

## ABSTRAK

**Latar Belakang:** Puskesmas Depok II mulai menerapkan rekam medis elektronik pada awal Februari 2020. Diawal penerapan muncul anggapan bahwa RME hanya mempercepat proses pendaftaran tetapi memperlama proses pelayanan. Oleh karena itu, diperlukan penelitian mengenai proses transisi yang sedang berlangsung.

**Tujuan:** Penelitian ini bertujuan untuk menganalisis proses transisi rekam medis konvensional ke elektronik di Puskesmas Depok II.

**Metode :** Jenis penelitian adalah penelitian deskriptif kualitatif dengan pendekatan fenomenologi. Subjek penelitian adalah dua petugas pendaftaran dan tujuh koordinator unit. Objek penelitian adalah proses transisi penyelenggaraan RME. Penelitian dilaksanakan di Puskesmas Depok II bulan Februari-Maret 2020. Teknik pengambilan data dengan wawancara, observasi dan studi dokumentasi. Data yang terkumpul dianalisis dengan teknik analisis data kualitatif.

**Hasil :** Proses transisi diawali dengan ditunjuknya *key people leader*, kemudian melakukan sosialisasi pelaksanaan RME, studi banding, monitoring keadaan internal puskesmas, analisis dampak penerapan RME, pendampingan, mulai menerapkan RME, dan melakukan evaluasi rutin pasca penerapan. Hambatan yang ditemui selama proses transisi adalah petugas belum terbiasa menggunakan komputer sehingga menyebabkan *human error*, sarpras belum 100% terpenuhi, adanya ketidakjelasan pembagian tugas untuk mendampingi pasien yang kesulitan mendaftar mandiri dan adanya elemen data yang di butuhkan untuk mengisi sistem informasi kesehatan tetapi belum terintegrasi dengan baik ke dalam sistem.

**Kesimpulan :** Proses transisi rekam medis konvensional ke elektronik di Puskesmas Depok II sudah sesuai dengan teori Anderson and Anderson Nine Phase Change Process Model. Meskipun demikian, dalam melakukan perubahan tetap harus di perhatikan kesiapan SDM dan kesiapan sarana dan prasarana.

**Kata Kunci :** proses transisi, rekam medis elektronik, rekam medis konvensional

## ABSTRACT

**Background:** Puskesmas Depok II began implementing EMR in February 2020. At the start of the application, there was a perception that EMR only accelerated the registration process but extended the service process. Therefore, research is needed regarding the on going transition process.

**Objective :** This study aimed to analyze the process of transition from conventional medical records to electronic at the Puskesmas Depok II.

**Method :** A qualitative descriptive research with a phenomenological approach was done. The subjects were two registration officers and seven unit coordinators. The object is the transition process of organizing EMR at the Puskesmas Depok II in February-March 2020. This study used interviews, observation and documentation study to collect its data and used qualitative analysis data technique.

**Result :** The transition process : appointment of key people leaders, socialization, comparative study, monitoring the internal condition, analyzes the impact of EMR, mentoring, implement, and evaluations. The obstacles during the transition process : the officers were not accustomed to using computers, facilities were not yet 100% sufficient, there was unclear division of tasks to assist patients who had difficulty registering independently and there data elements needed but were not yet well integrated into the system.

**Conclusion :** The process of transition to EMR at Puskesmas Depok II is in accordance with the theory of Anderson and Anderson's Nine Phase Change Process Model. However in implementing a change, readiness of human resources and infrastructure facilities must be considered.

**Keywords :** transition process, electronic medical record, conventional medical record.