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Unlocking the Potential: Electronic Health Records in Primary Care and Achieving the Quadruple Aim of Healthcare

Ferry Fadzlul Rahman
Department of Public Health,
Universitas Muhammadiyah Kalimantan Timur, Indonesia
Email: ffr607@umkt.ac.id

Purhadi
School of Nursing, Universitas An Nuur,
Central Java, Indonesia
Email: purhadi@unan.ac.id

Meity Mulya Susanti
School of Nursing, Universitas An Nuur,
Central Java, Indonesia
Email: meityms@unan.ac.id

Fahni Haris
School of Nursing,
Universitas Muhammadiyah Yogyakarta, Indonesia
Corresponding Author Email: fahni.h@umy.ac.id

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Abstract

Purpose: The purpose of this study is to analyze the factors influencing Quadruple Aim (QA) of healthcare services in primary care, with a focus on the role of electronic medical records (EMRs).

Design/methodology/approach: quantitative research was employed by a Cross-Sectional approach and utilizing stratified random sampling. Primary data was collected from 10 primary healthcare facilities in Samarinda City. Spearman's Rank test for bivariate analysis and Multiple Linear Regression were performed for the examined QA.

Finding: The bivariate analysis indicated that technology-clinical fit, technology as a control tool, and the duration of EMRs communication had a strong relationship with QA of healthcare services, while interoperability had a very strong relationship with QA of healthcare services. The multivariate analysis revealed that the duration of contact and communication contributed 0.242 times to QA, technology as a control tool contributed 0.129 times to QA, technology-clinical fit contributed 0.142 times to QA, and interoperability contributed 0.521 times to the QA of healthcare services. These findings provide recommendations for enhancing the implementation of EMRs and achieving the QA of healthcare services in primary healthcare.

Originality: This study uniquely contributes to decision sciences by empirically quantifying how specific EMRs factors, such as communication duration, technology control, clinical fit, and interoperability, impact the QA. It distinctively highlights interoperability as the key driver for achieving optimal healthcare outcomes in primary care settings.

Keywords: Quadruple Aim, EMRs, Healthcare Services, Primary Healthcare, Health Worker

JEL Classifications: I18, O33, J44, D81

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