

***Evaluation of the Clinic Management Information System Using the HOT-Fit  
Method in the Outpatient Unit at Kasih Ibu Pratama Clinic Jember***

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***ABSTRACT***

*The Clinical Information Management System plays an important role in improving the effectiveness and efficiency of healthcare services. Klinik Pratama Kasih Ibu Jenggawah has used a web-based Assist system since 2023; however, the system has not yet been comprehensively evaluated. This study aims to evaluate the implementation of the system using the HOT-Fit method in the outpatient unit at Klinik Pratama Kasih Ibu Jenggawah. This study employed a qualitative method with data collection techniques including in-depth interviews, observation, documentation, and brainstorming. The study involved 10 informants consisting of the head of the clinic, doctors, registration officers, nurses, and pharmacy staff. The results show that the implementation of the Assist system has not yet been optimal. In the human aspect, users have not received comprehensive training, resulting in incomplete patient data entry. In the organizational aspect, there is no dedicated IT team and no standard operating procedures for system use. In the technological aspect, the system has not been able to produce accurate and complete information due to the absence of required field features and user guidance, and unresolved system issues. In the net benefit aspect, the system has not yet provided optimal benefits in improving service efficiency and reducing recording errors, as staff still rely on physical documents and incomplete patient data are still found. This study recommends user training, SOP development, establishment of an IT team, system feature improvement, and enhanced vendor support to optimize system implementation.*

*Keywords : Evaluation, HOT-Fit, Clinical Information Management System*