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

Ahmad Said Bina Nusantara University, Indonesia

Yulita Hanum P. Iskandar https://orcid.org/0000-0002-8037-5800 Universiti Sains Malaysia, Malaysia

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.

DOI: 10.4018/978-1-7998-9687-6.ch004

Copyright © 2024, IGI Global. Copying or distributing in print or electronic forms without written permission of IGI Global is prohibited.



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).

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).

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

15 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: <u>www.igi-</u> global.com/chapter/influences-on-the-decision-to-implement-

electronic-health-records-in-indonesia/335961

Related Content

Simplifying Resource Discovery and Access in Academic Libraries: Implementing and Evaluating Summon at Huddersfield and Northumbria Universities

June Thoburn, Annette Coatesand Graham Stone (2012). *Planning and Implementing Resource Discovery Tools in Academic Libraries (pp. 580-597).* www.irma-international.org/chapter/simplifying-resource-discovery-access-academic/67844

Database System for the Virtual Collection: Information Experts Merging IT and Collection Management for Real Solutions in the User Environment

(2014). Information Technology and Collection Management for Library User Environments (pp. 180-199).

www.irma-international.org/chapter/database-system-for-the-virtual-collection/102364

Is the Indian Library and Information Science Research Interdisciplinary?: A Case Study Based on the Indian Citation Index Database

Swapan Kumar Patraand Anup Kumar Das (2020). *Handbook of Research on Emerging Trends and Technologies in Library and Information Science (pp. 169-188).* www.irma-international.org/chapter/is-the-indian-library-and-information-science-researchinterdisciplinary/241563

Library Analytics on the Web 2.0 Era: Technology Integration Needs and Indicators to Monitor "User Awareness" with Web Analytics Techniques

Jorge Serrano-Cobos, Alicia Sellésand Nuria Lloret (2013). *Library Automation and OPAC 2.0: Information Access and Services in the 2.0 Landscape (pp. 161-176).* www.irma-international.org/chapter/library-analytics-web-era/69269

Leadership Training for 21st Century Librarians Using INELI-SSAf Model as a Case Study

Rachel Ronke Ojo (2020). *Managing and Adapting Library Information Services for Future Users (pp. 75-88).*

www.irma-international.org/chapter/leadership-training-for-21st-century-librarians-using-inelissaf-model-as-a-case-study/245108