

ABSTRACT

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ELECTRONIC MEDICAL RECORD READINESS ANALYSIS AT THE KLINIK MATA UTAMA (KMU) BANGKALAN

ABSTRACT

The Electronic Medical Records (EMR) at the KMU Bangkalan has not been fully optimized. The use of EMR only covers outpatient services and is still mixed with the manual system, especially for surgery forms, actions, and signatures. The main obstacles in using EMR are frequent downtime due to unstable networks and the unavailability of the autosave feature, which causes data to be re-entered. In addition, not all officers have attended internal or external training on the use of EMR. This study aims to analyze the readiness of EMR implementation at the KMU Bangkalan using the DOQ-IT method approach.

The method used was descriptive with a qualitative approach. Data were collected through in-depth interviews, observation, and documentation. The subject of this research was the head of medical records at the Bangkalan KMU. The object of research in this study was the Switching of Electronic Medical Records at the KMU Bangkalan.

The results showed that the human resources aspect was well-prepared, with an understanding of the procedures for using EMR and relevant internal training. The governance aspect showed active support from the leadership although SOPs were not yet available in the branches. IT infrastructure was adequate with the availability of devices, workspaces, and backup systems, but features such as autosave were not yet available. Organizational culture supported EMR implementation through democratic leadership, thorough communication, and internal training.

The implementation of EMR at the KMU Bangkalan had a positive impact on efficiency, professionalism, and information management. The clinic's commitment is reflected through active leadership, availability of tools, and motivation to staff. Despite significant progress in infrastructure and organizational culture, long-term success depends on standardizing SOPs, continuous training, improving technological literacy, and improving external systems and integrations to support optimal digital transformation.

Keywords: Readiness, Electronic Medical Records, DOQ-IT