

Faktor Kendala Yang Dihadapi Dalam Peralihan Dari Rekam Medis Manual Menuju Rekam Medis Elektronik Dengan Metode *Fish Bone Diagram* di RSD Kalisat Kab. Jember. (Wilda Novi Ika Paluki) (The Obstacle Factors Faced in Transitioning From Manual Medical Record Towards Electronic Medical Record Using Fish Bone Diagram Method in RSD. Kalisat, Jember Regency)

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ABSTRACT

Since there was a standard Permenkes No.269/MENKES/PER/III/2008 Chapter II Article 2 Clause 1, RSD Kalisat wanted to change the system of manual medical record towards electronic medical record, but it has not worked effectively. Thus, the writer wanted to analyze it. The objective of this study was to analyze the obstacle factors faced in transitioning from the Manual Medical Record to the Electronic Medical Record using the Fish Bone Diagram Method. This type of research is a qualitative study. The results of this study were there were no obstacles of Financial Factors because the funds obtained from APBD Jember Regency. The obstacles of Technical Factors were the lack of space for the server, the lack of a router to regulate traffic network, the vendor could not help if there were problems beyond working hours, and also the users judged that manual medical records are easier to use. The obstacle of the Time Factor was the length of the transition processes towards electronic medical record. The obstacles of Psychological Factors were just the competent officers and be able to use a computer who were obliged to input data into the computer. On Social Factors, there were no obstacles because good relationships among officers have been shown. In Organizational Factors, it was found that there were no working team and consultants. In Process Factors towards Change, it appeared an obstacle that was the lack of SOP, no rewards, and also sanctions and even the lack of special training. Therefor, it is necessary to do activities that can improve the quality of the electronic medical record, such as do repairation for server rooms, purchase routers, hold training, prepare for SOP, as well as rewards and also sanctions for the officers.

Keywords : Fishbone Diagram