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Digital Health Transformation: “What and How to Achieve Success?”

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1. Introduction

Digital health transformation has emerged as a pivotal force reshaping the Indonesian health sector, with profound implications for quality of care and patient safety. Transformation is very useful since health services-related information is open for people and helps them to avoid disparities in the standards of health services provided and helps them avoid gaps in the standard of health services provided. Many efforts have been made to make the digital health transformation a success, including the creation of a digital ecosystem, which the team has helped accelerate society's adoption of the disruptions influenced by the digitalization transformation.

Keyword:
Digital Health Transformation, Electronic Health Records, Quality of Care

2. Method

- a) This research aims to analyse assistance in accelerating the implementation of electronic medical records and data integration of "SATU SEHAT Indonesia."
- b) The design used was descriptive qualitative through Focus Group Discussions with eleven participants from the team working group that formed by the government to help implement digital health transformation. Other participants are users and leaders of organizations involved in EMR implementation.
- c) The FGD was conducted in the meeting online room and was held for about 60 minutes. All information from the participants were recorded by tape recording.
- d) All data in this study have been verified and reached saturation at the end of the interview. The FGD ended when all questions were answered, and all participants submitted their information.
- e) Transcripts were read twice to catch any writing error, then the data were organised, extracted to find meaningful using thematic approach.

3. Result

The results of the transcript analysis obtained four themes. The themes, namely Team Working Group strategies/TWG, benefits, and factor success's of EMRs. The factors are human resources and infrastructure, ethical, education, and digital transformation regulation. The perceived benefits are time effectiveness, fully documented reporting, easy coordination, bridging referrals, and the costs should be cheaper. The policies required are regarding data release, data security, and confidentiality. TWG's strategies for successful digital health transformation are to help develop standardization, assist adoption and implementation, utilization, and data analysis.

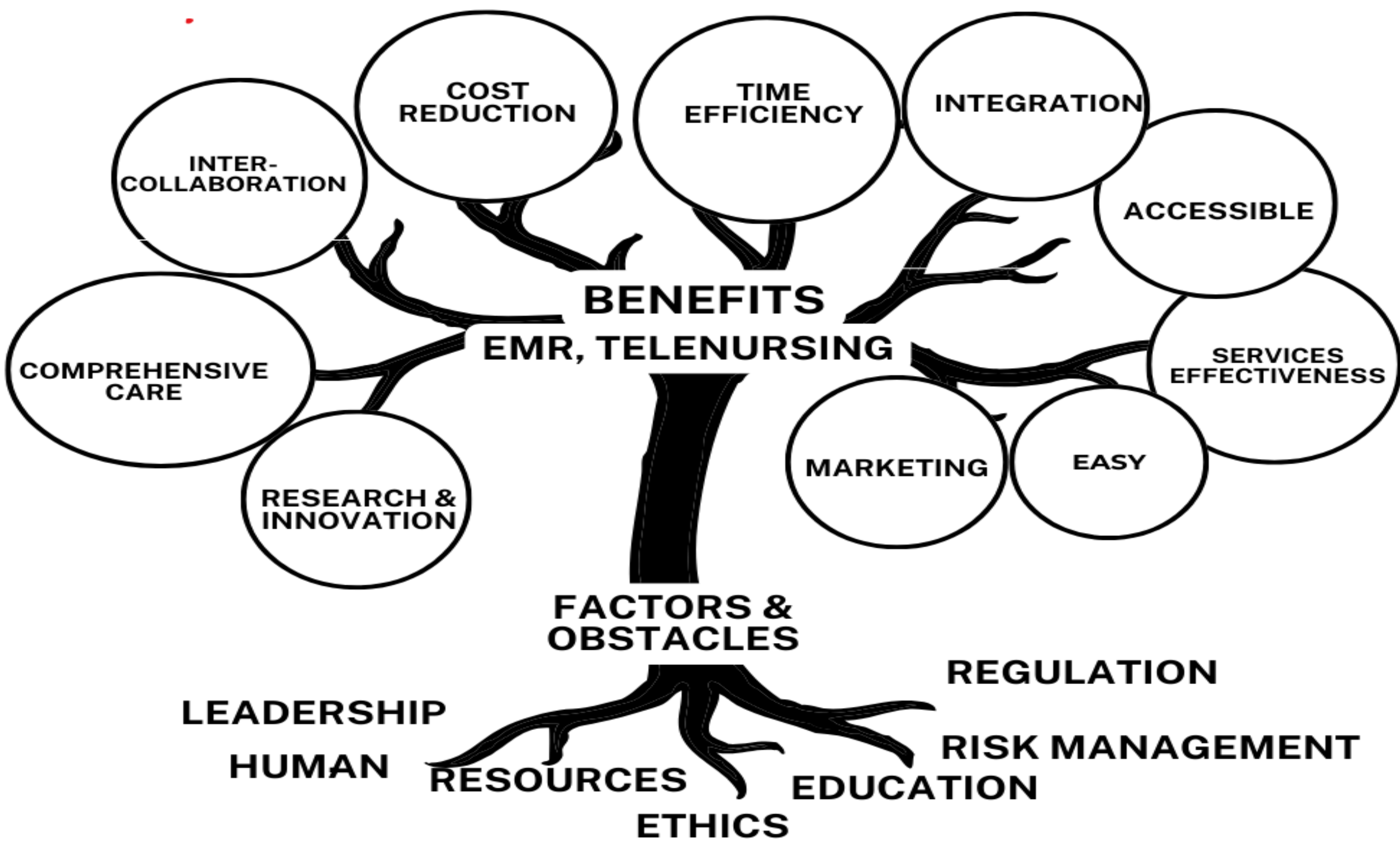


Figure 1. Thema factor influencing and benefit of EMR

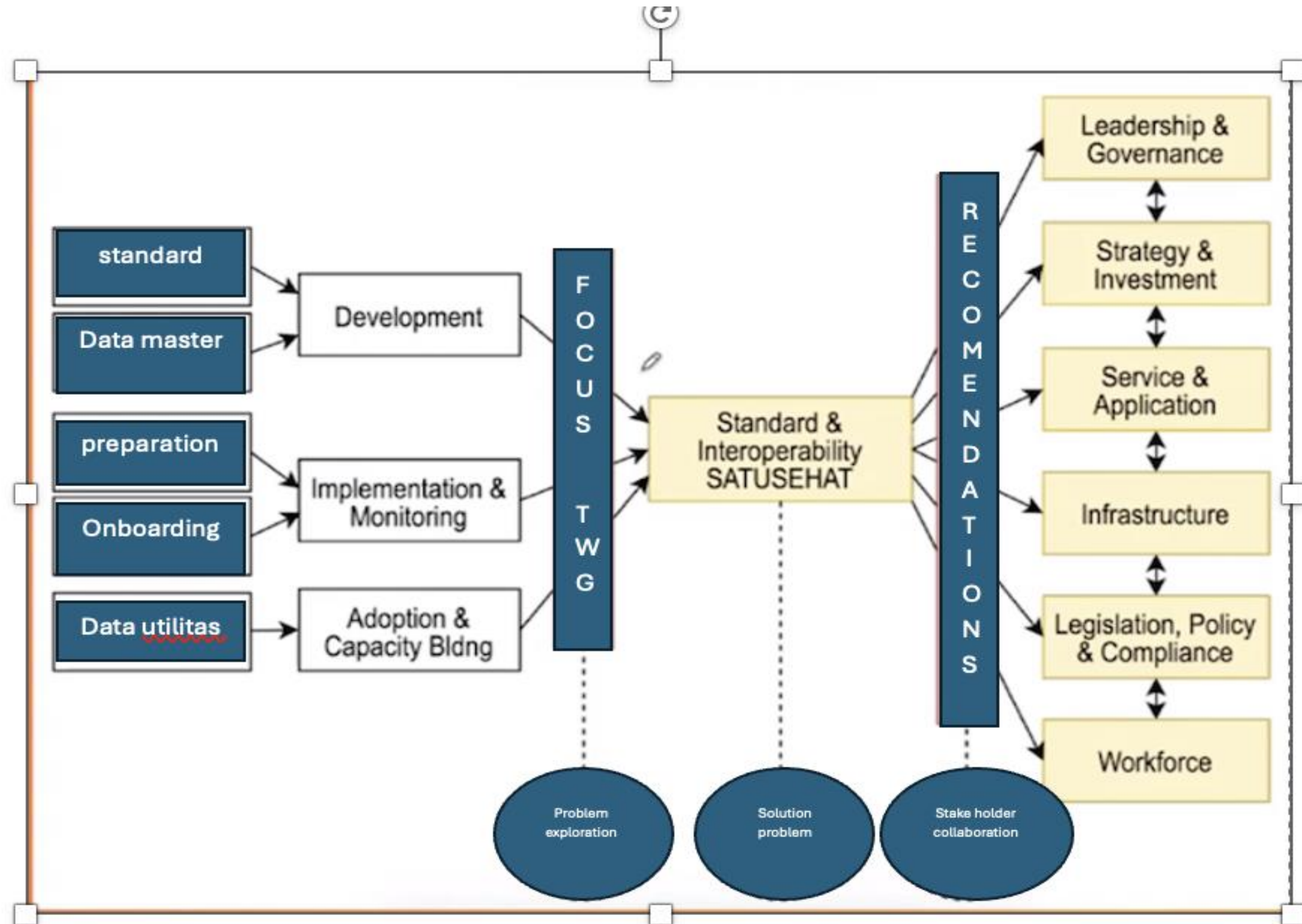


Figure 2. Strategies of Team Working Group for Digital Health Transformation
Resource: TWG 2020

4. Conclusion

Many strategies are needed in implementing digitalization, including regulations and ethical conduct in the digital era. Many efforts to reduce obstacles due to the inability of human resources and infrastructure. The TWG developed by governance is expected to be able to oversee implementation through standardization, assist adaptation, and utilize data for health quality.

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