UNIVERSITI TEKNOLOGI MARA

ISSUES OF HOSPITAL INFORMATION SYSTEM (HIS) IN MALAYSIA'S PUBLIC HOSPITAL

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ABSTRACT

Due to the advance information, communication and technology (ICT) today, many hospitals start converting all the processes from manual to automatic. The advantages of ICT give a lot of benefits not only to organization but also to the individual such as end users. Hospital Information System (HIS), Radiology Information System (RIS) and Pharmacy Information System (PIS) are three (3) examples of healthcare application that commonly been used in many hospitals nowadays. Quality improvement is the main focus of the healthcare implementation. In Malaysia, government has taken a step forward that ensures all public hospitals are compulsory to implement healthcare applications with total sponsored by Malaysia's government. Therefore, this study determines the issues of Hospital Information System (HIS) implementation in Malaysia's public hospital. The scope of the study will be limited to three (3) public hospitals only based on the criteria defined. The three (3) hospitals are Hospital Putrajaya, Pusat Perubatan Universiti Malaya (PPUM) and Hospital Sultan Ahmad Shah (HoSAS). In chapter 2, the literature review will explained more about IS, HIS, implementation in public hospital, quality measurement and some of the product related with HIS. The research methodology had been proposed and discussed in details in chapter 3. Primary and secondary data had been used as data collection which includes questionnaire survey, sampling and literature review. Total of 152 respondents had given the feedback based on the questionnaire provided. From that, data has been collected and analysed thoroughly by using few analysing techniques and tests. Based on the analysis result, three (3) main issues related with HIS implementation which are reliability, efficiency and security. These issues need to be managed in order for future improvement. On top of that, in term of benefits, HIS implementation need to be focussed more on the quality for the patient safety and at the same time top management support is required. Issues were ranked from highest to lowest based on the analysis finding. The findings also will be used as a guideline and significance to the respective parties involved which are MOH, HIS vendors and public hospitals itself. Limitations and directions for future research are discussed in chapter 5.

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TABLE OF CONTENTS

	Page
STUDENT'S DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
CHAPTER ONE: INTRODUCTION	1
1.1 Research Background	3
1.2 Problem Statement	7
1.3 Research Purpose	8
1.4 Research Objectives	8
1.5 Research Questions	9
1.6 Scopes of the Study	9
1.7 Significance of the Study	10
1.7.1 Malaysia's Public Hospital	10
1.7.2 Hospital Information System (HIS) Vendor	10
1.7.3 Ministry of Health (MOH)	11
CHAPTER TWO: LITERATURE REVIEW	12
2.1 Information System	12
2.2 Hospital Information System (HIS)	15
2.3 Implementation of Hospital Information System (HIS) in Malaysia	20
2.4 Success of Hospital Information System in Hospitals	23
2.5 Failure of Hospital Information System in Hospitals	25
2.6 Influence Factors for Information System (IS) Adoption in Public Hospital	27

2.7 Determinants of Successful Hospital Implementation System (HIS) Implementation 28
2.8 Hospital Information System (HIS) Quality Measurement 30
2.9 Information Technology (IT) Infrastructure 35
2.9.1 Information Technology (IT) Infrastructure & Organization Business Alignment 36
2.9.2 Information Technology (IT) Infrastructure & Application Implementation 36
2.10 Hospital Information System (HIS) Providers 37
2.11 Hospital Information System (HIS) Software 40

CHAPTER THREE: METHODOLOGY 46
3.1 Research Design 46
3.2 Research Methods 47
3.3 Methods of Data Collection 48
3.4 Data Analysis 52
3.5 Study Report Preparation 54
3.6 Study Methodology Flow 55
3.7 Conclusion 56

CHAPTER FOUR: ANALYSIS AND FINDING 57
4.1 Instrument Reliability 57
4.2 Analysis of Issues of Hospital Information System Implementation in Three (3) Different Public Hospitals 58
4.2.1 Demographic Profiles 58
4.2.2 Information Technology (IT) Infrastructure 60
4.2.3 Hospital Information System (HIS) Implementation Profile 62
4.2.4 Cronbach's Alpha Test of Reliability 64
4.2.5 Bar Graph on Comparing Between HIS Implementation Improvements and Gender 66