EVALUASI KEPUASAN PENGGUNA TERHADAP PENERAPAN REKAM MEDIS ELEKTRONIK DI BAGIAN RAWAT JALAN DI RSU QUEEN LATIFA YOGYAKARTA

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INTISARI

Latar Belakang: Di Indonesia, percepatan penerapan RME pada fasilitas pelayanan Kesehatan lebih digalakkan dengan adanya Peraturan Menteri Kesehatan No. 24 Tahun (2022) pada Pasal 45. Keberadaan RME diharapkan dapat membantu pengelolaan arsip atau dokumen rekam medis agar lebih baik, dalam hal penginputan data, penyimpanan, pengolahan, pendistribusian, dan perawatan dokumen. Hasil studi pendahuluan diketahui bahwa penerapan RME di unit rawat jalan RSU Queen Latifa Yogyakarta dilakukan sejak tahun 2019.

Tujuan Penelitian: Mengidentifikasi tingkat Evaluasi Kepuasan Pengguna Terhadap Penerapan Rekam Medis Elektronik di Bagian Rawat Jalan di RSU Queen Latifa Yogyakarta menggunakan model EUCS.

Metode Penelitian: Penelitian ini menggunakan penelitian deskriptif kuantitatif dengan metode pendekatan *cross sectional.* Jumlah populasi 43 petugas dan objek yang diteliti sebanyak 36 petugas dan peneliti melibatkan 36 sampel yang sudah berdasarkan kriteria inklusi dan ekslusi, dan instrument yang digunakan adalah kuesioner.

Hasil: Evaluasi kepuasan pengguna terhadap penerapan rekam medis elektronik di bagian rawat jalan di RSU Queen Latifa Yogyakarta secara umum puas. Hal ini berdasarkan analisis menggunakan metode *End User Computering Satisfaction* (EUCS) sebesar 4,06 skala puas.

Kesimpulan: Berdasarkan hasil penelitian yang dilakukan, maka peneliti mengambil kesimpulan bahwa evaluasi kepuasan pengguna terhadap penerapan rekam medis elektronik di bagian rawat jalan di RSU Queen Latifa Yogyakarta secara umum puas. Hal ini berdasarkan analisis menggunakan metode *End User Computering Satisfaction* (EUCS) dengan Tingkat keseluruhan kepuasan pengguna implementasi RME dari aspek *content, accuracy, format, ease of use, timeliness* mendapatkan hasil sebesar 4,06 skala puas.

Kata kunci: **Rekam Medis Elektronik, Kepuasan, EUCS**.

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EVALUATION OF USER SATISFACTION WITH THE APPLICATION OF ELECTRONIC MEDICAL RECORDS IN THE OUTPATIENT DEPARTMENT AT RSU QUEEN LATIFA YOGYAKARTA

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ABSTRACT

Background: In Indonesia, the acceleration of the implementation of RME in health service facilities is further encouraged by the Minister of Health Regulation no. 24 of the year (2022) in Article 45. The existence of RME is expected to be able to help manage archives or medical record documents so that they are better, in terms of data input, storage, processing, distribution and maintenance of documents. The results of the preliminary study note that the implementation of RME in the outpatient unit of RSU Queen Latifa Yogyakarta has been carried out since 2019.

Research Objectives: Identifying the level of User Satisfaction Evaluation of the Application of Electronic Medical Records in the Outpatient Department at RSU Queen Latifa Yogyakarta using the EUCS model.

Method: This study used a quantitative descriptive study with a cross sectional approach. Total population of 43 officers and objects studied were 36 officers and researchers involved 36 samples based on inclusion and exclusion criteria, and the instrument used was a questionnaire

Conclusion: Evaluation of user satisfaction with the application of electronic medical records in the outpatient department at RSU Queen Latifa Yogyakarta is generally satisfied. This is based on an analysis using the End User Computing Satisfaction (EUCS) method of 4.06 on a satisfied scale.

Kesimpulan : Based on the results of the research conducted, the researchers concluded that the evaluation of user satisfaction with the implementation of electronic medical records in the outpatient department at RSU Queen Latifa Yogyakarta was generally satisfied. This is based on an analysis using the End User Computing Satisfaction (EUCS) method with an overall level of user satisfaction for implementing RME from the aspects of content, accuracy, format, ease of use, timeliness to get a result of 4.06 satisfaction scale.

Keywords: Electronic Medical Records, Satisfaction, EUCS.

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