

## READINESS FOR THE IMPLEMENTATION OF ELECTRONIC MEDICAL RECORDS

Suchi Rahmadani <sup>1</sup>, Ahmad Amiruddin <sup>2\*</sup>, Mansyur <sup>3</sup>

<sup>1,2,3</sup>Politeknik Baubau, Baubau, Indonesia

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### CORRESPONDING AUTHOR

Name : Ahmad Amiruddin

Address: Topaz 2, Kec. Betoambari, Kota BauBau

E-mail : ahmadamiruddinpoltekbaubau@gmail.com

### A B S T R A C T

*Electronic Medical Records are used in health care facilities to fulfill various purposes. Electronic Medical Record users are an important aspect of realizing the ideal Electronic Medical Record. This study aims to determine the readiness of Electronic Medical Record implementation in South Buton Regency Hospital in 2024. This research was conducted at the South Buton Regency Hospital in 2024. The method used is using a descriptive type of approach with a qualitative approach and the method of data collection techniques using interview methods, and observation. Data collection tools using interview guidelines, observation sheets. In the aspect of human resources, medical recorders at the South Buton District Hospital are quite ready, this is based on the availability of IT officers and the ability to run computers is quite good. In the aspect of Organizational Work Culture, South Buton Regency Hospital is quite ready, this is based on the involvement of other health workers besides medical record officers in the process of implementing electronic medical records and the availability of SIMRS. In the Governance Aspect, the leadership of South Buton District Hospital is quite ready, this is based on SIMRS planning, and currently SIMRS is available but still in the process of building menu features. However, procedures related to SIMRS usage policies are not currently available. In the Infrastructure Aspect at the South Buton Regency Hospital, it is quite ready, this is based on the availability of a budget in the process of implementing current medical records, although the number of supporting facility needs has not been met such as computers, printers, Wi-fi and other supporting tools.*

## INTRODUCTION

Medical records are archives that contain information on personality understanding, examinations, treatments, strategies and other grants that have been given to patients. Electronic Therapy Records are restorative medical records made using an electronic framework that aims to regulate medical records and each health insurance office is required to keep electronic medical records (Welfare Service Agency of the Republic of Indonesia Number 24 of 2022, 2022).

Currently, world innovation is entering the Mechanical Insurgency 4.0 period which also has an impact on the progress of the wellbeing world, especially clinical advanced data innovations related to Energy and Mineral Resources. Data globalization has caused data flows to become increasingly open and the welfare industry is faced with the challenge and need to use data innovation as a supporting framework for welfare services in healing centers. Therefore, the clinic administration is eager to make changes and progress in all fields to answer the demands and needs of the treatment center customers in the future. On the other hand, data and communication innovations bring bad impacts or important changes to people's lives. Data and communication innovation is currently an important part of data administration, especially data framework innovation in healing centers. Data is needed to provide, facilitate, and coordinate clinic administration. (Koten, Ningrum and Hariyati, 2020).

In line with that (Ningtyas & Lubis, 2018), the use of wellness data frameworks and the improvement of Electronic Restorative Records have brought tremendous changes to patients, specialists and other welfare administrations as well as wellness teachers both in Indonesia and abroad. The implementation of Electronic Therapeutic Records aims to encourage welfare administration and is expected

ted to have a positive impact on the care and activities provided to patients (Rosalinda, Setiatin and Susanto, 2021).

In accordance with previous research conducted by (Rifki Kapitan, Achmad Farich, Agung Aji Perdana 2023) In connection with the Status of the Realization of Electronic Therapy Records at the Bandar Negara Husada Clinic in the Lampung Region in 2023, the Bandar Negara Husada Clinic is generally ready to carry it out. Electronic Restorative Note, but you have to. trying to advance some point of view. The point of view of the administration and partners has a flaw in the frame of the absence of a Declaration as a basis for implementing Electronic Therapy Notes. The aspect of operational preparation is not adequate in the context of the emergence of a Statement on the use of the Electronic Restorative Record application and the absence of SOPs for the use of Electronic Therapeutic Records. Another shortcoming is the need for operational staff for Electronic Therapy Records. The perspective of preparation has not fully supported the use of Electronic Therapeutic Records, has not been prepared for operational staff and has not been prepared for clients. The innovative perspective has greater implications in the framework of the shortage of computer units in the treatment room, especially the obstetric inpatient room, pediatric inpatient room, and surgical inpatient room (Kapitan, Farich and Perdana, 2023).

Based on the feasibility study that has been carried out at the South Buton Regency Hospital regarding the Readiness for the Implementation of Electronic Medical Records, at this time the South Buton Regency Hospital is still in the process of implementing electronic medical records. At this time, the hospital has entered the trial and socialization stage related to the use of electronic medical records. However, until now the implementation of electronic medical records has not been fully implemented because the obstacles currently experienced such as officers' understanding of electronic medical records and the use of electronic medical records have not been fully understood. In addition to internet network factors such as the Telkomsel network or Wi-fi network which are often problematic, so the readiness process for the implementation of electronic medical records has not been implemented in its entirety until now. The hospital also really hopes for an Electronic Medical Record, because with the system that is still running manually at this time, it will hinder the service process at the South Buton Regency Hospital. Therefore, it is necessary to conduct research to determine the Readiness of the Implementation of Electronic Medical Records at the South Buton Regency Hospital in 2024.

## **METHODOLOGY**

The research method used in this study is qualitative research, the implementation of this research will start from March to June 2024. This research was conducted at the South Buton Regency Hospital in 2024. The subjects involved in this study are the Head of Medical Records, and two medical record officers. The objects involved in the planning for the implementation of electronic medical records are the readiness for the implementation of electronic medical records based on the DOQ-IT method, especially namely Human Resources, Organizational Work Culture, Leadership Governance, Infrastructure. The method of data collection techniques uses interview and observation methods. Data collection tools use interview guidelines, observation sheets.

## **RESULTS & DISCUSSION**

### **Readiness For The Implementation Of Electronic Medical Records In The Human Resources Aspect At The South Buton Regency Hospital**

Based on the results of observations and interviews that have been carried out, in terms of human resources, medical recorders at the South Buton Regency Hospital are quite ready for the implementation of electronic medical records, this is based on the availability of IT officers and the ability to run computers is quite good, but there are still several shortcomings, namely the number of medical record officers still needs to be increased and there is no training in the application of electronic medical records.

**Table 1.** Observation Results of the Application of Electronic Medical Records on Human Resources Aspects

It	Object	Exist	None
1	Medical record officer	√	
2	IT Officer	√	
3	Ability to use a computer	√	
4	Training on the application of electronic medical records		√

Source : Primary Data, 2024

Based on the Law on Welfare Services of the Republic of Indonesia Number 82 of 2013 concerning the Clinical Implementation Data Framework, it is stated that data innovation human resources for SIMRS consist of at least staff who have skills in the field of framework research, software, and software. engineers, equipment and regulating maintenance (Permenkes, 2013).

This is often understood by investigations conducted by Oleh (Pratama, 2017). It is established that when scouting workers consider the level of teaching and the capacity of the upcoming representatives. For this reason, it is necessary to organize human resources and must be reported, there needs to be serious preparation in the implementation of electronic medical records so that they can be used optimally. The ability of staff to operate computers is also an important component in supporting the advancement of electronic medical records. One of the crucial issues that requires careful planning is related to the accessibility of human resources and their capacity.

### **Readiness for the Implementation of Electronic Medical Records in the Aspect of Organizational Work Culture at the South Buton Regency Hospital**

Based on the results of observations and interviews that have been carried out, that in the aspect of the organizational work culture of the South Buton Regency Hospital is quite ready in the implementation of electronic medical records, this is based on the involvement of other health workers other than medical record officers in the process of implementing electronic medical records is already available SIMRS, but currently the SOP for the implementation of SIMRS has not been provided because at this time the hospital is still in the process of moving the conventional system to electronic medical record system.

**Table 2.** Observation Results of the Application of Electronic Medical Records on the Aspect of Organizational Work Culture

It	Observed objects	Exist	None
1	SIMRS	√	
2	SOUP		√
3	Services using electronic medical records		√
4	RME Implementation Framework	√	
5	Healthcare worker involvement	√	

Source : Primary Data, 2024

Organizational culture is the values and beliefs that underlie the character of the organization (Kreitner, R and Kinicki, 2010). At the organizational level, culture is an assumption as well as a belief shared by a group to shape, influence behavior, and provide direction in understanding a problem (Gibson et al, 2010). Agreeing with Wirajaya (2020), the organizational culture is more coordinated in changing the system in clinics which initially used conventional medical records or also known as manual medical records has now changed to electronic medical records (Khofia, 2022).

It is usually more in line with the research conducted by Puspita et al at Clinic "X" Yogyakarta that the superiority of authority in Puskesmas "X" Yogyakarta is in line with the achievement of the same score with the category of very ready between the achievement of administrative and organizational scores. work culture. This high score shows that the authority of RS "X" Yogyakarta succeeded in persuading and organizing the staff to achieve the same vision to create RME. A good organizational work culture is also an important component in survey preparation, as it reflects (Ningsih et al., 2023).

### Readiness for the Implementation of Electronic Medical Records in Leadership Governance Aspects at South Buton Regency Hospital

Based on the results of observations and interviews that have been carried out, the governance aspect of the leadership of the South Buton Regency Hospital is quite ready in the implementation of electronic medical records, this is based on the fact that there was already a SIMRS plan 2 years ago before the implementation, and at this time SIMRS is already available but is still in the process of developing the menu feature. However, procedures related to the SIMRS use policy are not available at this time, besides that there is also no team for the implementation of electronic medical records.

**Table 3.** Observation Results Of The Application Of Electronic Medical Records On The Aspect Of Leadership Governance

It	Observed objects	Exist	None
1	SIMRS Planning	√	
2	SOP for the use of SIMRS		√
3	SOP Access rights on the SIMRS feature		√
4	The organizing team for the implementation of electronic medical records		√
5	Budget	√	

Source : Primary Data, 2024

Agreeing with Carroll et al 2012, the victory in handling the implementation of ESDM was influenced by the strengthening of strong authority, the cooperation of clinical staff in planning and implementation, the preparation of forms for staff, as well as the preparation of forms according to plan and the provision of adequate budgets.

Based on the search of Ningsih et al. (2022), counseling regarding therapeutic notes carried out after reflection on how to do RME was able to expand information by 58.3%. To be able to guarantee victory, reflection is carried out starting from sorting out important forms of medical records, redoing how to do it, storing them so that they are easily recognizable to presenting image records through the media at RME.

### Readiness For The Implementation Of Electronic Medical Records In IT Infrastructure Aspects At South Buton Regency Hospital

Based on the results of observations and interviews that have been carried out, the infrastructure at the South Buton Regency Hospital is quite ready for the implementation of electronic medical records, this is based on the availability of a budget in the current medical record implementation process, even though the number of supporting facilities needs that have not been met such as computers, printers, Wi-fi and other supporting devices will be equipped during the process of implementing electronic medical records.

**Table 4.** Results of Observation of the readiness of the application of electronic medical records in the infrastructure aspect

It	Observed objects	Exist	None
1	Facilities, Computer, Printer, Wi-fi	√	
2	Budget	√	
3	Server	√	
4	SIMRS	√	
5	Generator	√	
6	Electricity	√	

Source : Primary Data, 2024

Agree (Handiwidjojo, 2009) Foundations are all fundamental buildings and offices, both physical and social. In this foundation, there is a foundation for Data Innovation which is a joint innovative asset, which provides a foundation for the direct application of the company's or organization's data framework. IT frameworks incorporate effort in equipment, computer programs, and administration such as preparation. The framework evaluation area consists of the IT Framework and Funds and Budgets. One of the obstacles to the creation of RME is that the budget for data innovation in clinics tends to be limited. Budget angle is an important factor because the healing center must prepare the basic data of innovation (computers, wired and remote systems, electricity, security systems, experts and training).

Based on this, it is in line with the research of Sulistya and Roihmadi (2021) that insufficient computer limitations will have an impact on the availability of basic needs in the implementation of electronic medical records. The physical components that must be regulated in the 12 status framework are servers, computers, individual computers (PCs), dial-up modems, remote equipment, printers, scanners, and others as needed. Special components that must be regulated include computer programs, settings, interfaces, backup and supply of gain control.

## CONCLUSION

In terms of human resources, medical recorders at the South Buton Regency Hospital are quite ready, this is based on the availability of IT officers and the ability to run computers is quite good. In the Organizational Culture Aspect of the South Buton Regency Hospital, it is quite ready in, this is based on the involvement of other health workers other than medical record officers in the process of implementing electronic medical records, SIMRS is available. In the Governance Aspect of the Leadership of the South Buton Regency Hospital, it is quite ready, this is based on the already planned SIMRS, and at this time SIMRS is available but is still in the process of developing the menu feature. However, procedures related to the SIMRS usage policy are not available at this time. In terms of infrastructure at the South Buton Regency Hospital, it is quite ready, this is based on the availability of a budget in the process of implementing medical records at this time, even though the number of supporting facilities needs has not been met such as computers, printers, Wi-fi and other supporting equipment. Conclusion It is necessary to conduct training and add supporting facilities as well as making SOPs for the Implementation of Electronic Medical Records.

## Research Limitations

This study has the limitation of the problem where it is difficult for researchers to find informants who are on the spot and the officer's understanding of RME is still not very understanding about RME, this makes it difficult for researchers to take interview data so that the preparation of research becomes more difficult.

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