

FAKTOR PENGHAMBAT IMPLEMENTASI REKAM MEDIS ELEKTRONIK RAWAT JALAN DENGAN PENDEKATAN METODE *FISHBONE* DI RSUD PANEMBAHAN SENOPATI BANTUL YOGYAKARTA

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INTISARI

Latar Belakang: Berdasarkan hasil wawancara yang dilakukan, RSUD Panembahan Senopati Bantul Yogyakarta telah menerapkan rekam medis elektronik mulai tahun 2022. Namun diketahui masih terdapat kendala dalam penerapan rekam medis elektronik.

Tujuan: Menganalisis kategori *man*, *money*, *method*, *material* dan *machine* (*fishbone*) terhadap faktor penghambat pelaksanaan rekam medis elektronik rawat jalan di RSUD Panembahan Senopati Bantul Yogyakarta

Method: Metode deskriptif kualitatif dengan pendekatan studi kasus, menggunakan wawancara terstruktur terhadap 5 informan, analisis data yang digunakan adalah *collecting*, *editing*, penyajian data dan triangulasi sumber

Hasil: Hasil penelitian ini ditemukan faktor-faktor yang menghambat implementasi rekam medis elektronik di RSUD Panembahan Senopati Bantul Yogyakarta yaitu pada kategori *man* masih terdapat tenaga kesehatan yang tidak mempunyai latar belakang pendidikan yang sesuai, pada kategori *money* terdapat biaya anggaran yang belum terealisasi, pada kategori *method* yaitu kurangnya literasi petugas kesehatan mengenai kebijakan-kebijakan yang ada di rumah sakit, pada kategori *material* terdapat formulir rekam medis yang belum terintegrasi sepenuhnya pada sistem rekam medis elektronik, ada kategori *machine hardware* yang kurang memadai, jaringan internet yang terkadang lemot serta terjadi *downtime*

Kesimpulan: Masih terdapat kendala dalam penyelenggaraan rekam medis berdasarkan kategori *man*, *money*, *method*, *material* dan *machine*. Dengan melakukan perbaikan yang disarankan diharapkan dapat mengoptimalkan kinerja sistem RME dan meningkatkan layanan kesehatan.

Kata Kunci: Hambatan, Rekam medis elektronik, *Fishbone*.

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**INHIBITING FACTORS IMPLEMENTATION OF OUTPATIENT
ELECTRONIC MEDICAL RECORDS USING THE FISHBONE METHOD
APPROACH AT PANEMBAHAN SENOPATI HOSPITAL BANTUL
YOGYAKARTA**

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ABSTRACT

Background: Based on the results of interviews conducted, RSUD Panembahan Senopati Bantul Yogyakarta, has implemented electronic medical records starting in 2022. However, it is known that there are still obstacles in implementing electronic medical records.

Purpose: Analyzing the categories of man, money, method, material, machine (Fishbone) on the factors inhibiting the implementation of outpatient electronic medical records at RSUD Panembahan Senopati Bantul Yogyakarta

Method: Qualitative descriptive method with a case study approach, using structured interviews with 5 informants, data analysis used was collecting, editing, data presentation, source triangulation.

Result: The results of this research found factors that hinder the implementation of electronic medical record at the Panembahan Senopati Bantul Yogyakarta, namely in the man category there are still health workers who do not have an appropriate educational background, in the money category there are unrealized budget costs, in the method category lack of literacy of health workers regarding existing policies in hospital, category material there are medical record from that are not fully integrated into the electronic medical record system, categories machine computers that are inadequate, internet networks that are sometimes slow and downtime occurs

Conclusion: There are still obstacles to the implementation of medical records based on the categories of man, money, method, material and machine. By making the recommended improvements, it is hoped that we can optimize the performance of the RME system and improve health services.

Keywords: Obstacle, Electronic Medical Record, Fishbone.

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