Analysis of the Acceptance of Electronic Medical Record Implementation Using the Technology Acceptance Model (TAM) in the Outpatient Unit of RSUD Waluyo Jati Kraksaan

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ABSTRACT

The implementation of Electronic Medical Records (EMR) is an effort to improve the quality of healthcare services in accordance with Minister of Health Regulation Number 24 of 2022. RSUD Waluyo Jati Kraksaan began implementing EMR in its Outpatient Unit in January 2024 using the AVESINA system. However, the implementation still faces several challenges, such as incomplete EMR documentation, prescription data duplication due to system glitches, manual radiology exam requests, and a lack of formal training, guidebooks, and adequate Standard Operating Procedures (SOP). These conditions potentially affect user acceptance of the EMR system. This study aims to analyze the acceptance of EMR implementation in the Outpatient Unit of RSUD Waluyo Jati Kraksaan using the Technology Acceptance Model (TAM). This study employs a descriptive quantitative method involving 55 EMR user respondents. The analysis is based on five TAM variables: external variables, perceived usefulness, perceived ease of use, behavioral intention, and actual usage. The results indicate that external variables fall into the "good" category, covering training (56.4%), guidebooks (49.1%), policies (65.5%), equipment (50.9%), and system quality (63.6%). Perceived usefulness falls into the "useful" and "very useful" categories (49.1%), perceived ease of use into the "easy" category (57.4%), behavioral intention into the "interested" category (56.4%), and actual usage into the "frequent use" category (54.5%). Overall, the acceptance of EMR implementation in the Outpatient Unit of RSUD Waluyo Jati Kraksaan is in the "good" category. Nevertheless, the hospital still needs to improve system stability, feature completeness, network quality, training delivery, and the provision of guidebooks and SOP to ensure more optimal EMR implementation.

Keywords *: Implementation, User Acceptance, Electronic Medical Record (EMR), Outpatient Care, TAM.*