

Exploring Potential Factors in Total Hospital Information System Adoption

Hossein Ahmadi ^{a,*}, Mehrbakhsh Nilashi ^a, Othman Ibrahim ^a, T. Ramayah ^b, Mun Wai Wong ^c, Mojtaba Alizadeh ^d, Hossein Jafarkarimi ^e, Alireza Almaee ^f

^a Faculty of Computing, Universiti Teknologi Malaysia, Skudai, 81310 Johor Bahru, Malaysia

^b School of Management, Universiti Sains Malaysia, 11800 Minden, Penang, Malaysia

^c Swinburne University of Technology, Australia

^d Faculty of Information Science and Electrical Engineering, Kyushu University, Fukuoka, Japan

^e Department of Computer, Damavand Branch, Islamic Azad University, Damavand, Iran

^f Organization of Technical and Vocational Training, Lahijan, Guilan, Iran

* Corresponding author email address: hosseinis3007@gmail.com

Abstract

The Total Hospital Information System (THIS) is a computerized hospital information system aimed at providing a paperless environment that has been designed to provide numerous values to the healthcare community and indirectly provide benefits to the patients. Although the benefits of adopting THIS innovation are well known, only a few hospitals in Malaysia have actually adopted it. Surprisingly, there is scarcity of research specifically in the context of Malaysia related to THIS adoption. Therefore, by relying on secondary data the aim of this study is to provide a literature review of THIS adoption in the context of Malaysia and as well to explore the potential factors that are connected to the hospitals' adoption intention of THIS technology. In other words, the study at hand aims an in-depth understanding of the related potential factors for the purpose of improving the recently reluctant trend of THIS adoption in Malaysia. To this end, this study developed a conceptual framework on the basis of Technology Organization Environment (TOE) framework for the adoption of THIS by Malaysian hospitals. This can result the more understanding of potential factors that decision makers should be aware of and pay attention to successfully adopt and spread the THIS technology across hospitals.

Keywords: Tertiary hospitals, THIS, Adoption intention, TOE framework

1. Introduction

Physicians and patients today are encountering great pressures from the healthcare setting. In the perspective of physicians, their irritation is originating from heavy patient's loads, administrative tasks, and losing patient care decision control (Lee and Ramayah et al., 2012). While patients are complaining that during the medical interaction, more consideration should be provided on them (Kassirer, 2000; Sulaiman and Wickramasinghe, 2014). Therefore, there are more demanding on electronic services from patients to be given by physicians. But unfortunately, the healthcare industry has been criticized for being slow in the adoption of technology to support delivery of care (Wickramasinghe, 2000; Stegwee and Spil, 2001; Suomi, 2001; Menachemi and Burke et al., 2004; Wager and Lee et al., 2005).

In Malaysia, people are acquiring a broad range of healthcare services in a low price. But according to Lee et al. (2012), "factors like changing pattern of death causing

diseases from infectious diseases to chronic diseases, population structure, lifestyle, and healthcare service expectation from the people have distorted the status quo". Furthermore, there is an increasing rate of Malaysia healthcare expense which has been occurring every year (Ahmadi et al., 2015). In this regard, there is a big pressure on Malaysia government to enhance the quality of healthcare and reduce the cost (Lee and Ramayah et al., 2012). Hence, to overcome these issues there are several projects developed by the Malaysian government with the aim of also promoting and maintaining the wellness of citizens and to provide greater access to healthcare information.

Hence, to overcome and solve such challenges, several projects have been inaugurated by the Malaysian government for the purpose of also delivering higher access to healthcare information and improving the wellness of citizens. Telemedicine is one of the domains that has been targeted for drastic improvement (Abdullah, 2008; Lee and Ramayah et al., 2012).