

ANALISIS PENERAPAN REKAM MEDIS ELEKTRONIK TERHADAP EFISIENSI PELAYANAN DI INSTALASI GAWAT DARURAT RSUD SANJIWANI KABUPATEN GIANYAR

ABSTRAK

Rumah Sakit Umum Daerah Sanjiwani Kabupaten Gianyar merupakan salah satu rumah sakit pemerintah yang menerapkan rekam medis elektronik sejak tahun 2020. Pada penerapan Rekam Medis Elektronik di IGD masih terdapat tujuh form rekam medis manual yang belum terintegrasi ke rekam medis elektronik. Rekam medis elektronik yang diterapkan di IGD belum pernah dianalisis. Berdasarkan studi pendahuluan perlu diadakannya analisis rekam medis elektronik untuk mengetahui bagaimana tingkat kepuasan pengguna mengenai penerapan rekam medis elektronik di IGD dalam menunjang pelayanan medis.

Penelitian ini merupakan penelitian deskriptif kuantitatif dengan tujuan menganalisis tingkat kepuasan pengguna rekam medis elektronik menggunakan metode PIECES (*performance, information, economy, control, efficiency dan service*). Sampel diambil dengan teknik *purposive sampling* yang melibatkan pengguna rekam medis elektronik Instalasi Gawat Darurat di RSUD Sanjiwani berjumlah 60 orang. Instrumen penelitian ini berupa kuesioner terstruktur skala linkert yang berperan sebagai media pengumpulan data dengan pertanyaan-pertanyaan yang relevan dengan variabel yang diteliti. Pengolahan data menggunakan skoring. Penelitian ini menggunakan analisis univariat dalam mendeskripsikan dengan jelas setiap variabel yang digunakan.

Hasil perhitungan kuisisioner terhadap setiap variabel didapatkan hasil variabel *performance* sebesar 79,4%, variabel *information* sebesar 81,3%, Variabel *economic* sebesar 78,6%, variabel *control* sebesar 79,9%, variabel *efficiency* sebesar 78,4%, variabel *service* sebesar 81,6% dan semua variabel termasuk dalam katagori puas. Hasil Analisis univariat dengan metode PIECES didapatkan nilai tingkat kepuasan masing-masing variabel sebesar 3,09-3,25 dimana range skore ini dikatagorikan puas, sehingga menunjukkan bahwa penerapan RME IGD sudah berjalan dengan baik dan dapat diterima oleh pengguna dan dapat memberikan kepuasan bagi pengguna.

Kata Kunci : Rekam Medis Elektronik, PIECES, Kepuasan Pengguna

ANALYSIS THE IMPLEMENTATION OF ELECTRONIC MEDICAL RECORDS ON SERVICE EFFICIENCY IN THE EMERGENCY INSTALLATION OF SANJIWANI HOSPITAL, GIANYAR DISTRICT

ABSTRACT

Sanjiwani Regional General Hospital in Gianyar Regency is one of the government hospitals that has implemented electronic medical records since 2020. In implementing Electronic Medical Records in the ER, seven manual medical record forms still have not been integrated into electronic medical records. Electronic medical records implemented in the ER have never been analysed. Based on previous studies, it is necessary to analyse electronic medical records to determine user satisfaction regarding implementing them in the ER to support medical services.

This quantitative descriptive study analysed the satisfaction level of electronic medical record users using the PIECES method (performance, information, economy, control, efficiency, and service). The sample was taken using a purposive sampling technique involving 60 electronic medical record users from the Emergency Department at Sanjiwani Regional Hospital. This research instrument was a structured Linkert scale questionnaire, which acts as a data collection medium with questions relevant to the variables studied. Data processing used scoring. This research used univariate analysis to describe each variable used clearly.

The results of the questionnaire calculations for each variable showed that the performance variable was 79.4%, the information variable was 81.3%, the economic variable was 78.6%, the control variable was 79.9%, the efficiency variable was 78.4%, the service variable amounted to 81.6%, and all variables were included in the satisfied category. The results of univariate analysis using the PIECES method showed that the satisfaction level value for each variable was 3.09-3.25, where this score range was categorized as satisfied, thus showing that the implementation of RME IGD has gone well and can be accepted by users and can provide satisfaction for users.

Keywords : Electronic Medical Records, PIECES, User Satisfaction