**Nurses' perception of how an e-message system influences cross-sectoral communication: A qualitative study**

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**Engelsk resume:**

*Aim*

To investigate hospital and home care nurses’ experiences on how an e-message system influences cross-sectoral communication 2 years after introduction.

*Background*

Cross-sectoral communication is identified as the main barrier for high quality in transitional care. An e-message system was introduced to ensure dialogue and precise and useful information exchange.

*Methods*

Nurses from one hospital and six collaborating municipalities were included. Semi-structured focus group interviews and participation observation was conducted and data were analysed using content analysis.

*Results*

The e-message system was used in both sectors but did not promote cross-sectoral dialogue. The home care nurses expressed distrust in the information from the hospital. The hospital nurses’ intention was to provide relevant and accurate information but their main focus was to fulfil the standards within the system rather than the quality of the information exchanged.

*Conclusions*

The e-message system supports a one-way information flow, rather than the intended loop of information exchange and dialogue.

*Implications for Nursing Management*

Nurse managers should recognise that although an e-message system is being used in a clinical setting, it may not support exchange of high-quality information and dialogue. Focus must be on both standards as well as quality when new systems are introduced.
