

KEPUASAN PENERAPAN REKAM MEDIS ELEKTRONIK DI UNIT RAWAT JALAN RUMAH SAKIT SANTA ELISABETH BANTUL

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INTISARI

Latar Belakang: Rekam medis elektronik (RME) telah menjadi bagian penting dalam pelayanan kesehatan. Kinerja RME dapat diukur melalui kepuasan pengguna sistem. Pengembangan RME di RS Santa Elisabeth Bantul merupakan hasil dari tim pengembang RS dan belum pernah dievaluasi terkait kepuasan pengguna terhadap RME.

Tujuan: Penelitian ini bertujuan untuk mengidentifikasi kepuasan penerapan rekam medis elektronik di unit rawat jalan Rumah Sakit Santa Elisabeth Bantul.

Metode Penelitian: Jenis penelitian yaitu penelitian kualitatif menggunakan model Delone McLaen. Informan yang masuk dalam penelitian ini berjumlah 5 orang dari multidisiplin ilmu di Unit Rawat Jalan Rumah Sakit Santa Elisabeth Bantul. Data diperoleh melalui wawancara terstruktur dan *checklist* observasi. Data dianalisis menggunakan aplikasi OpenCode versi 4.02 untuk menggambarkan kepuasan pengguna terhadap RME.

Hasil: Kepuasan pengguna terhadap RME di unit rawat jalan Rumah Sakit Santa Elisabeth Bantul terkait menunjukkan bahwa pengguna RME merasa cukup puas terhadap RME karena sistem mudah digunakan, data yang disajikan relevansi dan lengkap, dan RME dapat menghemat waktu, manfaat bahwa RME dapat mempermudah pekerjaan serta lebih efisien waktu. kualitas Akan tetapi, masih ditemukan keengganan dokter dalam pengisian data pasien dan RME belum terhubung pada beberapa sistem informasi lain di RS Santa Elisabeth Bantul.

Kesimpulan: Kepuasan penerapan RME di unit rawat jalan Rumah Sakit Santa Elisabeth Bantul sudah cukup puas. Keberadaan RME memberikan manfaat bagi pengguna namun masih membutuhkan perhatian pada beberapa aspek kualitas sistem.

Kata Kunci: Rekam Medis Elektronik, Rumah Sakit, Rawat Jalan, Kepuasan, Model Delone McLaen.

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ELECTRONIC MEDICAL RECORDS SATISFACTION IN THE OUTPATIENT UNIT OF SANTA ELISABETH HOSPITAL IN BANTUL

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ABSTRAC

Backgrounds: Electronic medical records (EMR) have become an important part of healthcare services. EMR performance can be measured through user satisfaction. The development of EMR in the Santa Elisabeth Bantul Hospital had developed by the hospital team and never been evaluated regarding user satisfaction with RME previously.

Objectives: This study aimed to assess user satisfaction with EMR implementation in the outpatient unit of Santa Elisabeth Hospital

Research Methods: This research employed a qualitative approach using the Delone McLean model. The study involved 5 informants from various disciplines in the Outpatient Unit of Santa Elisabeth Bantul Hospital Data was collected through structured interviews and observation checklists, and been analyzed using the Open Code version 4.02 application.

Results: User satisfaction towards EMR system in the outpatient unit of Santa Elisabeth Hospital indicated a fairly of contentment. EMR was user-friendly and had relevant and comprehensive data. EMR effectively increased time efficiency and simplified the jobs. However, there was still some hesitancy among doctors to entry the data to EMR, and the system was not integrated to another information systems.

Conclusion: Overall satisfaction of EMR implementation in the outpatient unit of Santa Elisabeth Hospital was good. While the system provided some benefits to users, there still needed improvement in some areas.

Keywords: *Electronic Medical Recorda, Hospital, Outpatient, Satisfaction, Delone McLaen.*

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