

ANALISIS TINGKAT KEPUASAN PETUGAS TERHADAP IMPLEMENTASI REKAM MEDIS ELEKTRONIK DI PUSKESMAS KALIGESING PURWOREJO

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INTISARI

Latar Belakang : Kepuasan pengguna terhadap RME sangat penting untuk keberhasilan implementasinya, yang bertujuan meningkatkan efisiensi dan kualitas layanan. Meski demikian, terdapat kendala seperti ketidakuratan data dan kurangnya sarana, sehingga diperlukan analisis kepuasan pengguna untuk memperbaiki sistem ini di Puskesmas Kaligesing Purworejo.

Tujuan Penelitian : Penelitian ini bertujuan pada tingkat kepuasan petugas terhadap implementasi rekam medis elektronik di Puskesmas Kaligesing Purworejo dengan model *EUCS*.

Metode penelitian : Penelitian studi kualitatif naratif dengan pendekatan model *EUCS*. Penelitian dilakukan di Puskesmas Kaligesing Purworejo dengan melibatkan petugas kesehatan sebagai subjek dan implementasi RME sebagai objek. Data dikumpulkan melalui kuesioner, wawancara terstruktur, observasi, dokumentasi, dan dianalisis menggunakan aplikasi *Open Code* versi 4.03.

Hasil Penelitian : Penelitian ini menemukan bahwa tingkat kepuasan petugas terhadap implementasi rekam medis elektronik di Puskesmas Kaligesing Purworejo untuk mengetahui seberapa puas petugas terhadap RME terkait aspek Isi, Keakuratan, Format, Kemudahan Pengguna, dan Waktu. Pada aspek Isi petugas masih belum puas dimana belum adanya SOP tentang RME. Aspek keakuratan petugas masih belum puas yang mana RME masih sering mengalami error. Aspek format petugas mengeluhkan *background* sistem dan penyimpanan data tidak otomatis. Aspek kemudahan pengguna petugas belum puas karena kurangnya infrastruktur dan pelatihan. Aspek waktu petugas mengeluhkan ketidaktepatan waktu penyajian data.

Kesimpulan : Tingkat kepuasan petugas terhadap implementasi RME di Puskesmas Kaligesing Purworejo belum puas, yang mana masih ditemukan kendala dalam implementasi RME.

Kata Kunci : Kepuasan, RME, Puskesmas, *EUCS*

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ANALYSIS OF OFFICERS' SATISFACTION LEVEL WITH THE IMPLEMENTATION OF ELECTRONIC MEDICAL RECORDS IN KALIGESING PURWOREJO HEALTH CENTER

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ABSTRACT

Background : User satisfaction with EMR is critical to its successful implementation, which aims to improve efficiency and service quality. However, there are obstacles such as data inaccuracy and lack of facilities, so an analysis of user satisfaction is needed to improve this system at PHC Kaligesing Purworejo.

Purpose : This study aims at the level of officer satisfaction with the implementation of electronic medical records at PHC Kaligesing Purworejo with EUCS model.

Method: Narrative qualitative study research with EUCS model. The research was conducted at PHC Kaligesing Purworejo involving health workers as subjects and EMR implementation as objects. Data were collected through questionnaires, structured interviews, observation, documentation, and analyzed using the Open Code version 4.03 application.

Results : This study found the level of officer satisfaction with the implementation of electronic medical records at PHC Kaligesing Purworejo to find out how satisfied officers are with EMR related to aspects of Content are still not satisfied where there is no SOP on EMR, Accuracy is still not satisfied where EMR still often experiences errors, Format the officer complains about the system background and data storage is not automatic, User Convenience is not yet satisfied due to the lack of infrastructure and training, and Time the officer complained about the inaccuracy of data presentation time.

Conclusion : The level of officer satisfaction with the implementation of EMR at PHC Kaligesing Purworejo is not yet satisfied, which is still found obstacles.

Keyword : Satisfaction, EMR, Health Center, EUCS

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