

ABSTRAK

Latar Belakang : Kemajuan teknologi informasi telah mengubah pola layanan kesehatan, mendorong rumah sakit untuk mengadopsi Sistem Informasi Manajemen Rumah Sakit (SIMRS) guna meningkatkan efisiensi dan kualitas pelayanan. RSUD La Patarai telah mengimplementasikan SIMRS sejak 2019, namun pemanfaatannya masih menemui beberapa kendala operasional dan kurangnya evaluasi komprehensif. Kualitas dokumentasi keperawatan, sebagai cerminan mutu asuhan, sangat bergantung pada SIMRS. Penelitian ini bermaksud untuk mengevaluasi penggunaan SIMRS di RSUD La Patarai dan dampaknya terhadap kualitas pelayanan keperawatan berdasarkan model *Human, Organization, Process, Technology-Fit* (HOPT-Fit).

Tujuan : Mengevaluasi penggunaan SIMRS dari perspektif perawat, mengidentifikasi faktor-faktor yang memengaruhi optimalisasi, dan merumuskan rekomendasi strategi manajemen.

Metode : Penelitian kualitatif deskriptif dilakukan di RSUD La Patarai pada Mei-Juni 2025. Informan utama adalah 8 perawat pelaksana di ruang rawat inap, didukung oleh informan dari manajemen dan staf IT, dipilih melalui *purposive sampling*. Pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan analisis dokumen rekam medis, kemudian dianalisis dengan lima langkah generik yaitu persiapan, penghayatan, interpretasi, verifikasi, representasi data.

Hasil : Perawat menunjukkan adaptasi yang baik terhadap SIMRS, merasakan peningkatan efisiensi pencatatan dan akses informasi, namun terkendala oleh minimnya pelatihan formal, ketidakstabilan jaringan, dan fitur sistem yang belum lengkap terutama pada modul asuhan keperawatan. Dukungan manajemen bersifat responsif terhadap keluhan harian, tetapi kurang dalam kebijakan tertulis dan evaluasi proaktif. Alur kerja menjadi lebih efisien dengan berbagai kemudahan dari SIMRS namun terhambat masalah teknis dan inkonsistensi pencatatan akibat ketiadaan SOP. Kualitas sistem dinilai mudah digunakan tetapi tidak andal. SIMRS telah meningkatkan kualitas dokumentasi dan koordinasi, namun potensi penuhnya belum tercapai.

Kesimpulan : Optimalisasi SIMRS di RSUD La Patarai sangat bergantung pada penyelarasan faktor manusia, organisasi, proses, dan teknologi. Diperlukan penguatan pelatihan, formalisasi kebijakan, perbaikan infrastruktur jaringan, dan kelengkapan fitur sistem untuk mencapai kualitas pelayanan keperawatan yang maksimal.

Kata Kunci : SIMRS, Kualitas Pelayanan Keperawatan, HOPT-Fit, Evaluasi Sistem Informasi, Dokumentasi Keperawatan.

ABSTRACT

Background: *The rapid advancement of information technology has transformed healthcare delivery, prompting hospitals to adopt Hospital Management Information Systems (HMIS) to enhance efficiency and service quality. La Patarai Regional General Hospital implemented HMIS in 2019, but its utilization still faces operational challenges and a lack of comprehensive evaluation. The quality of nursing documentation, reflecting the standard of care, heavily relies on HMIS. This study aims to evaluate HMIS usage at La Patarai Regional General Hospital and its impact on nursing service quality based on the Human, Organization, Process, Technology-Fit (HOPT-Fit) model.*

Objective: *To evaluate HMIS usage from the nurses' perspective, identify factors influencing its optimization, and formulate management strategy recommendations.*

Methods: *A descriptive qualitative study was conducted at La Patarai Regional General Hospital from May to June 2025. The main informants were 8 practicing nurses in inpatient wards, supported by informants from management and IT staff, selected through purposive sampling. Data collection involved in-depth interviews, observation, and analysis of medical record documents, then analyzed using five generic steps: data preparation, immersion, interpretation, verification, and representation.*

Results: *Nurses showed good adaptation to HMIS, experiencing improved efficiency in record-keeping and information access. However, they faced constraints due to minimal formal training, network instability, and incomplete system features, particularly in the nursing care module. Management's support was responsive to daily complaints but lacked formal written policies and proactive evaluation. Workflow became more efficient with HMIS's conveniences but was hampered by technical issues and inconsistent recording due to the absence of Standard Operating Procedures (SOPs). System quality was perceived as easy to use but unreliable. HMIS has enhanced documentation and coordination, yet its full potential remains untapped.*

Conclusion: *HMIS optimization at La Patarai Regional General Hospital is highly dependent on the alignment of human, organizational, process, and technological factors. Strengthening training, formalizing policies, improving network infrastructure, and completing system features are crucial to achieve maximum nursing service quality.*

Keywords: *HMIS, Nursing Service Quality, HOPT-Fit, Information System Evaluation, Nursing Documentation.*