

Analysis of the Implementation of the Hospital Management Information System (SIMRS) for Outpatient and ER Registration with the HOT-Fit Method at the Betun Border Buffer General Hospital, Malacca Regency, NTT Province Atma Deharja, S.KM.,
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ABSTRACT

General Hospital of Penyangga Perbatasan (RSUPP) in Malacca Regency began implementing the Hospital Management Information System (SIMRS) in June 2021 to support outpatient and emergency department (ER) registration. Initial evaluation found various problems in implementation, including lack of training for staff, technical problems of hardware and software, and network instability. This research aims to analyze the implementation of SIMRS for Outpatient and ER Registration at Betun General Hospital using the HOT-FIT method. The results show that training improves user knowledge, but additional features such as alert systems are still needed. Organizational support, financing, and communication between units contributed positively. However, the technology aspect showed a need for better technical instructions and usage guidelines, as well as more accurate information quality. IT services are responsive, but limited human resources hamper SIMRS maintenance. Overall, SIMRS has not fully improved service effectiveness due to suboptimal data integration. Recommendations include regular training, technical guidelines, helpdesk features, automatic logout, and SIMRS infrastructure updates.

Keywords : *SDM, SIMRS, HOT-FIT*