

Implementation of Hospital Information System Problems

During the process of implementation, it has been noticed in most of the HIS providers, that they have common problems and defects regarding the implementation process. Those defects are affecting both sides: the HIS provider and the hospital itself. Indirectly, it affects the patient care and health care in general. The general problems and defects have been identified by: questionnaire survey (16 hospitals have implemented same HIS):

#	Item Description (that could has the problem) From HIS provider side	Agree	Neutral	Disagree
1	Project manager's Skills	2	13	1
2	Implementation resources from HIS provide side	2	5	9
3	Clear responsibilities between HIS provider and the hospital	2	9	5
4	Customer relationship	1	13	2

#	Item Description (that could has the problem) From Hospital side	Agree	Neutral	Disagree
1	knowledge of information technology	10	5	1
2	Hospital team's skills who involved in the implementation phases.	6	9	1
3	Clear hospital requirements and there is hospital procedure and policies	1	10	5
4	Resistance of the medical specialist	5	2	
	Responsibilities between the hospital and HIS provider	12	4	
5	End-user's skills	1	13	2
6	Hospital provides the required information in time	3	9	4
7	Hospital is always asking for additional training because of the periodical hiring and resigning	6	10	

1. Problem related to the HIS provider that can be summarized as follows:

- Weakness of the project manager's skills for handling the implementation phases and difficulties
- Lack of the implementation resources from HIS provider sides

- Responsibilities between HIS provider and the hospital are unclear
- There is no customer relationship with the company

2. Problems related to the hospital administration that can be summarized as follows:

- Weakness of knowledge of information technology and impacted to select unsuitable HIS package to be implemented.
- Building skilled team to handle the implementation processes
- Unclear hospital requirements, hospital business process and procedures & policies are unknown as well (prior to HIS implementation).
- Difficult customization are asked by the hospital that out of the contract's scope and difficult to be handled.
- Medical specialists resist the installation of registration systems, as they monitored by such systems.
- Responsibilities between the hospital and HIS provider are unclear
- Weakness of end-user's skills, there is a need for users to develop a framework of understanding about how the systems function. Also, weakness of motivation.
- Hospital can not provide the required information and commitment staff as per the project management plan.
- Hospital is unsatisfied about the implementation techniques and always asking for additional training because of the periodical hiring and resigning (Staff turn over)

It could be derived from the above points that the source of these problems and defects is the weakness in the two areas of; project management and business process modeling/reengineering techniques.