

Evaluate the Implementation of the Electronic Medical Record Using the HOT-Fit Method at Jember Paru Hospital
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ABSTRACT

The implementation of Electronic Medical Record (EMR) system at Jember Paru Hospital is part of the digital transformation in healthcare service. However, in its implementation, several problems are still encountered, such as training and socialization of EMR usage that have not been conducted optimally and evenly for all users, the absence of a formal system evaluation, and the presence of EMR system features that do not fully meet user needs. This study aims to evaluate the Electronic Medical Record system using the HOT-Fit method at Jember Paru Hospital. The population in this study consisted of 253 EMR users, with a sample size of 156 respondents. EMR users included doctors, nurses, midwives, pharmacists, radiographers, analysts, medical record officers, and nutritionist. Data were collected through questionnaires and analyzed using univariate and bivariate analyses with the Pearson correlation test. The variable examined in this study included the technology variable (system quality, information quality, and service quality), the human variable (system use and user satisfaction), the organizational variable (organizational structure and organizational environment), and the net benefit variable. The results of this study indicate that there are relationships between technology and human factors (sig. = 0,000; r = 0,835), technology and organization (sig.= 0,000; r = 0,820), system use and net benefits (sig.= 0,000; r = 0,642), user satisfaction and net benefits (sig.= 0,000; r = 0,659), and organization and net benefits (sig.= 0,000; r = 0,731). Based on these findings, it can be concluded that there are positive and significant relationships between technology and human factors, technology and organizational factors, system use and benefits, user satisfaction and benefits, and organizational factors and benefits.

Keywords: *Electronic Medical Record, HOT-Fit Model, System Evaluation*