

ABSTRACT

HANNA PUTRI WULANDARI, 21D30721

REVIEW OF THE SUCCESS OF RME IMPLEMENTATION IN IMPROVING SERVICE QUALITY AT THE OUTPATIENT INSTALLATION OF IDAMAN REGIONAL HOSPITAL BANJARBARU

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Regulation of the Minister of Health No. 24 of 2022 article 45 states that all health facilities in Indonesia are required to implement electronic medical records no later than December 31, 2023. The success of the implementation in improving the quality of services is assessed from the aspects of effectiveness, safety, orientation to patients/service users, timeliness, efficiency, fairness and integration. The implementation of electronic medical records at Idaman Regional Hospital Banjarbaru still often has problems such as timeliness and network disruptions. This study aims to determine the success of the implementation of electronic medical records in improving the quality of services in the outpatient installation of Idaman Regional Hospital Banjarbaru. The research method uses a qualitative narrative approach with a Purposive Sampling method with 9 respondents: 2 doctors, 1 nurse, 2 medical record officers, 1 SIMRS officer, head of outpatient installation, head of medical record installation and head of SIMRS installation. Data collection through interviews and observations. The results of the study show that the "effective" aspect of using electronic medical records makes it easier for officers to carry out services. The "safety" aspect of data security is carried out by providing one password for each user. The aspect of "orientation to patients/service users" is according to the needs but needs to be redeveloped. The aspect of "timeliness" there is a delay in data input due to network problems, the number of patients and human resources. the "efficient" aspect of 5M supports the implementation of Electronic medical Records (ERM). the "fair" aspect has implemented 5M equity in the involvement of ERM use. The "integration" aspect is that there is integration in each outpatient unit but it has not been fully implemented. From the results of the study, it can be concluded that the implementation of RME in improving the quality of service at Idaman Banjarbaru Hospital was declared successful in terms of effectiveness, safety, patient/service user orientation, efficient and fair.

Keywords: Electronic Medical Record, Hospital, Implementation, Service Quality