

**OVERVIEW OF THE IMPLEMENTATION OF THE CLINIC
MANAGEMENT INFORMATION SYSTEM USING THE HOT-FIT
METHOD AT KLINIK BIMA HUSADA PURWOREJO**

Shafa Oktari Putri¹, Nita Budiyan², Anton Kristijono³
^{1,2,3} Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta
Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta
Daerah Istimewa Yogyakarta 55143
Email: shafaoktariputri123@gmail.com

ABSTRACT

Background: The digitalization of healthcare services requires primary healthcare facilities to optimize the use of Clinic Management Information Systems (SIM Klinik). Klinik Bima Husada Purworejo has implemented the Assist.id system; however, its effectiveness has not been comprehensively evaluated. The HOT-Fit model is needed to assess system performance based on human, organizational, technological, and net benefit dimensions.

Objective: To describe the implementation of the Clinic Management Information System at Klinik Bima Husada Purworejo using the HOT-Fit model (Human, Organization, Technology, Net Benefit).

Research Methods: This study employed a descriptive qualitative design. Data were collected through in-depth interviews, observations, and document reviews involving doctors, nurses, administrative staff, pharmacy staff, and the clinic director as triangulation. Data were analyzed using thematic analysis.

Research Results: In the Human aspect, users reported that the system facilitated documentation, access to medical records, and workflow efficiency, although technical issues such as system errors and unstable performance were still encountered. The Organization aspect showed managerial support and clear task distribution, yet no formal SPO, written policies, or structured training were available. In the Technology aspect, the system provided comprehensive features but was highly dependent on internet stability; frequent loading delays, system interruptions, and unsaved data were noted. The Net Benefit aspect demonstrated substantial improvements in work efficiency, data accuracy, service flow organization, and managerial monitoring.

Conclusion: The implementation of SIM Klinik at Klinik Bima Husada Purworejo provides significant benefits; however, further optimization is needed through improved user training, infrastructure enhancement, and the establishment of formal SPO.

Keyword: clinic information system, HOT-Fit, electronic medical records, system evaluation, clinical services.

GAMBARAN PENERAPAN SISTEM INFORMASI MANAJEMEN KLINIK DENGAN METODE *HOT-FIT* DI KLINIK BIMA HUSADA PURWOREJO

Shafa Oktari Putri¹, Nita Budiyanti², Anton Kristijono³
^{1,2,3} Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta
Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta
Daerah Istimewa Yogyakarta 55143
Email: shafaoktariputri123@gmail.com

ABSTRAK

Latar Belakang: Digitalisasi pelayanan kesehatan menuntut fasilitas kesehatan tingkat pertama untuk mengoptimalkan penggunaan Sistem Informasi Manajemen Klinik (SIM Klinik). Klinik Bima Husada Purworejo telah menerapkan SIM Klinik Assist.id, namun efektivitas implementasinya belum pernah dievaluasi secara menyeluruh. Evaluasi dengan metode *HOT-Fit* diperlukan untuk menilai keberhasilan sistem dari aspek manusia, organisasi, teknologi, dan manfaat.

Tujuan: Mengetahui gambaran penerapan SIM Klinik di Klinik Bima Husada Purworejo berdasarkan metode *HOT-Fit* (*Human, Organization, Technology, Net Benefit*).

Metode Penelitian: Penelitian ini merupakan penelitian deskriptif kualitatif. Pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan telaah dokumen terhadap dokter, perawat, petugas administrasi, petugas farmasi, serta pimpinan klinik sebagai triangulasi. Analisis data dilakukan dengan analisis tematik.

Hasil Penelitian: Pada aspek Manusia, pengguna menyatakan bahwa SIM Klinik membantu pencatatan, akses riwayat medis, dan kelancaran pelayanan, meskipun masih mengalami kendala teknis seperti *error* dan tampilan yang kurang stabil. Pada aspek Organisasi, ditemukan adanya dukungan manajemen dan pembagian tugas yang jelas, namun belum tersedia SOP formal, kebijakan tertulis, dan pelatihan berkala. Pada aspek Teknologi, fitur sistem dinilai lengkap tetapi performa sangat dipengaruhi jaringan internet; *loading* lama, aplikasi berputar, dan data yang tidak tersimpan masih sering terjadi. Pada aspek Manfaat, SIM Klinik memberikan manfaat signifikan berupa peningkatan efisiensi kerja, kerapian data, keteraturan alur pelayanan, dan kemudahan pengawasan manajemen.

Kesimpulan: Terdapat kebermanfaatan yang jelas dari penerapan SIM Klinik di Klinik Bima Husada Purworejo, namun optimalisasi masih diperlukan terutama pada aspek pelatihan pengguna, perbaikan infrastruktur, dan penyusunan SOP pengelolaan SIM Klinik.

Kata Kunci: SIM Klinik, *HOT-Fit*, rekam medis elektronik, evaluasi sistem, pelayanan klinik.