

***Evaluation Of The Implementation Of Simrs In The Outpatient Registration
Section Of Kaliwates General Hospital, Jember, Using The HOT-Fit Method***

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ABSTRACT

The implementation of the Hospital Management Information System (SIMRS) for outpatient registration at Kaliwates Jember General Hospital still faces various operational challenges. This study aims to evaluate the implementation of the Hospital Management Information System (SIMRS) using a descriptive qualitative method with the HOT-Fit framework. Data were collected thru in-depth interviews, observations, and documentation from 9 informants (6 registration officers, 1 registration coordinator, 1 Head of Medical Records Unit, and 1 Head of IT Unit). The research results indicate that the implementation of SIMRS has not been optimal. In the human aspect, new staff have not received formal training, and users have complained about the application frequently logging out unexpectedly during service. In the aspect of organization, there is no written SOP for handling duplicate medical records, and the update of computer facilities is not yet uniform. In the aspect of technology, the process of storing new patient data is still slow (1–3 minutes), there is no automatic validation feature based on NIK to prevent duplicate medical records, and periodic monitoring by the IT team has not been conducted directly at the counter. In terms of net benefit, the SIMRS has not yet provided optimal benefits because the efficiency of service time has not been achieved and the clinical history of patients is fragmented due to duplicate medical record numbers. This study recommends conducting training for new staff, developing SOPs for handling duplicate medical records, upgrading computers at the counters, and developing an automatic validation feature based on NIK to support the optimization of SIMRS at Kaliwates Jember General Hospital.

Keywords : *Evaluation, Hot-Fit, Hospital Management Information System*