FACTORS AFFECTING THE SUCCESS OF HOSPITAL MANAGEMENT INFORMATION SYSTEM: A SYSTEMATIC REVIEW

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ABSTRACT

Background: Hospital Management Information System (HMIS) has an important role in increasing the effectiveness and efficiency of hospital services. However, the implementation of information systems is complex and requires a large investment. To prevent failure, it is important to know the success factors in the implementation of HMIS. This study aimed to review systematically the factors affecting the success of hospital management information system.

Subjects and Method: This was systematic review following PRISMA model. The review was conducted by searching published articles in English and Indonesian from 2014 to 2019 from electronic databases including EBSCOhost, ProQuest, ScienceDirect, Scopus, and Google Scholar. The keywords were hospital management information system, hospital information system, implementation, and success factor. After review process, 8 articles were included in this review.

Results: Three articles stated that human and technology were influential factors in the implementation of HMIS. An article stated financial and an article stated functional as influential factor in the implementation of HMIS. Other influential factors included organizational and environmental factors.

Conclusion: Human and technological are significant factors that influence the success of HMIS.

Keywords: hospital management information system, hospital information system, implementation, success factor.

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