

## ABSTRAK

Implementasi Rekam Medis Elektronik (RME) merupakan salah satu bentuk transformasi digital dalam pelayanan kesehatan yang bertujuan untuk meningkatkan efektivitas pelayanan serta kualitas perawatan pasien di rumah sakit. Penggunaan RME diharapkan mampu mempercepat akses informasi medis pasien, meningkatkan ketepatan dokumentasi medis, mempermudah koordinasi antar tenaga kesehatan, serta meningkatkan efisiensi pelayanan kesehatan. Namun, dalam pelaksanaannya masih ditemukan beberapa kendala seperti keterbatasan sarana pendukung, kendala jaringan, serta adaptasi pengguna terhadap sistem elektronik. Oleh karena itu, diperlukan analisis mengenai efektivitas implementasi Rekam Medis Elektronik dalam meningkatkan kualitas perawatan pasien di RSIA Stella Maris Medan. Penelitian ini bertujuan untuk menganalisis tingkat efektivitas pengimplementasian RME, peningkatan kualitas perawatan pasien saat implementasi RME, tingkat kepatuhan staf medis terhadap penggunaan RME, waktu respon terhadap permintaan informasi medis di RME, serta hubungan antara implementasi Rekam Medis Elektronik dengan peningkatan kualitas perawatan pasien di RSIA Stella Maris Medan Tahun 2026. Penelitian ini menggunakan metode mix methods dengan pendekatan kuantitatif dan kualitatif. Sampel penelitian kuantitatif berjumlah 100 responden yang terdiri dari tenaga kesehatan dan pengguna Rekam Medis Elektronik. Penelitian kualitatif dilakukan melalui wawancara mendalam terhadap 5 informan yang terdiri dari pimpinan rumah sakit, kepala rekam medis, dan petugas pengguna Rekam Medis Elektronik. Teknik pengumpulan data dilakukan melalui kuesioner, wawancara, dan observasi. Analisis data kuantitatif menggunakan uji korelasi Pearson, sedangkan data kualitatif dianalisis secara deskriptif. Hasil penelitian menunjukkan bahwa efektivitas pengimplementasian Rekam Medis Elektronik sebagian besar berada pada kategori baik yaitu sebanyak 53 responden (53,0%). Peningkatan kualitas perawatan pasien saat implementasi RME sebagian besar berada pada kategori berkualitas yaitu sebanyak 51 responden (51,0%). Tingkat kepatuhan staf medis terhadap penggunaan RME sebagian besar berada pada kategori baik yaitu sebanyak 52 responden (52,0%). Hasil observasi menunjukkan bahwa waktu respon terhadap permintaan informasi medis di RME berkisar antara 2–4 menit. Hasil uji korelasi Pearson menunjukkan nilai koefisien korelasi sebesar 0,893 dengan nilai signifikansi  $<0,001$  yang berarti terdapat hubungan yang sangat kuat dan signifikan antara implementasi Rekam Medis Elektronik dengan peningkatan kualitas perawatan pasien di RSIA Stella Maris Medan. Kesimpulan penelitian ini menunjukkan bahwa implementasi Rekam Medis Elektronik di RSIA Stella Maris Medan telah berjalan dengan cukup baik dan memiliki hubungan yang sangat kuat terhadap peningkatan kualitas perawatan pasien. Penggunaan RME dinilai mampu meningkatkan efektivitas pelayanan, mempercepat akses informasi pasien, meningkatkan ketepatan dokumentasi medis, serta meningkatkan kualitas pelayanan kesehatan di rumah sakit. Saran bagi rumah sakit diharapkan dapat terus meningkatkan kualitas sistem Rekam Medis Elektronik melalui pengembangan sistem, peningkatan sarana pendukung, dan pelatihan bagi tenaga kesehatan agar implementasi RME dapat berjalan lebih optimal dan berkelanjutan.

**Kata Kunci:** Rekam Medis Elektronik, Efektivitas, Kualitas Perawatan Pasien, Pelayanan Kesehatan, Rumah Sakit

## **ABSTRACT**

*The implementation of Electronic Medical Records (EMR) is one form of digital transformation in healthcare services aimed at improving service effectiveness and the quality of patient care in hospitals. The use of EMR is expected to accelerate access to patients' medical information, improve the accuracy of medical documentation, facilitate coordination among healthcare workers, and increase the efficiency of healthcare services. However, in its implementation, several obstacles are still encountered, such as limited supporting facilities, network constraints, and user adaptation to electronic systems. Therefore, an analysis is needed regarding the effectiveness of Electronic Medical Record implementation in improving the quality of patient care at RSIA Stella Maris Medan. This study aimed to analyze the level of effectiveness of EMR implementation, the improvement in the quality of patient care during EMR implementation, the level of medical staff compliance with EMR use, the response time to requests for medical information in EMR, and the relationship between the implementation of Electronic Medical Records and the improvement in the quality of patient care at RSIA Stella Maris Medan in 2026. This study used a mixed methods approach with quantitative and qualitative methods. The quantitative research sample consisted of 100 respondents comprising healthcare workers and EMR users. The qualitative research was conducted through in-depth interviews with 5 informants consisting of hospital leaders, the head of the medical records department, and EMR user staff. Data collection techniques were carried out through questionnaires, interviews, and observations. Quantitative data analysis used the Pearson correlation test, while qualitative data were analyzed descriptively. The results showed that the effectiveness of Electronic Medical Record implementation was mostly in the good category, with 53 respondents (53.0%). The improvement in the quality of patient care during EMR implementation was mostly in the qualified category, with 51 respondents (51.0%). The level of medical staff compliance with EMR use was mostly in the good category, with 52 respondents (52.0%). Observation results showed that the response time to requests for medical information in the EMR ranged from 2–4 minutes. The Pearson correlation test results showed a correlation coefficient value of 0.893 with a significance value of <0.001, indicating a very strong and significant relationship between the implementation of Electronic Medical Records and the improvement in the quality of patient care at RSIA Stella Maris Medan. The conclusion of this study indicates that the implementation of Electronic Medical Records at RSIA Stella Maris Medan has been running quite well and has a very strong relationship with improving the quality of patient care. The use of EMR is considered capable of improving service effectiveness, accelerating access to patient information, improving the accuracy of medical documentation, and enhancing the quality of healthcare services in hospitals. Suggestions for the hospital are expected to continuously improve the quality of the Electronic Medical Record system through system development, enhancement of supporting facilities, and training for healthcare workers so that EMR implementation can run more optimally and sustainably.*

**Keywords:** *Electronic Medical Record, Effectiveness, Quality of Patient Care, Healthcare Services, Hospital*