

Evaluasi Kesiapan Organisasi Pasca Implementasi Rekam Medis Elektronik Klinik Diana Medika Bekasi = Post-Implementation Organizational Readiness Evaluation for Electronic Medical Records at Clinic Diana Medika Bekasi

Kayla Anissa Haztari, author

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Abstrak

Transformasi digital di bidang kesehatan menjadi prioritas nasional melalui kebijakan Kementerian Kesehatan Republik Indonesia, salah satunya mewajibkan setiap fasilitas pelayanan kesehatan untuk mengimplementasikan Rekam Medis Elektronik (RME) sebagaimana diatur dalam Permenkes No. 24 Tahun 2022. Namun, keberhasilan implementasi RME tidak hanya ditentukan oleh kesiapan organisasi sebelum pelaksanaan, tetapi juga pasca implementasi guna memastikan keberlanjutan sistem. Penelitian ini bertujuan untuk mengevaluasi kesiapan organisasi pasca implementasi RME di Klinik Diana Medika serta menganalisis interaksi antara kapasitas struktural dan psikologis. Penelitian ini menggunakan pendekatan kualitatif dengan metode wawancara mendalam. Analisis data dilakukan berdasarkan kerangka penilaian California Association of Family Physician (CAFP) dan teori kesiapan organisasi dari Weiner (2009). Hasil penelitian menunjukkan bahwa kesiapan secara psikologis di Klinik Diana Medika tergolong tinggi, yang tercermin dari komitmen terhadap perubahan dan efikasi perubahan individu. Namun, dari sisi struktural, terdapat beberapa kerentanan seperti belum adanya struktur formal pengelola RME, ketergantungan pada vendor, keterbatasan pelatihan berkelanjutan, serta belum adanya anggaran khusus. Ditemukan pula adanya kesenjangan antara pengetahuan dan tindakan (knowing-doing gap) serta fenomena gunung es, di mana kesiapan yang tampak secara psikologis tidak sepenuhnya mencerminkan kesiapan struktural. Penelitian ini menyimpulkan bahwa meskipun individu dalam organisasi memiliki kesiapan psikologis yang kuat, tetap diperlukan penguatan aspek struktural untuk mencapai implementasi RME yang optimal dan berkelanjutan.

.....Digital transformation in the health sector has become a national priority under the policy of the Ministry of Health of the Republic of Indonesia, one of which mandates the implementation of Electronic Medical Records (EMR) in all healthcare facilities, as regulated in Ministerial Regulation No. 24 of 2022. However, the success of EMR implementation depends not only on organizational readiness prior to implementation but also on post-implementation evaluation to ensure sustainability. This study aims to evaluate the organizational readiness after EMR implementation at Diana Medika Clinic and to analyze the interaction between structural and psychological readiness. The study employs a qualitative approach using in-depth interviews. Data analysis was conducted using the Californian Association of Family Physician (CAFP) framework and Weiner's theory of organizational readiness for change (2009). The findings indicate that psychological readiness at Diana Medika Clinic is high, reflected in strong commitment to change and high efficacy among staff. However, structural readiness shows several vulnerabilities, such as the absence of a formal EMR management team, dependency on vendors, limited ongoing training, and the lack of a dedicated budget. The study also identified a knowing-doing gap and an iceberg phenomenon, where the visible psychological readiness does not fully reflect the underlying structural conditions. In conclusion, although individuals in the organization demonstrate strong psychological readiness, structural aspects must be strengthened to achieve optimal and sustainable EMR implementation.