

## ABSTRAK

**Latar Belakang:** Penerapan rekam medis elektronik (RME) telah menjadi mandat dalam sektor kesehatan Indonesia. Namun, tantangan terkait kualitas informasi dan kondisi fasilitas masih menjadi kendala. Di Rumah Sakit Bethesda Yogyakarta, masalah ini terlihat pada ketidaklengkapan pengisian, belum adanya telaah/audit secara berkala, keterbatasan informasi, dan infrastruktur RME rawat jalan yang belum memadai.

**Tujuan:** Penelitian ini bertujuan mengevaluasi penerapan RME rawat jalan di Rumah Sakit Bethesda Yogyakarta menggunakan *Model for Mandatory Use of Software Technologies* (MMUST).

**Metode:** Penelitian ini menggunakan metode campuran (*mixed methods*) dengan model *concurrent embedded* yang dilaksanakan di Rumah Sakit Bethesda Yogyakarta pada bulan Juni hingga September 2024. Data kuantitatif dikumpulkan melalui survei terhadap 156 petugas rawat jalan pengguna RME. Data dianalisis menggunakan *Partial Least Square-Structural Equation Modeling* (PLS-SEM) dengan *software* SmartPLS 4.1.0.6. Sementara itu, data kualitatif dikumpulkan melalui wawancara dan dianalisis menggunakan analisis tematik.

**Hasil:** Hasil kuantitatif menunjukkan pengaruh positif dan signifikan kualitas informasi terhadap kepuasan informasi; kepuasan informasi terhadap harapan kinerja; harapan kinerja terhadap sikap; sikap terhadap kepuasan keseluruhan; dan kepuasan keseluruhan terhadap manfaat bersih RME rawat jalan. Kondisi fasilitas tidak berpengaruh signifikan terhadap sikap. Temuan kualitatif mengonfirmasi hasil ini dan menekankan pentingnya kualitas informasi, kemudahan akses, efisiensi, dan peningkatan infrastruktur untuk efektivitas sistem.

**Kesimpulan:** Meskipun penerapan RME rawat jalan di Rumah Sakit Bethesda Yogyakarta menunjukkan hasil yang positif, penelitian ini merekomendasikan peningkatan kualitas data dan integrasi sistem, perbaikan infrastruktur dan dukungan IT, perbaikan tampilan antarmuka, serta evaluasi berkala.

**Kata kunci:** Rekam Medis Elektronik (RME), Rawat Jalan, *Model for Mandatory Use of Software Technologies* (MMUST)

## ABSTRACT

**Background:** The implementation of electronic medical records (EMR) are mandated in Indonesia's health sector. However, challenges related to information quality and facility conditions remain. At Bethesda Yogyakarta Hospital, this problem can be seen in incomplete filing, lack of audits, limited information, and inadequate outpatient EMR infrastructure.

**Objective:** This study aims to evaluate the implementation of outpatient EMR at Bethesda Yogyakarta Hospital using the Model for Mandatory Use of Software Technologies (MMUST).

**Methods:** This study used a mixed methods with a concurrent embedded model and was conducted at Bethesda Yogyakarta Hospital from June to September 2024. Quantitative data were collected through a survey of 156 outpatient EMR users. The data were analyzed using Partial Least Square-Structural Equation Modeling (PLS-SEM) with SmartPLS 4.1.0.6 software. Meanwhile, qualitative data were collected through interviews and analyzed using thematic analysis.

**Results:** Quantitative results showed a positive and significant effect of information quality on information satisfaction; information satisfaction on performance expectations; performance expectations on attitude; attitude on overall satisfaction; and overall satisfaction on net benefits of outpatient EMR. Facility conditions had no significant effect on attitude. Qualitative findings confirmed these results and emphasized the importance of information quality, ease of access, efficiency, and infrastructure improvements for system effectiveness.

**Conclusion:** Although the implementation of outpatient EMR at Bethesda Yogyakarta Hospital showed positive results, this study recommends improving data quality and system integration, improving IT infrastructure and support, improving interfaces, and periodic evaluation.

**Keywords:** Electronic Medical Records (EMR), Outpatient, Model for Mandatory Use of Software Technologies (MMUST)