

**EVALUATION OF OUTPATIENT ELECTRONIC MEDICAL RECORDS
IMPLEMENTATION USING THE HOT-FIT METHOD AT SANTA
ELISABETH BANTUL HOSPITAL**

Syifa Putri Widiatmoko¹, Abdul Hadi Kadarusno², Syarah Mazaya Fitriana³
^{1,2,3} *Medical Records and Health Information Study Program, Department of
Midwifery, Polytechnic of the Ministry of Health Yogyakarta,
Jl. Mangkuyudan MJ III/304, Yogyakarta, 555143.*
Email: syifawidiatmoko26@gmail.com, abdul.hadik@poltekkesjogja.ac.id,
syarah.fitriana@poltekkesjogja.ac.id.

ABSTRACT

Background: *Electronic Medical Records (EMRs) are part of the digital transformation of healthcare services aimed at improving service quality, work efficiency, and documentation accuracy. Santa Elisabeth Hospital Bantul has implemented EMRs in outpatient services since 2014. However, several issues are still encountered in their implementation, including patient data entry errors, such as incorrect patient identity and clinic destination entries, which may lead to patient misidentification. In addition, no specific Standard Operating Procedure (SOP) has been established for outpatient EMR implementation, the system has not yet been integrated with BPJS Kesehatan, requiring staff to use two different applications during service delivery, and there are still obstacles such as slow network access, system disruptions, and the use of manual documents in several supporting service processes, such as radiology referral forms. These conditions indicate the need for an evaluation of outpatient EMR implementation at Santa Elisabeth Hospital Bantul.*

Objective: *To evaluate the implementation of outpatient Electronic Medical Records (EMRs) using the HOT-Fit method at Santa Elisabeth Hospital Bantul.*

Methods: *This was a descriptive quantitative study with a cross-sectional design and survey approach involving 51 outpatient EMR users. Data were collected through questionnaires and analyzed descriptively.*

Results: *The evaluation showed that the human component obtained a mean score of 32.5 (Good), organization 37.9 (Good), technology 47.8 (Good), and net benefit 20.3 (Very Good). Overall, the quality of outpatient EMR implementation achieved a mean score of 138.7 and was categorized as Good.*

Conclusion: *The implementation of outpatient EMRs at Santa Elisabeth Hospital Bantul was categorized as Good. The net benefit component achieved a Very Good category, while the technology component received the lowest score, indicating the need for continuous improvement.*

Keywords: *Electronic Medical Records, HOT-Fit, System Evaluation, Outpatient, Hospital.*

EVALUASI PENERAPAN REKAM MEDIS ELEKTRONIK RAWAT JALAN MENGGUNAKAN METODE HOT-FIT DI RUMAH SAKIT SANTA ELISABETH BANTUL

Syifa Putri Widiatmoko¹, Abdul Hadi Kadarusno², Syarah Mazaya Fitriana³
^{1,2,3} Prodi RMIK, Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta,
Jl. Mangkuyudan MJ III/304, Yogyakarta, 555143.

Email: syifawidiatmoko26@gmail.com, abdul.hadik@poltekkesjogja.ac.id,
syarah.fitriana@poltekkesjogja.ac.id.

ABSTRAK

Latar Belakang: Rekam Medis Elektronik (RME) merupakan bagian dari transformasi digital pelayanan kesehatan yang bertujuan meningkatkan mutu pelayanan, efisiensi kerja, dan ketepatan dokumentasi. Rumah Sakit Santa Elisabeth Bantul telah menerapkan RME pada pelayanan rawat jalan sejak tahun 2014. Namun, dalam pelaksanaannya masih ditemukan kesalahan input data pasien, seperti kesalahan pengisian identitas dan tujuan poliklinik yang berpotensi menyebabkan ketidaktepatan identifikasi pasien. Selain itu, belum tersedia Standar Operasional Prosedur (SOP) khusus penyelenggaraan RME rawat jalan, sistem belum terintegrasi dengan BPJS Kesehatan sehingga petugas masih menggunakan dua aplikasi dalam pelayanan, serta masih terdapat kendala berupa lambatnya akses jaringan, gangguan sistem, dan penggunaan dokumen manual pada beberapa proses penunjang pelayanan, seperti surat pengantar radiologi. Kondisi tersebut menunjukkan perlunya evaluasi terhadap penerapan RME rawat jalan di Rumah Sakit Santa Elisabeth Bantul.

Tujuan: Mengevaluasi penerapan RME rawat jalan menggunakan metode *HOT-Fit* di Rumah Sakit Santa Elisabeth Bantul.

Metode: Penelitian deskriptif kuantitatif dengan desain *cross sectional* dan pendekatan survei pada 51 responden pengguna RME rawat jalan. Data dikumpulkan melalui kuesioner dan dianalisis secara deskriptif.

Hasil: Evaluasi penerapan RME menunjukkan komponen *human* memperoleh nilai rata-rata 32,5 (Baik), *organization* 37,9 (Baik), *technology* 47,8 (Baik), dan *net benefit* 20,3 (Sangat Baik). Secara keseluruhan, kualitas penerapan RME memperoleh nilai rata-rata 138,7 dengan kategori Baik.

Kesimpulan: Penerapan RME rawat jalan di Rumah Sakit Santa Elisabeth Bantul berada pada kategori Baik. Komponen *net benefit* memperoleh kategori Sangat Baik, sedangkan komponen *technology* memperoleh penilaian terendah sehingga masih memerlukan perbaikan secara berkelanjutan.

Kata Kunci: Rekam Medis Elektronik, *HOT-Fit*, Evaluasi Sistem, Rawat Jalan, Rumah Sakit.