

ABSTRAK

Latar Belakang: Rekam Medis Elektronik (RME) merupakan sistem informasi kesehatan berbasis komputerisasi yang berisi data sosial dan data medis pasien, serta dapat dilengkapi dengan sistem pendukung keputusan. RME dapat membantu manajemen pelayanan kesehatan dengan lebih baik. RS Universitas Gadjah Mada mewajibkan penggunaan RME. Saat ini RME dalam tahap pengembangan. Pengguna merupakan aspek penting untuk mewujudkan RME yang ideal. *Model for Mandatory Use of Software Technologies* (MMUST) merupakan model untuk menilai kesuksesan sistem pada lingkungan *mandatory*. Dengan memahami persepsi pengguna dapat ditemukan rekomendasi yang tepat untuk memaksimalkan adopsi RME untuk meningkatkan kualitas pelayanan pasien.

Tujuan: Menganalisis kesuksesan implementasi RME di RS Universitas Gadjah Mada berdasarkan MMUST

Metode Penelitian: Jenis penelitian adalah *mixed method sequential explanatory* (kuantitatif-kualitatif) dengan rancangan *cross sectional*. Pengumpulan data menggunakan metode angket, wawancara, dan observasi. Subjek penelitian adalah pengguna RME. Teknik analisis data yang digunakan meliputi analisis kuantitatif dengan teknik analisis *Structural Equation Modeling Partial Least Square* (SEM-PLS) menggunakan *software* SmartPLS 3.2.3 dan analisis data kualitatif dengan metode analisis isi.

Hasil: RME mampu menjalankan fungsi integrasi pada Instalasi Laboratorium dan Farmasi, *Computerized Physician Order Entry* (CPOE), dokumentasi klinis secara elektronik, *Clinical Decision Support System* (CDSS) level pertama telah diimplementasikan, dan akses *Picture Archiving and Communications System* (PACS) untuk dokter di luar Instalasi Radiologi. Seluruh variabel MMUST berpengaruh terhadap kesuksesan RME. Manfaat RME meliputi mendukung keselamatan pasien, mengurangi duplikasi pemeriksaan, kontinuitas pelayanan, membantu perencanaan pelayanan, kemudahan dan kecepatan akses, kemudahan komunikasi, dan pelayanan yang lebih efisien.

Kesimpulan: Untuk memaksimalkan adopsi RME perlu peningkatan fitur dan kondisi fasilitas, sehingga RME bermanfaat untuk meningkatkan kualitas manajemen pelayanan pasien.

Kata kunci: rekam medis elektronik, *mandatory*, *Model for Mandatory Use of Software Technologies* (MMUST)

ABSTRACT

Background: Electronic Medical Record (EMR) is a computerized information health system that contains patient demographic data, medical data, and some of them equipped with decision support system. EMR can help the management of patient health services better. RS Universitas Gadjah Mada is one of the health care providers using EMR. EMR is a mandatory application there. EMR still in the development stage to fit the needs and expectations of users. MMUST is a model for assessing success system in mandatory environment. Users are the succes key an information system. By understanding user perception, it can be known the obstacles and maximize adoption of EMR in improving service quality of patient.

Objective: This study aimed to analyze the successful implementation of EMR based MMUST.

Methods: The research type was mixed method sequential explanatory (quantitative-qualitative) with cross sectional design. This research used questionnaire, interview, and observational for data collecting. 100 Respondents and 10 Informants consisting of medical record officers, doctors, nurses, and supporting unit staffs participated in this study. Quantitative data were analyzed by Structural Equation Modeling Partial Least Square (SEM-PLS) analysis technique using SmartPLS 3.2.3 software. Qualitative data were analyzed using content analysis.

Results: EMR can be integrated with Radiology and Pharmacy Department, Computerized Physician Order Entry (CPOE), electronic clinical documentation, first level Clinical Decision Support System (CDSS) has been implemented, and access Picture Archiving and Communications System (PACS) from outside Radiology Department. All MMUST variables positively affected the successful implementation of RME. The benefits of EMR included supporting patient safety, reducing duplication of examination, continuity of care, helping service planning, ease and speed of access, ease of communication, and efficient service.

Conclusions: To maximize the adoption of EMR, it is necessary to improve the features and facilitating condition, so EMR is useful to improve the quality of patient service management.

Keywords: electronic medical record, mandatory, Model for Mandatory Use of Software Technologies (MMUST)