

ABSTRAK

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TINJAUAN IMPLEMENTASI REKAM MEDIS ELEKTRONIK RAWAT JALAN DENGAN MODEL ISSM DI RUMAH SAKIT DAERAH IDAMAN BANJARBARU

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Rekam medis elektronik pelayanan rawat jalan dapat membuat proses pelayanan menjadi lebih cepat prosesnya namun terdapat kendala yang ditemui pada faktor kemudahan pengguna dan pada faktor teknologi. Penelitian ini bertujuan untuk mengetahui implementasi rekam medis elektronik rawat jalan di Rumah Sakit Daerah Idaman Banjarbaru. Jenis penelitian ini menggunakan *mix method* atau penelitian kuantitatif didukung kualitatif dengan sampel sebanyak 51 orang, sedangkan subjek terdiri dari Kepala Instalasi Rekam Medis, Kepala Instalasi Rawat Jalan, dan Kepala Instalasi SIMRS. Instrumen penelitian menggunakan pedoman kuesioner dan pedoman wawancara, teknik pengumpulan data berupa kuesioner dan wawancara, analisis data menggunakan analisis univariat dengan uji validitas dan uji reliabilitas. Hasil kuesioner dan wawancara yang didapat, faktor teknologi berjalan optimal (80,40%) namun masih ada kendala jaringan. Faktor SDM mampu kendali sistem (78,43%), namun terdapat keterbatasan SDM mengatasi kendala. Faktor organisasi, mendukung kendali sistem (70,59%), namun masih ada kendala SOP dan pelatihan terencana yang belum ada. Faktor kemudahan penggunaan, sistem memudahkan (62,75%), namun masih ada kendala dalam mengoperasikan sistem. Faktor kebermanfaatan, sistem bermanfaat (84,31%), namun masih ada kendala sinkronisasi ekspektasi dan realita sistem dan faktor *net benefits* sistem efektif (70,59%), namun masih ada kendala pemerataan *update* sistem. Kesimpulannya implementasi rekam medis elektronik rawat jalan di Rumah Sakit Daerah Idaman Banjarbaru masih terdapat kendala pada faktor teknologi, SDM, organisasi, persepsi kemudahan penggunaan, persepsi kebermanfaatan dan persepsi *net benefits*.

Kata Kunci: Implementasi, Model ISSM, Rekam Medis Elektronik

ABSTRACT

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REVIEW OF THE IMPLEMENTATION OF OUTPATIENT ELECTRONIC MEDICAL RECORDS WITH THE ISSM MODEL IN THE IDAMAN REGIONAL HOSPITAL BANJARBARU

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Electronic medical records of outpatient services can make the service process faster but there are obstacles faced in the user convenience factor and technological factors. This study aims to determine the implementation of outpatient electronic medical records at Idaman Banjarbaru Regional General Hospital. This type of research uses mix method or quantitative research supported by qualitative with a sample of 51 people, while the subjects consist of the Head of Medical Records Installation, Head of Outpatient Installation, and Head of SIMRS Installation. The research instrument used questionnaire guidelines and interview guidelines, data collection techniques in the form of questionnaires and interviews, data analysis using univariate analysis with validity tests and reliability tests. The results of questionnaires and interviews obtained, technology factors run optimally (80.40%) but there are still network constraints. HR factors are able to control the system (78.43%), but there are limited human resources to overcome obstacles. Organizational factors, support system control (70.59%), but there are still SOP constraints and planned training that do not yet exist. The ease of use factor, the system provides convenience (62.75%), but there are still obstacles in operating the system. The usability factor, the system is useful (84.31%), but there are still obstacles to synchronizing expectations and reality of the system and the net benefit factor, the system is effective (70.59%), but there are still obstacles to equal distribution of system updates. In conclusion, the implementation of outpatient electronic medical records at Idaman Banjarbaru Hospital still has obstacles in technology, human resources, organization, perceived ease of use, perceived usefulness and perceived net benefits.

Keywords: Electronic Medical Records, Implementation, ISSM Model