on the Impilo EHR and yet the report had not indicated them….” (Impilo EHR User, Urban Clinic).*

*“There is a client who was previously tested for HIV, he is in the system, but when I try to retest him today, the system directs me to screen him, unfortunately, the system does not allow me to screen them for this current visit, I therefore decided**to skip and proceeded to test him (Impilo EHR User, Urban Clinic).*

**Workflow Integration**

*“The flow is perfect, the Impilo EHR system is consistent with standard workflows, I think they took the registers and inserted them as they should be (Impilo EHR User, Urban Clinic).*

*“Once I am done here, I send the patient to the next department, eg pharmacy and they will retrieve her from that side and attend to her (Impilo EHR User, Urban Clinic).*

*“The Impilo EHR system is interoperable in three departments at this facility which are Opportunistic Infection Clinic (OIC), Visual Inspection with Acetic Acid and Camera) (VIAC) and HIV Testing Services (HTS). For these departments, I send patients into queues, and they will be assisted “(Impilo EHR User, Urban Clinic).*

*“This Impilo EHR system could be excellent for us if I could access it from my office and see what is happening on the ground eg Tuberculosis notifications are done today. This would facilitate rapid decision-making in terms of where to direct our resources and support. Of course, I get weekly surveillance reports, but seeing the data in real-time would make a big difference…….” (Impilo EHR Supervisor, Urban Area)*

*“Despite the use of Impilo EHR, we still have clients who go to several clinics getting retested for HIV when, yet we would have documented them here as positive. This distorts our data, and the system is not able to pick even if the client goes to the next clinic for the same services, we gave him here.….” (Impilo EHR User, Urban Clinic).*

**Time Availability**

*“Honestly, at times when the clinic is busy and the system is slow, I put the tablet aside and quickly attend to the patients to avoid complaints. The challenge becomes back-capturing them because the HTS number becomes different to what I would have given the same patient in the register……” (Impilo EHR User, Urban Clinic).*

*“Our clinic is busy up to day end, and this is worsened by a shortage of staff. I usually do not have time to do back capturing of patients as we knock off at 4 pm and start a new day with long queues. If people could be paid overtime to be able to work after hours and capture data into Impilo EHR, that may improve the use of EHR” (Impilo EHR User, Urban Clinic).*

**Motivation Domain** (Conscious and unconscious cognitive processes that direct and inspire EHR use).

Intrinsic Motivation

*“At times I fail to pick the appropriate diagnosis for my situation. I think the diagnoses here are for Doctors, not us nurses, for example, this patient has a cough, but it is nothing serious and in the end, I don’t have a specific diagnosis for him such that I just want to indicate that this is just a simple cough, unfortunately, the options I have are pneumonia, etc which is not what I want……” (Impilo EHR User, Urban Clinic).*

*“The diagnoses in the Impilo EHR system are not Zimbabwe specific, they are too many and serve as time wasters. It better we have a list of diagnoses matching diagnoses on the Tally 5 form “. (Impilo EHR User, Urban Clinic).*

Sense-Making and Meaningful Work

*“Electronic systems are not the future of health management systems, it’s the present and I am 100% convinced that this is the way to go….” ……” (Impilo EHR User,* *Urban Clinic).*

*“Impilo EHR is a good system, I can't wait to stop using registers and use Impilo EHR entirely, this will reduce my workload so much, in registers, I enter demographic data for the same patient repeatedly across many registers, which will be a thing of the past….” ……” (Impilo EHR User,* *Urban Clinic).*

Connectedness and Collaboration

*“If only Impilo EHR could help us flag out clients who shop around on HIV testing, as it stands, one person can test HIV positive here and go on to test again at the next facility and even collect ARVs at both and the system doesn’t pick this…...” (Impilo EHR Supervisor. Urban Area).*

*“It is really unfortunate that even though we now have an electronic system, we still have to send data to the next level, at times they come here….” ……” (Impilo EHR Supervisor, Urban Area).*

*‘EHR should be interoperable with eLIMS as this will save us the hustle of manually entering all commodities received at the facility into Impilo EHR” (Impilo EHR User, Urban Clinic).*

Mastery and Skill Development

*“Honestly when a woman is fully dilated I cannot waste that critical moment by entering into a tablet, I deal with the woman first until I am sure the mother and baby are safe when I go back to the tablet, I cannot enter correct details on the time of delivery, etc, that is a problem because the records will not be a true reflection of the work I would have done….”……” (Impilo EHR User, Urban Clinic).*

*“It is not possible to use Impilo EHR in a labour ward with two to three in labour and having one nurse on duty. I prioritise my patients first ….” (Impilo EHR User, Urban Clinic).*

*“Even the old school like us are now able to use a tablet proficiently, it just takes a spirit of wanting to learn to move with the times” (Impilo EHR User, Urban Clinic).*

**Extrinsic Motivation**

*“The idea of using Impilo ell with my tablet in hand, willing to use it throughout the day, then boom, there is no network, or the system is just slow, or there is no electricity, what a disappointment…...” (EHR User, Urban Clinic).*

*“Honestly entering data and then failing to retrieve it means I only wasted my time. How come I can search and find my entry and yet it doesn’t appear in the report, the system sends the patient to a department which I have not commanded, and my report now looks like I didn’t work………” (Impilo EHR User, Urban Clinic).*

*“I am very worried, they told us that once we are doing well on Impilo EHR, more registers will be removed, how will we get there when the system has so many challenges, does it mean this state of using both Impilo EHR and registers is here to stay....” (EHR Supervisor, Urban Area)*

*‘Why are we still having new registers introduced? Rather let's have electronic registers only. In areas that have Impilo EHR fully functional, let us decommission the paper registers and this might motivate people to use Impilo EHR” (Impilo EHR Supervisor, Urban Area)*

**Leadership Support**

*“The report is needed weekly whether Impilo EHR is working or not, and when the report raises eyebrows because of its inaccuracies, then I am in trouble, look here, I didn’t accord a diagnosis of Influenzas, the system did by classifying the symptoms I entered and I had to explain how I arrived at these confirmed diagnoses without laboratory tests. At times our managers don’t seem to understand the problems we have with Impilo EHR….” (EHR User, Urban Clinic).*

*“One day I was determined to use Impilo EHR consistently throughout the day, the queue grew long outside because the system was slow, the sister in charge came and gave me a thorough shout, some patients had already gone to report to her that the queue was not moving” (Impilo EHR User, Urban Clinic).*

*“My performance is measured on the work that I do, not whether I used Impilo EHR or not Impilo EHR should facilitate my work, when it becomes a problem, I have to leave it and do my work, which is attending to patients……” (EHR User, Urban Clinic).*

**User Involvement**

*“We were trained by IT guys and Health Information officers, honestly those guys have no appreciation of the challenges I am now facing in entering EAC sessions, I can enter the first one, but I can't enter session 2 and review the discussion points from the previous session which is pertinent to the current, neither is the EAC session 2 scheduled as expected, the IT guy says EAC is there….”( Impilo EHR User, Urban Clinic).*

*“In the outpatients department, one day after entering patient symptoms, the system required me to test for Malaria, the result was required immediately yet this should be done in the laboratory, I skipped this and proceeded to attend to the client, later on, I couldn’t enter this information when the client brought back the result….” (Impilo EHR User, Urban Clinic).*

*“The system was a top-down approach, consulting us from the outset would have helped, we would have suggested what is critical for the system to work without interrupting workflow, for example, we would have said no to a system that only works when connected to the internet when we have such serious internet challenges, I mean, is it not possible to have a system where I can enter data even when off-line and it synchronizes later? “(Impilo EHR Supervisor, Urban Area)*