

Evaluation of User Satisfaction with Elektronik Medical Records (EMR) Using the EUCS Method at the Medical Records Unit of RSUD Brebes.

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ABSTRACT

RSUD Brebes has implemented the Hospital Management Information System (SIMRS) since May 1, 2021, to improve the efficiency and quality of healthcare services. However, there are several obstacles in the use of the information system that still need to be addressed. One of them is the inconsistency in the SHRI menu, where the incoming patient data does not always align with the 24-hour summary displayed. Additionally, discrepancies in registration numbers between the M-JKN system and RME were found, which could potentially cause confusion in the administrative process. Another issue arises with the patient control schedule not matching the expected dates, requiring staff to recheck thru the V-Claim application. On the other hand, the utilization of the medical record distribution menu in the system is still not optimal, so the process of managing medical record documents has not been maximized. This study aims to analyze RME user satisfaction using the End User Computing Satisfaction (EUCS) method. This research is descriptive quantitative with 60 respondents. Data were collected thru questionnaires and analyzed based on 5 aspects of EUCS. Satisfaction results are categorized into 3 categories: very satisfied if reality > expectation, satisfied if reality = expectation, and dissatisfied if reality < expectation. The results of the study show that 45.00% of respondents are dissatisfied with the content aspect, 68.33% of respondents are dissatisfied with the accuracy aspect, 33.33% of respondents are dissatisfied with the format aspect, 30.00% of respondents are dissatisfied with the ease of use aspect, and 25.00% of respondents are dissatisfied with the timeliness aspect. The suggestions provided include the evaluation and development of SIMRS thru structural improvements and data integration, enhancement of data synchronization (bridging) with M-JKN, refinement of the interface design, alignment of workflows with VClaim, and optimization of the medical record document distribution feature. These efforts are expected to improve the quality of information, ease of use, work process efficiency, and user satisfaction with the system.

Keywords: RME, EUCS, User Satisfaction.