

THE IMPLEMENTATION OF SYSTEMONE CCMS AND ITS RELATIONSHIP WITH BURNOUT AMONG HEALTHCARE WORKERS : A CROSS-SECTIONAL STUDY

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ABSTRACT

INTRODUCTION: System One, an Electronic Medical Record (EMR) system designed to enhance workflow and patient care, is frequently associated with increased burnout among healthcare workers (HCWs). OBJECTIVES: This study aims to determine the prevalence of burnout levels among HCWs using EMR and its associated factors. METHODOLOGY: A cross-sectional study was conducted in three selected primary health clinics via an online questionnaire. Factors associated with burnout were determined using bivariate and multivariate logistic regression analysis in SPSS version 26.0, with the odds ratio used as the measure of association. A p-value of less than 0.05 was considered statistically significant. RESULTS: The prevalence of burnout among healthcare workers (HCWs) was 16.3%. The final model identified one significant predictor: the effectiveness of the system in facilitating communication with patients during clinical consultations. Respondents with low System One scores in patient communication were 11.7 times more likely to experience burnout compared to those without burnout (aOR 11.707, 95% CI: 1.879–72.954, p=0.008). CONCLUSION: The findings indicate a higher prevalence of burnout among HCWs using the SystemOne CCMS EMR system compared to similar systems like Teleprimary Care and Oral Health Clinical Information System (TPC-OHCIS), likely due to the shorter implementation period or system immaturity. HCWs feel that EMRs disrupt communication by distracting them, reducing eye contact, and making consultations feel less personal. To improve communication and reduce burnout, it is suggested to enhance EMR systems with user-friendly designs and voice technology, implement secure messaging tools, and provide training to manage electronic distractions. Using scribes and improving EMR training can also reduce the documentation burden and increase job satisfaction. The study emphasizes the importance of enhancing EMR system usability to help reduce burnout among healthcare workers. The system should add features to enhance communication between healthcare workers and patients, improving care management and reducing burnout.

Keywords: SystemOne CCMS, Electronic Medical Record (EMR), Burnout, Healthcare workers (HCWs), Health digitalization
