

INTISARI

Digitalisasi dalam sektor layanan kesehatan semakin penting, terutama dengan penerapan Rekam Medis Elektronik (RME), yang diwajibkan oleh Permenkes No. 24 Tahun 2022. Penelitian ini bertujuan untuk menganalisis dampak implementasi RME terhadap kualitas layanan kesehatan di Rumah Sakit ABC, dengan fokus pada kegiatan pelayanan, efisiensi operasional, dan kompetensi staf medis. Penelitian ini menggunakan pendekatan campuran, yaitu analisis kuantitatif melalui survei dan data operasional rumah sakit, serta analisis kualitatif melalui wawancara mendalam. Hasil penelitian menunjukkan bahwa penerapan RME meningkatkan efisiensi operasional, dengan pengurangan waktu tunggu pasien dan peningkatan produktivitas tenaga medis. Meskipun demikian, transisi teknologi dan kesiapan SDM menjadi tantangan utama dalam implementasi sistem ini. RME berkontribusi pada peningkatan kualitas layanan, terutama dalam hal akurasi diagnosis dan pengambilan keputusan medis, namun terdapat penurunan kepuasan pasien pada fase awal implementasi. Secara keseluruhan, penerapan RME berpotensi memperkuat daya saing Rumah Sakit ABC dengan meningkatkan kualitas pelayanan dan efisiensi operasional, serta kompetensi staff, meskipun tantangan dalam pengelolaan perubahan dan pelatihan SDM harus diperhatikan.

Kata Kunci: Digitalisasi, Rekam Medis Elektronik, Efisiensi Operasional, Kepuasan Pasien, Kompetensi SDM.

ABSTRACT

Digitalization in the healthcare sector has become increasingly important, especially with the implementation of Electronic Medical Records (EMR), mandated by Ministry of Health Regulation No. 24 of 2022. This study aims to analyze the impact of EMR implementation on healthcare service quality at ABC Hospital, focusing on operational efficiency, patient satisfaction, and medical staff competency. This research employs a mixed-methods approach, including quantitative analysis through surveys and hospital operational data, as well as qualitative analysis via in-depth interviews. The findings reveal that EMR implementation improves operational efficiency by reducing patient wait times and enhancing medical staff productivity. However, the technological transition and staff readiness are key challenges in the system's implementation. EMR contributes to better service quality, particularly in diagnostic accuracy and clinical decision-making, though there was a decline in patient satisfaction during the early phase of implementation. Overall, the implementation of EMR has the potential to strengthen ABC Hospital's competitiveness by improving service quality and operational efficiency, although challenges in managing change and staff training must be addressed.

Keywords: *Digitalization, Electronic Medical Records, Operational Efficiency, Patient Satisfaction, Staff Competency.*