

Intisari

Pertukaran informasi kesehatan (*Health Information Exchange/HIE*) merupakan solusi yang memungkinkan pertukaran data kesehatan lintas organisasi secara elektronik untuk meningkatkan interoperabilitas dan efektivitas layanan kesehatan. Penelitian ini berfokus pada aspek organisasi dalam kebijakan nasional *HIE*, khususnya terkait tata kelola, keberlanjutan, kepercayaan, yang berperan penting dalam menentukan keberhasilan implementasi.

Penelitian ini menggunakan metode Systematic Literature Review (SLR) dengan kerangka *PRISMA* (*Preferred Reporting Items for Systematic Reviews and Meta-Analyses*). Sebanyak 82 artikel ilmiah dari database Scopus, ProQuest, IEEE Xplore, dan Web of Science yang diterbitkan pada 2014–2024. Analisis dilakukan untuk mengeksplorasi peran aspek organisasi, seperti tata kelola yang baik, keterlibatan pemimpin organisasi, kolaborasi lintas sektor, serta keberlanjutan finansial dalam mendukung implementasi *HIE*. Penelitian ini juga mengacu pada Teori Sistem Informasi Manajemen, Interoperabilitas E-Health, serta konsep Health Information Exchange sebagai kerangka berpikir.

Hasil penelitian menunjukkan bahwa aspek organisasi memiliki peran penting dalam menentukan keberhasilan implementasi *HIE*. Analisis konten dari literatur menghasilkan tujuh faktor utama penentu keberhasilan *HIE* yaitu: kebijakan dan tata kelola, karakteristik organisasi, kesiapan teknologi dan infrastruktur, keberlanjutan dan model bisnis, pengguna dan penerimaan sistem, aksesibilitas dan pengelolaan sumber daya, dan rasa kepercayaan (*trust*).

Kata kunci: *HIE*, pertukaran informasi kesehatan, systematic literature review, e-health, interoperabilitas kesehatan, faktor penentu keberhasilan, aspek organisasi

Abstract

Health Information Exchange (HIE) is a solution that enables the electronic exchange of health data across organizations to improve interoperability and the effectiveness of healthcare services. This study focuses on the organizational aspects of national HIE policies, particularly related to governance, sustainability, and trust, which play a crucial role in determining the success of implementation.

This research uses the Systematic Literature Review (SLR) method with the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) framework. A total of 82 scholarly articles from the Scopus, ProQuest, IEEE Xplore, and Web of Science databases, published between 2014 and 2024, were analyzed. The analysis aims to explore the role of organizational aspects, such as good governance, organizational leadership involvement, cross-sector collaboration, and financial sustainability in supporting the implementation of HIE. This study also refers to Management Information Systems Theory, E-Health Interoperability, and the concept of Health Information Exchange as the conceptual framework.

The findings show that organizational aspects play a significant role in determining the success of HIE implementation. The content analysis of the literature identifies seven key factors that influence the success of HIE: policies and governance, organizational characteristics, technology readiness and infrastructure, sustainability and business models, users and system acceptance, resource accessibility and management, and trust.

Keyword: *HIE, health information exchange, systematic literature review, e-health, health interoperability, success factor, organizational aspects*