

醫院資訊系統委外之研究-以區域醫院為例

The research of the hospital information system outsourcing - The example of region hospitals

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摘要

資訊系統委外(IS Outsourcing)現已成為企業改善資訊科技投資報酬率、減少人力、減少資金投入，以增進企業因應環境變遷之重要方法，醫療產業由於產業特殊性，因此對於資訊系統委外之決策是否與一般產業相同，相當值得探討。區域醫院在醫療分級上兼具經濟規模與資訊化程度高之特性，因此本研究針對區域醫院之資訊系統委外決策之關鍵因素進行雙個案研究，研究架構與訪談問卷皆由文獻探討與專家會議而來，共分為醫院、委外廠商及環境等三大構面來加以探討。研究對象為兩家區域教學醫院之高階主管。研究結果顯示：在醫院方面，除了高階主管、文化、策略管理、資訊部門的能力之外，其系統開發時間、系統系統開發技術、資訊預算的配合度、組織規模大小以及衝突性考量均為影響委外決策之因素；在廠商方面，除了軟體技術能力、硬體技術能力、聲譽與口碑、專案管理能力、產品性能、品質與可靠度及價格外，其與委外供應商之間之夥伴關係亦是影響委外決策之因素；在環境方面而言除同業競爭、政府政策以及健保制度之外，尚有醫院評鑑及管理需求等因素。

關鍵詞：醫療產業、資訊系統委外、資訊系統委外決策、醫院資訊系統

Abstract

Information system outsourcing (IS Outsourcing) now has become the significant way of promoting the enterprises' capabilities to fit the environmental change for them to improve the investment reward rate of information technology、decrease the capital investment and the medical industry is also not exceptional. In recent years, many scholars noted the importance of the information technology to apply to the medical industry, the idea increased day by day; however, the medical and the general industries are quite different. Less scholars to discuss the issue of the hospital information system (HIS) outsourcing thoroughly from the academic aspect and the most of the research for the past are emphatically explain the IS Outsourcing by economic theory; fewer person engaged in the practical operation and the elementary demonstration. This research is aimed to the region hospital to carry on the deeply interview of the semi-construction to collect the key factors for the decision of the HIS outsourcing. It is divided into three parts which are hospital, outsourcing firm and environment, the consequence reveals : In hospital, except the high rank supervisor, culture、strategy management, and the capability of the information section; The system developing time, the system development technology, information budget matching, the size of the organization and conflict consideration are the decision effecting factors of the IS Outsourcing. In firm, the partnership amount the suppliers is the decision effecting factors of the IS Outsourcing as well except the software technical capability, hardware technical capability, reputation and tradition, project management capability, products performance, quality, reliability and price; to environment, there are still have the factors of hospital evaluation and management requirement except the craft competition, government policy and health insurance system.

Keywords: Medical industry, IS Outsourcing, IS Outsourcing decision, hospital information systems