A Model for HealthCare System Quality

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Objective

Theoretical model for analysing healthcare software quality for better healthcare services

Background

- - Preventable medical errors are one of the leading causes of death.

- - Quality healthcare software is one of the critical elements for better healthcare services.
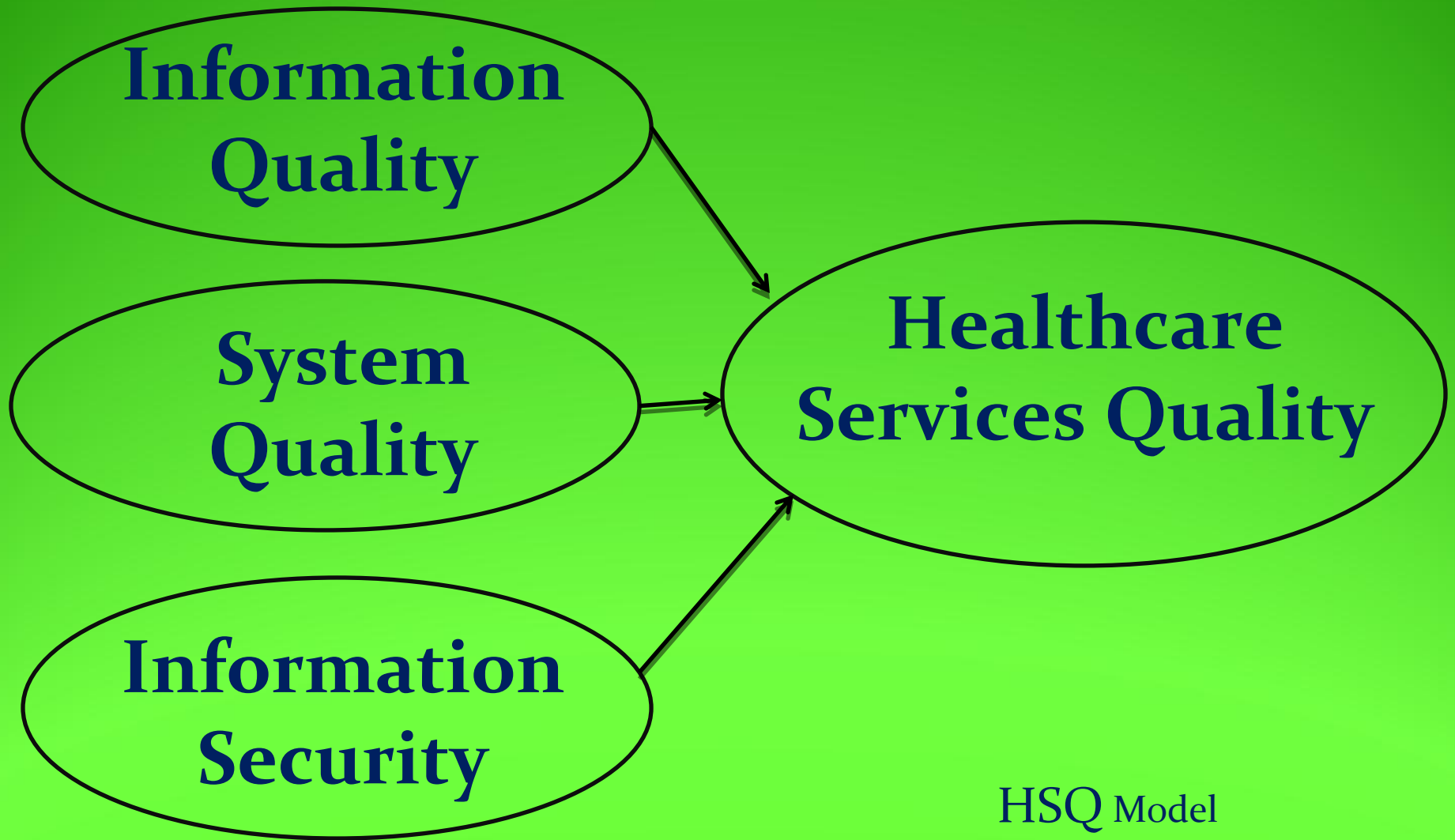
Method

A total of 44 Information Technology databases and 189 Health databases were reviewed.

HSQ Model

- For analysing healthcare software quality for better healthcare services

- Represented by multiple constructs, with each construct further represented by multiple indicators to encompass the rich and broad domain of the model constructs.

- Theoretically meaningful and managerially useful.

Information Quality

- Information quality is defined as information that is fit for use, or meets the expectations of its users

- Attributes include: accuracy, relevancy, timeliness, reliability, completeness, and format and understand ability

Information Security

- Process of protecting data from unauthorized access, use, disclosure, destruction, modification or disruption

 - Attributes include: confidentiality, integrity and availability

System Quality

- Refers system performance

 - Attributes include: functionality, reliability, usability, efficiency, reusability, testability, maintainability & portability

Healthcare Service Quality

- Quality of services that are performed by healthcare professionals, or by others under their direction, for the purpose of promoting, maintaining or restoring health

 - can be measured as practitioners' performance, patient outcomes and practitioners' and patients' attitudes

HSQ Model

-For analysing healthcare software quality for better healthcare services

-- The concepts of information quality, system quality, information security and healthcare services quality are represented by multiple constructs, with each construct further represented by multiple indicators to encompass the rich and broad domain of the model constructs.

- The model proposed and tested here is both theoretically meaningful and managerially useful.

Contact

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