



國立高雄應用科技大學

企業管理系

高階經營管理研究所

碩士論文

醫療資訊系統成模式之實證研究

-以高雄市某教學醫院為例

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System in a Regional Teaching Hospital

研究生：阮冠華

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醫療資訊系統成模式之實證研究 -以高雄市某教學醫院為例

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摘要

在醫療服務的管理中，資訊系統扮演了主要的角色。醫護人員只要在自己的診間，輸入患者的身分證等資料即可取得；各種醫療物品及管理資源，藉由資訊系統的盤點功能可讓管理者看到物資的分配量，可快速補齊醫療產品的短缺數量；且近來也可利用手機中的APP 程式來提升患者的掛號服務品質與效率。整體而言，醫院可以藉由成功的醫療資訊系統來提升管理績效與醫療品質。本研究以DeLone & McLean 的資訊系統成功模式來驗證高雄市某教學醫院的醫療資訊系統品質

本研究採用問卷分層調查法，以某區域教學醫院的醫療員工為發放問卷對象，總計問卷發放共400份，回收362 份，有效問卷為325 份。本研究採用DeLone & McLean' s IS success model的構面來衡量某醫院的醫療資訊系統(Hospital Information System)的資訊品質，系統品質，服務品質對使用意圖，及使用者滿意度。

研究結果發現，在人口統計變數中，性別、年齡與職位方面達顯著差異；系統品質、資訊品質、服務品質對使用意圖有顯著正向的影響；使用意圖對使用滿意度有顯著正向的影響；而系統品質、資訊品質與服務品質對使用滿意度有顯著正向的影響。根據研究分析結果，醫療員工對系統的滿意將影響系統的使用並產生更高的使用率，員工對於系統的回饋將能改善系統的效率與提高使用滿意度。

關鍵字：醫療資訊系統品質、系統品質、資訊品質、服務品質、使用意圖、使用滿意度

The Empirical Study of Medical Information Systems Success Model- Teaching Hospital in Kaohsiung

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Abstract

The management of hospital information systems plays a major role on care services. Previously access to medical records are carried out by manpower, personnel had to personally go to the file room to look for the files. With hospital information system that doctor and Nurse are able to access the patient's file instant through computer. The inventory of the hospital medical supplies are become more efficient by quickly access the data to see the quality of the medical product are available for replenishment and recently also use phone APP program to improve the patient's quality of service with efficiency of online registration. Overall, the hospital improved management performance and quality of care.

The introduction of a large number of information technology systems and integrated across the different electronic products to simplify processes, improve utilization and management to maximize performance.

This study used stratified survey questionnaire to survey a teaching hospital medical staff questionnaires objects, totaling a total of 400 questionnaires were returned 362 copies, 325 copies of valid questionnaires. In this study, Delone & McLean's IS success model to measure the dimensions of a hospital medical information system (Hospital Information System) information quality, system quality, service quality for the intended use, and user satisfaction.

The results showed that the demographic variables, gender, age, and posts are significant differences; system quality, information quality, service quality and intention to use has a significant positive impact; intention to use for user satisfaction significantly to influence; and system quality, information quality

and service quality on user satisfaction significantly positive impact. Based on the results of the analysis, medical staff satisfaction with the system will affect the use of the system and generate higher rates, employee feedback for the system will be able to improve the system's efficiency and increase the use of satisfaction.

Keywords: Hospital information system quality, system quality, information quality, service quality, intention to use, user satisfaction

第一章 緒論

近年來，醫院為提昇醫療品質與管理績效大量引進資訊科技，透過資訊系統(Information System, IS)的採用來降低營運成本以提升競爭力。然而醫院資訊系統能否得到醫療工作者認同與使用是影響系統成功之關鍵因素。因此，如何藉由有效導入資訊科技來簡化作業流程，提昇使用者意願並增加滿意度，進而增強醫療服務，將有利於組織內部管理，建立企業的核心價值。

因此，本研究在探討醫院員工對於醫院資訊系統使用之接受度，利用 DeLone & McLean(2003)年提出的資訊系統成功模式(IS Success Model)為基礎，以系統品質、資訊品質及服務品質並加入使用行為來衡量醫院資訊系統使用者滿意度。整體而言，系統接受程度愈高，對使用系統整體績效價值也愈顯著。醫院管理者為了永續經營，更需善加利用資訊以取得優勢，管理者也可經由系統協助達到績效，提升企業經營能力。

第一節 研究背景

醫院為提昇管理績效與醫療品質而大量引進資訊科技，且利用資訊系統來提昇行政管理與醫院臨床照護的效率。然而；資訊系統是為滿足醫院內所有的信息需求而制定，目的是能有效且快速分享相關資訊，提供各部門主管完整的資訊，採取正確的決策。

由於醫療事業是一個具有高度協調的機構，資訊系統的導入不同於其它產業，如何藉由有效導入資訊科技、簡化作業流程，提高使用率及提升組織績效並將資訊科技的效益發揮到最大，滿足醫療、臨床應用及管理的需求，建立一套適合使用者使用且達成醫院效益的醫療資訊系統，藉此確保其提供之醫療服務為有效性，建立一個網絡中心，而這一切都可以通過醫療資訊系統(Hospital Information System, HIS)來完成，因此醫療資訊系統品質(Hospital Information System Quality, HISQ)已成為現代化醫院的基石。

第二節 研究動機

在醫療服務的管理中，資訊系統扮演了主要的角色，醫療資訊系統掌握了即時反應的有效性在員工、病人及健保制度上，醫院員工使用醫療資訊系統的流暢度可讓主管掌握員工的需求來迎合未來的不定性，而藉由快速的反應及改變亦可減低成本的流失，進而使企業可以永續的經營。

因此本研究的個案醫院是從菜市場邊起家的小診所，秉持提供優質醫療服務的理念、專業的醫療團隊和先進的儀器設備，在民國 67 年來轉型為區域教學醫院。管理者以精確的投入重金拓充醫院規模提升醫療品質；而在管理方面，也從人力的管理轉向資訊化的管理的教學醫院為研究對象。針對該醫院員工操作系統的行為模式進行探討，進一步瞭解 HISQ、使用行為、使用滿意度之間關連性，使該醫院管理者能更了解醫院員工對資訊系統接受程度，並用來強化組織效能、提高決策品質及服務水準，提升企業經營能力，此研究將作為該公司在營運策略上重要的參考依據。



第三節 研究目的

依據前述之研究背景與研究動機，欲藉由研究假說來驗證醫院員工對於該醫院的資訊系統與醫院員工關係，並運用此方法來提高使用行為並增加使用者滿意度進而促成醫院營運效益，並增強醫療業的誠信與品質上的競爭優勢。

依研究動機，本論文研究目的如下所述：

- 一、探討醫院的員工對醫院的 HISQ、使用意圖、使用滿意度的構面分析與衡量指標。
- 二、探討醫院的資訊系統成功模式對醫院員工的觀感在 HISQ、使用意圖、使用滿意度之間彼此的關聯性。
- 三、本研究結果將可提供醫院管理者了解使用者對醫院資訊系統接受程度，並作為系統開發及維護未來系統發展、改善、經營決策之參考。

第四節 研究流程

根據研究的問題與探討對象，設計出研究流程。首先是確立研究議題的背景、動機與目的，蒐集過去國內外相關文獻資料與實務議題及觀察，並加以確認研究之方向，再依據研究方向確定研究範圍，建立此研究架構及提出假說，爾後再更一步進行問卷設計與施測，設定所欲進行抽樣的範圍與對象，最後針對收回問卷分析加以整理，依實際驗證研究成果提出結論與建議，此一研究議題的研究流程如下圖 1-1 所示。



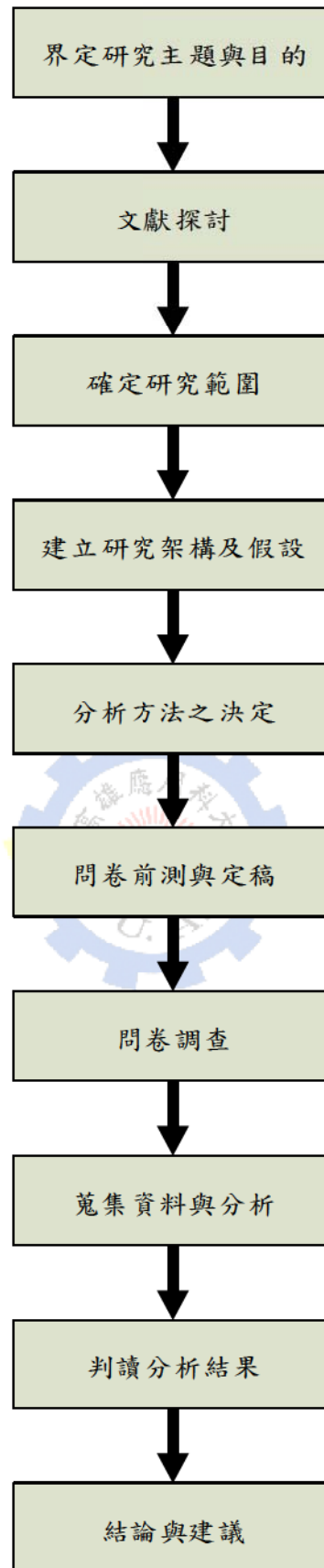


圖 1-1 本研究流程圖

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