

Evaluasi Sistem Informasi Manajemen Rumah Sakit Pada Instalasi Rekam Medis Menggunakan Metode HOT-FIT di Rumah Sakit Wijaya Kusuma Lumajang

Muhammad Yunus, S.Kom., M.Kom (Pembimbing)

Syukri Bakhtiar

Program Studi Manajemen Informasi Kesehatan
Jurusan Kesehatan

ABSTRAK

SIMRS berperan penting dalam pengelolaan data yang akurat dan efisien guna mendukung pengambilan keputusan, peningkatan mutu layanan, serta perencanaan dan evaluasi program. Studi pendahuluan di RS Wijaya Kusuma Lumajang menunjukkan bahwa penerapan SIMRS pada instalasi rekam medis belum optimal, hal tersebut terjadi karena masih terdapat kesalahan sistem saat penarikan laporan, ketidaksesuaian informasi diagnosa, dan masih digunakannya metode manual. Penelitian ini bertujuan mengevaluasi SIMRS menggunakan metode HOT-Fit yang mencakup aspek *human*, *organization*, *technology*, dan *net-benefit*. Pengumpulan data dilakukan melalui observasi, dokumentasi, dan wawancara, dengan triangulasi teknik dan sumber sebagai uji keabsahan. Hasil penelitian pada aspek *human*, SIMRS digunakan secara rutin, tetapi terkendala gangguan jaringan dan listrik. Pengetahuan petugas belum optimal, ditandai dengan kesalahan input dan ketergantungan pada bantuan teknis. Kepuasan pengguna masih rendah karena beberapa fitur, seperti registrasi, belum berfungsi optimal. Pada aspek *organization*, manajemen mendukung penerapan SIMRS melalui penyediaan sarana dan prasarana, namun masih kurang panduan penggunaan dan sosialisasi. Aspek *technology* menunjukkan bahwa sistem cukup fleksibel dan terintegrasi, tetapi belum dilengkapi petunjuk penggunaan, keamanan belum optimal, dan kecepatan serta keakuratan data masih menjadi masalah. Pada aspek *net benefit*, SIMRS belum sepenuhnya meningkatkan efektivitas layanan akibat integrasi data yang belum maksimal, meskipun sudah membantu menghemat waktu dan mengurangi penggunaan kertas. Solusi dari permasalahan tersebut yaitu pelatihan rutin, pengembangan panduan, penambahan fitur bantuan, peningkatan keamanan akun, dan pembaruan infrastruktur untuk mengoptimalkan penggunaan SIMRS di RS Wijaya Kusuma.

Kata Kunci: SIMRS, Evaluasi, HOT-Fit, Rekam Medis, Rumah Sakit

Evaluation of Hospital Management Information Systems in the Medical Records Installation Using the HOT-FIT Method at Wijaya Kusuma Lumajang Hospital

Muhammad Yunus, S.Kom., M.Kom (Supervisor)

Syukri Bakhtiar

*Health Information Management Study Program
Health Department*

ABSTRACT

SIMRS plays an important role in accurate and efficient data management to support decision making, improve service quality, and program planning and evaluation. Preliminary studies at Wijaya Kusuma Lumajang Hospital showed that the implementation of SIMRS in the medical record installation was not optimal, this occurred because there were still system errors when withdrawing reports, mismatching diagnostic information, and still using manual methods. This study aims to evaluate SIMRS using the HOT-Fit method which includes aspects of human, organization, technology, and net-benefit. Data collection was conducted through observation, documentation, and interviews, with triangulation of techniques and sources as a validity test. The results of the research on the human aspect, SIMRS is used regularly, but is constrained by network and electricity disruptions. Staff knowledge is not optimal, characterized by input errors and dependence on technical assistance. User satisfaction is still low because some features, such as registration, have not functioned optimally. In the organization aspect, management supports the implementation of SIMRS through the provision of facilities and infrastructure, but still lacks usage guidelines and socialization. The technology aspect shows that the system is quite flexible and integrated, but there is no user manual, security is not optimal, and data speed and accuracy are still a problem. On the net benefit aspect, SIMRS has not fully improved service effectiveness due to data integration that has not been maximized, although it has helped save time and reduce the use of paper. The solution to these problems is routine training, development of guidelines, addition of help features, increased account security, and infrastructure updates to optimize the use of SIMRS at Wijaya Kusuma Hospital.

Keyword: *SIMRS, Evaluation, HOT-Fit, Medical Records, Hospital*