Chapter 4
Influences on the Decision to Implement Electronic Health Records in Indonesia

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ABSTRACT

Healthcare systems around the world are challenged by facing the COVID-19 outbreak. The expectation of high-quality care in hospitals, coupled with an aging population and more complex treatments, results in the system having increased productivity. The adoption of electronic health record systems (EHRs) is suitable for implementation as digital transformation in the healthcare industry. Despite the increase in demand and importance of EHR adoption, there is still a lack of comprehensive review and classification of the existing studies in this area. The authors are considering technology, organization, and environment (TOE) framework as the basis for EHR adoption. The objective of the study is to investigate the determinants of electronic healthcare record system adoption among hospitals in Indonesia. The findings are insightful and have important theoretical and practical implications for the hospital in Indonesia. This study may contribute to risk reduction throughout the adoption of EHRs, thereby fueling a technological revolution in Indonesia's healthcare industry.

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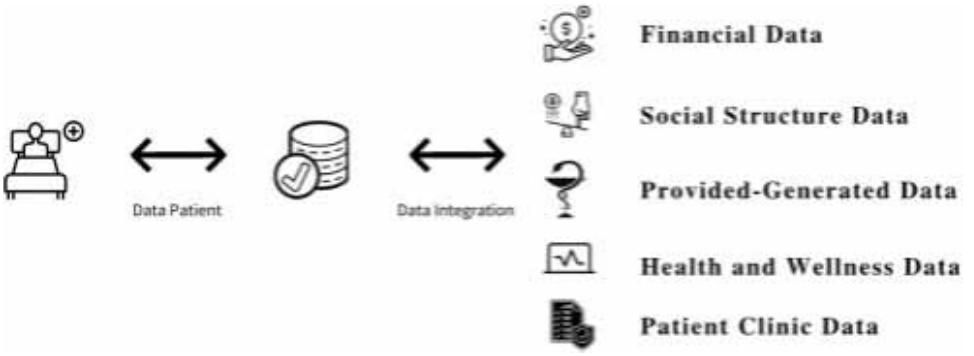
Figure 1. Healthcare ecosystem of the future
Source: McKinsey Report, 2020



INTRODUCTION

The Coronavirus, which was found in 2019, has transformed the habits that individuals and organizations have practiced on a regular basis, resulting in the emergence of a "New Normal" as a new activity in which all activities previously carried out on site are now carried out online. Pandemics wreak havoc on economies all around the world, and public health is one of the industries that must be prepared (Alrahbi, Khan, Gupta, Modgil, & Chiappetta Jabbour, 2020). Due to the significant growth in the impact of the present pandemic, the health- care business is being pressed to innovate swiftly by employing adoption technology for time efficiency in handling patients. Artificial intelligence, blockchain, and IoT (internet of things) are examples of health technologies that have developed and are being employed by various service facilities to support operating systems in hospitals in the industrial era 4.0. (Clipper, 2020; Palas & Bunduchi, 2021; Sivathanu, 2018). Patients and their families benefit from the increased use of health technology because it makes it easier to obtain information and comprehend diseases, treatment alternatives, and readily access and choose hospitals or health facilities that meet their needs (Stablein, Loud, DiCapua, & Anthony, 2018).

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Companies in the health industry, particularly hospitals, have taken the initiative to include digital transformation into their management systems to create better quality health services, according to Singhal, Kayyali, Levin, and Greenberg (2020). However, not all Indonesian health facilities are prepared to meet the disruption 4.0