

Model to Measure EMR Success in Public Sector Hospitals in Sri Lanka: A Literature Review

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Electronic Medical Record (EMR) is an electronic document with patient's clinical data which provides the capacity to improve clinical outcomes (improved quality of services, reduce medical errors, support diagnosis, predict disease patterns), organizational outcomes (financial and operational efficiency, better management of health services) and societal outcomes (improved population health, reduce cost of health). The EMR implementations have been growing in developed and developing countries in last two decades however, the success of these systems is debated. The adaptation of the new technologies in the public health sector has proven slow or failed due to complexity involved in technology, process, and people factors hence the intended objectives are not often achieved. The empirical research evidence in Sri Lanka is limited to prove the success therefore, the objective of this research is to measure the success level and identify the success factors of the main EMR system implemented in public sector hospitals in Sri Lanka: Hospital Health Information Management System (HHIMS). This paper intends to present literature survey findings in selecting an appropriate conceptual model to measure the EMR success. The adapted DeLone and McLean model is selected as the most suitable model due to the nature and the context of this research. The proposed model includes two new success factors: Change champion and Change Management Process and excludes user satisfaction mediating factor. This research findings contributes to the theory of information systems evaluation.

Keywords: *Electronic medical records, Change champion, Change management, DeLone & McLean model, Information system success model*

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