Analysis of The Performance of Electronic Medical Record Implementation in The Outpatient Unit Using The Delone and Mclean Method at Jember Clinic Plantation Hospital

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ABSTRACT

Jember Clinic Plantation Hospital has implemented an electronic medical record (EMR) system for outpatient services in January 2024 to support patient care, including outpatient medical records. Based on a preliminary study, although the EMR has been implemented, there are still several obstacles that hinder its optimal use, such as errors in the EMR caused by internet connectivity issues, the absence of an automatic online patient cancellation feature, and staff still adapting to the outpatient EMR system. This study aims to analyze the performance of the outpatient electronic medical record using the Delone and McLean model. The research is quantitative and analytical with a cross-sectional approach, involving 36 respondents. The sampling technique used is total sampling. Data were collected through Google Forms questionnaires and analyzed using SPSS software. Data analysis was conducted using multiple linear regression. The results of the study indicate that information quality has an impact on user satisfaction (t-value = 3.628). User satisfaction has an impact on usage (t-value = 6.069). Usage has an impact on net benefits (t-value = 2.924). User satisfaction also has an impact on net benefits (t-value = 5.106). However, information quality does not have an impact on usage intensity (t-value = 1.427). System quality does not have an impact on usage intensity (t-value = 1.814). System quality does not have an impact on user satisfaction (t-value = 0.960). Service quality does not have an impact on usage intensity (t-value = -0.483). Service quality does not have an impact on user satisfaction (t-value = -0.186). Usage intensity does not have an impact on user satisfaction (t-value = -1.163). This study shows that not all hypotheses were accepted. The hospital needs to improve information quality, system quality, and service quality so that the EMR can provide optimal benefits and enhance usage intensity and user satisfaction.

Keywords: *Analysis, DeLone and McLean, EMR, Performance*