Evaluation of the Implementation of Electronic Medical Record in the Inpatient Registration And Reporting Unit At Baladhika Husada Jember Class III Hospital

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ABSTRACT

TK.III Baladhika Husada Hospital Jember is one of the hospitals in Jember Regency that has implemented an *Electronic Medical Record* (EMR) system at the end of 2023. This study aims to evaluate the implementation of the EMR system in the inpatient registration and reporting unit at TK.III Baladhika Husada Hospital Jember. The evaluation was conducted using the *Technology Acceptance Model* (TAM) approach, which consists of five variables: *external variable, perceived usefulness, perceived ease of use, behavioral intention to use,* and *actual system use*. This research employed a qualitative method, with data collection techniques including in-depth interviews, observation, and documentation involving several informants directly engaged in using the system. The findings indicate that in terms of *external variables*, training has not been evenly distributed and several important system features such as the patient transfer menu are still unavailable. Regarding *perceived usefulness*, the EMR system is considered helpful in accelerating and simplifying tasks, especially in data entry and reporting, although not all users have fully experienced its benefits. For the *perceived ease of use* variable, the system is regarded as easy to learn due to its similarity to the previous SIMRS system, although the user interface is still perceived as less visually appealing. In terms of *behavioral intention to use*, most users expressed a strong willingness to continue using the system, provided it is improved and adapted to their needs. Lastly, *actual system use* shows that the utilization of the system is still partial and not yet fully integrated across services. This study concludes that although RME provides benefits and convenience, it is still necessary to develop features and improve the appearance to support successful implementation.

Keywords: *Electronic medical record, Technology Acceptance Model (TAM)*